

Home Care Packages: Choosing a service provider

If you have been assessed as eligible for a home care package, it is important that you start looking for a “service provider” that suits you as soon as possible. This way, you can contact your preferred provider as soon as you are assigned a package.

If you have been assigned a home care package the official letter will tell you the package level (either 1, 2, 3 or 4) for services you can have at home. Your letter will contain some other critical pieces of information:

- your unique referral code, and
- date by which you have to choose your service provider (56 days from issue date)

There are many service providers who will be able to support you and will be happy to have you as a client.

While the choice and competition among home care service providers is greater in metropolitan areas, you should still have a choice of providers in most regional areas in Tasmania.

How do I find service providers in my area?

To find a service provider in your area you can:

- Use the Service Finder tab on the My Aged Care website myagedcare.gov.au There is a great user friendly application on the website that lists service providers and you can also compare what they have to offer.

- You can search by postcode, location or service provider name. If you don't have access to the website you can phone My Aged Care on 1800 200 422 and they will help you to find a service provider in your area.
- ACAT assessors can also help you with information about the service providers in your area.
- You can also ask friends and relatives about the service providers they know about in your area.

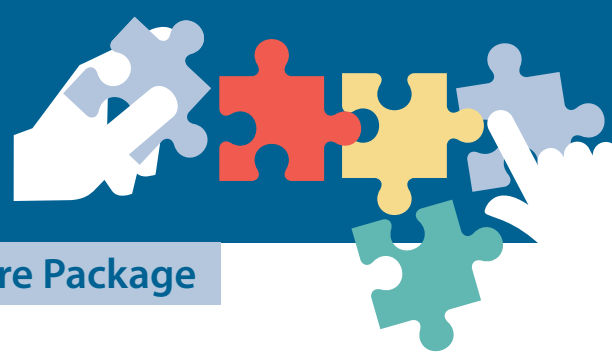
Do I have to call service providers or will they call me?

As soon as you are assigned a package your contact details will appear on the My Aged Care system and service providers will see that you require home care package services. You may start getting calls from service providers at home.

It is a good idea to contact service providers yourself so you compare what they have to offer.

How do I choose a service provider that is right for me?

Each service provider is different. They have different costs and charges and may offer different services. Doing your research, asking questions and comparing their services, fees and charges will help you to make the best choice for you.



Support to stay at home

Home Care Package

This information sheet has a list of questions that you can ask potential service providers to help you make the decision. It is also a good idea to meet the service providers you are considering so you can better understand their offers and how they will meet your needs.

How long have I got to choose a service provider?

After you received your letter “assigning” you a home care package, you have **56 days** to select a service provider and enter into a home care agreement.

If you are having trouble finding a service provider in the 56 days or need some more time to make a decision you can **request a further 28 days** by contacting My Aged Care on 1800 200 422.

What will I have to pay?

We have created a separate help sheet on costs and charges to help you to understand what you will have to pay.

How long will I have to wait for services after choosing a service provider?

This is a question to ask the service provider before you sign your home care agreement. If you have to wait too long you may want to consider another service provider.

What do I do if I can't find a service provider to give me the services I want?

You should contact My Aged Care on 1800 200 422 and ask for advice. You can also contact:

Advocacy Tasmania

Telephone: (03) 6224 2240

Clients only free call: 1800 700 600

(also for TTY)

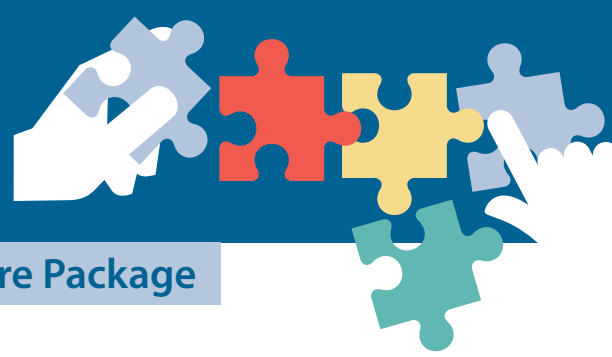
Email: advocacy@advocacytasmania.com.au

Web: www.advocacytasmania.com.au

COTA Tasmania Peer Supporters

Telephone: (03) 6231 3265

Email: admin@cotatas.org.au



Questions to ask the service provider

Questions regarding fees and charges:

Questions

- 1 What is your basic daily fee? Is this negotiable?

- 2 What is your administration fee?
What is included in this fee?

- 3 Do you charge brokerage fees and if so at what level and for which services?

- 4 What is your fee for case co-ordination or management? What is included in this fee?

- 5 What is your maximum exit fee? Is this negotiable?

- 6 How much of the package will be available for services (%) once other fees have been deducted?

- 7 Do you have any other fees or charges that I should be aware of?

- 8 Do you charge travel time for support workers to come to my home?
If yes, how much per kilometre, and how does it apply?



Support to stay at home

Questions regarding services:

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- 9 Do you offer the specialised services I need (ie; dementia, other language)?
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- 10 Can I manage my own package and will you provide me with support to build my skills to do so?
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- 11 What qualifications and experience do your care workers have?
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- 12 Can I choose my care worker or at least meet them beforehand? Is it possible to have a trial and see how it goes?
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- 13 Can I pick the times that suit me for my services to be delivered?
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- 14 How quickly can you start providing services?
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- 15 How do you ensure that the quality of services and care is maintained?
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Related information sheets: *Home Care Packages: Costs and Charges*