SA AMBULANCE SERVICE

CALL DIRECT CLOSURE

EASY READ VERSION

SA Ambulance Service wrote this document.

When you see the word 'we' or 'us', it means SA Ambulance Service.

We have written this information in an easy to read way.

We use pictures to explain some ideas.

Ambulance
Ambulance

We have written some words using **bold**.

We explain what these words mean.

This easy to read guide explains the Call Direct closure.

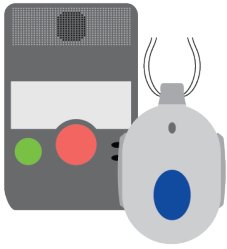You can ask for help to read this document.

A friend, family member or support person may be able to help you.

You can also call the Call Direct team during **business hours**.

Our phone number is **1800 512 213**.

Business hours are Monday to Friday, 9am to 5pm.

WHAT IS CALL DIRECT CLOSURE?

You have a Call Direct personal alert system in your home.

The system includes a unit and pendant.

The Telstra 3G Network is closing on 30 June 2024.

Call Direct units and pendants need the 3G Network to work.

From 1 July 2024 the Call Direct System will not work.

We recommend you switch to another medical alert provider before this date.

When your new alert system is installed, you need to cancel your Call Direct membership.

To cancel your membership, you need to call **1800 512 213** during business hours.

We will send you a plastic bag to put the unit and pendant in.

You can drop the bag to any Australia Post Office and they will send it back to us. There will be no cost to you.

From 1 March 2024, our Call Direct support will change:

- Repairs to the unit or pendant will only be during business hours.
- We will not reinstall your unit, pendant or key box if you move house.
- If you need to change your personal or medical condition details, you must call us on **1800 512 213**.

HOW TO FIND OUT MORE

CALL 1800 512 213

EMAIL HEALTHSAASCALLDIRECT@SA.GOV.AU

YOU CAN FIND OUT MORE ABOUT US ON
OUR WEBSITE
**WWW.SAAMBULANCE.SA.GOV.AU/CALL-DIRECT-
CLOSURE-ON-30-JUNE-2024/**

**Government
of South Australia**

SA Health

**SA
Ambulance
Service**