

# How to compare Home Care Package providers

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## Remember it's personal

Seeing familiar faces and working with people you like is key to getting the most out of your Home Care Package. 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?

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## 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?

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## 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.

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## 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?

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## Check on follow up

How your Home Care Package 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?

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## 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?

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## Look for hidden costs

Be sure you understand all the fees that a provider is going to charge you, to avoid bill shock once you've signed up. Common fees include:

### Setup fee

Just getting started with some providers can mean paying a set up fee for your service.

### Basic daily fee

This is an out-of-pocket amount some Home Care Package providers charge you directly.

### Travel fees

Many provider source agency staff, who may travel some distance and then pass that cost per kilometre onto you!

### Care management surcharges

Some Home Care Package providers limit the number of Care Management (CM) hours you can use each month, and charge by the hour for additional time, including phone calls!

### Agency staff fees

Many providers rely on external agency staff, which can impact what you pay. Cost can vary each shift, making it hard to budget.



Still got  
questions?



Why not speak  
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Home Care  
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