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Woollahra Connect!

Choosing the Right Home Care Provider

Choosing your home care provider is one of the most important decisions you'll make. You have the right to choose who delivers your care, and it's worth taking your time to compare a few providers before deciding.

Questions to ask potential providers

- Do they employ their own caregivers?
- Do carers receive extensive training?
- How do you match carers to clients?
- Do carers undergo reference and criminal record checks?
- Will you see the same carer(s), and can you request a change if it's not a good fit?
- Can you choose your days and times, and adjust services later?
- Can the same carer(s) provide a range of different services?
- Is there a local office or Care Manager, and how easy are they to reach?
- Can you have care on weekends, overnight, and public holidays?
- Are services available up to 24 hours a day, and can you contact them 24/7 if needed?
- Do they provide private (non-funded) services if you need extra support?
- Is pricing clear and published, with no hidden fees?
- Are they registered under Support at Home and accredited to Aged Care Quality Standards?
- How do you handle carer absences or changes?
- How quickly can you start services?
- What is your process for addressing concerns or complaints?

Your right to change providers

If you're not happy with your current provider, you're free to change at any time. Under Support at Home, no provider can charge you an entry or exit fee although you may need to give notice as specified on your service agreement.

- Choose your new provider and contact them to discuss your needs.
- Sign a service agreement with the new provider.
- Let your current provider know you're leaving and agree on an exit date.
- Your funding follows you — your new provider will help coordinate the handover.
- Aim to line up your new provider before ending with your old one, so your care isn't interrupted.