

How to Switch Home Care Providers & get the service you want

The Top 3 most common reasons people switch include:

- too many fees & charges
- poor communication; and
- inconsistent & poor service.

Here we provide tips to help you find a solution to solve these common issues.

#1

Not happy with fees & charges?

Tip 1: Avoid paying extra fees

Some fees can be avoided altogether by choosing a provider with less fees. You can easily avoid fees such as Basic daily fees; Set up fees; Exit Fees; Service cancellation fees; Care management surcharges.

Ask...

Do they charge these fees or any other extras – and find a provider, like Age Up, that doesn't!

Tip 2: Compare hours not fees

Because provider fees and charges vary so much, it's often easier to compare hours of care available rather than directly comparing costs.

Ask...

How many hours of care you can expect to receive after ALL fees are taken out?

Tip 3: Consider self-management

If you have a capable partner or family carer, a self-managed Home Care Package may be right for you. It has the lowest management fees, as you pay for funds administration only, but be aware it is a lot of work as you manage all aspects of your care services. Click to read this article on [Self vs Provider managed Home Care](#) to consider your options.

Ask...

Are you able to find your own carer & service providers and manage staffing schedules, safety & more?

#2

Not happy with the communication?

Tip 4: Get it in writing!

Your provider should be able to provide a clear plan of when and how you will hear from them, including response times to requests, how often your Care Manager will call or visit, and how often you'll get written & other communications.

Ask...

What regular communication can you expect and insist your service agreement is in writing!

Tip 5: Check feedback & issues management processes

From time to time if things go wrong, you'll want to know exactly how it will be handled. You'll want to ensure you understand the feedback channels, and the processes for managing any issues or concerns.

Ask...

What processes they follow and who you can contact if you're unhappy with any aspect of your care services.

Tip 6: Ask about out of hours support

Life doesn't only happen during business hours, so you'll want to understand what lines of communication are open and who you can speak to outside of this time if things come up.

Ask...

How can the provider help you if you need help outside of office hours?

#3

Not happy with the quality of service?

Tip 7: Be specific about your needs

If you have been under-serviced or not getting the quality support you need, talk to potential providers about your concerns. Some providers limit your choices, so make sure you are clear.

Ask...

Do they have any service restrictions, and can they provide the specific services you require?

Tip 8: Enquire about head count

If you've had a revolving door of carers and are tired not knowing who you'll see one visit to the next, enquire about head count.

Ask...

How is your care team is structured and how many people are you likely to see week to week?

Continue to next page for more help & advice



Tip 9: Ask about care reviews & re-applying for more funds if needed

Your care plan must be reviewed each year, according to government regulations. At Age Up, we do this twice a year. This ensures your services are continuing to meet your needs, including applying for a higher-level package if needed.

Ask...

How often you can expect a formal care review, and to have your support level re-evaluated?



Many people delay switching as they imagine going to all that effort and risking more of the same.

But asking the right questions and being clear about what you need can ensure life at home improves, and that you are getting the most out of your Home Care Package.

Talk to us about our simple switch processes and let us take the stress out of switching for you.

Still got questions?

Why not book a Free initial consultation with one of our Home Care specialists?

We listen and provide individual advice to help get things back on track quickly for you at home.

Call 1300 254 326

Book

ageuphealth.com.au/callback