

What to ask when choosing a Home Care Package Provider - Video



This video has been produced by AccessCare to assist if you are in a position where you are looking for a Home Care Package provider.

Before we start can you answer 'yes' to all the following questions:

- I visited the My Aged Care website and an assessment was booked with the Aged Care Assessment team
- An Assessor visited me and completed my home assessment
- I received a letter stating I've been assigned a package
- I know which level of package I've been allocated (level 1, 2, 3 or 4)

If you were unable to answer yes or don't know the answer to the above questions, please contact My Aged Care on 1800 200 422 or you can call AccessCare on 1300 819 200 and we can walk you through the My Aged Care process.

If you answered yes to all the above questions your next step is to select a home care provider who will help you access the services and products you need via your home care package.

When choosing a home care provider there are a few areas to explore to ensure you are receiving the support that suits your needs.

The first thing to check is **how much experience each provider has working with home care packages**. There are many businesses whose main experience is in residential care or home care services and may not have very much expertise working with people who have a home care package. At AccessCare we have over 25 years of experience with home care packages.

Some providers are very large organisations that do not have local knowledge of the area you live in. AccessCare is a locally based organisation backed by a local council, servicing the Cities of Kingston, Bayside, Glen Eira, Stonnington, Port Phillip and surrounding areas. AccessCare is a not for profit home care provider which means the focus is on your care and not shareholders.

What about the care manager's experience?

It's worth asking about the experience of the staff who will be using their skills and knowledge to assist you navigate the service system and suggest services and products to support your goals. AccessCare's care managers have a tertiary qualification from a health or social science background with extensive knowledge of the health and community support sectors. AccessCare's staff participate in ongoing training and mentoring to support the highest quality of service to you.

What does it cost?

Naturally this is a prime consideration. All providers charge for their services, and how much they charge will depend on many things including how efficient and experienced they are. All providers are required to be transparent with their fees and this information is available for you to compare on the Service Finder which is within the My Aged Care website.

At AccessCare there is no additional costs above the flat fee for the support provided by Care managers, no basic daily fee and hourly and public holiday rates reflect the services you receive.

At AccessCare our commitment to you is that we will

- Listen, advise and support you to live well in your home and community
- Put your needs first and respect your choices
- Connect you to the care and services of your choice to maximise your funding, and
- Work with you to plan for your future

If you have any queries we can assist with, please don't hesitate to call AccessCare on 1300 819 200.

We have developed other videos on this website to inform you about important information to support you, how to access services, and how we can assist.