



CareCalls: Help Design a Phone Support Service for Older Australians

Healthily Pty Ltd.

EOI submissions due: Friday 16th October 2026

Who is Healthily?

Healthily Pty Ltd is the organisation leading the CareCalls project. Healthily is developing CareCalls together with three partner organisations: the National Ageing Research Institute (NARI), St Vincent's Health Australia, and Austin Health.

What's this about?

CareCalls is a new voice AI-enabled phone service being developed by Healthily in partnership with the National Ageing Research Institute (NARI), St Vincent's Health Australia and Austin Health.

CareCalls uses regular, friendly voice AI phone conversations to check how an older person is going and whether they may need some extra support. For example, if someone says they are not feeling well or need assistance, CareCalls can alert a nominated family member or care provider.

CareCalls will also be able to deliver occasional telephone-based cognitive assessments. These are designed to help identify changes in memory or thinking over time so that appropriate support can be provided at an early stage if needed.

The service is intended to support the safety, wellbeing and independence of older people living at home.

Learn more:

<https://healthily.com.au/carecalls/>



What's the opportunity?

Healthily is inviting older Australians, and family members or carers of older Australians, to help co-develop CareCalls.

If you are selected, you will take part in a small workshop with around 3-4 other people. The workshop will run for about 2 hours and will be held online.

During the workshop, you may be asked to:

- tell us about the needs and experiences of older people living at home
- share your views about CareCalls and how you think it should work
- look at examples of phone conversations and information
- tell us what language and wording feels clear, natural and respectful
- point out anything that might make someone feel uncomfortable, confused or concerned
- suggest ways to make CareCalls more useful and easier to use.

There are no right or wrong answers — Healthily wants to hear what you think.

As CareCalls is developed further, Healthily may invite you to take part in extra sessions - for example, testing a CareCalls phone conversation and telling them what worked well and what could be improved. Taking part in these extra sessions is optional.

Who should apply?

You are encouraged to apply if you:

- are aged 65-89 years and live at home or in an independent living setting, or
- have a family member aged 65-89 years, including if you support or care for them.

Consumers from diverse cultural backgrounds, ages, genders and metropolitan, regional and rural areas are encouraged to apply.



What is involved

Three workshops are planned to be held in November on **Thursday 5th, Friday 6th, Monday 9th and Tuesday 10th**. Exact dates and times will be confirmed with shortlisted applicants - when you apply, you will be asked which of the available dates suit you.

The available dates and times are:

- Thursday, 5th November: 2:00 – 4:00 PM AEDT
- Friday, 6th November: 2:00 – 4:00 PM AEDT
- Monday, 9th November: 2:00 – 4:00 PM AEDT
- Tuesday, 10th November: 2:00 – 4:00 PM AEDT

Each workshop will run for approximately 2 hours and will include between 3 and 5 consumers. Workshops will be held online via Zoom.

Key dates:

Activity	Date
Expression of Interest (EOI) opens	Thursday 1 October 2026
EOI closes	Friday 16 October 2026
Applicants notified of outcome	By Monday 26 October 2026
Workshops held	Thursday 5 - Tuesday 10 November 2026

You will need access to a computer and reliable internet. If this is a barrier, please contact the CHF Consumer Engagement team: admin@chf.org.au .

Remuneration

You will be paid \$95.20 per hour for taking part, including any agreed preparation or follow-up activities connected to the workshop. Each workshop runs for about 2 hours.

If you attend a face-to-face workshop, reasonable travel costs will be covered by Healthily.

Other Details

You will need access to a phone. If you take part online, you will also need a computer, tablet or smartphone with a reliable internet connection.

If anything might make it hard for you to take part — for example, access to technology, language, or another support need — please let us know in your application or contact the CHF Consumer Engagement Team at admin@chf.org.au.



How to apply

To be considered for appointment, you **MUST** [complete an online application](#) that will ask questions including:

- Which best describes you?
 - I am aged 65-89 years
 - I have a family member aged 65-89 years
 - I provide or have provided support or care to an older family member
- How would you prefer us to contact you?
- How comfortable are you using technology such as smartphones, computers or video calls?
- Which of the workshop dates and times could you attend?
- Tell us a little about your experience with phone-based services, technology, or supporting an older family member to stay safe and independent at home.
- Why are you interested in taking part in this opportunity?

To submit your application:

- [Submit your EOI applications online.](#)
- Submission deadline:
 - Date: Friday 16 October 2026
 - Time:
 - ACT/NSW/VIC/TAS: 11.59 PM
 - SA: 11:29 PM
 - QLD: 10:59 PM
 - NT: 10:29 PM
 - WA: 8:59PM

Late or incomplete applications will not be considered.

Questions?

If you have questions about applying, please email admin@chf.org.au