

# Home Care Provider Comparison Checklist

Name of Provider

Navigating the Home Care journey can be confusing and stressful, but it is important to remember that you are not alone. We are here for you to help you navigate the world of home care.

When it's time to compare providers, it is critical to collect the information that will help you to make the right choice. Our Home Care Provider Comparison Checklist contains the questions you should ask before you decide which Home Care Provider to choose.

## Fees

Case Management / Administration Fees:

Exit Fees:

Any other fees they charge?

## Type of Care Provided

- Medical/Nursing
  - Wound care and management
  - Someone to help with taking medications
  - General health assessment
  - Help with impairments or continence
- At Home Assistance
  - Bathing, hygiene and grooming
  - Meals and food preparation
  - Cleaning, laundry, and other chores
  - Home or garden maintenance
  - Home modifications
- Other
  - Podiatry, physiotherapy, and other therapies
  - Aids to stay independent
  - Transportation
  - Social outings, groups and visitors
  - In-home respite

## Vaccination Status of the Carer

- Flu Vaccinated
- Covid Vaccinated

How does a provider communicate with me?

## Home Care Package Delivery

- Will I have a dedicated case manager?
- Is a personalised plan of care developed with me during the face-to-face meeting/assessment?
- Is the care plan reviewed and updated at least every 12 months?
- Is there a clinical assessment before the service begins?
- Is weekend assistance available?
- To start services, do I need to sign a contract with a provider?
- Does my provider have experienced and long-term employees?
- Will the employee call before arriving?
- Are all carers experienced to suit my individual needs?
- If my nurse or carer is sick, will you send another nurse or carer?
- Is the carer available in case of emergency or on short notice?
- Are carers available 24/7?
- Can I request a carer who speaks a certain language?
- Can I have the same staff member every visit?
- Can I have a different carer in case if we are not getting along?

## Frequently Asked Questions

If I need an extension on my deadline date, who can I call?

**You can contact My Aged Care on 1800 200 422.**

Who do I contact to find out if I have to pay an income-tested fee?

**You can contact Centrelink on 1800 227 475.**

How long does it take for my care to start after I've found a provider?

**Your care commences approximately 14 days from the date signed, but will be confirmed by your provider.**

What happens to any unspent funds when I change providers?

**If there are any unspent funds in your package, this will follow you to your new provider.**