

How Apollo Care has strengthened Nanyima through scale and investment

Nanyima Aged Care Community has always delivered strong care and maintained a deep local connection, but as the aged care sector has evolved, it has become clear that even well-performing regional services need additional support to remain sustainable.

That was the position Bien Stirling stepped into as Residential Services Manager, bringing with her experience across both standalone and larger aged care providers. From that vantage point, she could see not just how the service was delivering day to day, but how quickly the broader environment was shifting around it.

“I’ve been in aged care since 2002, and over that time you can really see how much more complex the sector has become, particularly around governance, compliance and the expectations placed on providers,” said Bien.



What became clear was that the challenge was not about care quality, but about the growing weight of systems, reporting and regulation, which were becoming increasingly difficult for a standalone model to manage over time.

Preserving local identity while strengthening capability

While the need for additional support was clear, the priority was always to protect what made Nanyima part of the community in the first place. The service has been built over decades through local support, donations and involvement, and that sense of connection remains strong across residents, families and staff.

Bien adds, “The community really feels a sense of ownership over Nanyima. It’s something they’ve supported and built over time, so in their hearts, they see themselves as part of it.”

For that reason, the decision to join Apollo Care Alliance was not about changing the identity of the service, but about strengthening what sits behind it. The name, the people and the local leadership remain in place, while governance, systems and expertise were introduced in a way that supports long-term sustainability.

Reducing operational burden so leaders can focus on care

Before joining Apollo Care Alliance, much of Bien’s time was taken up by the administrative demands of running the service, including compliance, reporting and financial oversight, which required constant attention and often pulled focus away from residents and staff.

Part of that challenge was driven by systems that did not provide clear or timely insight, making even routine decisions more difficult than they needed to be.

With structured support and improved systems now in place, governance and financial reporting are managed within a more consistent framework, reducing both complexity and risk, and allowing Bien to focus more on the day-to-day experience of residents and staff.

“I’ve been able to spend more time with residents, speak with families and be more present with the team, which is where you can really see the impact,” Bien explains.

Shared services and governance reduce risk and complexity

As aged care becomes more regulated, governance requires a level of structure and oversight that is increasingly difficult for smaller providers to maintain on their own. For Nanyima, this had placed growing pressure on a volunteer board that was committed to the service, but not resourced to manage the full scope of evolving requirements.

“There are now so many requirements that boards need to stay across, and that level of involvement is significant, particularly for a community-based organisation.”

Through Apollo Care Alliance, governance is supported by a broader framework, with shared services and established processes that reduce reliance on individuals and create greater consistency across the organisation. There is a clear structure and process in place, which gives confidence that things are being managed in the right way.

Stronger leadership through shared experience and support

One of the most immediate shifts has been the move away from isolated decision-making toward a more connected leadership environment. Where challenges were once worked through within a small local team, they are now supported by a broader network of expertise across the Alliance.

“Previously, I was often working through things on my own, but now there is a wider team of people I can lean on, which makes a real difference in how I approach decisions.”

This access to shared experience allows ideas and learnings to be applied more confidently at a local level, strengthening both leadership and outcomes. Bien has been able to take learnings from across the Alliance and apply them within Nanyima, which has already led to positive feedback from residents, families and staff.

Investment and scale turning plans into reality

The impact of scale is most visible in the delivery of the new memory support unit, which had been a long-standing priority for the service but remained out of reach without the financial capacity and operational support to deliver it.

Through Apollo Care Alliance, that changed. The project has moved forward with the backing, structure and expertise required to bring it to life, ensuring the planned 28-bed expansion becomes a reality for the region and addresses a clear and growing need within the community.

“With the financial constraints we were facing at the time, delivering a project of that scale wasn’t looking possible, even though the demand in the community was clearly there,” Bien says. “With the support of Apollo Care Alliance, we’ve been able to move that forward and make it a reality, which means more people can access the care they need closer to home.”

A stronger and more sustainable future for regional communities

Together, these changes have shifted Nanyima from managing pressure to building long-term stability, with clearer systems, stronger governance and more supported leadership creating a foundation that is both sustainable and future-focused.

Bien explains, “We’re seeing that flow through in how the service is performing, particularly in stronger financial stability month on month, which gives us confidence in where we’re heading.”

Importantly, that progress has not come at the expense of what makes the service unique. Nanyima remains deeply connected to its local community and shaped by the people who know it best. It now operates with the structure, support and capability required to navigate an increasingly complex environment.

This is what a partnership with Apollo Care Alliance makes possible: it allows regional aged care services to hold onto their identity while gaining the strength and backing needed to secure their future.