

While You Wait

Accessing a home care package through My Aged Care can take time. Once you've received your 'Approval' letter, your funds will take 3-6 months – or more – to be assigned.

While you wait, it's a good time to shop around and compare a selection of home care providers, their services, expertise, fees and charges.

To help, we've developed this handy set of questions to assist you when comparing our home care services with other providers. Use these questions and add your own to see which provider best suits your needs, your lifestyle and your budget.

Choosing a home care provider that's right for you

Question	Benetas	Provider #2	Provider #3
Reputation, expertise and experience matter. ASK: How long have you been in business?	Since 1948		
Be on the lookout for hidden fees and ongoing charges. ASK: Do you charge extra for home visits to ensure my care plan is appropriate?	No. This is part of our service. Once a year, or upon your request we review your care plan free of charge. We are a not-for-profit organisation, committed to being transparent and clear about all our fees and pricing. Expect no hidden fees – ever.		
Life can be unpredictable, so you may need home care support outside regular hours. ASK: Do you provide after hours support?	Yes. As a large organisation we have the resources to respond quickly to your needs, including providing you with emergency support after hours.		
Due to staffing issues, many providers ask you make min service bookings of 2 hrs duration – which may not suit your needs or budget. ASK: What is your minimum home visit service duration?	Putting your needs first, we provide service for 60 minute durations and above, which can help maximise the potential of your home care package.		
It's important to know your chosen provider has the staff and capacity to provide you with quality, reliable home care services. ASK: Will I get the services I need, when I need them?	Benetas works with you to genuinely understand your needs and expectations. We develop a care plan that works for you – and one we can deliver. If there's a specific element we can't immediately provide, we'll work hard to deliver it to you as soon as possible.		

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<p>For your peace of mind you need to know the people who are supporting you in your home have the right qualifications and background checks.</p> <div data-bbox="105 383 430 510" style="border: 1px solid black; padding: 5px;"> <p>ASK: How qualified are your client advisors and carers?</p> </div>	<p>Our teams are experienced and highly trained. Our client advisors and In-home service assistants have a minimum Certificate III (Aged & Community Care) qualification, while all our In-home nurses are experienced Enrolled and Registered Nurses. We put our employees through rigorous background checks, continual development plans and ongoing training to maintain our high standard of care and reputation.</p>		
<p>Still looking for more information about your place in the national priority system and how long can you expect to wait to be Assigned a package?</p> <div data-bbox="105 974 785 1055" style="border: 1px solid black; padding: 5px;"> <p>ASK: What is my place in the national priority system and how long can I expect to wait to be Assigned a package?</p> </div>		<p>Log on to your online account at myagedcare.gov.au/access-your-online-account or Call My Aged Care on 1800 200 422.</p>	
<p>Your questions</p>			

Our caring home care consultants are more than happy to answer any questions you might have about Benetas Home Care. Our priority is ensuring you receive home care that's right for you. **Call today on 1300 23 63 82**