



A resource for the sandwich generation:

Choosing the right providers

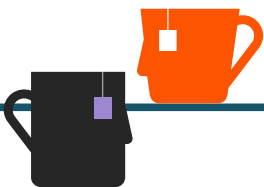
Choosing the right home care provider

When finding the right home care provider, start by asking friends or families who are receiving help at home about their experiences or hit the web for reviews.

Once you have a shortlist, ask those potential providers the following questions:

1. Do you offer government-subsidised or private services to support me while I wait for a home care package?
2. How will you select my parent's caregivers?
3. What happens if my parent's caregiver can't make a visit?
4. Do you provide a full range of services?
5. Can you help my parent access funding for extra services?
6. What do you charge for your services?

When you have responses to these questions, you'll be able to compare apples with apples and narrow it down to the right provider for your parents' needs.



Key contacts

Australian Unity's home health concierge:

Call 1300 160 170

Australian Unity's retirement and aged care:

Call 1300 160 170

My Aged Care:

Call 1800 200 422

Choosing the right retirement community or aged care facility

Before choosing a new accommodation option, make sure to consider the following things:

1. **Where would your parent like to live?** Would they like a sea change or to be close to family?

2. **What can your parent afford?** Seeking professional financial advice can be helpful.

3. **What amenities or services are non-negotiable?** Is a swimming pool or diverse social calendar important?

4. **Does your parent have any complex health needs?** If so, choose a home with specialists who can meet those needs.

5. **How does the community feel?** Visit the community with your parent to see if it feels like their new home.

6. **For aged care facilities: What is the star rating?** Each home has a rating of one to five stars based on key factors.

Explore more support and resources for the sandwich generation
australianunity.com.au/wellbeing/sandwich-generation

