



# Contents

Welcome	<b>2</b>
The sameview platform	<b>3</b>
The sameview community	<b>4</b>
Information shared in sameview	<b>6</b>
Our impact	<b>7</b>
Hear from our community	<b>8</b>
Collaboration	<b>10</b>
Our team and supporters	<b>11</b>
What's next?	<b>12</b>
Get in touch	<b>12</b>

# Welcome



Welcome to our third annual impact report.

We're excited to again share sameview's progress with you, especially now that we are serving a community of nearly 8,000 people across every state and territory in Australia, and in many other countries around the world.

In this report you'll see how our platform for disability care coordination has progressed, you'll see who from the disability community is using sameview, how they're using it, and the impact it's had on their lives.

Sameview's disability community includes people with disability, their families, and professional supports that cover every sector. Each person and family's lives are beautifully unique, as are the skills, capabilities, and approach that each support and professional brings.

We are so grateful for our community's openness to share their stories with us, and for their continued feedback and guidance that shapes sameview's growth and direction.

We hope that you'll continue to be a part of our journey in 2024.

## sameview's mission:

**To create more effective healthcare, social, and personal outcomes for the disability community by:**

**Providing families and individuals with the tools to be confident and engaged in their care and supports, with the right team that works together towards their goals and aspirations.**

**Empowering support professionals to collaborate easily and efficiently across organisations and sectors, and deliver true person-centred care.**

# The sameview platform



**sameview is one place to connect and share information between families, doctors, therapists, educators, and disability supports.**

**We make it easy for everyone to be on the same page and working together.**

## **Your story:**

A shared customisable profile which is the story that each family or individual has to tell every new person in their lives. Share documents that need to be referenced regularly.

## **Team members:**

Any person can be invited into a team. Teams match the choice and control each person has with their supports.

## **Works on all devices:**

Simple web based access that works on any internet connected device.

## **Goal and outcomes tracking:**

Track all shared information and events against goals. Create a real world picture of outcomes with context behind progress and issues.

## **Day to day sharing and collaboration**

Share outcomes from appointments, updates from support workers, achievements, or issues. Every team member is on the same page, can communicate with each other, and works together towards the person's goals.

## **Reporting**

Simple reporting that shows real events and moments linked to goals, giving families and individuals a person-centred way to confidently speak about their support needs and progress, and professionals an efficient way to observe outcomes.

## **Calendar and scheduling:**

Share upcoming appointments, weekly schedules, and important tasks.

## **Providers - easy client management and onboarding:**

Easy to use dashboards to manage multiple clients. Catching up on the latest for any client takes only a couple of minutes. Simple referral processes that removes the work for you and your client and enables everyone to start working together right away.

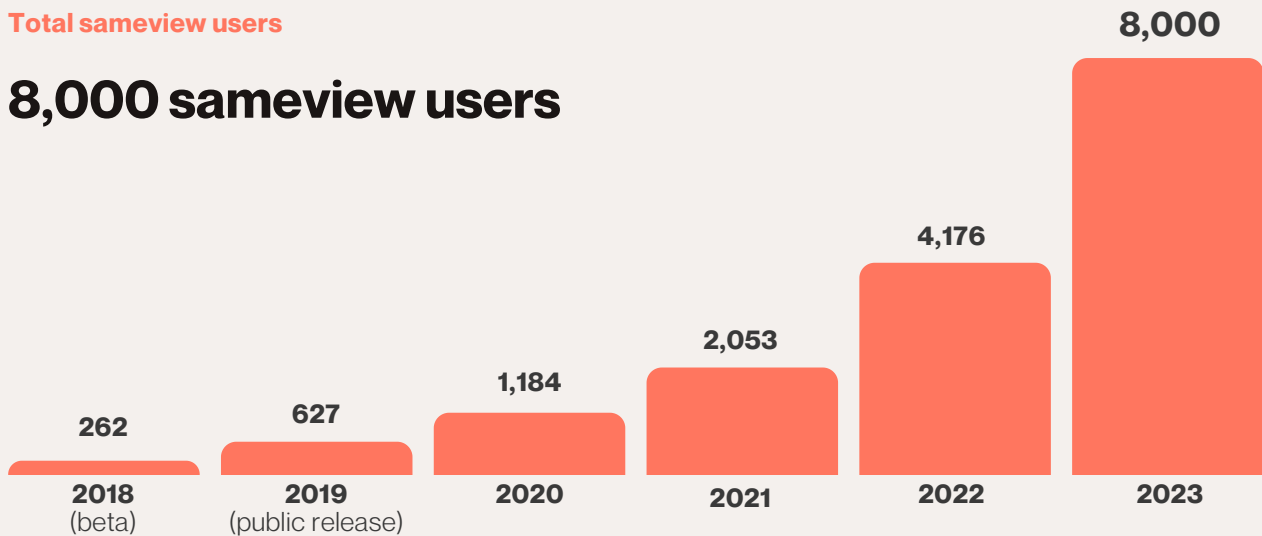
## **Providers - run private groups in sameview:**

Connect clients together for group delivery such as capacity building programs, provider peer support, or to share educational or support resources. Provide this to your clients easily, and in a familiar and secure setting.

# The sameview community

## Total sameview users

**8,000 sameview users**



## Profile age range (People with Disability)

0 - 88 years old

## Diagnoses in sameview

- |   |                                       |
|---|---------------------------------------|
| 1p36 Deletion Syndrome  | Huntington's Disease                  |
| Acquired Brain Injury   | Hydrocephalus                         |
| AL Amyloidosis  | Hypotonia                             |
| Angelman's Syndrome   | Intellectual Disability               |
| Anxiety   | Juvenile Batten Disease - CLN3        |
| Attention Deficit Hyperactivity Disorder (ADHD)                         | Kawasaki Disease                      |
| Autism Spectrum Disorder (ASD)  | Kleefstra Syndrome                    |
| Benign joint hyper-mobility / Postural Orthostatic Tachycardia Syndrome | Lissencephaly                         |
| Bipolar Disorder  | Low muscle tone                       |
| Bronchopulmonary Dysplasia  | Microcephaly                          |
| Cerebral Palsy (CP)   | Mitochondrial disorder                |
| Charge Syndrome   | Multiple Sclerosis (MS)               |
| Chronic Rhinitis  | Muscular Dystrophy                    |
| D2HGA   | Obsessive Compulsive Disorder (OCD)   |
| Dementia  | PACS1 Syndrome.                       |
| Depression  | Pallister Killian Syndrome            |
| Developmental Delay   | Pitt-Hopkins Syndrome                 |
| Diabetes  | Pontocerebellar Hypoplasia            |
| Distal arthrogyriposis  | Post-traumatic stress disorder (PTSD) |
| Down Syndrome   | Prader-Willi Syndrome                 |
| Dravet Syndrome   | Rare Diseases (other)                 |
| Duchenne Muscular Dystrophy   | Rhett Syndrome                        |
| Ehlers Danlos Syndrome  | Sanfilippo Syndrome                   |
| Encephalopathy  | Sensory processing disorder           |
| Endometriosis   | Severe language impairment            |
| Epilepsy  | SOX 2 Syndrome                        |
| Factor V Leiden   | Speech Delay                          |
| Fibromyalgia  | Trisomy 15                            |
| Fragile X Syndrome  | Trisomy 21                            |
| Gastro-Esophageal Reflux Disease  | Unilateral talipes equinovaris        |
| Global Developmental Delay  | Wolf Hirschhorn syndrome              |
| Hearing Loss  | Xia-Gibbs Syndrome                    |
| HIST1H1E Syndrome   | "No formal diagnosis"                 |

# The sameview community (cont.)

## Role titles (most common)

Advocate	Mental Health Social Worker
Allied Health Assistant	Mentor
Art Therapist	Music Therapist
Assistive Technology Assessor	Nurse Home Visitor
Audiologist	Occupational Therapist
Auslan tutor	Orthotist
Behaviour Support Practitioner	Paediatric Complex Care Coordinator CNC
Care Manager	Paediatric Dietitian
Case Manager	Peer Mentor
Child Protection	Personal Trainer
Child Protection Practitioner	Physiotherapist
Clinical Director	Play Therapist
Clinical Nurse Consultant	Positive Behaviour Support Practitioner
Clinical Psychologist	Principal, Assistant Principal, Deputy Principal
Community Access Worker	Psychiatrist
Community Living Specialist	Psychologist
Counsellor	Registered Nurse
Dance Movement Therapist	Social Worker
Developmental Paediatrician	Social Worker
Dietitian	Speech Pathologist
Endocrinologist	Support Coordinator
Enhanced Maternal and Child Health Nurse	Support Worker
Exercise Physiologist	Teacher
Family Services Case Manager	Team Leader
House Lead SIL	Therapy Assistant
Independent Support Worker	Wellbeing Facilitator
Key Worker	Youth Mentor
Learning and Support Teacher	

**In sameview, families and individuals can add any person to their team. Sameview supports each person's choice and control, and is a secure place for the team to share information, communicate and collaborate together.**

### Sameview team statistics

- Average number of team members per team is **6+**
- Biggest team includes **77** people
- Most supports/professionals are supporting multiple clients in sameview.

### Engagement statistics

- On average, there are **500+ sessions** per day in sameview.
- Average session is **~3 minutes** in duration.

### Countries with sameview users

Australia	Thailand	Hong Kong	United Arab Emirates
New Zealand	Philippines	Germany	South Africa
United States	Israel	Chile	Fiji
United Kingdom	Spain	Sri Lanka	Uruguay
Canada	Singapore	Denmark	Bahrain
India	Japan	Switzerland	Pakistan
Indonesia	Sweden	Ireland	

# Information shared in sameview

**The diversity of the sameview community is reflected by how each individual or family uses the platform for their care coordination needs. Examples include:**

- A family caring for a child in early intervention, requiring information to be shared across medical, allied health, and education supports.
- Adults using the platform to manage and coordinate a team of support workers that might be sourced independently, from an agency or a mix of both.
- Individuals or families in transitions periods of their life, eg. starting/changing schools, leaving school for further education or employment, moving out of home to live independently.

## What are some of the things that people share?

- Outcomes from therapy appointments
- Support worker shift notes and handover
- Changes to goals or supports
- Important events or incidents
- Support schedules and appointments
- Instances where behaviour support is required
- Reminders
- Achievements
- Activities
- Updated documents / plans
- How to use new AT equipment

**Number of times people have shared or engaged with information in sameview (post/read/acknowledged/commented):**

**1,111,240**

(~911,000 of the above during 2023)

**This represents all of the emails, phone calls, and conversations that would have been required one-to-one, without sameview.**

**Across the sameview community, there are thousands of different goals and steps listed. They represent the goals and aspirations that our families, individuals, and their supports are all working together towards.**

In sameview these goals are individual to each person and family. They are written in their own words, and goals are broken down into components that are then tracked against the information shared day to day. Goals can be short or long term. Families and individuals are encouraged to share what's important to them more holistically, beyond just goals that are tied to their support funding.

## Example goal terms used by category

### Health / Therapy

Improve speech  
Walking safely  
Rehabilitation  
Fine motor  
Transitions  
Communication skills  
Diet and food safety

### Independence and self care

Living independently  
Life skills  
Dressing  
Feeding  
Toilet training  
Learning to drive  
Safety  
Hygiene  
Sleep

### Emotions

Manage anxiety  
Regulate emotions  
Triggers

### Social and activities

Making new friends  
Sport  
Dance  
Community  
Social skills  
Holidays  
Finding love

### Education and Post school

School inclusion (kindergarten, primary, secondary)  
Further study  
Employment  
Volunteering  
Programs  
Interview skills

### Assistive Technology

Orthotics  
Home modifications  
Communication devices  
Equipment prescriptions  
Assistance dog

# Our impact

In 2023 we conducted our first impact survey across our sameview community, to measure what sameview delivers to the disability community and sector. We're proud to share these results with you.

## Persons with Disability, Families, and Nominees

Using sameview ...	Agree or Strongly Agree
My supports communicate and work better together.	69%
I feel more included in care decisions for me or my family.	63%
I feel more confident about managing care and supports.	66%
Has improved my ability to advocate for myself or my family.	60%
I feel that I have more capacity or space for other things important to me in my life (fun, sport, family, relationships, work, education. etc.).	46%

**68% report that sameview saves them up to 4 hours of time per week in care communication, collaboration, and coordination tasks.**

## Professionals, Providers, and other Supports

Using sameview has...	Agree or Strongly Agree
Helped me to collaborate more with other providers and supports for my clients.	70%
Helped me to deliver improved outcomes for my clients.	80%
Improved the overall management of care in my clients' lives.	80%

**70% report that sameview saves them up to 8 hours of time per week in care communication, collaboration, and coordination tasks.**



# Hear from our community

## From families and nominees who use sameview to coordinate care for a loved one

"Sameview is impeccable and saves our family time, which is precious to us. We love having our independent support staff use sameview to document our son's day."

"Our sons psychologist told me last week Sameview has been excellent for her and saves her many many hours of searching and collaborating her reports due to the checklists and info she can gather from Sameview!"

"It has been fantastic and alleviated a lot of my frustration in ensuring everyone is working towards the same goals at the same time, thanks for your work in creating this platform. The ability to add videos and photos is great as it allows the good things to be shared and celebrated, can see by the comments by the team when they are not working."

"Sameview is an important management tool in my children's care. It is integral to communication between their allied health team and support worker team."

"I think it's fantastic. All our supports can see what's going on. I have numerous profiles on the app and being able to switch between them is really useful. It's great that I have everything in front of me."

"With 20 people on our support team, the app's ideal for supports to hand over to other supports. Also really like that the app gives me remote access to what's happening with my daughter's care...being able to see what's working and what's not. Love being able to see photos of her activities. Being able to post photos and videos to show everyone on the team any new developments etc is great."

"My family and I have been using sameview for just over a year and it has significantly improved our relationships with my son's therapists and educators."

"Sameview provides a safe, effective platform for us to communicate our son's goals without having to retell our complex medical history over and over again."

"Our support staff are using sameview to share information and ideas with each other, and we've seen this inspiring them to try more ideas from the work we've done with our therapists."

"Sameview is great because I no longer have to call six different people to explain the results of assessments. All professionals in the team can easily see what's going on."

"We love using sameview. It's been a game-changer! I now feel that I'm in the information loop for conversations. It's great for monitoring in real time and I enjoy being able to see what's happening day to day."

"I often don't have time to chat with our support workers, but sameview makes it easy for me to read everything when I'm free and catch up on what's happened during the day."

"I'm very happy with sameview. We post all of our daughters regular activities on sameview and all therapists can easily see what we're doing. Our therapists have also found it to be very helpful as they can build on the activities and progress we're achieving at home."

## From individuals who coordinate their own care and supports

"I am 35 and I've been on NDIS since 2017 for my autism, bipolar and physical disabilities.

I use sameview to manage my team. I have my support workers and therapists like my OT on there so everyone is up to date with what is going on especially since they are all from different organisations.

I like having my supports coordinated and find it is extremely important to me.

Using sameview I can plan in advance what needs to be done which is especially helpful if I am particularly anxious on the day. I am finding it easier to handle my team as everyone writes up shift notes or anything that needs to be done the following shift."

"I am slow at using sameview, but the goal and sharing information with my teams are most helpful, it is giving me more confidence, I really like the calendar and using it, and I like the colour choices in the calendar.

This has been a great improvement in helping keep the 25 people on my team informed, especially as there is 24x7 care the shift handovers have been invaluable in understanding health and wellbeing."

# Hear from our community (cont.)

## From professionals who use sameview (disability support providers, clinicians, all other supports)

“Sameview is a great communication platform, it’s take out the frustration of chasing staff to cover shifts and especially when communicating with multiple companies, such an amazing service and well done to the creators. I absolutely love this platform.”

“One of my favourite things is the calendar it’s gives the client the opportunity to see who is rostered for their next shift, it gives the client peace of mind and gives them independence and some control of there lives.”

“The app makes it really easy to share information with the whole team. It keeps everyone on the same page.”

“I’ve worked in this sector for over 20 years now and what’s important to me and our business is that we support people actively. Each person has goals, or things that are important to them and our job is to support them to do and experience these for themselves. With my team it’s also very important that we are accountable, transparent, and we communicate well with Participants, families, nominees, and other supports.

Our staff use sameview daily for shift or progress notes, capturing outcomes from appointments that we support clients to attend, and communication between supports. Providing families and nominees with regular and immediate updates helps to keep us accountable. On sameview we’re also seeing our staff and other supports collaborate, follow on from each other’s communications and work better as a team. When we share notes and updates it’s important to us that we focus on being positive and goal driven. We don’t believe in communicating with families only when an incident has occurred or when there is “bad” news. Sameview is well aligned with how we want to support our clients.”

“It’s great to give information for all team to see so things are not lost in paperwork.”

“The sameview app keeps me abreast of what’s going on. I take a couple of minutes at the end of each day to check to see if anything’s developing for any of my clients...and if there is, I can investigate what’s going on.”

“All the families we’ve got involved are really enjoying using the app”

“Reading previous notes enables me to know how my client has been so that when I come on shift I can provide the best support for my client .”

“I am the team leader and department head of Support Coordinations. I personally provide Support Coordination, Specialist Support Coordination and Psychosocial Recovery Coaching services.

I generally work with complex clients where there are various stakeholders involved. In addition to National Disability Insurance Scheme (NDIS) supports it can also include hospital system professionals and the Department of Health and Human Services (DHHS). My clients have a range of disabilities from psychosocial to physical. Communication and doing as I say I am going to do is a very important part of my job.

We use sameview to provide regular updates to our care teams so that everyone has all the information they need in one place. It’s great for short and sharp updates or when you need to go back to review old information. For example, I have a client who must be weighed weekly and so we use it to look back on old posts to see weights at different points.”

# Collaboration

**We continue to strive to find new opportunities to work together with valued aligned partners to further our impact and to create systemic improvements in the disability sector.**

## Current Projects

### **Murdoch Children's Research Institute (MCRI) - Child and Family eHub project**

<https://www.childandfamilyehub.org.au/>

This project, funded by a National health and Medical Research Council (NHMRC) partnership project grant involves the development and evaluation of a Child and Family eHub to improve access, engagement and use of the existing community, social and mental health services system. Sameview is proud to have the opportunity to contribute our expertise and experience from the implementation of a consumer driven solution in the disability sector to this important project.

Participating institutions include: University of Sydney, University of NSW, Baker Heart and Diabetes Institute, Raising Children Network, Sydney Local Health District, North Western Melbourne Primary Health Network, IPC Health.

Partner Institutions include: Ingham Institute for Applied Medical Research, Karitane, Infoxchange, Curve Tomorrow, Sydney Local Health District, Department of Families, Fairness and Housing (VIC), and sameview.

### **Murdoch Children's Research Institute (MCRI), The Royal Children's Hospital Melbourne, The University of Melbourne - Feasibility of a goal sharing digital interface to empower children with disability and their families and improve collaboration: a qualitative, pre-implementation study**

This project, funded by The University of Melbourne's Healthy Trajectories seed grant, aims to identify facilitators and barriers to implementing a goal sharing interface between health (hospitals and health care programs) and community systems (NDIS providers, community therapy programs) that enables families share their goals efficiently and effectively with their service providers. Ultimately, this project will lead to a more empowering, less confusing, more efficient, and more integrated experience for children with disability and their families.

Parties involved include: Murdoch Children's Research Institute (MCRI), The Royal Children's Hospital Melbourne, sameview.

## Past Projects

### **National Disability Coordination Officer (NDCO) - Enabling Career Pathways Project**

The Australian Government's (Department of Education) National Disability Coordination Officer (NDCO) Program works strategically to assist people with disability to access and participate in tertiary education and subsequent employment.

Within the Enabling Career Pathways Project, sameview was identified as a sustainable solution to some of the systemic barriers and issues relating to sharing of support information by people with disabilities with higher education or employment aspirations. Working with NDCOs across Australia, sameview's platform now enables all people with disability to have one place to share support information relating to education throughout their life (early education to higher education). Sameview now also provides one place to easily share support information relating to employment.

### **Coordinated Health Integration for Children with a disability via an Online Platform (CHICOP) project**

This project was funded by Maridulu Budyari Gumal, the Sydney Partnership for Health, Education, Research and Enterprise (SPHERE) via its Industry Connection Seed Funding Scheme.

This research project aims to implement an innovative online system partnership between sameview and Watch Me Grow (a suite of online monitoring solutions developed by UNSW that proactively tracks child developmental concerns, individual therapy goals, parental distress, or socioeconomic difficulties as needed for that client), to facilitate care-coordination and longitudinal monitoring of children with chronic health needs, ensuring wrap-around support for every family that needs it.

# Our team and supporters

**There are so many great people that have had a hand in making sameview what it is today. In addition we've been the beneficiaries of generous support from a number of amazing organisations.**

Every person has brought their unique skills and talents to support us, and what they all have in common is their desire to support people with disabilities and their families.

## Team:



Danny Hui  
Co-founder and CEO



Jessica Hui  
Co-founder



Simon Pemberton  
Customer Support



Sam Sehart  
Technical Director



Phil Taylor  
Senior Web Developer



Snir Mory  
Senior Front End Developer

## Supporters:

Agency  
AMP Foundation  
Apple Inc  
Asian-Australian leadership Summit  
Atlassian Foundation  
Australian Catholic University  
Claris Inc  
CustomD  
Digital Fusion  
HWL Ebsworth  
icare NSW  
JCA  
MinterEllison  
NSW Government - Jobs for NSW  
Remarkable  
Royal Far West  
Singtel Optus  
Social Impact Hub  
Telstra Foundation  
The Boweress  
The Choice Foundation  
The Snow Foundation  
Westfield Foundation  
Westpac Foundation  
World Summit Awards - Australia  
All supporters from our 2017 crowdfunding campaign

## sameview is backed by:



## Recognition:

- WA Government Dept of Health - The Challenge entry showcase (2023)
- HolonIQ - Australia and New Zealand Health Tech 100 (2021 & 2022)
- Asian-Australia Leadership summit, 40 under 40 Most Influential Asian-Australians (community & advocacy / NFP category winner 2020)
- Westpac Foundation – Westpac Social Change Fellow 2020.
- World Summit Awards 2020 - Australian representative.
- Westfield Local Heroes 2020 - finalist.
- AMP Foundation – AMP Tomorrow Maker 2019.
- JCA (Jewish Communal Appeal) - Jumpstart 2019 People's Choice
- Remarkable Accelerator (2019 cohort) – supported by icare foundation, Cerebral Palsy Alliance, Macquarie, Telstra Foundation, Microsoft. - Winner of 2019 Telstra People's choice awards.
- NSW Government – Jobs for NSW MVP grant recipient 2018.
- Winner Singtel / Optus Future Makers accelerator program 2017

# What's next?

Let's work together.

**As we continue on our mission to improve coordination and collaboration in disability care, we are also focused on the following challenges.**

If any of these challenges align with the objectives of your organisation, we would love to discuss opportunities for collaboration to find solutions together.

## How might we?

- Provide better support to all people. Including First Nations, culturally diverse, and socioeconomically diverse people.
- Enable our growing and value aligned professional community to work together to deliver better outcomes.
- Support people with disability and their families to easily tell the most authentic version of their story. This includes people of all age groups, and also people from specific diagnosis cohorts.
- Use data and outcomes to measure the value of coordinated care.

# Get in touch

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