



Australian Government



myagedcare

Receive the outcome of your assessment

Research home care providers & work out costs

Be assigned a home care package

Enter into a Home Care Agreement

Manage your services

Researching Home Care Providers – Considerations and Checklist

WHAT TO CONSIDER	WHY
What services are important to me?	<p>You will need to research providers and find out if they provide services that are important to you, particularly if you have special requirements. For example, some providers specialise in services such as a specific language or a service type such as dementia.</p> <p>You may also want to consider where the provider is located as this can reduce travel times and in some cases, reduce the costs associated with travel.</p> <p>You can find providers in your local area by using the Find a service tool on www.myagedcare.gov.au or, by calling My Aged Care on 1800 200 422.</p>
Can I choose who is going to provide certain services for me?	<p>You can have a say in the types of care and services delivered to you as part of your home care package as well as who delivers those services. Discuss any preferences you have with potential providers to understand how they can make that happen.</p>
How much each service will cost?	<p>You decide what services you receive under your home care package. Knowing how much each service costs and what type of services you can receive lets you get the most out of your package. Ask the provider for the itemised cost of each service. Services can include general support such as washing, ironing and gardening, or personal assistance such as dressing, showering, using the toilet or making meals and eating. It may also include nursing services as well as support to access aids and equipment.</p> <p>Take a copy of your home care package approval letter and support plan as well as your income assessment outcome (if you have it) to potential providers, as this will help your discussions.</p>
How much will I have to contribute to the cost of the services I receive?	<p>You may be expected to contribute to the costs of your services. Some of the costs will be subsidised by the government but you may also be expected to pay:</p> <ul style="list-style-type: none"> • a basic daily fee • an income-tested care fee (if your income is over the maximum income for a full pensioner, you may be asked to pay this fee) <p>You can get an estimate of your likely fees using the fee estimator on My Aged Care www.myagedcare.gov.au/fee-estimator/home-care.</p> <p>After this, you can then arrange for a formal income assessment to be completed by the Department of Human Services on 1800 227 475.</p>

Does the provider charge fees – what do these cover?	<p>Each provider will have administration costs associated with providing care and services. You should be clear on what those costs are and the impact to your available home care package funds. The charges may be called different things by each provider so ask for clarification on what each covers. For example, they may be listed as case management or core advisory fees.</p> <p>You should also ask if they charge exit fees if you decide to change providers at a later stage.</p>
What checks does the provider complete to ensure quality of service?	<p>Ask each provider about their screening process and what checks they do before care workers can work with clients. You can also ask whether they have a training program and what qualifications they expect of their care workers before they are able to work with clients.</p> <p>Home care providers are required to provide care and services in a way that meets the Home Care Common Standards. If you want to know what these Standards are and how they work, talk to the provider. You can also ask how they obtain and use your feedback.</p>
What processes does the provider have for managing complaints?	<p>Ask the provider what process they have in place to request a change of care worker, any notice periods and /or cost implications and if there is a complaints process. You direct your own care and have control over who delivers your care and where and when they deliver it.</p>
Can I bring a family member or carer in my discussion with providers?	<p>There can be a lot of information discussed at your meeting with a provider so taking a family member, friend or carer with you can be helpful. Discuss how your family can be included in your decision making and how the provider will include your family member/carer in your care plan.</p>

CHECKLIST

- Consider what is important to you and how potential providers can deliver the services you need and want to help you manage at home.
- Create a shortlist of providers in your local area:
 - Use the Service Finder on the My Aged Care website www.myagedcare.gov.au or
 - Contact My Aged Care on **1800 200 422**
- Prepare questions you would like to ask potential providers – use the considerations in the table above as guidance.
- Discuss your options with your family / support network.

NEXT STEPS

- If you have not already done so, work out what you may be asked to contribute the cost of your care:
 - Use the fee estimator on the website at www.myagedcare.gov.au/fee-estimator/home-care
 - For a formal income assessment call the Department of Human Services on **1800 227 475**
- Wait for a letter from My Aged Care advising you of the assignment of your home care package. This will include a referral code for you to present to your preferred provider. You can then negotiate and enter into a Home Care Agreement and start receiving services under your home care package.