

Yaandina Community Services

*One Organisation. Two Communities. One Integrated Care
System.*

The Pilbara Shapes the Model

The geography and demography of the Pilbara do not merely influence the model of care — they demand it.



Vast Scale

One of Australia's largest regional aged care footprints

Pilbara Region, WA

500,000+
sq km service territory



Dispersed Communities

Separated by vast distances,
limited transport infrastructure



Cultural & Language Diversity

Tailored, culturally safe approaches
required across communities



Dual Ageing Populations

Aboriginal communities and non-
Aboriginal working families —
distinct needs



Growing Demand

Both populations ageing in place —
demand for services is increasing



Workforce Shortages

Health and aged care workers in
chronic short supply across the
region



Distance from Specialist Services

Local integration is not optional — it is essential when specialist care is hundreds of kilometres away.

! *These are not peripheral challenges — they are the conditions that make a locally embedded, integrated model of care both necessary and transformative.*



Different Communities. Shared Aspirations.

Across cultures and circumstances, older people want the same things— independence, dignity, relationships, safety, and belonging.

Aboriginal Elders

Deep connection to Country, family, language, and cultural identity. The aspiration is to remain on Country and age within community — in relationship with place and kin.

Non-Aboriginal Older People

Local working families seeking to keep older relatives close, safe, and socially connected — not displaced to distant services and unfamiliar settings.

One care model must honour both realities



Independence



Dignity



Relationships



Safety



Belonging



How Services Work Together Around the Individual

The individual is always at the centre— every service connects back to the person, not the programme.



How Integration Works

-  **Coordinated, not siloed** — referrals, communication, and care planning flow across all nine service touchpoints.
-  **Staff who know the person** — integration is made real by workers who know the individual, not just the service they deliver.
-  **Nine services. One person.** — every entry point connects back to the same individual at the centre of the system.

"The individual is always at the centre — every service connects back to the person, not the programme."

Community Care + Residential Care = One System

Community and residential care are not separate destinations — they are points on a single, connected journey.



The system is designed to flex around the person — not to progress them along a fixed conveyor



No one should have to leave their community to receive the care they need





Care Brings Communities Together

Care creates belonging — for the person receiving it, the family giving it, and the community holding it.

- **Shared meals** bring people across cultures together around a common table
- **Group activities and community outings** reduce isolation for all participants
- **Cultural inclusion:** traditional practices, language, and identity woven into everyday care
- **Community participation** keeps older people visible and valued — not separated from community life
- **Cross-cultural interaction** enriches the social fabric for everyone involved
- Care is not something that happens to people — it is something communities do together



Roebourne head office connects every delivery site



Partnerships Extend Our Reach

No single organisation can serve a region this vast — partnerships are what make continuity of care possible.

Direct Service Locations

- **Roebourne** (incl. Residential Aged Care Home)
- **Karratha**
- **Wickham & Point Samson**
- **Port Hedland & South Hedland**

Remote Community Partnerships

- **Punmu**
- **Kunawarritji**
- **Parnngurr**
- **Jigalong** (proposed)

Partnerships enable access in communities where direct staffing is not feasible. Relationships with community organisations, health services, and local leaders are foundational to culturally safe service delivery.

The Local Workforce Makes Integration Possible

Integration happens through people.

- Local employment is a strategic investment, not just a workforce solution
- Aboriginal workforce members bring irreplaceable language capability and cultural knowledge
- Local workers understand community relationships, family dynamics, and cultural protocols
- Training and career pathways create meaningful employment options beyond the mining sector
- A locally embedded workforce delivers care that is trusted, consistent, and culturally safe

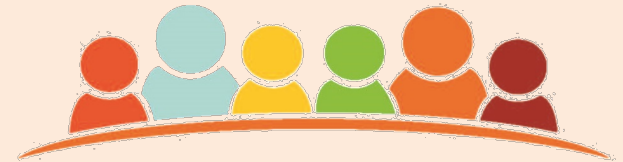
Key Insight

Programmes can be designed centrally— but integration only happens through the people who show up every day, in community, in language, in relationship.



What Have We Learned?

Six lessons from a decade of integrated care in one of Australia's most complex service environments.



1

Care must reflect community

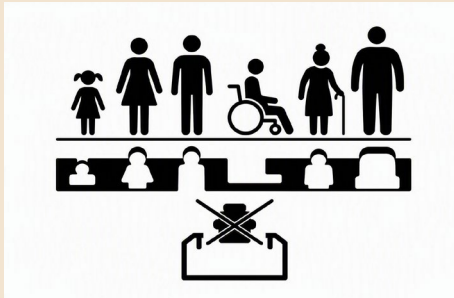
The community shapes what good care looks like — the model must follow the community, not lead it.



2

One size doesn't fit all

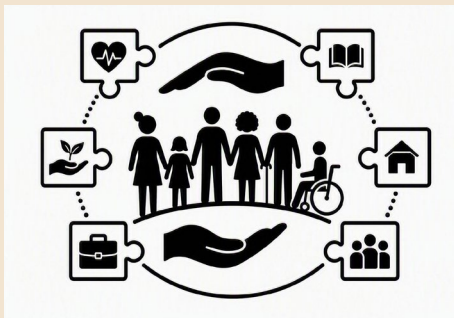
Aboriginal Elders and non -Aboriginal older people share aspirations but need genuinely tailored approaches.



3

Integration is built around people, not programmes

Coordination flows from knowing the person — not just the system.



4

The local workforce is the foundation

Without trusted local staff, integration is a document — not a reality. People make it real, every day.



5

Partnerships expand access

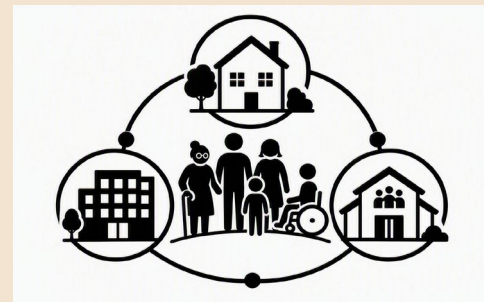
No single provider can reach a 500,000+ sq km region alone — partnerships make continuity of care possible.



6

Residential, community, and home: one system

Artificial separations between service types create gaps that harm people. Integration works when all three connect.



Outcomes and Impact

When care is built around people and community, the outcomes speak for themselves.



Elders Remaining on Country

Aboriginal Elders stay with family — cultural identity, connection, and wellbeing preserved.



Families Keeping Relatives Close

Working families keep older relatives in community — removing the impossible choice between work and care.



Meaningful Local Employment

Careers beyond the mining sector — economic and social participation for community members.



Better Health and Wellness

Improved outcomes through social connection and remaining in community — holistic wellbeing, not just clinical care.



Reduced Service Fragmentation

One integrated system removes gaps between home, community, and residential care — continuity, not hand-offs.



Aboriginal Workforce Growth

Increased Aboriginal workforce participation — building sustainable local capacity in health and aged care.



Closing Reflection

Growing older with dignity, connection, and belonging.

"Our work is about integrating clinical care with community care. Mainstream aged care with culturally safe care. Regional with remote. And always — care that wraps around the person.

Whether it is an Aboriginal Elder who wants to remain on Country, or an older Australian who wants to stay close to family and community — the goal is the same: to grow older with dignity, connection, and belonging."

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