

# Care that builds connection

Empowering children and young  
people to grow and thrive with  
connection, care and hope



Well life

*Stronger  
futures*



# Supporting children and young people to feel safe, connected, and valued.

Well Life supports children, young people, and families through complex and challenging circumstances. We create safe, stable environments where people can build trust, strengthen skills, and move toward greater independence over time.

Our approach is grounded in relationships, consistency, and a deep understanding of trauma, disability, and complex needs. We take the time to understand each person and deliver support that is practical, responsive, and aligned to their goals.

We work in partnership with families, carers, communities, government, and professionals to achieve meaningful, sustainable outcomes.

Well Life is a Queensland-based organisation with extensive experience supporting children and young people with disability in out-of-home care and community settings. We operate across Toowoomba, Logan, Ipswich, and the Sunshine Coast, maintaining strong local connections and responsive service delivery.



## Creating safety, stability and progress

Safety is the foundation for all support.

We provide care that is consistent, respectful, and responsive to each person's identity, culture, and lived experience. This creates the conditions for emotional regulation, skill development, and long-term stability.

Our focus is not only on immediate care, but on building the capability and confidence needed for people to move forward.



## Coordinated, whole-of-life support

Children and young people with complex needs often experience fragmented services. We actively bring these supports together.

Well Life works across care, therapy, disability, education, and community systems to deliver coordinated support that is clear, aligned, and outcome-focused.

This integrated approach:

- > reduces service gaps and duplication
- > improves consistency of care
- > supports stronger long-term outcomes



## Building foundations for independence

Our lifestyle and community supports focus on practical skill-building and meaningful participation.

We support people in their homes and communities to:

- > develop daily living skills
- > build routines and structure
- > strengthen social connection
- > grow independence over time

Support is delivered consistently and tailored to each person's readiness, ensuring progress is achievable and sustainable.

# Our Services



## Acquired Brain Injury (ABI) Support

**A structured, NISQ-funded specialist service for people living with ABI.**

Our team supports cognitive, behavioural, and emotional changes following brain injury, with a strong focus on routine, predictability, and safety. Supports are coordinated with allied health and clinical teams to ensure continuity and measurable progress.



## Supported Independent Living (SIL)

**Stable, long-term living arrangements that support independence and growth.**

We provide tailored support in shared or individual homes, helping people build skills in daily living, self-care, household management, and community participation, aligned with NDIS goals.



## Complex care

**Clinical and high-support care for people with significant health needs.**

Delivered by trained staff with clinical oversight, this service supports individuals requiring specialised interventions, including enteral feeding, ventilation, seizure management, and other complex health supports — ensuring safety, dignity, and quality of life.



## Therapeutic Care Framework

**An evidence-informed approach to delivering consistent, high-quality care.**

Our framework is grounded in research and supports children and young people with complex needs. It includes disability-informed assessment, developmental understanding, and trauma-responsive practice to guide care that is holistic, consistent, and tailored to each individual. Developed in partnership with allied health professionals and a university, the framework supports ongoing learning, reflection, and continuous improvement in how we deliver care.



## In-Home Care

**Flexible support that enables people to remain safely in their own homes.**

We assist with personal care, daily routines, and community access, providing reliable, responsive support to maintain comfort, independence, and connection.



## Out-of-Home Care

**Therapeutic, stable placements for children and young people.**

In partnership with the Department of Child Safety, we provide safe, structured environments that support healing, enhance emotional regulation, and improve placement stability for children and young people who have experienced trauma, instability and harm.



## Support coordination

**Clear, ethical navigation of complex systems.**

We help families and young people understand and manage supports across disability, child protection, health, and education systems — ensuring services are aligned, effective, and focused on the individual's best interests.



## Allied Health Services

**Integrated therapeutic support embedded in everyday environments.**

Our clinicians work across home, school, and community settings, delivering practical, strengths-based interventions to build functional skills and reduce behavioural and emotional barriers.

Services include Occupational Therapy, Psychology, Speech Pathology, Counselling, and Positive Behaviour Support.

# What guides our work

**Safety first** - We prioritise physical and emotional safety in every environment.

**Relationships that support change** - Consistent, trusted relationships are central.

**Identity, voice and choice** - We respect each person's culture, identity and lived experience.

**Connected, coordinated support** - We bring services together to support the whole person.

**Evidence-based research** - Therapeutic Care Framework guiding responsive, high-quality care.

## A skilled and consistent workforce

Our people are central to the quality of care we provide.

We invest in:

- ▶ **specialist training in trauma, disability, and complex needs**
- ▶ **ongoing professional development**
- ▶ **embedding our Therapeutic Care Framework into everyday practice**
- ▶ **workforce stability and retention**

Consistency in staffing enables stronger relationships, improved trust, and better outcomes for children and young people.



## Delivering meaningful outcomes over time

Our approach is designed to:



improve stability and safety



reduce crisis and service disruption



build independence and daily living capability



support successful transitions across life stages

## Delivering care

Over the past six months, my son has attended play therapy with Well Life. They were the only provider able to support a four-year-old, and the experience has been very positive. He looks forward to each session, and the support has been a valuable outlet for him that has been beneficial for his wellbeing.

**Roxanne**



## Partner with Well Life

Well Life provides experienced, coordinated, and values-driven support for children and young people with complex needs.

We work collaboratively to deliver safe, consistent, and effective care that supports long-term outcomes.

Let's discuss how we can support *better, safer outcomes.*

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### For enquiries to work with us

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### Acknowledgement of traditional owners

Well Life Services acknowledges the Traditional Owners of Country throughout Australia. We pay our respects to Elders past, present & emerging.

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