

Questions to ask when selecting your Home Care Provider

Question to ask	Why would you ask this question?
Fees & Expenses	
Is there a sign-up fee and what does it cover?	<p>Care Connect does not have any sign-up fees. In fact we will help you to find the package you need and register with My Aged Care at no cost to you.</p> <p>Some competitors charge a sign up fee.</p>
What do the costs cover? What don't they cover?	<p>It's difficult to compare the various pricing options as every model is different in small ways. Understanding what is covered and what's not covered will help you to make a better choice about the level of care that will suit you.</p>
Do you charge a Basic Daily Fee?	<p>No. We do not charge a basic daily fee.</p> <p>Other Home Care providers can charge up to the daily limit of \$10.43* per day to manage your account, so ask this question before you sign anything.</p> <p style="text-align: right;">*As of Sept 2018</p>
Will you be reimbursed for out of pocket expenses?	<p>If you need to make purchases covered under your Care Plan, we will reimburse your out of pocket expenses for all receipts that you keep.</p> <p>Some providers will not pay via reimbursements and you may need to wait to purchase essential items.</p>
Are the costs to manage your package flexible or fixed?	<p>Care Connect have flexible pricing options to suit your needs, depending on the level of advice and guidance you require.</p> <p>Some competitors will only offer fixed price rates to manage your Home Care Package.</p>
Does the provider charge mileage or a travel fee to visit you?	<p>We have no charge for Client Adviser travel.</p> <p>Many providers do charge per mileage or travel time.</p>

Continued over page

Question to ask

Why would you ask this question?

Services

What range of services can you select from?

Care Connect contracts the services you need which is why we can offer one of the largest range of services.

Some providers only offer you services in those areas where they have staff employed.

Can I keep using my own carer, or service provider?

If you have existing relationships with carers or services, such as a gardener, you can keep using those services.

A processing charge will apply if you use your own supplier.

How many service hours per week on average, will you receive with your approved Home Care Package funding?

With Care Connect, based on your Home Care Package, the average hours of support you can expect each week are:

Level 1 – 2 hours

Level 2 – 4 hours

Level 3 – 8 hours

Level 4 – 12 hours

This is in addition to the time you spend with your Client Adviser.

Am I able to purchase health related items with my Home Care Package?

Items such as a mobility aid or home modifications will need to come from your Home Care Package funds.

We will work with you so you understand how these purchases may impact your Care Plan.

Advice & Guidance

Do you get a dedicated Client Adviser to help manage your Home Care Package?

All Care Connect clients are assigned a dedicated Client Adviser who will visit them in the home. Depending on your needs and whether you prefer more or less advice, we work with you to create your personal Care Plan.

Can you select how frequently you see your Client Adviser?

If your Client Adviser is on leave, will someone else be available to help you?

Yes. We have a team of qualified Client Advisers who are able to assist you if your Client Adviser is on leave.

In addition we have a Service Support Team that you can call for most matters relating to your package management. There are no charges for these calls.