

Checklist for choosing a Support at Home provider

Choosing the right Support at Home provider ensures you get the support you need, both now and into the future. We've created a checklist to help you consider key factors, such as costs, fees and staff experience, so you can find a provider that's right for you.

1. Care needs and services

- Do they offer the specific services you need (e.g., personal care, nursing, cleaning, transport)?
- Are services flexible and adjustable as your needs change?
- Do they support cultural and religious preferences?

2. Staff and care quality

- Are staff trained, qualified and experienced in aged care?
- Do they have consistent staff (minimal turnover)?
- Are staff respectful and trustworthy?

3. Costs and fees

- Have they clearly explained all fees (e.g., care management, package management, exit fees)?
- Are their fees competitive with other providers?
- Are there any hidden or unexpected charges?
- Can you easily see how your package funds are being spent?

4. Communication and support

- Do they communicate clearly and regularly?
- Do you have a dedicated care manager or contact person?
- Are they easy to reach (phone, email, etc.)?
- Do they respond promptly to issues or requests?
- Is your care manager based in your local area?

5. Reputation and accreditation

- Are they approved by the Aged Care Quality and Safety Commission?
- Have they passed recent quality assessments?
- Do they have positive reviews or recommendations?
- Are complaints or concerns taken seriously and addressed quickly?

6. Transparency and agreements

- Have you received a clear and itemised Care Agreement?
- Do you understand your rights and responsibilities?
- Are you involved in decisions about your care?

7. Technology and tools

- Do they offer online access to budgets, schedules or reports?
- Can you or your family easily track service delivery?
- Is their system easy to use or explained well?

8. Personal connection

- Do you feel respected, valued and listened to?
- Are you comfortable with the carers coming into your home?
- Are your preferences and routines acknowledged?
- Do you feel safe and supported?

Want to learn more about Support at Home with Anglicare? Call us today on 1300 610 610