



# Frequently asked questions

## How long does it take to get a home care package approved?

Packages are allocated through the national priority system, based only on date of approval and priority for care. You are placed in the system from the date stated on your approval letter.

For most people, the expected wait times for approved Home Care Package levels are: Level 1 is 3-6 months, Level 2 is 12+ months, Level 3 is 12+ months and Level 4 is 12+ months.

## What happens if I am on the waitlist, but I need home care now?

Southcare has private services available while you are waiting for your Home Care Package. Types of services include but not limited to personal care, domestic assistance, garden maintenance, respite, transport and social centre.

Please contact your coordinator on 9450 6233 to discuss what private services we can assist you with.

## How do I get extra services?

Southcare has a range of services available under different funding levels. To see what services and funding options we have available turn to the services tab in your home file or contact your coordinator on 9450 6233.

## How do I see a schedule of my services?

Use the Southcare Connect app for easy viewing of your services.

## How do I cancel a service I have scheduled?

Phone Southcare on 9450 6233 and select option 1 and then option 1 to speak to one of our Customer Services Officers, or use Southcare Connect App.

## How much notice do I have to give when cancelling a service and will I be charged?

You can cancel a scheduled service at any time. You will be charged for any service that is cancelled with less than 24 hrs. notice unless there are extenuating circumstances.

## Do I have to call Southcare to make changes to my services or can I tell my support worker?

You need to phone Southcare on 9450 6233 and speak to a Customer Services Officer, or use Southcare Connect app, if you are changing an existing service. If you are wanting a new service you don't already have you will need to speak to your coordinator for approval. See Contact tab for phone options.

## Why do I get different workers come to me?

We aim to keep you with your regular worker as much as we can. All our workers are entitled to annual leave and sick leave. If your regular worker is on leave, we try to replace them with another worker that is known to you. You will be notified of a change in your worker prior to your service taking place.

## What do I do if I call Southcare and get no answer?

Please leave us a brief message with your name, contact number and what you would like to discuss and one of our staff will get back to you as soon as possible.

## How much notice do I have to give when booking transport services?

As much notice as possible with a minimum of 2 days. We are not able to book same day transport. If you have a Cabcharge Card you can book directly with taxi service.

## How do I pay my monthly invoice?

Payment options include cash, direct debit, cheque, BPay, Centrepay and Credit card, Visa and Mastercard.