

MEDIA RELEASE:
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WA to receive first 24/7 neuro nurse service

When MSWA Client Nick Chapman found himself paralysed in his bed, unable to get up, he experienced firsthand the critical gap in care – access to NeuroConnect nurses isn't just important, it's urgent.

This situation is all too common for people living with neurological conditions like multiple sclerosis (MS) amongst others. Nationwide, more than one in three Australians with MS do not have access to specialist nursing care. Until now approximately 8,000 people in Australia did not have access to dedicated 24/7 neurological nursing.

MSWA is excited to announce ahead of International Nurses Day (Monday, 12 May), the launch of WA's first dedicated 24/7 neurological nursing service thanks to the generosity of the WA community. The NeuroConnect Nurse program will provide vital support to people living with complex and often unpredictable neurological conditions including multiple sclerosis, MND, Parkinson's disease, Huntington's disease, stroke and acquired brain injury.

MSWA is thrilled to announce that nearly \$240,000 has been raised through a recent fundraising event to support the launch of the NeuroConnect Nurse Program. This milestone surpassed MSWA's initial goal, meaning the program is able to commence, expanding care to include after-hours, overnight, and weekend support for MSWA Clients across the state.

Mr Chapman's experience isn't a one-off. Currently more than six million Australians live with some form of neurological condition – highlighting the urgent and growing need for round-the-clock specialised care.

For Mr Chapman, who has lived with cerebral palsy since birth, the availability of 24/7 nursing support will be a game-changer.

"I've had trouble getting out of bed sometimes because of my cerebral palsy – I've been stuck at home on my own without any help," Mr Chapman said.

"I've come to realise that sometimes it doesn't matter what happens in a day – if I wake up and get out of bed in the morning, it's a good day.

"The nursing staff and MSWA has been really beneficial in helping me get out into the community and simply enjoy life – I am happy where I am because of them."



MSWA's expansion comes amid [national data](#) showing a critical care gap: one in three Australians living with MS do not have access to specialist nursing support – and those without it face consistently poorer health outcomes. *The MS Nurse Care in Australia Report* called for urgent investment in more specialist nurses and improved access to care.

The program is also expected to significantly reduce the financial burden on the WA health care system by reducing emergency hospital visits, ambulance call-outs and GP after-hours reliance.

Until now, MSWA's team of 16 NeuroConnect Nurses has operated only during standard hours, each supporting up to 200 clients with varying levels of care needs. This expansion marks a major shift – ensuring that care is available at those moments it's most needed.

MSWA Chief Experience Office Tony Millar said this is about making sure timely care is never out of reach.

“No one should face those moments alone, this funding means they won't have to.”

“This is care without compromise – a person on the other end of the phone that understands your condition and can help in real time,” Mr Millar said.

“It's what our community deserves.”

For Mr Chapman, the funding means that others like him won't have to face those moments of fear alone.

“Having someone answer when I needed them most – that's the kind of care that changes your life,” Mr Chapman said.

The initial funding was made possible through the generous support of donors and philanthropic partners including the McCusker Charitable Foundation, Pharmacy 777 alongside other anonymous donors.

MSWA's target of \$500,000 will fund three NeuroConnect Nurses, and as the end of the financial year approaches, MSWA is calling on the WA community to make a tax-deductible donation toward the program. Every contribution makes help more accessible to those living with neurological conditions, any time of the day and every day of the week.

MSWA invites philanthropists to join in sustaining the future of this program, making round-the-clock neurological care a permanent reality in WA for years to come.

Donations can be made at donate.mswa.org.au



Life not limits

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Images are available [here](#).

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About MSWA

[MSWA](#) provides vital support and services to people living with neurological conditions in Western Australia, striving to help Clients and the wider neuro community to live their best lives. This includes supporting people living with multiple sclerosis (MS), stroke, Parkinson’s disease, Huntington’s disease, motor neurone disease (MND), acquired brain injury and other conditions afflicting the brain and central nervous system.

MSWA has a team of almost 1000 staff who all work passionately to provide the best possible care to people right across the metro area and regional centres of Western Australia.

MSWA is a non-government, not-for-profit organisation. The money we raise through our fundraising efforts, government grants and other income generating programs goes directly to providing supports and services to people living with neurological conditions.

Our team of experienced nursing and allied health professionals provide information and a range of supports from the time of diagnosis. All MSWA programs are delivered in accordance with both the Disability Service Standards and our own service standards.

In addition to our direct care services, we also provide funding for vital research into neurological conditions.