



**EQUALITY DISABILITY AND
HEALTH CARE SERVICES**

OUR SERVICES HANDBOOK

YOUR REGISTERED NDIS PROVIDER

2025



MORE THAN

120
EMPLOYEES



150 000+

**HOURS OF SUPPORT PROVIDED
EVERY YEAR**

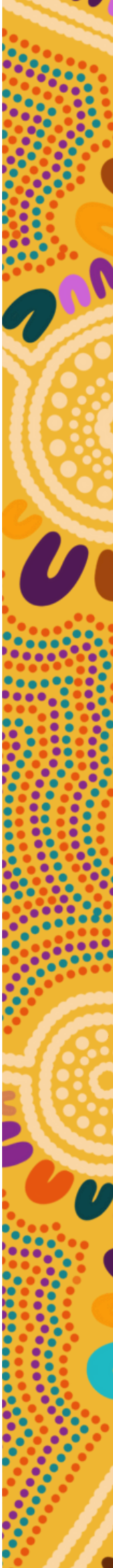
160+
CLIENTS SUPPORTED




OUR TEAM SPEAKS
44+
LANGUAGES


98%
CLIENT SATISFACTION

EQUALITY DISABILITY AND HEALTH CARE SERVICES ACKNOWLEDGES THE TRADITIONAL CUSTODIANS OF THE LANDS ON WHICH WE WORK AND LIVE. WE PAY OUR RESPECTS TO ELDERS PAST, PRESENT, AND EMERGING.



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OUR STORY

Equality Disability and Health Care Services (EDHCS) is more than just an NDIS provider – we're your partners in achieving a fulfilling and independent life. Founded in 2018, we're an Australian, family-owned organisation based in Sydney, NSW. Our founders spent many years working across the disability sector in the Netherlands, where person-centred support and community belonging were at the heart of the industry. When they moved to Australia, they noticed a difference in the standard of support and were driven to change this.

Today, that vision lives on through a strong governance framework, an experienced team and services that focus on real connections, real outcomes, and real choices for every person we support.

We believe support is more powerful when it's personal. That's why our mission is to create a sense of belonging – a place where people feel seen, supported, and part of something greater: the EDHCS family.

OUR VALUES

THESE ARE THE VALUES WE LIVE BY

1

EMPOWERMENT

We recognise the strength in every person we support. By walking alongside, we help build personal empowerment, encourage independence, and support meaningful decision-making.

2

DIVERSITY

We believe our differences make us stronger. By embracing varied perspectives, experiences, and identities, we create a culture where diversity drives connection, innovation, and growth.

3

HOLISTIC

Holistic support is at the heart of how we work. We're focused on the bigger picture – connecting our work to provide consistent, coordinated support that reflects the whole person.

4

COMMITMENT

We take pride in our work and follow through on our responsibilities. Our commitment is reflected in the quality of our support and our dedication to continuous growth and improvement.

5

SUSTAINABILITY

Sustainability is about more than systems – it's about people, purpose, and continuity. We focus on growth that is balanced, inclusive and built to stand the test of time.

OUR SERVICES

We offer a wide range of NDIS services, including supported independent living, personal care, domestic support, community participation, skill development and nursing support.

HOW WE SUPPORT YOU





DAILY LIVING SUPPORT

We offer person-centred support to help you with everyday tasks and live more independently. Our focus is on improving your quality of life and supporting your personal goals.



HOME AND LIVING SUPPORT

We provide support with routines and personal care and work on building independent living skills. We collaborate with you to create an environment that suits your goals and lifestyle.



SOCIAL AND COMMUNITY PARTICIPATION

We support you to connect, participate, and enjoy your community in a way that works for you - whether that means joining social groups, going to events, trying new hobbies, or building everyday skills.



SUPPORT COORDINATION

We guide you through your NDIS journey. Our team works with you to understand your options, connect you with the right providers, and build the skills to manage your supports with confidence.



NURSING SUPPORTS

We provide in-home and community-based nursing supports, including medication administration, wound care, diabetes management, enteral feeding, catheter care, and all high intensity supports.

DAILY LIVING SUPPORT



ACHIEVE GREATER INDEPENDENCE WITH OUR DAILY LIVING SUPPORT

Our services are designed to help you manage your daily living activities while promoting independence, choice, and control. Whether it's personal care, household tasks, or managing your daily routine, our support is tailored to your individual needs and goals. We work alongside you to ensure each service is aligned with the way you want to live.

WHAT'S INCLUDED IN DAILY LIVING SUPPORT

Everyone's daily routine is different, which is why our supports are flexible and tailored to what matters most to you. Whether you need help with personal care, managing your health, or building everyday living skills, we're here to support you. Some supports can be delivered in your own home or in one of our EDHCS-run Supported Independent Living (SIL) homes. We'll work with you to develop a support plan that reflects your goals and ensure our support workers are trained to meet your needs. The services we offer as part of Daily Living Support can include

- ✓ Personal Care
- ✓ Health Monitoring
- ✓ Mealtime Support
- ✓ Daily Living Skills
- ✓ Dressing & Grooming
- ✓ Money Management
- ✓ Continence Support
- ✓ Personal Safety
- ✓ Medication Management
- ✓ Cooking & Nutrition
- ✓ Exercise & Fitness
- ✓ Mental Health Support



HOME AND LIVING SUPPORT

SUPPORTED INDEPENDENT LIVING

Our Home and Living supports are built around you. If you live in one of our SIL homes, you decide what your day looks like – from how you spend your time, who supports you and who you live with. We're here to make sure your home feels like yours, with support that fits the way you want to live. Whether you need 24/7 support or just a little help each day, we work with you to build a support plan that reflects your goals, routines, and preferences.

The homes are designed to be safe and comfortable – with trained staff who understand your needs and respect your choices.



SUPPORT FOR INDEPENDENT LIVING

SUPPORTED INDEPENDENT LIVING SIL

SIL can be provided in your own home, a Specialist Disability Accommodation (SDA), or one of our EDHCS-run homes. You decide how your home runs – from your routines, to meals, to the staff who support you and your preferred housemates. We provide assistance with daily living, personal care, medication management and overnight support.

Our team works with you to develop your individual support plan that reflects your goals and needs. We carefully match trained staff to ensure consistent, quality support across a range of needs including behaviour support, complex health care and daily living.

MEDIUM TERM ACCOMMODATION MTA

Our Medium Term Accommodation (MTA) is designed for people who need temporary accommodation while they await a more permanent option. We work with you on identifying a safe and supportive accommodation where you can receive the support and assistance you need during this transitional period.

SHORT TERM ACCOMMODATION STA

Respite can be provided in one of our beautiful EDHCS-run homes across the Northern Beaches, in your own home, or at any accommodation of your choice.

We offer options like our ***Independent Living Skills*** and ***Transition to SIL*** programs, where clients can build confidence and develop daily living skills through a strength-based approach and an active support model. Each program is tailored to the client's capacity and is designed to help build skills for independent living, whether that means moving into your own home or transitioning into a shared living arrangement

SOCIAL AND COMMUNITY PARTICIPATION

Our social and community participation services are designed to support you in building meaningful relationships, developing new interests and becoming more active in your community. Whether you're looking to try something new, reconnect with hobbies you love, or simply feel more socially included, we'll walk beside you every step of the way.

At EDHCS, we believe everyone deserves to feel a sense of belonging. That's why we tailor the supports to match your interests, strengths, and goals - from casual social catch-ups and group activities to skill-building workshops and local events.





CONNECT, BELONG AND THRIVE - YOUR COMMUNITY, YOUR WAY

YOUR PATH TO COMMUNITY AND CONNECTION

Every journey is unique and so is the way we support you. We take the time to work with you, your family or your support team to understand what matters most to you. From there, we co-design a plan that reflects your strengths, interests, and goals to support you to be a part of the community in ways that feel meaningful and right for you.

Whether you're looking to build on existing routines, explore new interests or reconnect with your community, our support is flexible. We move at your pace and celebrate every step forward. This isn't just about getting involved, it's about finding your place, making connections, and growing in a way that's true to you. With EDHCS, you're supported by people who listen, care, and walk beside you with purpose.



LET'S NAVIGATE YOUR PLAN TOGETHER

SUPPORT COORDINATION

Understanding the NDIS takes time, but you don't have to do it alone. Our Support Coordination services are designed to help you make the most of your plan and feel supported at every step.

At EDHCS, we do more than just coordinating services, we work alongside you to build the knowledge, skills, and connections that help you take control of your supports and shape your own future.

Whether you're new to the NDIS or looking to make changes to your plan, our experienced team is here to ensure your services work for you, not the other way around. We help you understand your options, connect with providers who are the right fit and help you reach your goals.

PSYCHOSOCIAL RECOVERY COACH

We support people with psychosocial disabilities to build the life they want with experienced support, connection and genuine understanding.

We know that recovery isn't a straight line, it's personal, often complex, and shaped by your unique goals, strengths, and challenges. That's why we focus on what matters most to you: your independence, your community and your vision of recovery.

WHAT SETS EDHCS APART?

We focus on building strong, trusting relationships, not just delivering services. Our approach is flexible, responsive, and based on understanding. We work with you, and with your family, carers, or clinicians if you choose, to create a recovery plan that's meaningful and realistic. With a trauma-informed team by your side, you'll have consistent support through every stage of your NDIS journey.

YOUR RECOVERY COACH WILL

- ✓ Understand and help you navigate supports
- ✓ Listen, adapt, and respond to your needs
- ✓ Support your progress at a pace that works for you
- ✓ Work with you to clarify your goals
- ✓ Help you break your goals into achievable steps
- ✓ Connect you with community, clinical, and NDIS supports
- ✓ Advocate for your rights, preferences, and choices
- ✓ Support you to adjust and manage your needs as they change

NURSING SUPPORTS

We provide in-home and community-based nursing services to NDIS clients who need clinical support for daily needs or more complex care.

Our in-house team of registered nurses not only provide direct clinical care, they also lead the supervision and governance of our high intensity support across the organisation.

SERVICES WE COVER

- ✓ Medication administration
- ✓ Wound care and dressing
- ✓ Enteral feeding
- ✓ Tracheostomy support and suctioning
- ✓ Urinary catheter care
- ✓ Complex bowel care (enemas, stoma support)
- ✓ Diabetes support (including insulin injections)
- ✓ Dysphagia and mealtime management
- ✓ Seizure monitoring and post-seizure support
- ✓ Ventilation support
- ✓ Comprehensive health assessments
- ✓ Palliative care
- ✓ Support worker training and clinical supervision

WHAT MAKES OUR NURSING SUPPORT DIFFERENT

Whether you need short-term support or ongoing high-intensity clinical care, our nurses deliver safe, evidence-based services that align with your NDIS plan and individual support needs.

- ✓ In-house clinical nursing team - no outsourcing, no delays
- ✓ 24/7 nursing oversight - for urgent needs and support
- ✓ Trained support workers, supervised by nurses
- ✓ Care plan reviews by a registered nurse
- ✓ Safe use of PRN medication and restrictive practices
- ✓ Oversight of restrictive practices
- ✓ Clinical oversight of SIL
- ✓ Ongoing oversight of SIL supports
- ✓ Collaboration with your wider care team



WHY OUR CLIENTS CHOOSE US

We believe that receiving support is more than a service, it's a partnership, a shared journey, and a commitment to helping people live with dignity, purpose, and belonging.

EDHCS was founded with a simple but powerful vision: to raise the standard of disability support in Australia. After many years working in disability support in the Netherlands, our founders noticed a clear difference in the standard of care in Australia, and they set out to change that. Today, we're proud to be a family-owned provider with over 50 years of combined experience, a strong governance framework, and a team of people who lead with empathy and accountability.



Clients choose us because we provide person-centred holistic support that is tailored to each person's goals, needs, and preferences. Whether it's community access, daily living support, home and living, or nursing care, we work in partnership with clients and families to create outcomes that matter.

At EDHCS, we don't just deliver services. We build trust, we build relationships and we create a place where people truly belong.

STORIES FROM THE PEOPLE WE SUPPORT

We're proud of the work we do and the impact it has on our community. Don't just take our word for it, here's what others have to say about their experience with us:

I used this service for my son, really happy with the support team via the office and also the support workers. Really reliable staff and very approachable."

Javad, Family Member

"From the moment we first contacted EDHCS, we found all staff to be extremely professional, approachable, and genuinely caring. Highly recommended."

Kathie, Family Member

"As an NDIS support coordinator, I have engaged EDHCS for several participants with complex needs. I'm impressed with their professionalism, proactive person-centred support, and excellent communication."

Thom, Support Coordinator

"Equality provides really professional and friendly staff. The customer service team was also really easy to interact with - very happy with their service."

Jordan, Participant

REACH OUT WE'RE HERE TO HELP

CONTACT US



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