



Checklist to consider when choosing a home care provider

Choosing a home care provider can be overwhelming and requires careful consideration.

It's important to ensure the provider you choose will be the best fit for your unique healthcare needs and wants. So, we've compiled a list of questions you should consider when choosing a provider to deliver your services.

Does the provider employ their own staff (e.g. support workers, nurses, allied health)?

Having dedicated in-house professionals ensures a consistent level of care, trust and familiarity. It also allows better opportunities for connection and ensures staff are directly accountable to their organisation. At Southern Cross Care (WA) our employees genuinely care about their clients, taking great pride in forming meaningful connections and working in partnership with clients to deliver quality support services.

Are they a private or not-for-profit organisation?

With experience often comes refinement, improved processes, and enhanced ability to cater to diverse healthcare needs. Southern Cross Care (WA) has been servicing the elderly in our community for over 50 years.

Are they locally owned and operated?

WA-owned and operated home care providers often have a deeper understanding of local community needs, resources, and networks. At Southern Cross Care (WA), you can have peace of mind knowing your services are locally owned and operated and that every dollar made goes back into supporting those in greatest need in the WA community.

Are they based in Perth?

Being based in Perth can facilitate easier communication and prompt resolution of any issues that might arise. Similarly, it's worth enquiring whether the schedulers, and those who plan and coordinate your home care services, are based locally.

Local employees will likely have a better grasp of logistics and local circumstances, which means they can make more informed decisions about which care staff to assign based on proximity and availability. Southern Cross Care (WA)'s office is based in Rivervale meaning your calls can be answered promptly and in the same time zone as you're located.

Do they schedule services within a time band or at a preferred time?

Understanding the provider's flexibility is also crucial. Your comfort and convenience should be a priority in their service planning. Do they schedule services within a time band, such as between 8am and 12pm, or do they work with you to provide services around your preferred time and day? At Southern Cross Care (WA) we provide you with the exact time that our support workers have been scheduled to support you.

Remember, the best choice for a home care provider is one that aligns with your personal needs, values, and healthcare goals.

Contact one of our knowledgeable client engagement officers on **1300 669 189** or email homecare@scrosswa.org.au.

www.scrosswa.org.au

**Southern
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