FACTSHEET

Priority PLUS CARE

# How to Compare Home Care Providers

## A practical guide from Priority Plus Care

Choosing the right home care provider is an important decision. These key questions will help you compare services and choose the provider that best supports your lifestyle, independence and wellbeing.

### 1 Remember it's personal

Seeing familiar carers and working with people who understand you makes a huge difference to your comfort and wellbeing.

Ask: Has the provider taken the time to understand your personal situation, lifestyle and prefereces?

### 2 Get clear about communication

Good communication ensures you always feel supported. Some providers rely heavily on call centres, which can slow response times.

Ask: Do I have direct phone access to my Care Manager or support team?

### 3 Be specific about your needs

Everyone's care needs are different. A quality provider will listen carefully and taiior services to meet your goals.

Ask: What services do you offer and how do you maintain the quality and training of your staff?

### 4 Check the team size

Some providers rotate many carers which can make care feel less personal.

Ask: Do you employ your own carers or use agency staff?

What is the size of your care team?

### 5 Check on follow-up support

Ongoing communication helps ensure your care plan continues to meet your needs.

Ask: How often will my Care Manager check in with me?

What quickly do you respond to calls or concerns?

### 6 Support outside office hours

Support should be available when you need it — not just during business hours.

Ask: Who can I contact outside office hours if something urgent happens?

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# 7. Ask about Support at Home readiness

The aged care system is evolving with the Support at Home program, so your provider should clearly explain how it affects your care and funding.

## 1 Balancing needs & budget

A good provider helps you balance your care needs with your available funding.

Ask: Can you explain my care options and what my financial contribution may be?

## 3 Be specific about your needs

Everyone's care needs are different. A quality provider will listen carefully and talior services to meet your goals.

Ask: What services do you offer and how do you maintain the quality and training of yoult salf?

## 4 Staff training

Well-trained carers provide better support and safer care.

Ask: What training and professional development programs do your staff complete?

## Ask yourself

- ✓ Do I feel comfortable and respected?
- ✓ Do I feel pressured into signing up?
- ✓ Or does this provider genuinely want to support my wellbeing?

## 8 Be aware if they're selling or solving

Some providers focus on selling services rather than understanding your needs.

The right provider listens carefully and focuses on solutions that improve your quality of life.

## Speak With Our Friendly Team Today

Our experienced team is here to help you understand your options and find the right home care support.


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