# After-hours Service Directories

[Healthdirect (healthdirect.gov.au)](https://www.healthdirect.gov.au/), Australia’s National Health Services Directory, is regularly maintained and lists health services, businesses, and resources available throughout Australia. The directories listed within this document can be used to formulate your residential aged care home’s (RACH) after-hours plans. The following provide a snapshot in time of what is available as drawn from the National Health Service Directory. Each facility is encouraged to prepare similar information that can be used in their facility’s plans.

Using the [After-hours action planning audit tool](https://nqphn.com.au/sites/default/files/2025-05/CM-684%20OPHAPC%20After-hours%20Action%20Planning%20Audit%20Tool-digital.pdf), collate your local services in line with your facility’s individual needs, identifying the contacts for your [Facility After-hours Action Plan](https://nqphn.com.au/sites/default/files/2025-05/CM-683%20OPHAPC%20Facility%20After-hours%20Plan%20Template-digital.pdf), and Individual Resident After-hours Action Plan.  
  
When gathering contacts undertaking your self-assessment, you can collate them here into one document as a complete reference for after-hours contacts.”

The Pharmacy Guild of Australia’s [Find a Pharmacy service (findapharmacy.com.au)](https://findapharmacy.com.au/) enables you to search for pharmacies near you.

To complete this Service Directory Template, you should consider collating a list of the following localised after-hours services:

* medical care
* locum/medical deputising services
* mental health care
* pharmacy
* infrastructure.

|  |  |  |
| --- | --- | --- |
| After-hours medical care | | |
| Clinic/service name | Purpose and open hours | Phone number |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| After-hours locum/deputising services | | |
| Clinic/service name and type  (i.e. doctor) | GP’s name and hours of availability  *\*Please note that resident GPs will be noted in resident plans* | Contact/referral process |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| After-hours pharmacy | | |
| Clinic/service name | Purpose and open hours | Phone number |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| After-hours mental health care | | |
| Clinic/service name and website | Purpose and open hours | Phone number |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| Infrastructure | | |
| Clinic/service name | Purpose and open hours | Phone number |
| *E.g.: Electricity provider* | *To report faults and escalate remediation (hours open)* |  |
| *IT, Telehealth or software provider* |  |  |
|  |  |  |
|  |  |  |