Impact report 2026

75 years together

Easy English



What difference do we make in your life?

afford

6 November 2026

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About this book



Afford wrote this book.

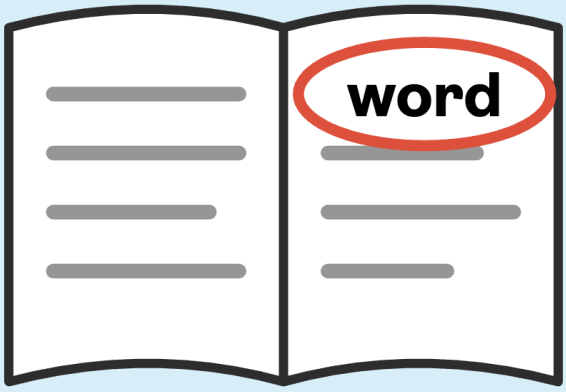
afford → we

In this book, **we** means Afford.

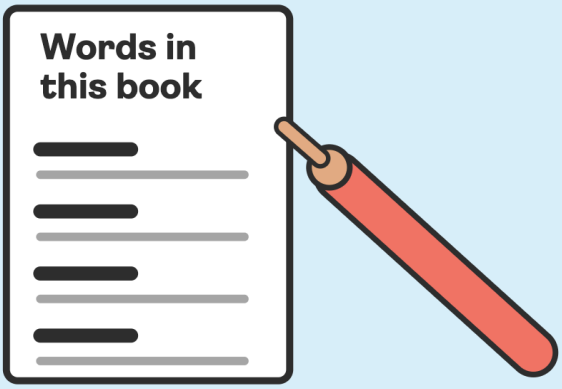


You can ask someone to help you read this book.

About this book



Some words are in **bold**. We explain what they mean.

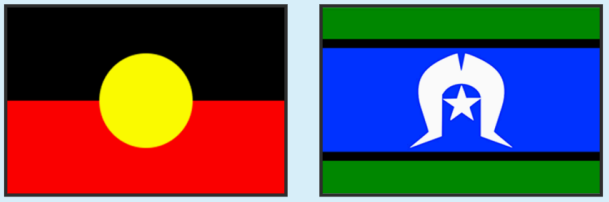


The words in this book are explained on page 33.

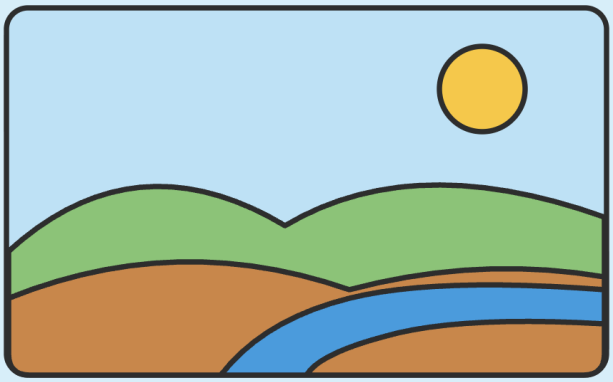


You can read a little bit at a time.

Acknowledgement of Country



We respect the **Traditional Custodians** of the land where we work.



We respect their **Elders**.

We respect their Culture.

We respect their spiritual connection to **Country**.

What this means

Traditional Custodians are the first people to live on and care for the land.

Elders are respected leaders in Aboriginal and Torres Strait Islander communities.

Country is the land, water and sky.

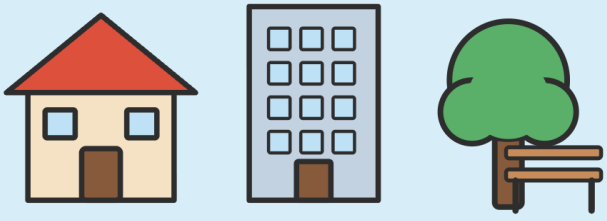
About Afford



Afford helps people with disability.

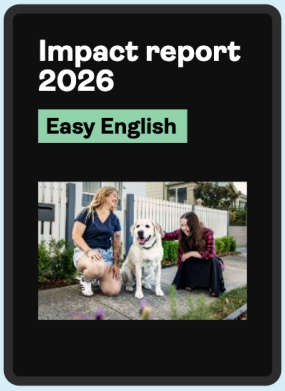


We help you live the life you choose.



We help you at home, at work and out and about.

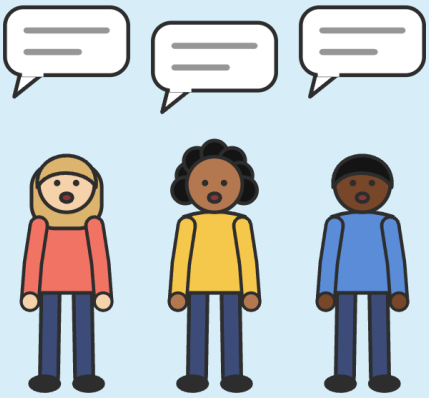
About this report



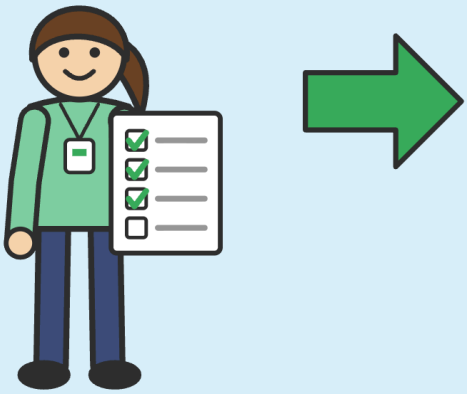
This book is our **impact report**.

What this means

An impact report tells you what difference we make.



It tells you what people told us.



It tells you what we will do next.

Why we asked



We want to know if we are helping you.



We want to know what we can do better.

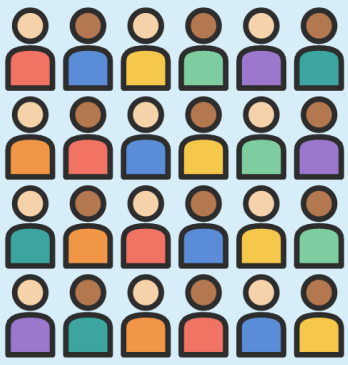
Who we asked



We asked people we support.



We asked their families and carers.



146

146 people answered.

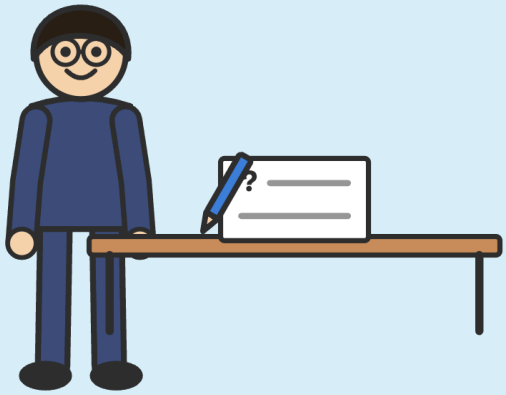
How we asked



We asked people to do a **survey**.

What this means

A survey is a list of questions.



A company called **Elevate Impact** wrote the questions.

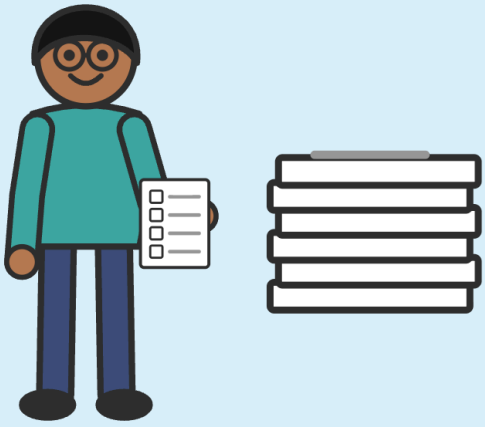


Your answers were private.

How we asked



You could answer Yes, No, Sometimes or I am not sure.

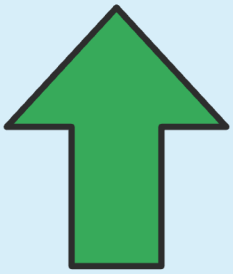


Elevate Impact counted all the answers.

What we found

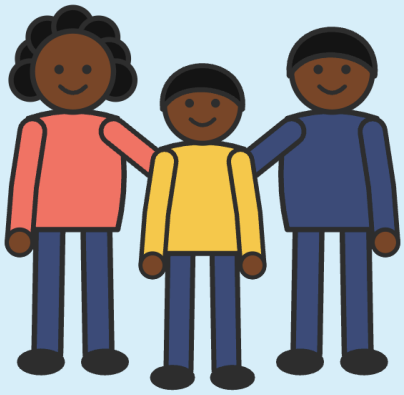


Most people said good things about Afford.



Better

Our results are better than in 2024.



Families say we make a big difference.

6 parts of your life

We asked about 6 parts of your life.



Feeling safe



Community



Family and friends



Choices

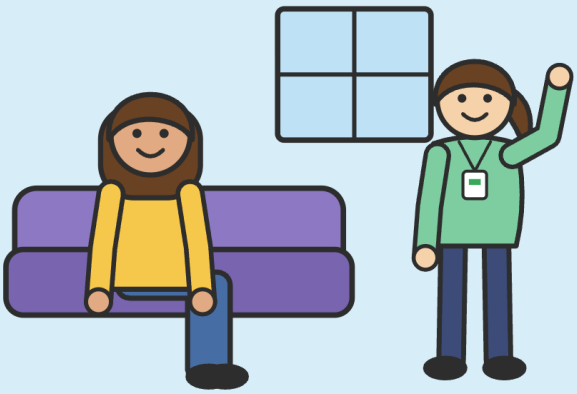


Goals



Work and money

1. Feeling safe



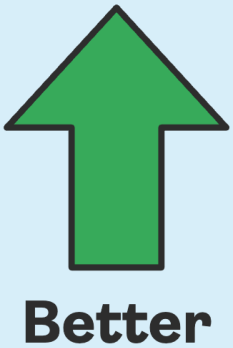
This is about
feeling safe.



It is also about
your **rights**.

What this means

Rights are rules about how everyone should be treated.



Most people feel safe.
This is better than
in 2024.

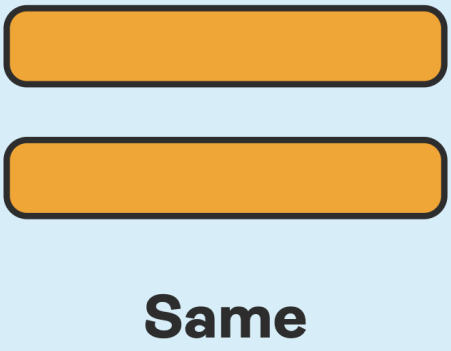
2. Being part of your community



This is about being part of your **community**.

What this means

Your community is the people and places near you. For example, shops, clubs and neighbours.



This is about the same as in 2024.

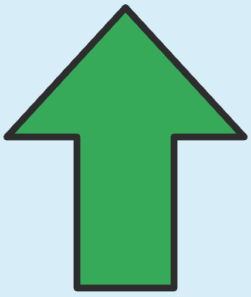


We need to do better here.

3. Family and friends



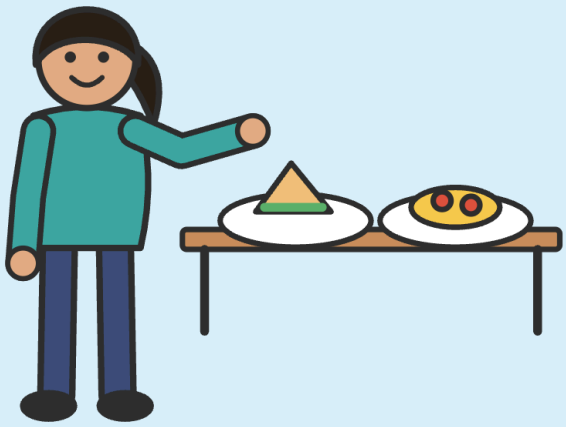
This is about your family, friends and people you care about.



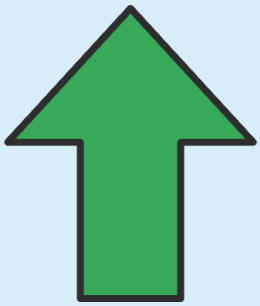
Better

Most people said good things. This is better than in 2024.

4. Making your own choices



This is about making your own choices.



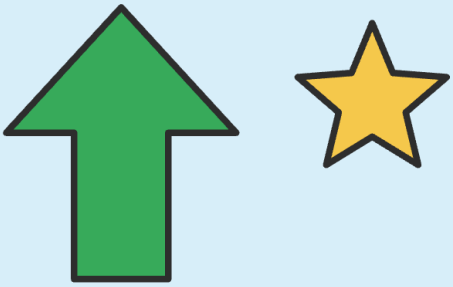
A lot better

This is a lot better than in 2024.

5. Your goals



This is about your **goals**. Goals are things you want to do.



Biggest change

This got better more than any other part.

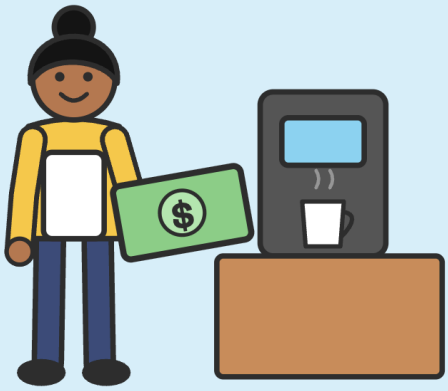
6. Work and money



This is about having a job and earning money.



This is our best result.



Most people said a job helps them reach their goals.

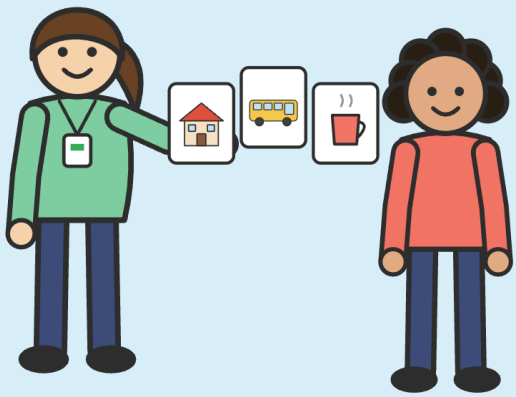
What you told us we can do better



Help people go out more. For example, on outings and to events.



Do what we say we will do. Call people back.



Tell people about all the ways we can help.

What you told us we can do better



Make it easy to talk to staff who know you.



Talk about goals more often. Afford should start these talks.

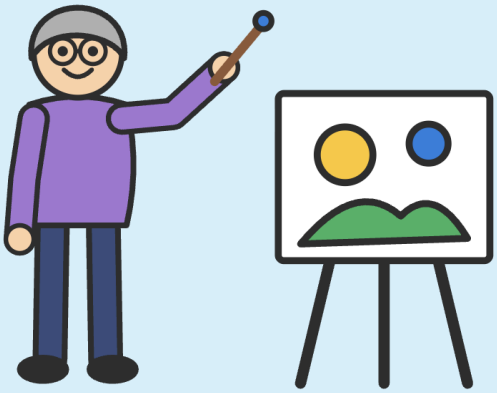
What families and carers told us



Have more staff, so people can go out more.



Tell families more. For example, after a doctor visit.



Let people try new things.

What families and carers told us



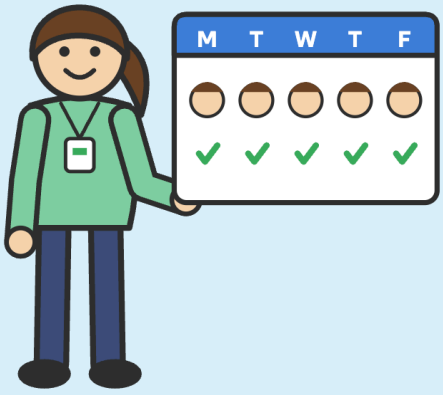
Help people be more **independent**.

What this means

Independent means doing things for yourself.



Health is very important.



Keep the same staff and routines.

What we promised in 2024



In 2024, we made 5 promises. Here is what we did.



We said:

We will work with you and your family.

We did:

We talk with families more.

We have a new way to share news.

What we promised in 2024



We said:

We will put you first.

We did:

We made a new plan to keep you safe.

It is called a **Safeguarding** plan.

What this means

Safeguarding means keeping people safe from harm.



We said:

We will help you plan your goals.

We did:

Goals got better more than any other part.

What we promised in 2024

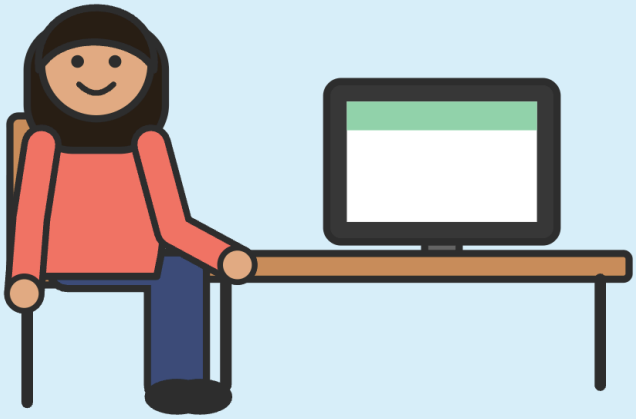


We said:

We will make things work better.

We did:

There is a new way to tell us about a problem.



We said:

We will help you work and earn money.

We did:

There are more ways to find a job.

Work and money is now our best result.

What we will do next



We will listen to you in everything we do.



We will help you tell your own story.

What we will do next



We will talk with families more. We will share news early.

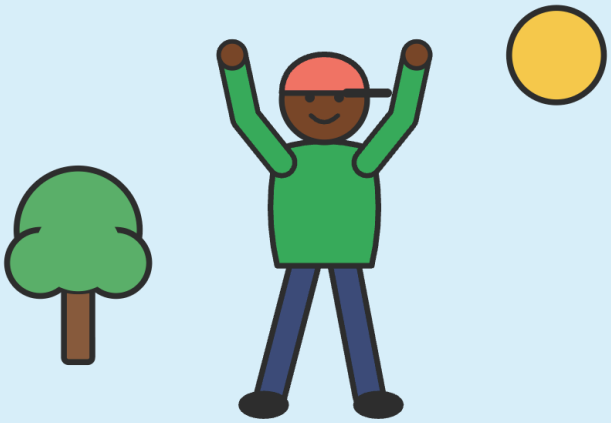


We will use **Active Support** every day.

What this means

Active Support means staff help you do things yourself.

What we will do next



We will help you be healthy and happy.



We will help more people find a good job.

Afford is 75 years old

75 years together

Afford is 75 years old.



We will keep asking what you think.



We will tell you what we did.

Thank you



Thank you for telling us what you think.

Words in this book



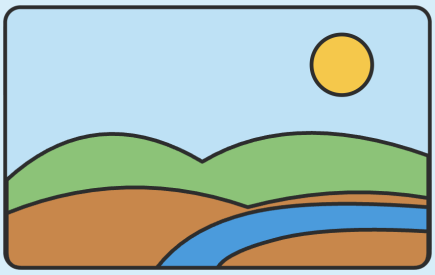
Active Support

Staff help you do things yourself.



Community

The people and places near you. For example, shops, clubs and neighbours.



Country

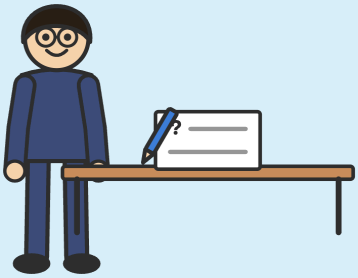
The land, water and sky. Aboriginal and Torres Strait Islander people have a special connection to Country.



Elders

Respected leaders in Aboriginal and Torres Strait Islander communities.

Words in this book



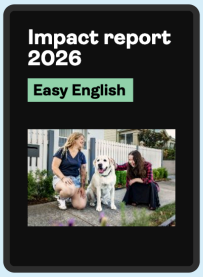
Elevate Impact

A company that helped us with the survey.



Goals

Things you want to do.



Impact report

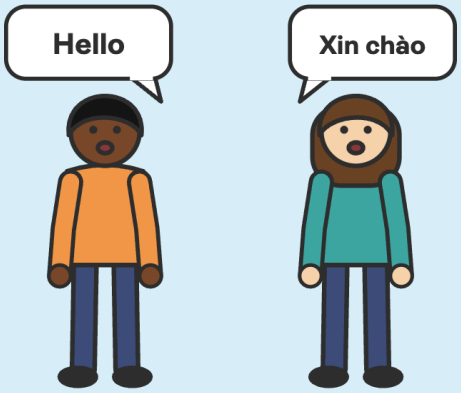
A report that tells you what difference we make.



Independent

Doing things for yourself.

Words in this book



Interpreter

A person who helps you understand another language.



National Relay Service

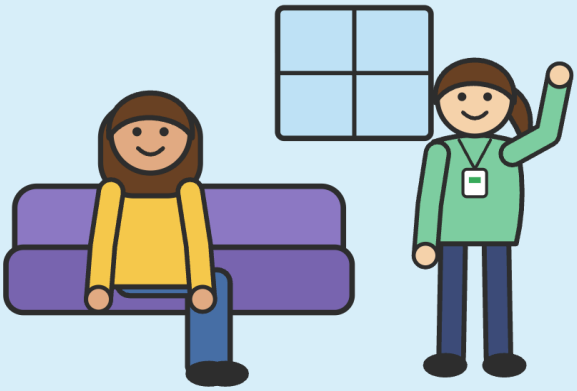
A phone service for people who have trouble hearing or speaking.



Rights

Rules about how everyone should be treated.

Words in this book



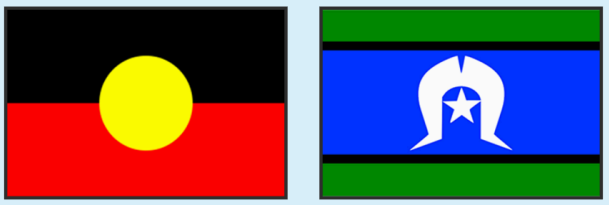
Safeguarding

Keeping people safe from harm.



Survey

A list of questions.



Traditional Custodians

The first people to live on and care for the land.

Contact us



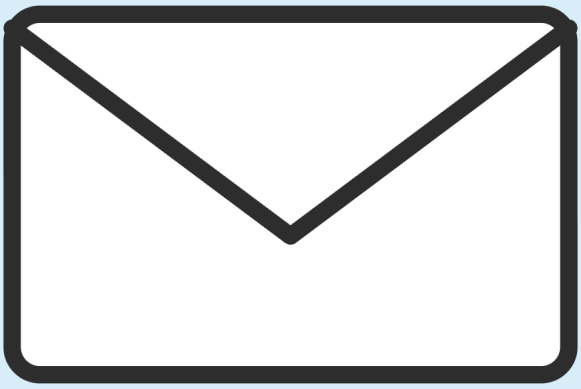
Call us on

1800 233 673



Visit our website:

afford.com.au



Write to us:

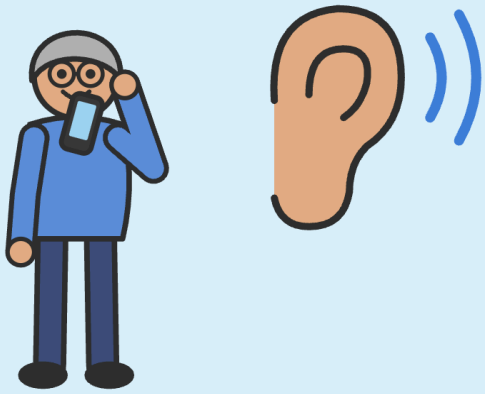
Afford

Level 6

85 Macquarie Street

Parramatta NSW 2150

Help to contact us



If you have trouble hearing or speaking, call the **National Relay Service**.

Speak and Listen:

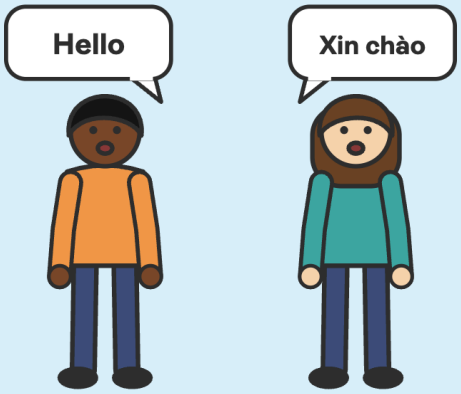
1300 555 727

TTY:

133 677

Then ask for

1800 233 673



If you need an **interpreter**, call

131 450

Then ask for

1800 233 673