

Helpful numbers and resources

If you or a loved one are currently receiving aged care, knowing where to find support and having the right resources at hand can make a huge difference. From government hotlines to local community services, most of the organisations listed are available 24/7 and you can contact them for free from anywhere in Australia.

For more helpful guides, visit <https://plancare.com.au/your-help-guides>

Emergency Support

Poisons Information Centre

Call this number if you think someone has taken an overdose, made an error with medicine or been poisoned. You can call 24/7 from anywhere in Australia.
Phone: 13 11 26

Crisis Care (WA)

Crisis Care provides Western Australia's after-hours response to concerns for a child's safety and wellbeing, as well as information, referrals, and advice for people experiencing crisis, homelessness, or family and domestic violence, including support and accommodation assistance.
Phone: 13 14 50

National Alcohol and Other Drug Hotline

This hotline provides confidential support for people struggling with addiction. You can call the Alcohol Drug Information Service (ADIS) 24/7 for free from anywhere in Australia.
Phone: 1800 250 015

Elder Abuse

1800 ELDERHelp is a free call phone number that automatically redirects callers seeking information and advice on elder abuse with the phone service in their state or territory.
Phone: 1800 353 374

Health Concerns

Emergencies

Call 000 if it is an emergency, for example if you are experiencing chest pain, shortness of breath, numbness or weakness in any part of your body.

1800MEDICARE

Call this number to get free health advice anywhere in Australia from a registered nurse. The hotline is open 24/7.
Phone: 1800 633 422

HealthDirect Hotline

Call this number to speak to a registered nurse about your health concerns. The hotline is open 24/7.
Phone: 1800 022 222

National Home Doctor Service

13SICK - National Home Doctor offers home visit services and a doctor can come to your home when the regular GP is closed for the day.
Phone: 13 74 25

Mental Health Support

13YARN

Free and confidential crisis support to Aboriginal and Torres Strait Islander peoples from anywhere in Australia 24/7.

Phone: 13 92 76

Email: enquiries@13yarn.org.au

Lifeline

If you are experiencing a personal crisis or have suicidal thoughts, you can call them 24/7 from anywhere in Australia for support. You can also send a text message or contact their confidential online chat.

Phone: 13 11 14

Suicide Call Back Services

Immediate, professional 24/7 telephone and online counselling to people who are affected by suicide.

Phone: 1300 659 467

Beyond Blue

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Phone: 1300 224 636

MensLine Australia

MensLine Australia is a telephone and online counselling service for men with emotional health and relationship concerns. They're available 24/7 and men contact them for free professional support from anywhere in Australia.

Phone: 1300 789 978

Kids Helpline

Parents, carers & kids can contact them for support or guidance via a free phone call, email or webchat 24/7.

Phone: 1800 551 800

Carers Australia

Improving the health, wellbeing, resilience and financial security of carers and to ensure that caring is a responsibility that's shared by family, community and government. They also aim to raise greater awareness of carers needs and deliver initiatives that addresses them.

Phone: 1800 422 737

Dementia

National Dementia Help Line

Phone: 1800 100 500

Email: helpline@dementia.org.au

Dementia Support Australia

Dementia Support Australia helps health care professionals and family members supporting a person living with dementia. They provide 24/7 helpline, specialised clinical support and advice for carers of people living with dementia when they experience changes in behaviour.

Phone: 1300 740 398

Grief Services

Griefline

Griefline provides free and confidential counselling and support to people experiencing grief and loss across Australia.

Phone: 1300 845 745

Cognitive Impairment

My HealthCare Rights - A guide for people with cognitive impairment

This guide is for people with cognitive impairment, carers, families and support people. It provides information about keeping you safe and supported when you are in hospital and other healthcare environments. Different languages:
<https://cognitivecare.gov.au/resources/commission-resources/>

Home Care Resources

Support at Home Program Resources

The Department of Health and Aged Care provides a list of resources – including apps, audio and video resources and other publications – about the Support at Home program.

Services List

The Department of Health and Aged Care also provides a FAQ fact sheet that might be useful for support providers and care recipients to further clarify services you can access.

My Aged Care

My Aged Care, established by the Australian Government, can help you find and access the right government-funded aged care services.

Phone: 1800 200 422

National Relay Service: 1800 555 660

Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission is the national regulator of aged care services.

Phone: 1800 951 822

Email: info@agedcarequality.gov.au

Peak Bodies

OPAN - Older Persons Advocacy Network

OPAN provide free, independent and confidential support to older people receiving government-funded aged care.

Phone: 1800 700 600

Email: enquiries@opan.org.au

ELDAC - End of Life Directions for Aged Care

ELDAC provides information, guidance, and resources for all aged care staff to support palliative care and advance care planning.

Email: eldac.project@flinders.edu.au

TIS - Translating and Interpreting Service

TIS is a service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

Immediate phone interpreting: 131 450

Pre-booked: 1300 655 082

Email: tis@homeaffairs.gov.au

Client Code (HCP): C043395

We hope you stay healthy and take good care of yourself and your loved ones!



Get in touch with us!

We'd love to hear from you.

1800 024 000

www.plancare.com.au

homecare@plancare.com.au

Office Hours

Monday - Friday

9:00 AM - 7:00 PM AEST