



AI VOICE COMPANIONS. REAL WORLD ACTIONS.

More than conversations. Better tomorrows.

AI voice companions that listen,
understand and turn care into action.



LISTEN
WITH EMPATHY



UNDERSTAND
WITH AI



TURN INTO
ACTIONS



SUPPORT
FAMILIES & CARERS

*Still Plenty
To Say*



Andrew Payne
Founder

careplans.ai | careplans.it | nonni.ai | eccomi.ai | NDISgoal.ai



careplans

STILL PLENTY TO SAY

By 2030, Australia will have more people **over 65 than under 18.**

For the first time in our history.

Around 117,500 more Australians turn 65 every year.

Andrew Payne

Founder & CEO, careplans ai



THE WHY

My dad.

He lived alone, hours from Sydney. Every phone call was a small act of checking he was still okay, and every silence in between was a worry I carried.

Careplans ai exists so people like Dad can stay in their own home longer, with agentic flows doing as much as possible to make life easier.

THE PLATFORM

A daily conversation becomes a continuous layer of care.

USE CASES

Aged care	Home care	Dementia care	Palliative care	Postnatal
NDIS	Carers	Tertiary education	Veterans	Clinical trials
FIFO and remote workers	Post-surgical recovery	Social housing	Disaster recovery	More use cases

CORE PLATFORM

 careplans System of record	 Kate Voice to action engine MULTILINGUAL, 11 LANGUAGES AI TO HUMAN, HUMAN TO AI, AI TO AI CALLS CHANNELS: PHONE, BROWSER, SMS, EMAIL	 Nonni Family portal	Our-family Family members, friends, carers, health professionals, support network
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RAILS (SERVICE LINES)

 Food	 Medication	 Transport	 Appointments	 Wellbeing	 Supplies	 Humanoid	 More rails
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INTEGRATIONS

EMR/EHR systems	Government systems	Payers and insurers	Community services	Telehealth platforms	Third party apps and APIs	Analytics and reporting
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LIVE DEMO

Kate: orchestration & escalation, live.

MARY'S CHECK-IN CALL

Mary

Good morning Margaret, it is Mary calling from Australian healthcare provider for your check-in. I am AI and not a real person. You can opt-out at any time. How are you feeling today?

Margaret

Oh hello love. I am alright I suppose. Had a bit of a fright yesterday though.

Mary

I am really sorry to hear that. Please tell me what happened, Margaret.

Margaret

I nearly slipped getting out of the shower. There is nothing to hold onto in there. I need one of those shower chairs but I do not know how to go about getting one.

■ ANXIETY DETECTED: 0.72

Mary

That must have given you quite a fright. I am glad you were not hurt. Let me make sure we get that sorted for you right away.

Kate detected an unmet need. Orchestrating...

10

ACTIONS

4.6s

SECONDS

0

KEYSTROKES

KATE'S AGENTIC ACTION CHAIN

- ✓

Need identified from conversation
Kate extracted: need: "shower_chair", urgency: "high", reason: "fall_risk"

0.3s
-
- ✓

Clinical risk flag raised
Falls risk assessment triggered. Care coordinator Sarah notified via SMS.

0.8s
-
- ✓

Care plan updated
Added to Margaret's care plan: assistive equipment required, fall risk elevated.

1.2s
-
- ✓

Funding checked
Margaret's HCP Level 3 verified. Assistive technology: \$1,240 remaining. Shower chair covered.

1.8s
-
- ✓

Supplier API called
Independence Australia queried. K-Care Folding shower chair, \$189, in stock.

2.4s
-
- ✓

Order placed and billing processed
Order placed. Billed to HCP funding. Remaining balance: \$1,051.

3.1s
-
- ✓

Delivery scheduled
Delivery booked for Tuesday 8 April, 10am to 12pm. Margaret's unit confirmed.

3.6s
-
- ✓

Family notified via nonni.ai
Margaret's daughter Karen received an alert about the shower chair order and delivery.

4.0s
-
- ✓

Compliance evidence generated
Mapped to Standard 3: Care and Services and Standard 4: The Environment. Evidence pack updated.

4.3s
-
- ✓

Follow-up call scheduled
Kate scheduled Mary to call Margaret on Wednesday to confirm the chair arrived safely.

4.6s

4.6 seconds. One sentence became ten actions.
Ordered, funded, scheduled, documented, and the family notified. No human entered a single data point.

The next decade of aged care.

Not a prediction about technology. A prediction about what the sector starts measuring, once a daily conversation is possible at scale.

Reactive	→	Predictive	Personalised care with infinite memory and ability.
Facility-first	→	Home-first	Around 8 in 10 older Australians want to age in their own home. Staying home becomes the default plan, not the exception managed around a shortage of beds.
Understaffed	→	Augmented	A projected shortfall of 110,000 direct care workers by 2030. The same workforce reaches more people, because a daily check-in no longer has to be a home visit. Kate completes handovers, notes and can assist on a continuous basis.
Single language	→	Multiple languages	Over 1 in 3 older Australians were born overseas; nearly 1 in 5 speak a language other than English at home. A language barrier stops being a reason someone is checked on less often. Carers, clients and supervisors can communicate in their preferred language.* Written notes, verbal real time translation likely in 2027.
Clinical outcomes	→	Connected and measured	1 in 3 Australians report feeling lonely. Loneliness becomes something the sector tracks and reports on, not just something it worries about.

Sources: AHURI, ageing-in-place preference among Australians 55+ (78–81%); CEDA, Duty of care: Meeting the aged care workforce challenge (2021); AIHW, Older Australians (2024); Ending Loneliness Together, State of the Nation Report (2023).

OUR GUIDING PRINCIPLES

Technology in service of the person.

Three commitments that hold, whatever cohort or persona is on the call.



Technology serving us

The tool adapts to the person, not the other way round. If it doesn't make someone's day easier, it doesn't belong in the call.



Individualised care

No two people get the same conversation. Voice, pace and memory shift to match who is on the line, not a script written for everyone.



Dignity of the person

Consent, plain language and a person's own choices come first. Kate notices and escalates — she never decides for someone.

Kate notices, she escalates, and a person decides.

APPENDIX

Reference material.

The full capability catalogue and product family, for anyone who wants the detail.



The organisations succeeding most with AI have the strongest governance in place. Everyone says, ‘human in the loop’, but people become slaves to AI because they think AI is right, so they accept whatever it generates. If you’re the human in the loop and you’re just accepting it, that defeats the whole purpose.

Brett Reedman

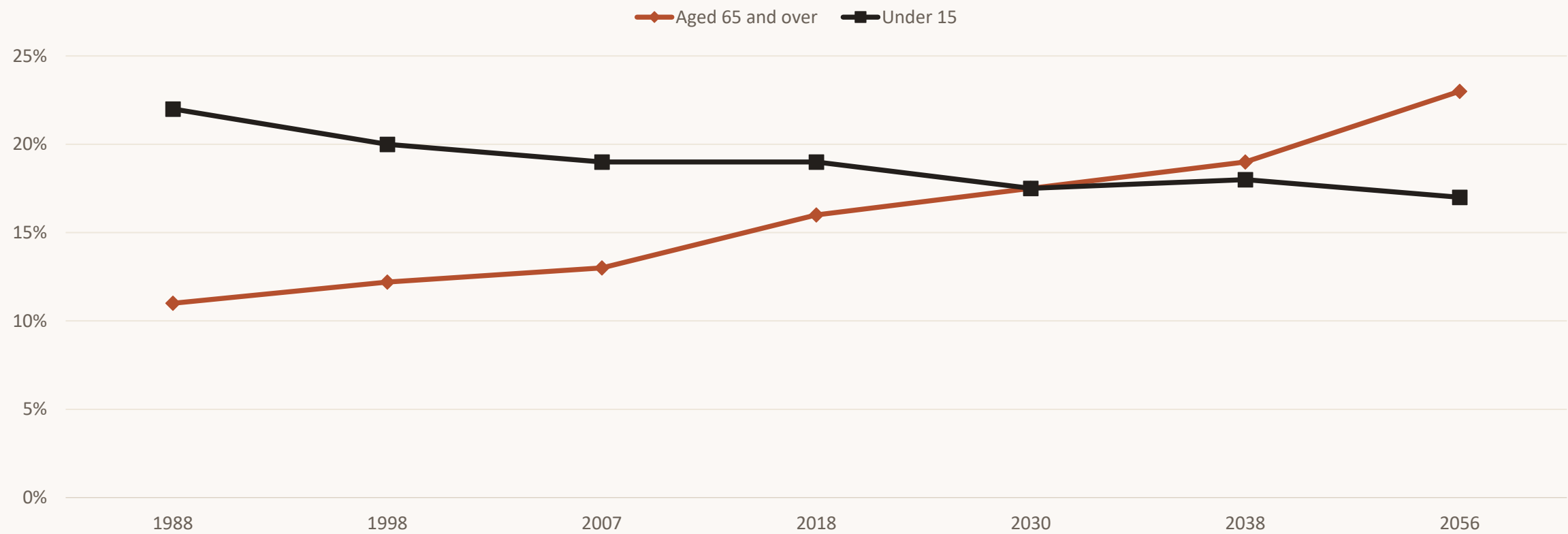
CIO, Catholic Healthcare

Australian Healthcare Week, State of Industry Report

To be direct about scope: Kate doesn’t replace carers, doesn’t diagnose, and doesn’t prescribe. She notices, she escalates, and a person decides.

The Baby Boomer Bulge.

The generation that reshaped every stage of life is about to reshape ageing. Australians 65+ overtake under-15s around 2030.



Sources: ABS Australian Demographic Statistics & Population Projections (Series B); ABS 2015 (crossover ≈ 2030); Parliamentary Library briefing (2018/2038 est.). Chart compares 65+ to under-15s; the deck's opening stat uses under-18. 2030 point is an interpolation between published estimates, not a discrete published figure.

THE SCALE OF IT

A longer life. A lonelier one.

THE SHIFT

Australians 65+ will outnumber those under 18

by 2030

The fastest-growing, most economically significant cohort in the country: a 30-year retirement without a roadmap.

THE COST

Australia's aged care workforce is already stretched thin

110,000 workers short

- Projected shortfall by 2030 (CEDA)
- Growing to 400,000 by 2050 on current trends
- 1 in 3 Australians report feeling lonely

THE ANSWER

A voice that notices, and connects.

- Notices what a stretched roster cannot: a mood dipping, a call unanswered
- Introduces two people who share something in common, then steps away
- Speaks to someone in the language they are most themselves in
- Reaches every person, every day, not just on a rostered visit

Care shaped around the person, not the roster.

A scheduled visit asks the same questions of everyone. A daily conversation can learn who someone is, and change with them.



Remembers what matters

What they said last week, how they take their tea, who they worry about. Memory and context carry across every call, so nobody has to start from scratch.



The right voice for the right person

Fourteen personas across cohorts, in any supported language. The companion matches the person's life stage, not a generic script.



Adapts as things change

Wellbeing trends, adherence and mood are tracked over time, so the check-in evolves with the person instead of repeating itself.



Connects them to their people

Gentle introductions pair two people with something in common. Family updates go only to the people they chose.

Not the same call for everyone. The same care, made personal.

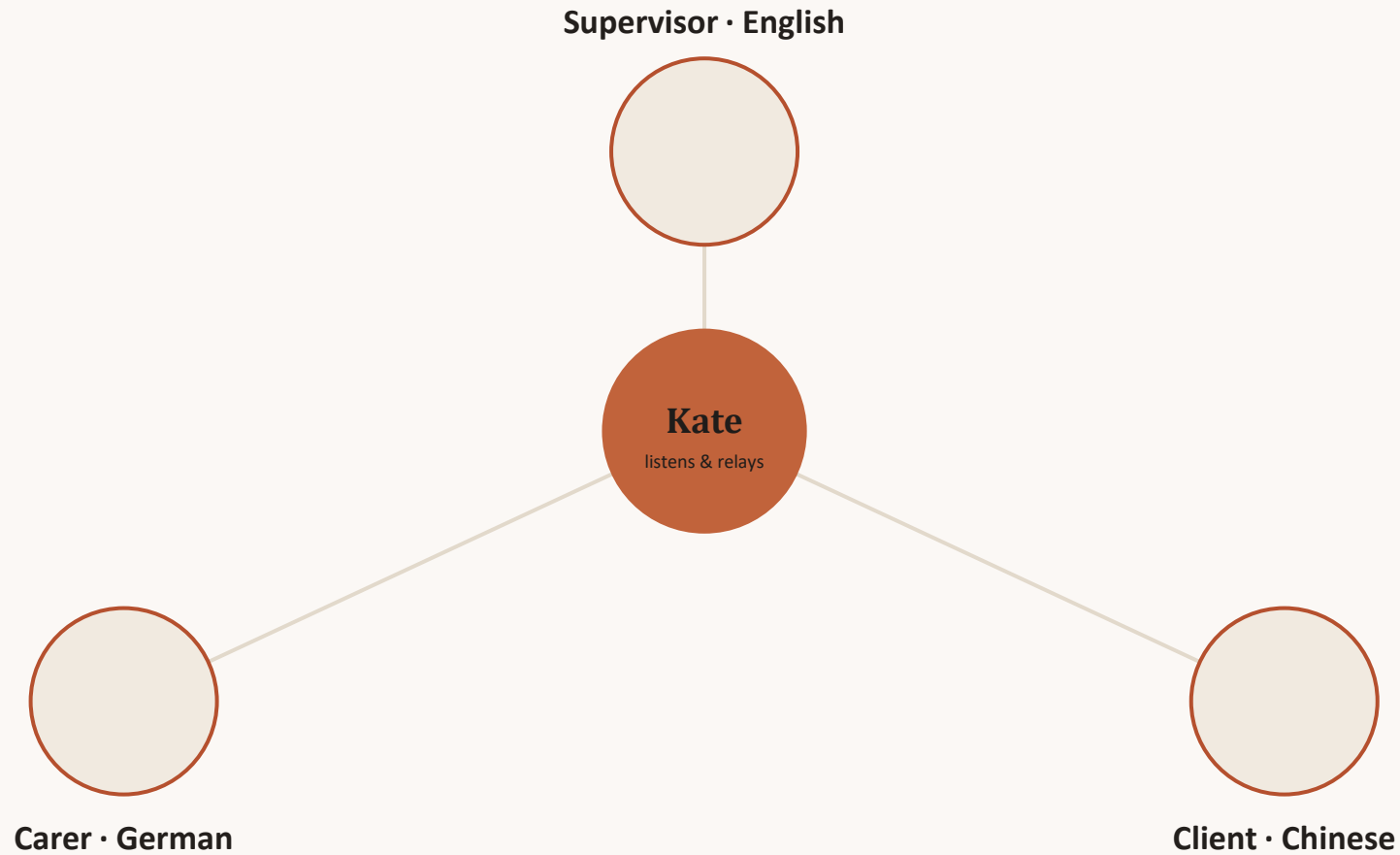
OUR FAMILY

Every vulnerable person deserves a voice that cares.

Mary Aged care LIVE	Jacob Tertiary education READY TO DEPLOY	Bloom Postnatal READY TO DEPLOY	Cara HCP waitlist READY TO DEPLOY	Jennie NDIS READY TO DEPLOY
Grace Carers COMING SOON	Jack Veterans COMING SOON	Ivy Clinical trials READY TO DEPLOY	Dusty FIFO & remote workers READY TO DEPLOY	Marco Multilingual READY TO DEPLOY
Olive Post-surgical recovery COMING SOON	Ruby Social housing COMING SOON	Ember Disaster recovery COMING SOON	Sage Corrective services COMING SOON	

Any persona can operate in any supported language. 11 languages today.

Three people, three languages, one conversation.



Each person speaks in their own language, in the same call. Kate listens to all three and relays what matters, not just the words, so nobody is left translating on the fly.

HEAR THEM FOR YOURSELF

One voice. Every accent, every language.

1

Mary & Maria

Any language

Each tells you what she is, in her own language.
Then says hello.

2

The family

Five voices, five accents

Jacob (British), Bloom (Irish), Cara (Scottish), Grace (Indian), Jack (American). Same warmth, different voice.

3

Marco

Five languages

Italian, French, Spanish, Mandarin, Japanese. Each one ends with: how are you today?

[Play the demo](#)

Twelve personas, twelve voices. Each has its own play button, nothing auto-plays.

WHAT THIS MAKES POSSIBLE

More connected. Fewer worries.

● Longevity, connected

Not just more years. More presence in them.

● The logistics disappear

Appointments, transport, scripts, sorted without anyone chasing paperwork.

● Family stays close

Updates flow automatically to the people who love you.

● One voice, many actions

A single conversation quietly becomes a chain of things done.

ONE CONVERSATION, IN ACTION

1

"Kate, find me an appointment with Dr Stuart tomorrow, and organise transport."

2

Appointment booked

Dr Stuart's practice confirms a slot for tomorrow.

3

Transport arranged

A ride booked to arrive in time, door to door.

4

"Also add a script for the red pills."

5

Prescription request added

Added to the visit, ready for Dr Stuart to action.

6

Family notified, automatically

Updates sent via nonni.ai. One conversation, everything sorted.

PRODUCTS

Warm conversations that become better care.

THE CHECK-IN SERVICE

A daily call that actually listens: the small, consistent thing that helps someone stay in their own home longer, safely.

FOR FAMILIES

nonni.ai

Family companion app with gentle updates.

Gentle Introductions

Two people, something in common, then we step away.

AI Experts gallery

Single-topic voice companions, on demand.

LIKE ME COMMUNITIES

mums.likeme.au

For new mothers finding each other.

carers.likeme.au

For family carers who understand the load.

friends.likeme.au

For older people building new friendships.

IN ITALIAN, FOR ITALIAN FAMILIES

careplans.it

The same warm check-ins, in Italian.

Eccomi

A companionable Italian voice, close to home.

THE BIGGER SHIFT

From passive ageing to continuous care.

Not “AI will make us live longer.” Ageing stops being something we passively experience, and becomes something we continuously manage.

1

Earlier detection

Don't wait for disease to announce itself. Subtle changes in how someone sounds or lives can surface before they become serious.

2

Personalised prevention

Not the same advice for everyone. What actually helps this person, across sleep, exercise, nutrition, medication and connection.

3

Continuous monitoring

Healthcare today is episodic: you're seen when something's wrong. A continuous layer of care checks in, interprets change, and escalates.

4

Better adherence and action

Knowing what to do isn't enough. Turning “you missed your appointment” into a ride actually being booked.

This is the space between healthcare appointments where careplans ai lives.

WHAT'S NEXT

A voice that outlasts us.

Picture a grandchild, years from now, still able to ask for the scone recipe, or hear how their grandfather really felt about his first day in a new country. Project Edith is careplans ai's next horizon: taking what a wellbeing companion already hears over a lifetime of calls, and letting a family keep talking, long after.



Their own words, kept safe

Nothing invented, nothing inferred. Built entirely from what they actually said, over a lifetime of conversations.



Theirs to give, while they are here

Nothing is captured without their explicit consent. They choose what is kept, and they choose it themselves.



Just for the people who loved them

Never anyone outside their circle of care. Gated behind a real login and a shared passcode held by the people they chose.

A concept in development today. The kind of future we are building toward. Coming soon at project-edith.careplans.ai.

LONGEVITY UNLEASHED

Ageing doesn't have to be something we just experience. It can be something we continuously manage.

The opportunity is not just more years.
It's more healthy years to enjoy them.

careplans ai

Andrew Payne, Founder & CEO

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