

LYFT COMMUNITY

IMPACT REPORT

A YEAR OF CARE, CONNECTION &
EVOLUTION
SUPPORTING PEOPLE TO LIVE
SAFELY, INDEPENDENTLY, AND
MEANINGFULLY AT HOME.

A LETTER FROM SAMMI

WWW.LYFTCOMMUNITY.COM.AU

This year has been a defining one for Lyft Community. Not just in how much we've grown, but in how we've evolved. We've continued to ask ourselves:

What does truly great care feel like?

And the answer remains simple:

It feels human.

It feels calm.

It feels like someone genuinely knows you.

As we've expanded, we've made a conscious decision not to become more corporate - but more connected.

You'll see this reflected in the changes we're making:

More voice from our team.

More shared ownership.

More intention in how we deliver care.

This report is a reflection of the work happening every day, and the future we are actively building.



Sammi

WHO WE ARE

We believe everyone deserves to feel safe, known, and valued in their own home. Because home isn't just a place, it's where people feel like themselves. And when care is delivered with consistency, trust, and genuine connection, people don't just get by - they live well.

We design support around the individual, not the system.
We build consistent, carefully matched teams, so care feels familiar and calm.
We prioritise relationships over rosters, and presence over process.
We listen deeply, adapt thoughtfully, and show up in a way that feels human, not clinical.

Lyft Community is a values-led care organisation based in Melbourne and the Mornington Peninsula. We provide in-home support across disability and aged care, helping people live safely, independently, and meaningfully at home.





OUR EVOLUTION



Over the past year, we have begun a deliberate shift toward a more human-centred, teal-aligned model of care. This is more than a structural change, it's a mindset shift in how care is experienced, delivered, and led.

What this means for our community:

- Greater autonomy for our team to make thoughtful, in-the-moment decisions
- Stronger, more consistent relationships between support workers and participants
- Less hierarchy, with a move toward shared ownership and accountability
- Care that is guided by trust, rather than driven by control.

We are intentionally moving away from traditional, transactional models of care and toward something more adaptive, responsive, and deeply human.

Because when people are trusted, empowered, and connected, care naturally becomes more meaningful.

STORIES FROM THE COMMUNITY

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“For the first time, things feel settled.”

When we first met her, there had been a constant rotation of support workers. Different faces, different approaches, different energy - every day. It created a quiet sense of anxiety in her home. What she needed wasn't more support. She needed the same support. We focused on building a small, consistent team around her. People who understood her routines, her preferences, and the small things that mattered. Over time, the tension eased. The uncertainty faded.

Her daughter shared with us:

“For the first time in months, Mum feels settled. She knows who’s coming through the door — and that’s made all the difference.”

Sometimes, the most powerful change is simply consistency.

“She’s doing more than we thought possible.”

When she first came on board, her confidence was low. Leaving the house felt overwhelming. Even small tasks felt like a barrier. There was no pressure to “push progress.” Just a focus on gentle, consistent support. One step at a time. Over weeks and months, things began to shift. Short outings became longer ones. Small tasks became part of her routine.

Her family shared:

“She’s doing more now than we thought possible — but it hasn’t been forced. It’s just happened naturally.”

When support feels safe, progress doesn't need to be pushed.

It unfolds.

WHAT WE'RE SEEING

Working closely with individuals and families every day gives us a clear view of what's really happening within the system. What we're seeing is consistent, and it matters.

- Families are overwhelmed trying to navigate NDIS & aged care, often without clear guidance or support
 - Consistency remains one of the biggest gaps, with too many people experiencing a revolving door of workers
 - There is a growing demand for care that is relationship-based, not task-driven
 - Communication between services is fragmented, creating confusion and risk for those receiving care

These are not isolated issues, they are systemic patterns. And they are shaping how we grow, where we focus, and how we choose to lead change. Because improving care isn't about doing more, it's about doing it differently.



WHAT GOOD CARE ACTUALLY LOOKS LIKE



From where we stand, great care isn't defined by complexity, it's defined by consistency, presence, and how it feels. It's not just about what gets done. It's about how someone experiences being supported in their own home.

It looks like:

- The same familiar face walking through the door
 - Knowing how someone likes their morning, without needing to ask
 - Communicating with families before they have to follow up
 - Taking the extra moment to notice when something isn't quite right
 - Being present, not rushed, not transactional

These aren't big gestures. They're small, consistent moments, repeated over time. And that's where real outcomes are created. Because when care feels calm, familiar, and human, people don't just receive support, they feel safe within it.

Our team is the foundation of everything we do, and the experience of our participants is a direct reflection of how supported our people feel.

Over the past year, we've intentionally evolved how we support our team, moving toward a more human-centred, teal-aligned approach to leadership.

This means shifting away from traditional, top-down models and creating an environment where people feel trusted, empowered, and genuinely part of the work they deliver.

We have focused on:

- Thoughtful onboarding that helps people feel confident, connected, and aligned from day one
- Building consistent support systems that provide clarity while allowing flexibility and autonomy
- Creating space for reflective practice, encouraging our team to learn and grow from real experiences
- Delivering more relevant, real-world training grounded in what actually happens in the field
- Fostering open communication where feedback flows both ways and people feel heard
- Developing leadership from within, supporting our team to step forward, take ownership, and shape how we work

We are also making intentional shifts in how decisions are made. Our team are encouraged to think critically, respond in real time, and use their judgement, because they are closest to the people we support. This is not about removing structure. It is about creating a model that is more responsive, more human, and better aligned to real life. Because great care does not come from rigid systems. It comes from people who feel supported, trusted, and capable in what they do. And when that happens, the quality of care does not just improve, it transforms.

OUR TEAM (THE HEART OF LYFT)



SUPPORT WORKER ADVISORY CIRCLE



This year, we introduced our Support Worker Advisory Circle.

A key step toward shared leadership. This space allows frontline voices to directly influence how we operate.

Through monthly sessions, we:

- Surface real experiences from the field
- Identify patterns early
- Co-design improvements together

This is how we ensure our growth stays grounded in reality, not assumptions.



COMMUNITY & CONNECTION

True care creates a sense of belonging, where individuals feel seen, valued, and connected to something beyond themselves.

Over the past year, we have intentionally designed opportunities for meaningful connection through:

- Weekly cooking experiences that build independence and shared joy
- Creative art sessions that support expression and confidence
- Social outings that reconnect people with their community
- Group-based activities that foster friendship and routine

These are not just activities, they are moments that reduce isolation, build identity, and strengthen relationships. Because when people feel connected, their wellbeing doesn't just improve, it transforms.

OUR MOVE INTO AGED CARE

This year marks a natural evolution in our journey, our expansion into aged care. We are stepping into this space with deep intention. Not to replicate the system as it stands, but to thoughtfully reimagine what care can feel like.

Our approach is grounded in what matters most:

- Care that is deeply personal, not transactional
- Consistency that builds trust over time
- Simplicity in a system that often feels complex
- Relationships that are genuine, not rushed

We believe ageing should be supported with dignity, familiarity, and choice. That people should be able to remain in the home they love, surrounded by routines, memories, and a sense of self, with care that feels natural, respectful, and quietly reliable. Because great care doesn't take over, it gently supports people to keep living life, their way.





LOOKING FORWARD

Our direction is intentional, and deeply grounded in purpose. As we move forward, our focus is not just on growth, but on building something that truly matters.

Over the coming years, we are committed to:

- Expanding thoughtfully into aged care, with quality and integrity at the centre
- Strengthening leadership in a way that empowers, not controls
- Continuing to embed a teal, people-first culture across every layer of the organisation
- Bringing long-term community initiatives to life, including our vision for a nature-based farm and retreat

Each step forward is considered. Each decision is made with people, not just systems, in mind. Because we are not simply growing a service, we are shaping a community that people can belong to, contribute to, and feel proud to be part of.

THANK YOU