



SeeCare

# SeeCare: Consumer-Centred Cooperative Care and Support Management

## Supporting the Care Journey

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# The Need

- How many people need assistance? (ABS 2003)
  - With disability: 3,387,800
  - Over 65: 1,164,600
- What is the accommodation situation? (ABS 2006)
  - Living in a household: 80%
  - Living alone: 17%
- Types of assistance for person >60 y/o? (ABS 2003)
  - Property maintenance: 58%
  - Transport: 42%
  - Housework: 40%
  - Health care: 50%
- Who are the carers? (ABS 2003)
  - Carers 25-64 y/o: 69%
  - Carers 65 y/o and over: 18%
- How much care is provided by primary carers? (ABS 2003)
  - More than 5 years of care: 53%
  - More than 20 hours per week: 45%



# Consumer-Centred Care and Support

- **Empower the consumer** to select their carers and supporters
- **Support the consumer's** care journey all the time and everywhere
- **Empower the consumer** to form their preferred care and support structure
- **Facilitate Coordination** of Care and Support
- **Enable the collection** of up-to-date status information
- **Support Cooperation** in Personalized Circles of Support
- **Support Cultural and Linguistic Diversity**
- **Enable people** to become valuable contributors

Using Web 2.0 (social networking) and mobile technology to support:

- Personalized Care Networks
- Support Provided and Managed Everywhere
- Flexible Support Management and Coordination
- Personalized Cooperative Care and Support Plans
- Status Monitoring
- Targeted and Controlled Information Sharing



# Personalized Care and Support Networks: Empower the consumer to select their carers and supporters



Goal 1

Goal 2

Need 1

Need 2



Professional Carers



Volunteers



Family and Friends  
IFA2010





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# Support Provided and Managed Everywhere: Support the care journey all the time and everywhere



Goal 1



Need 1



Goal 2

Need 2



Professional Carers



Family and Friends



Volunteers





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# Flexible Support Management and Coordination:

Empower the consumer to form their preferred care and support structure



Support Manager

Goal 1



Need 1

Goal 2



Need 2



Professional Carers



Volunteers



Family and Friends  
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# Personalized Cooperative Care and Support Plans: Facilitate Coordination of Care and Support



Goal 1

Goal 2

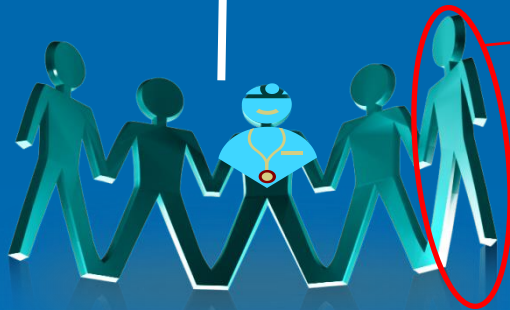


Need 1

Need 2



Coop. Care Plan  
Coordinator



Circle of Care  
Coop. Care Plan 1



Circle of Care  
Coop. Care Plan 2







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# Status Monitoring:

Enable the collection of up-to-date status information



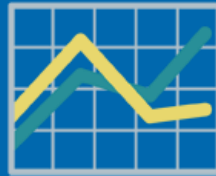
Goal 1

Goal 2



Need 1

Need 2



Circle of Care  
Coop. Care Plan 1



Circle of Care  
Coop. Care Plan 2



# Targeted and Controlled Information Sharing: Supporting Cooperation in Personalized Circles of Support



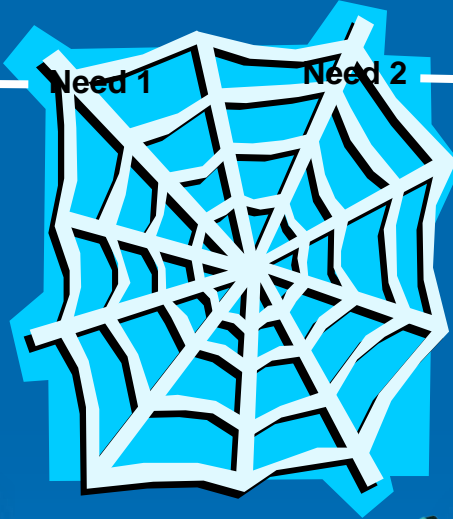
Goal 1

Goal 2



Need 1

Need 2



Circle of Support  
Coop. Support Plan 1



Circle of Support  
Coop. Support Plan 2



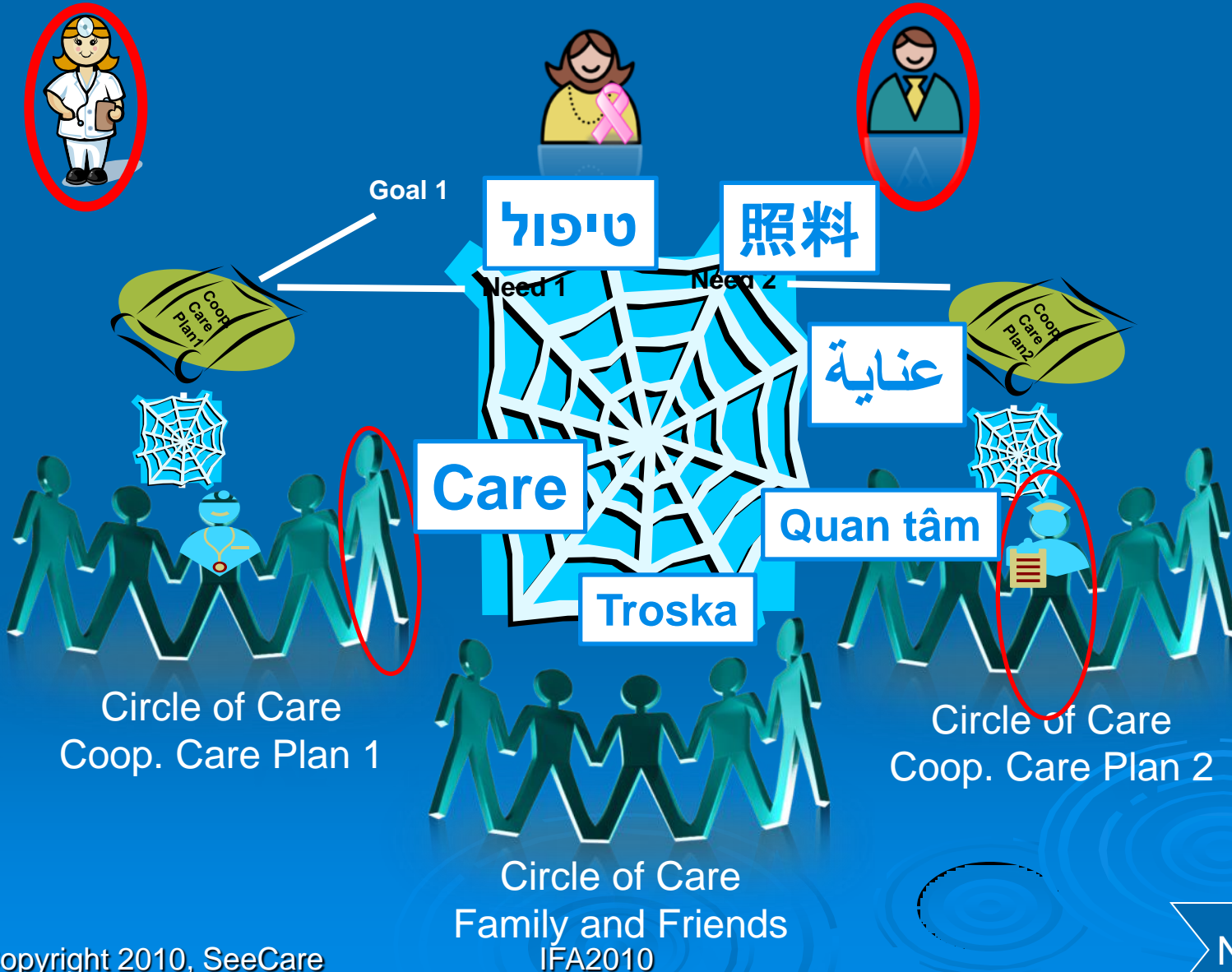
Circle of Support  
Family and Friends





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# Care Specification in over 70 Languages: Support Cultural and Linguistic Diversity





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# Dependency => Independence => Mutual Support: Enable people to become valuable contributors



Goal 3

Need 3



Professional Carers



Volunteers



Family and Friends  
IFA2010





# Implementing Consumer-Centred Cooperative Care and Support Management

Using Web 2.0 (social networking) and mobile technology to support:

- Personalized Care Networks
- Support Provided and Managed Everywhere
- Flexible Support Management and Coordination
- Personalized Cooperative Care and Support Plans
- Status Monitoring
- Targeted and Controlled Information Sharing



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# SeeCare Web-site

SeeCare - Windows Internet Explorer

http://www.seecare.net.au/

File Edit View Favorites Tools Help


Norton Cards & Log-ins

SeeCare

Home Features Sign up

Email Password: Login

Forgot password?



Join SeeCare to manage your care, connect with friends, and share your experiences.

Sign up for free!

**Features**

- **Enables!** the coordination of care provided at home and within the community
- **Empowers!** people in need of care and their family and friends to manage the

**Is SeeCare for you?**

No person is an Island. At some point each of us needs care and we each support someone - a family member, a friend, a patient, or a client. Be it health care, domestic care, social care, or any other care.

**What's new...**

- SeeCare Improvements Jan. 2010

SeeCare now includes improved notification of invitations, requests for care support, and changes to care arrangements. When friendship and care

Internet 100%



# SeeCare: Sustainable Model

- Free for use by:
  - People in need, consumers
  - Their family and friends
  - Volunteers
  - Community organizations
- Advertising model
- [www.seecare.net](http://www.seecare.net) and [www.seecare.net.au](http://www.seecare.net.au)



SeeCare



[gil@seecare.net.au](mailto:gil@seecare.net.au)



# Mavis: What does she need and want?



Age: 68

Occupation: Pensioner

Education: High school

“Ever since my stroke, I find it difficult to remember to take my medication”

Mavis lives at home. Mavis has recently had a stroke and also suffers from arthritis. Although Mavis is independent her illnesses confine her from doing tasks such as gardening and cleaning. Her son Chris, who lives 2 hours away, handles Mavis’s care such as organising the gardener and cleaners. Since her stroke Mavis has mild short-term memory loss. Despite this, Mavis still considers herself quite a wiz when it comes to this new internet that everyone is talking about.

## Goals

- Be less dependant, more independent
- Manage own care and support
- Find service providers
- Get support from friends
- Talk to other people with similar experiences.
- Help others and contribute to society



# How is Mavis supported?



# John – Helps Manage Care and Support

# Janet - Manages Stroke Care Plan

# Kate - Views all Support

# Susan - Provides Medical Checkup

# Frank - Provides Cleaning Services



Search for Cleaner

Permit: View Cleaning

Permit: Care Plan Management

Medication

Assign: Arrange Checkup

View all support

Weekly Checkup

Cleaning

Supports someone else

Supports someone else