

At VerifyCare, we believe that real care begins with listening.

Every person we support has a unique story, history and set of hopes for the future. Our role is to understand that story and build support that feels natural in your home, not forced or clinical. We combine human connection with secure technology so you and your family can feel confident, informed and respected every step of the way.

We are guided by three core beliefs:

1. ****Dignity first – your life, your choices****

Dignity is at the centre of every decision we make.

We recognise that inviting someone into your home is deeply personal, so we focus on preserving your independence, privacy and sense of control. You choose how and when support happens, who you feel comfortable with and what a “good day” looks like for you.

Our team is trained to communicate clearly, ask permission, explain what they’re doing and adapt to your preferences — whether that’s how you like your morning routine, how you manage your medications or how you want visitors to interact with your family. You are never treated as a task list; you are treated as a person with a voice that matters.

2. ****Trust through transparency – no surprises, no confusion****

Trust is built when you always know what’s going on.

With VerifyCare, you can see who is scheduled to visit, what support has been requested and what has been completed — all in one secure place. Families and participants can review notes, check times and understand exactly how supports are being delivered.

Our verification tools are designed to protect you from missed visits, unclear records and miscommunication. We use secure technology to confirm that the right person is in the right place at the right time, and that your information is handled with care. This transparency helps everyone stay on the same page: you, your support workers, your coordinator and your loved ones.

3. ****Care that grows with you – flexible, responsive support****

Life changes, and your care should change with it.

Health needs, mobility, routines and goals can shift over time — after a hospital stay, a new diagnosis, a change in your NDIS plan or simply as you age. We regularly review your supports, invite feedback and

adjust services so they stay aligned with what you need right now, not what was written on a form months ago.

Our platform makes it easier to update schedules, refine tasks and communicate changes quickly, so your support team can respond without delay. Nothing is “set and forget”; we see care as an ongoing conversation that evolves as your circumstances do.

These core beliefs shape everything we do — from how we design our software and train our staff, to how we partner with providers and families across Sydney and beyond.

By combining compassionate people with secure, transparent systems, VerifyCare helps create a safer, more predictable and more respectful home care experience for every person we serve.



VERIFY CARE