

# Who to call when?



**1300 866 228**

Call your **Service Coordination team** on **1300 866 228** (8:30am-5pm Monday to Friday) when you want to:



1. Book, change or cancel your services
2. Book once off services, such as transport to a medical appointment
3. Confirm your upcoming services
4. Order continence aids or other aids
5. Be directed to someone else if your Care Manager is not available
6. Tell Care Connect about a fall, illness or hospital admission
7. Provide feedback, including complaints, compliments or suggestions

Call your **Care Manager** on their mobile or **1300 866 228** (8:30am-5pm Monday to Friday) when you:



1. Want to discuss changes to your care plan
2. Experience changes to your health, mobility and wellbeing
3. Want to review allied health services (nursing, physiotherapy, podiatry, occupational therapy, speech pathology, dietician etc)
4. Want to discuss equipment and home modification needs
5. Need help after returning home from hospital
6. Have questions about your HCP budget or monthly Summary of Services
7. Want to provide feedback, including complaints, compliments or suggestions

## You should also call us on 1300 866 228 if:

- you go to hospital, respite care or on holiday, so we can put your Home Care Package on hold
- you fall or experience another incident relating to your health and wellbeing, so that we help you access care you may need
- there were any unexpected changes to your services, including a change of day, date or time

## If you need to speak with Care Connect for urgent issues out of business hours, please call 0428 101 153.

Monday to Friday: 6am to 8.30am then 5pm -10.30pm/  
Public holidays or weekends: 6.30am-10.30pm.

This number is only available for urgent issues, such as late night, urgent cancellation of a service scheduled to occur before 10am the following day.

**Care Managers mobile phones are not monitored after hours or when they are on leave, so please do not text them during these times.**

**For all emergencies call 000**