Birchmere.

Care that feels like family.

Choosing home care

The questions worth asking any provider, and how we answer them.



QUESTIONS TO ASK

Ask these before you sign.

A good provider will be glad you asked. Clear answers now save surprises later.

The people

- Who will actually come, and will it be the same carer each time?
- How are carers checked and trained?
- Are carers employed by you?

The service

- What's the minimum visit length?
- Can visits change from week to week?
- Who do I call after hours?

The money

- What's the hourly rate on weekdays, evenings and weekends?
- How and when do I pay?
- What does it cost to cancel?

If things go wrong

- How do you handle a complaint?
- Are you insured?
- What happens if my carer is sick?

Then trust how it feels.

Notice how the first call goes. Did they listen, ask about the person and not just the tasks, and answer plainly? That's usually a good sign of what the care will be like.

HOW WE ANSWER

Our answers, up front.

Matched, not rostered

Your care coordinator suggests two or three companions who suit you, by interests, language and personality.

Checked and employed

Every companion has a National Police Check, identity check and two references, and is employed by Birchmere.

Visits that suit you

One-off or regular: weekly, fortnightly or monthly. Each visit is at least two hours.

Clear pricing

From $120.00 per hour (Including GST). You'll see the full price before you book, and pay in advance.

Easy changes

Need to change or cancel? Give us two business days' notice.

Something not right?

Tell us. Every concern is acknowledged within two business days, in confidence.

Insured on every visit.

Public liability and professional indemnity cover, so you and your companion are protected.

Birchmere.

Ask us anything.

Have a chat with a care coordinator. Real human, no scripts, no obligation.

CALL 02 5115 1162

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ONLINE birchmere.com.au

Scan to visit our website

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