

# the 'people' in the people network

At *annecto* we are committed to developing our people network - so we take the people side of our work very seriously through our philosophy, values and everyday actions.

We invite you to become part of the connection - through using our services, becoming a member of staff, volunteering, networking, donating, leaving a legacy or becoming a Friend of *annecto*.

## EARS

### Emergency After-Hours Response Service

Phone 1800 72 72 80 (toll free)  
Multi-lingual Infoline: 92090118  
TTY: 1800 555 677 and request  
1800 72 72 80. Auslan interpreters can  
attend on site if required.

### After Hours Service

For enquiries regarding *annecto*  
After-Hours Service please contact the  
After-Hours Response Coordinator on  
03 9687 7066 during business hours.

### *annecto - the people network*

81 Cowper Street  
Footscray, Victoria 3011  
**T.** 03 9687 7066  
**F.** 03 9687 5621  
**E.** [theteam@annecto.org.au](mailto:theteam@annecto.org.au)  
**W.** [www.annecto.org.au](http://www.annecto.org.au)

For information regarding making a donation,  
leaving a legacy or to become a Friend of *annecto*,  
contact our Corporate Office on 9687 7066, email  
[theteam@annecto.org.au](mailto:theteam@annecto.org.au) or view our website on  
[www.annecto.org.au](http://www.annecto.org.au). Donations \$2 and over are  
tax deductible.

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*annecto*

Emergency After-Hours Response Service

annecto Inc.

October 2008





## *annecto - the people network*

*annecto - the people network* is an independent, non profit association with a mission to increase opportunities and choices in the community for people with a disability, older persons and carers and a vision of realising a more inclusive society.

Our name '*annecto*' deriving from the Latin word meaning 'to connect' reflects what we do; connecting individuals in the community. The statement '*the people network*' emphasises that people are our focus.

We bring people together through building community and increasing opportunities and choices.

## *annecto*

### Emergency After-Hours Response Service



After you have made the call, an operator will take your contact details and an experienced crisis manager will contact you promptly to discuss your situation.

This may result in a Field Response Officer being dispatched to your home immediately. If medical assistance is required an ambulance will be called.

All Field Response Officers are professionally trained and experienced in working with people with disabilities and older people, and from a broad range of linguistically diverse cultures. They are required to have current Police Checks, Working with Children Checks, First Aid and participate in ongoing training.

The Emergency After-Hours Response Service (EARS) provides an acute non-medical out of hours contact service typically providing short term personal care, respite, crisis management, telephone support and in-home support.

This FREE Service is for people with disabilities, older people and their carers who do not receive any alternative funded assistance or whose provider does not have an after-hours service.

What is an emergency or crisis?

There is no one definition of emergency or crisis that is appropriate for all people or all circumstances. An emergency is generally defined as something that can not wait until the next morning.

Some examples of what is considered an emergency may be:

- Someone in a family is called away, leaving a person with a disability without a carer.
- A carer, looking after a person with dementia, has been up consecutive nights and needs a break.
- A person with a disability living alone, experiences a crisis or emergency.

EARS operates between the hours of 5pm – 9am weekdays and 24 hours on weekends and public holidays, every day of the year.

EARS is available in the Grampians region, northern, western and eastern metropolitan regions of Melbourne.

**EMERGENCY**  
After-Hours Response  
Service

**1800 72 72 80**  
toll free

