

## How we work

### Our support workers are:

- experienced across a wide range of mental health, community and personal care supports
- responsive to your particular needs
- flexible in providing support where and when you need it
- sensitive to your requests and timeframes right from the initial contact
- professional and courteous in responding to any concerns

### Our co-ordinators are:

- skilled at matching our support workers to your particular requirements
- available 7 days a week, every day of the year, to answer your questions and liaise with your support worker, as necessary, from 6am to 10.30pm
- outside of these hours, a telephone service is available, to respond and ensure your request is actioned at 6am the next morning

wellways  
**healthcall**

Contact us: 1300 363 898  
[ndis@healthcall.com.au](mailto:ndis@healthcall.com.au)

#### New South Wales

971 Pacific Highway  
Pymble NSW 2073  
02 9988 4588

#### ACT

Canberra  
Callum Offices  
Easty Street  
Woden ACT 2606  
02 6251 4599

#### Queensland

Brisbane  
7/165 Moggill Rd  
Taringa Qld 4068  
07 3720 8155

#### Toowoomba

Siena House  
136 Mort St  
Toowoomba Qld 4350  
07 4638 7159

#### Roma

Contessa House  
7-9 Taylor St  
Roma Qld 4350  
07 4638 7159

#### Mackay

1/187 Alfred St  
Mackay Qld 4740  
07 4953 0253

#### Townsville

111 Charters Towers Rd  
Townsville Qld 4812  
07 5353 5083



[www.healthcall.com.au](http://www.healthcall.com.au)

Australian HealthCall is a division of Wellways Australia Limited  
([www.mifellowship.org](http://www.mifellowship.org)) ABN 93 093 357 165

HealthCall  
as your **NDIS**  
provider

wellways  
**healthcall**  
disability | community care | mental health

---

## About the NDIS

---



The NDIS is arguably the most significant social change, any of us will see in our lifetime, to assist persons living with disability and their families/carers.

Under the NDIS, people are assisted to identify the supports that they require to meet their life goals. Persons who are deemed eligible for the NDIS are independently assessed and a funding package, for their approved, "reasonable and necessary" supports, is allocated to them.

Individuals are then able to choose a service provider to work with them to implement their plan and deliver the services needed.

Australian HealthCall is an organisation that wants to support you to achieve your goals in your NDIS plan.

---

## About Australian HealthCall

---



Australian HealthCall (HealthCall), a division of Wellways Australia, has been delivering services to people living in the community for more than 55 years. The team at HealthCall is focused on working with NDIS participants and their families for the best possible outcomes for participants to live satisfying lives in the community.

Wellways Australia is a leading provider of disability, community care and mental health services.

### HealthCall and the NDIS

HealthCall is an NDIS registered service provider in New South Wales, Australian Capital Territory and Queensland.

HealthCall is registered to provide a range of service types which include:

- Transport
- High level personal activities
- Assisting in personal activities
- Development of life skills
- Household tasks
- Daily tasks/shared living
- Community participation
- Group activities
- Plan management

---

## HealthCall your NDIS Service Provider

---

HealthCall has more than 55 years' experience in supporting persons living with a range of disabilities to achieve the best possible outcomes in their lives.

At HealthCall we:

- respect and encourage your right to make decisions on the matters that impact you
- work in partnership with you and your significant others in planning how to implement your NDIS package in a person-centred model
- listen to you
- are available 24/7 for you
- have a strong "can do" attitude in working with you to achieve your goals
- will always be transparent and honest with you
- offer a comprehensive service that is focused on your goals and needs
- support you to get the best value out of your NDIS package