



Emergency Contact Numbers

Make sure you know what to do in an Emergency. Keep emergency numbers somewhere easy to find.

Call 000 in all states and territories across Australia to be connected to emergency services in your local area.

If you are in a very remote location and do not have access to a local hospital visit [RFDS Emergency Royal Flying Doctor Service](#) to find emergency contact numbers and satellite phone numbers for your state/territory.

Additional Contacts

One of the biggest concerns for people caring for someone who is seriously ill is knowing who to call when they need advice or help. Whenever you see a health professional, it can be a good idea to ask them who the best person or service to call is if you need advice or assistance and for what type of circumstance. Create a list of 'Contacts' so that you have these at hand when you need them. Specifically, ask which contacts are available after hours.

If the person you are caring for has been discharged from a hospital, there may be a discharge plan that includes a phone number to call if you need advice or help. Check you have contact numbers before you leave the hospital.

Accessing local health and community services

In your local area, there will be a range of services that can assist you in providing care. Sometimes, these are obvious, but other times, you may have to call them and see what they offer. You may have a social worker or care coordinator who was assigned to the person you are caring for who can advise what is available in your local area. Let people know that the person you are caring for has a life-limiting illness (or terminal illness) so that they can offer you the most appropriate services.

"We hired some in-home nursing services but it was hard to get someone to travel so far and expensive. So we made a private arrangement with a local nurse who was fabulous."

Kat registers for aged care services through My Aged Care. A Home Care Package will enable Georgina to access services from providers in her area (there may be a co-contribution for these services).

Kat calls the local council who offers to provide temporary in-home cleaning. Some local councils are also aged care home care providers and can provide personal care services, Meals on Wheels programs, or respite activities.

Kat speaks to her local Pharmacist when picking up Georgina's medicine. The Pharmacist offers home delivery and also stocks incontinence products, skin care products, bandages for pressure areas, and useful equipment.

Georgina's General Practitioner organises a post-discharge follow up appointment for Georgina and Kat at the local clinic and suggests local services to approach for help. GPs can offer a palliative care approach and are supported by Medicare to have longer consultations to discuss complex issues.

Kat is caring for her elderly mother who is living with dementia, Georgina, and they live together in a rural town. Georgina is being discharged from the regional hospital. The geriatrician at the hospital confirmed that Georgina's dementia is progressing and that her cognitive and physical abilities are declining and she may not be alive in 12 months.

The hospital has referred Georgina to their local Community Palliative Care Service. The nurse visits the house and helps with complex symptom management and discusses Kat and Georgina's goals for the coming months. They talk through the type of practical care Georgina will need and offers equipment that will be necessary.

Kat calls Carer Gateway and they connect her with a carer support group run through her local community health service and counselling in her local area.



As Georgina's condition declines, Kat has to call the Ambulance to assist during a minor emergencies (a fall resulting from delirium). Because the paramedic service had been informed of Georgina by the community palliative care team, they were able to assist without the need for an emergency admission.

Factsheet 2: Finding rural services to support you

Further support

Check out our [Helplines for Carers factsheet](#) which has a list of helplines that may be useful for you as a carer.

Below is a list of additional free resources available to help farmers prevent distress and cope through tough times:

- [National Centre for Farmer Health](#) has many free programs to support farmers' health, wellbeing, and safety. You can even access a psychologist through this organisation.
- [Rural Aid](#) provides support including water, groceries, fodder (hay), workers, financial and counselling assistance to help farmers cope. Call the Counselling Intake Line at 1300 175 594 Monday to Friday, 9am to 5pm.
- [Australian Red Cross](#) offers information on managing stress in tough times, downloadable tip sheets, and links to other resources.
- [The Salvation Army](#) has a network of rural chaplains who will visit you and offer support and also financial assistance to those in crisis. Check online for your nearest Salvation Army or call 13 72 58.

- Rural Financial Counselling Service (RFCS) DAFF offer a free and confidential service that provides farmers with financial and business decisions. [Find a rural financial counsellor](#) in your area or call 1300 771 741.
- [WellMob](#) is a directory of social and emotional wellbeing resources made for Aboriginal and Torres Strait Islander peoples. Resources include other websites, apps, podcasts, videos, social media, and online counselling.

Key websites/organisations

- [Palliative Care state and territory organisations](#) will have information in your state or territory about palliative care services, how to access them and palliative care events that you might find useful.
- [Carer's state and territory organisations](#) will have state and territory-based information, supports, and events for carers.
- [Healthdirect](#) is a government-funded service. It has a service finder on the website to help you find services in your area. There is also a 24-hour number (Nurse on call) for health information and advice. Call 1800 022 222.

State based helplines

Many states have a helpline for patients and their families to receive palliative care advice:

- SA: Palliative Care Connect – Phone: 1800 725 548 (Mon to Fri, 8:30am to 4pm)
- VIC: Palliative Care Advisory Service – Phone: 1800 360 000 (daily 7am to 10pm)
- WA: Palliative Care WA Helpline – Phone: 1800 573 299 (business hours)
- QLD: Pal Assist – Phone: 1800 772 273 (daily 7am to 7pm)
- TAS: After-hours helpline run by GP Assist – Phone: (03) 6165 2348 (daily 6pm to 7:45am)
- NSW, ACT, and NT: Health Direct helpline – Phone: 1800 022 222 (24-hour number)

Emergency contact details	Phone
Emergency services – across all of Australia	000
Emergencies in very remote parts of Australia <u>Royal Flying Doctor Service</u>	
Key specialist doctors and hospital	Phone
Treating specialist doctor	
Treating specialist doctor	
Regional hospital	
After hours	
Hospital social worker or care coordinator	
State based organisations and helplines	Phone
Palliative care member organisation	
Carer member organisation	
<u>Healthdirect</u> (Nurse on call)	1800 022 222
Palliative care advice line	

Local services	Phone
General Practitioner	
Local Council	
Community Health Service	
Palliative Care Australia Service directory	
Aboriginal Health Centre	
Pharmacy	
<u>Aged Care Services</u>	1300 459 190
<u>Carer Gateway</u>	1800 422 737
<u>Community Palliative Care Service</u>	