

# WHO TO CONTACT AND WHEN

If you're calling the 1800 number as per below instructions press 1 for emergency. Dial 000 if it is an actual emergency.

## ROSTERS

All enquiries regarding shift changes, unavailability, time clashes, etc. need to be emailed to [rosters@adelaidequalitycare.com.au](mailto:rosters@adelaidequalitycare.com.au) with as much notice as possible.

If the enquiry is urgent and an email would not be an appropriate form of notification, please call 1800 870 099 where admin staff can assist you immediately.

Notification of unavailability- <b>more than 24 hours (Monday – Thursday)</b>	Email to <a href="mailto:rosters@adelaidequalitycare.com.au">rosters@adelaidequalitycare.com.au</a>
Notification of unavailability- <b>more than 24 hours (Friday - Sunday)</b>	Phone 1800 870 099
Notification of unavailability- <b>less than 24 hours</b>	Phone 1800 870 099
Notification of sickness	Phone 1800 870 099
Notification of Uni placement- ASAP	Email to <a href="mailto:rosters@adelaidequalitycare.com.au">rosters@adelaidequalitycare.com.au</a>
Notification of shift clashes- <b>more than 24 hours before shifts start (not a weekend)</b>	Email to <a href="mailto:rosters@adelaidequalitycare.com.au">rosters@adelaidequalitycare.com.au</a>
Notification of shift clashes- <b>less than 24 hours before shifts start</b>	Phone 1800 870 099
Received text about picking up a shift	Text back
Received text about cancellation of a shift	Text back