

HOW TO A PROVIDER THAT'S RIGHT FOR YOU

With a Home Care Package, you can choose the service provider that best meets your goals and needs. Follow these easy steps to find your provider today.

Step 1 – research your area for potential providers

Online

Visit My Aged Care website and use their service finder: <https://www.myagedcare.gov.au/find-a-provider/>

Phone

Call my aged care on 1800 200 422 and request assistance with finding providers in your area.

Assessors

Ask for help from your assessor during your assessment.

Aged Care System Navigator Trial

Contact one of the trial sites in your area. These trial services are for people who need information about aged care options or help to access aged care supports. This means older people, their families, friends and others who want to link with aged care supports.

<https://www.cota.org.au/find-my-local-aged-care-navigator/>

Step 2 – Use this factsheet to compare at least three providers.

Ask as many questions as you want from each provider. The more you know, the better decision you can make about your future care provider.

Step 3 - Sign up with your provider

To find out more visit My Aged Care Website: <https://www.myagedcare.gov.au/connect-home-care-package-providers>



CONTACT US

Phone:
(08) 9275 4411

Email:
enquiries@umbrellacommunitycare.com.au

Website:
www.umbrellacommunitycare.com.au

Social Media:
[@umbrellamulticultural](https://www.instagram.com/umbrellamulticultural)

COMPARE PROVIDERS

A guide to compare Home Care
Package Providers.



PROVIDER SCREENING TOOL

	1. Provider name:	2. Provider name:	3. Provider name:
Office Location			
How can you guarantee that I will have the same care worker?			
Can you provide staff who speak a particular language?			
What are your hours for providing services?			
How much will each service that I need cost?			
What is the care coordination cost for my package?			
What services are included as part of the care coordination costs?			
Do you charge for package management? If so, what is included and how much does it cost?			
Would you charge an exit amount, if so how much does it cost?			
What other costs should I be aware of?			
What does my package budget look like? Can you take me through an example?			
How much will I have to personally contribute?			
How do I pay you for these costs?			
Can you guarantee qualified, experienced and caring staff?			
What do I do if I have a complaint about the quality of the service I am receiving?			
Do you charge separate fees when you want to receive services from a different provider?			
Cancellation of service fee			
My notes			

IF YOU HAVE MORE QUESTIONS PLEASE CONTACT UMBRELLA'S FRIENDLY STAFF ON 9275 4411

The information contained in this document is general in nature and provided as reference material only

