



# You're worried? We're listening

If something doesn't feel right,  
get in touch - anytime



**If you, or someone else, are worried that your health is getting worse, contact us straight away. The sooner the better.**

Early recognition and a quick response to worsening health can prevent serious illness or even death.

There may be times when you are concerned about an unexpected change in your condition. Or you may feel worried that you are not improving like you should be following your recent hospital admission, visit to an emergency department or outpatient appointment.

**Unexpected changes to your health could be early signs of deterioration. Don't wait until your next home visit. If something doesn't feel right, then tell us. We're here 24 hours a day 7 days a week.**

While you are receiving care from HSS, we encourage you to speak up if you or your family member:

- notice unexpected changes to your health
- think we may have missed something, or if you have forgotten to tell us something that may be important
- are concerned or worried about your health or wellbeing

Call our friendly team on 1800 854 300 to let us know your concerns. We will advise you on the next steps to ensure you get the care you need.

You can also contact your GP or specialist if you have any concerns.

## Home Support Services

1800 854 300 | [hss@hss.com.au](mailto:hss@hss.com.au) | [hss.com.au](https://hss.com.au)



HSS is accredited in line with the National Safety and Quality Health Service (NSQHS) Standards by QIP, an approved accrediting agency.