



Customer response times

As part of our care promise to you, we respond quickly, we listen and we offer helpful solutions. Rest assured when you reach out to us, your voice is heard. If you call and leave a message, the below explains how we will respond to you:

EXISTING CUSTOMERS

5
hours

Enquiries before 1pm
Answered same business day

Enquiries after 1pm
Answered by 10am next business day

NEW CUSTOMERS

2
hours

Enquiries before 2pm
Answered same business day

Enquiries after 2pm
Answered by 9am next business day

ROSTERING

2
hours

Enquiries before 2.30pm
Answered same business day

Enquiries after 2.30pm
Answered by 8am next business day

GOLDEN RULE

24
hours

A customer should not wait more than **24 hours** to have their enquiry answered, either by phone, email or Southcare Connect