

# Your home care provider check list



When choosing a home care provider, it is important to have as much information as possible before making your decision.

That is why we have created a helpful checklist of things to consider, when selecting a provider for your home care needs.

## What can the provider offer?

- I have considered what services are important to me and I am aware of the provider services delivered.
- My Home Care Package can be personalised by the provider, to suit my unique care needs.
- The provider can adjust my services as my care requirements change, and I have flexibility to access what I need and when I need it.
- The provider accepts Home Care Package clients.

## What are the fees and charges?

- There is no joining fee charged to my budget or start-up costs.
- I understand all costs involved and the home care provider has a transparent charge structure.

## How does the provider deliver care?

- I have the option to meet the carer/s who will be delivering my care, before signing up with the provider.
- The provider will have a regular care team coming into my home to deliver care.
- The home care provider has explained the Home Care Package hours and what assistance I am entitled to within my package.

## Additional support

- The provider has 24/7 telephone service at no additional charge.
- The provider has additional client benefits such as communication devices and emergency monitoring which can be included within my Home Care Package budget.

## Like to know more?

**HammondCare At Home can help you at any stage of your journey, when selecting a home care provider that is right for you.**

If you have had your My Aged Care assessment and are eligible for a Home Care Package, HammondCare can help you start receiving care immediately.

**For more information contact HammondCare At Home today. We are here to help.**

 **1800 826 166**

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