Our Service Promise



Home Care Provider

Explore our mission through our services

365care.com.au

We know the heart of great care is great relationships – and that starts with you knowing you can rely on us to keep our promises.

We want you to know exactly what to expect, and when you'll hear from us. Your care team is here to ensure we keep up with your support needs as the change, and that services remain on track. Here's how we'll stay in touch.



Same day

We call any time your services may be affected to make immediate arrangements.

#1

within 24hrs

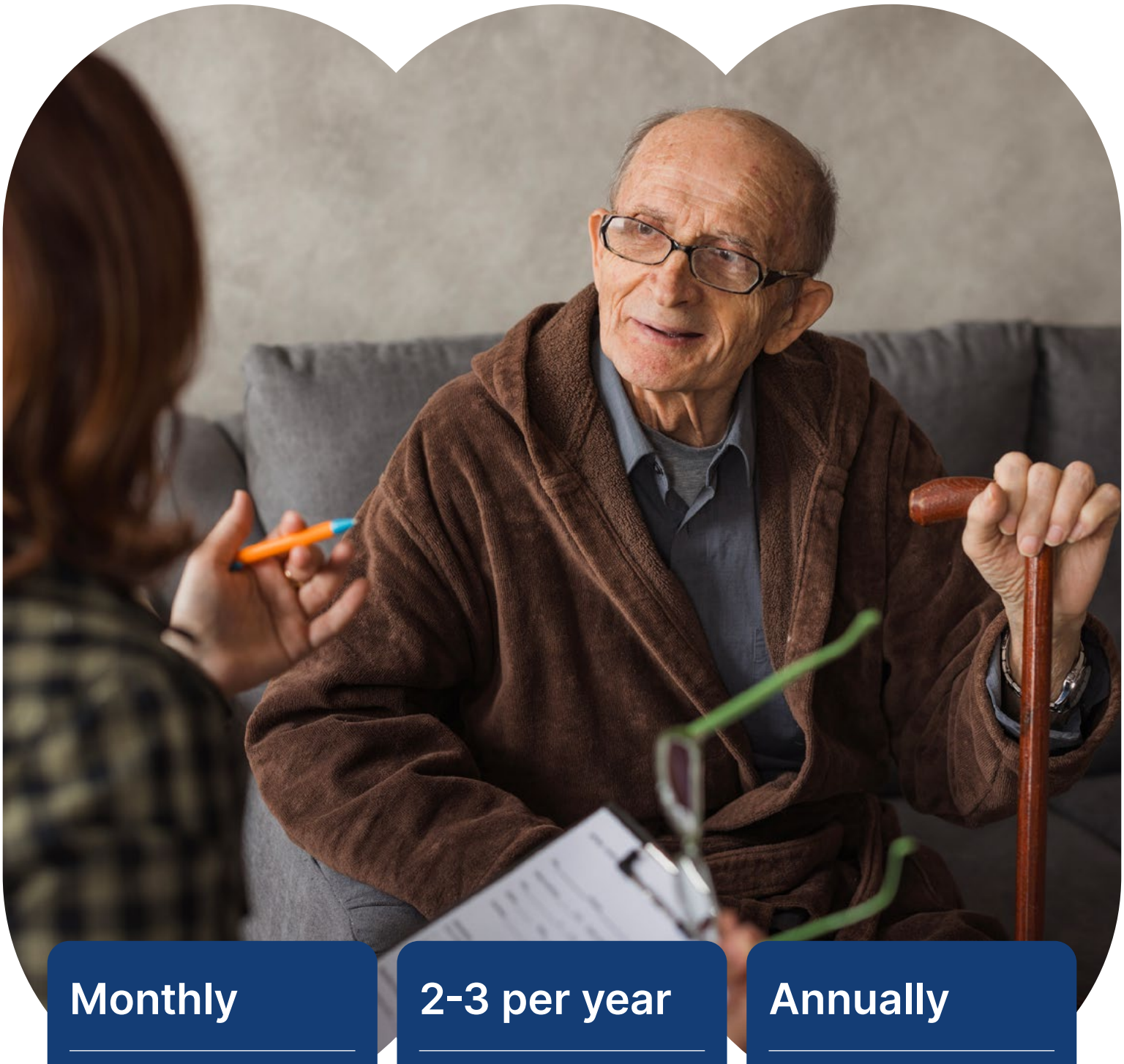
Your care team will call you back to answer any enquiries you've made – and if there's delays in us getting you information, we'll be sure to keep you updated as things progress.

#2

Every time

Our support workers record notes and feedback each time they visit, so we can stay on top of any changes with you, or in the home.v

#3



Monthly

Your Care Partner will talk with you monthly about your budget or services, and we'll update your records to ensure your services support your wellbeing at home.

#4

2-3 per year

In-home visits by your Care Partner are made at least twice a year, for those with low-moderate support, and 3 times a year for higher support needs, to assess changes or any new and emerging needs.

#5

Annually

A formal care review is completed each year ensure a comprehensive assessment is completed to evaluate progress against your care plan goals and other needs.

#6

Want to talk to a Care Expert?

Your care plan & services are flexible and can be changed at anytime to suit your needs.

The good news is, your Care Partner & the whole team are just a phone call away any time you need to change a service, adjust your budget or discuss any part of your care.

Reach out when ever you need, we're here to help!

365Care

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Making everyday moments brighter and better starts with you – and it remains our focus each time we're there to help.

Enjoy our personal approach to your whole life, with you at the centre each day, and in everything we do – so you get the very best in 365 Care.

1300 365 248

enquiries@365care.com.au