



home**care**today

Your resource hub for new ideas
and choices in home care

Choosing a Provider

Once you've received your ACAT approval, you'll need to choose a home care provider. Your provider gives you case management services – that is, they help to manage your package funds and arrange the services you want. Some providers **only** provide case management, while others also provide home care services that you can buy with your package funds.

Home care providers are a mix of for-profit, government and not-for-profit organisations (including religious, charitable and community-based providers). Some providers have operated for a long time; others are new. Some operate nationally and others only provide services in a local area.

Finding providers in your area

In metropolitan areas there are many providers to choose from, but in rural or regional areas there are often only a few service providers.

The ACAT will have recommended to you some providers in your area. You can also get a list of local providers by entering your postcode into the Find a Service tool on the My Aged Care website, or by calling **1800 200 422**. Friends or family members might also be able to give you personal recommendations.

Things to consider

When choosing a provider, think about what's important to you. Here are some things to consider:

- What **variety of services** can they provide or source for you?
- How **flexible** are they? If they can't provide something themselves, will they help you to find it somewhere else?
- Will they subcontract to **workers** you already receive care from so that you can continue with them?
- How often will you see or speak with your **case manager** or adviser? What is included in the case management fee?
- Can you choose how much or how little you are involved in **self-managing** your care plan and budget?
- What's their **reputation**? You may ask to speak to one of their consumers already receiving care.
- What are the **costs and charges** for services, including case management, administration, hourly rates, exit fees, etc.?
- Will they negotiate how much you pay for the **Basic Daily Fee**?
- If you have specific cultural or language needs, do they have staff who **speak your language**?

Waiting periods

Sometimes there is a waiting period between the ACAT approval and when a provider offers you a Home Care Package. This can be a good time to start thinking about what you would like in a provider.

While you wait, draw on your current supports, family, friends and your community to help you stay independent at home. You can also use Commonwealth Home Support Program services while you wait – just ask your ACAT clinician for a referral.

Suite 1104, Level 11
530 Little Collins Street
Melbourne VIC 3000

Phone 03 9909 7910

Email homecaretoday@cota.org.au

www.homecaretoday.org.au



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