

Choose a provider

Choosing the right provider can be tricky! It may mean the difference between staying in your own home or moving into Residential Care. Therefore, selecting a provider who meets your needs is vital!

Use the following checklist to help simplify your search:

Provider

- The provider is accredited and has no infringements (no open complaints)
- The provider openly publishes information about their organisation, values and experience
- Most of my care needs can be met by the one provider (e.g. general help, home maintenance)
- My loved ones and I will be involved in developing the care plan, and kept informed and involved if there are any changes
- The provider will help me set and achieve my goals as part of the care plan
- I can access extra government subsidies if I am eligible
- Training and processes are in place when caring for special needs such as dementia, cognitive impairment or mental illness
- Periodic review of my care plan will be conducted and I will know when they are happening
- A supervisor oversees the quality of care I'm receiving and I'll be treated like a customer
- A clear process exists for handling complaints
- Procedures are in place to handle emergencies
- I can read reviews or testimonials attesting to the satisfaction of existing customers
- I understand the schedule of fees, including any setup or exit fees charged

Carer

- Background checks and minimum qualifications are required
- Careful consideration is given to the match between customers and carers and I can change carers at any time
- I will have the same carer where possible and they will be on time
- My interests are considered and any special needs or personal preferences can be met (cultural, language)
- A case manager is appointed to me
- If my carer changes, I will be notified in advance
- Carers are flexible in the work they do (they will hang out the washing or read me a book)

