

YOURCARE

3 April 2024

Hon. Kate Washington MP
Minister for Families and Communities
Minister for Disability Inclusion
NSW Parliament House

Dear Minister,

I am writing on behalf of YourCare's 4457 members, who are seeking information about how the NSW Government plans to implement the findings of the NDIS Review. We are specifically interested in the recommendations about care navigators and foundational supports. We believe both measures provide a practical step forward for coordinating care beyond the NDIS.

The importance of care coordination can not be understated. When care is coordinated, it is of a higher quality and more cost effective, for patients and government. Why? Because when care is coordinated it is personalised and integrated. It enhances communication, encourages collaboration and enables early intervention, which can help avoid more expensive models of care, like hospitals. Given their regular contact with care providers, coordination is particularly important for people with disabilities.

YourCare is a platform that has been specifically built to aid the public with the coordination of care. Our platform delivers a range of services in this regard, including messaging features which connect members with providers, family and loved ones. We also deliver support directly, in our eCommerce store and recently, we created an AI Assistant, which provides advice to members, seeking community support or advice about costs and options.



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Our ambition to help people with the coordination of care, is deeply rooted in public service and my own professional experience. My career has closely followed the evolution of social policy in Australia. From 2003 I had the good fortune of working for the Shadow Minister for Disability Services, where we advocated for individual funding and care coordination prior to the NDIS. More recently, I advised the Minister for Family and Community Services on social housing reform and then worked to increase the supply of homes in the community housing sector.

Thank you so much for your assistance with providing more information to YourCare's members.

Yours Sincerely,

Simon Schwab

Founder | YourCare

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