

How to compare home care providers



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1.

Remember it's personal

Seeing familiar faces and working with people you like is key to getting the most out of your Home Care. You may be new to home care services, but you know when you feel listened to and understood.

Ask Has the service taken time to ask about your situation and desires?

2.

Get clear about communication

Many providers rely on call centres, which can slow down response times, and lead to miscommunication.

Ask Do you provide direct phone access to my care manager and team?

3.

Be specific about needs

Speak openly about what matters most for you, and any challenges you're dealing with. This helps you understand if they can provide the services and quality care you require.

Ask About services and how they maintain quality of staff & skills.

4.

Check head count

Some services can send a revolving door of carers and service providers, so you never know who you'll see one visit to the next. This can feel pretty intrusive, and your care can be less cohesive as a result.

Ask Do they have their own support staff, or use agency staff? And what is the size of your time?

5.

Check on follow up

How your Home Care provider responds and checks on you can make a big difference to your care & progress towards your goals.

Ask Ask how often you can expect a call or visit from your Care Manager, and how quickly they can respond to your calls?

6.

Life outside of hours

Life doesn't only happen during business hours, so you'll want to understand who you can speak to outside of this time if things come up.

Ask Who can you contact & what are the processes outside of office hours?

7.

Ask about Support at Home readiness

Can your provider explain to you the rules of the new system, and how they affect you?

Balancing needs & budget

Being able to balance your health and care goals, and your financial circumstances, is critical now that co-contribution applies.

Ask lots of questions about your service options, and what you might have to contribute.

Staff training

Ask about what training programs and upskilling their staff undertook to ensure they can confidently support you to make the most of your funding under Support at Home.

Platforms and compliance

Under the new Support at Home system, quality and compliance standards have changed. Ask what steps were taken to ensure the provider's quality & compliance staff and technology meet the new standards.

8.

Be aware if they're selling or solving.

Some providers will focus more on hard-selling themselves or gimmicks, like financial incentives to sign up. You need someone who focusses on what matters most to you, and takes time to understand your care needs.

Ask yourself:

Do I feel pressured or pushed in any way? Or is this provider helping solve my problems, with my best interests at heart?



Why not speak
to our friendly
Home Care
experts today

03 9374 2100
info@homewell.com.au
[homewell.com.au](https://www.homewell.com.au)