

# What are some tips to help me choose my home care provider?



Need help?  
**1300 866 228**

Care Connect is proud to be an independent, not-for-profit approved Home Care Package provider. There are many providers to select from, all with their unique offerings. Here are some tips to help you choose the most suitable provider for you.

1.



## What would you like to know about your provider?

- Think through the support that you or your loved one may need to stay living at home.
- How are the care services managed?
- Are the care workers vaccinated?
- Is there any limitation on the sourcing of care services?
- Does the provider develop a personalised care plan?
- Will the provider guide you through the application process?

2.



## Is your provider familiar with your local community?

- Is the provider local, and do you have an existing relationship with them?
- Locally based providers will have established links to the many community services in your area – and some of these services are free!
- A local provider can help you get the best value from your home care package.

3.



## Will the provider care about me and my situation?

- Will I be understood and listened to?
- Can my care be personalised and tailored to my needs?
- Will I be connected to local community activities?



4.



**Does the provider have a good reputation?**

- Visit their website and social media. Read some client stories.
- Give them a call and chat with the staff about your questions.
- Ask how they manage feedback.
- Do they make you aware of new innovative care services?
- Do they send you a free newsletter each month?
- Are quality compliance and quality standards followed?

5.



**What are the advantages of choosing this provider?**

- Does this provider offer a variety of services?
- Will the provider manage your bookings and rescheduling of services?
- Can you get reimbursements for products you buy?
- Check the fees to ensure you only pay for the support you need. Does the provider charge a sign-up fee or a basic daily fee?

6.



**Did you know you can change providers?**

- Feel comfortable that if you are not happy with your provider, you can switch to a new one.
- You can contact My Aged Care (MAC) and tell them you wish to change.
- Your current provider must then transfer any unspent funds to your new provider.

\* Please remember you only have 56 days to choose an approved Home Care Package provider, and consider choosing Care Connect.