

While You Wait

Accessing Support At Home funding through My Aged Care can take time. Once you've received your approval letter, your funds may 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. Use these questions and add your own to see which provider best matches the way you want to be supported at home.

Choosing a home care provider that's right for you

Question	Why choose Benetas
Reputation, expertise and experience matter. ASK: How long have you been in business?	We've been supporting older Victorians and their families since 1948.
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.
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.
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. ASK: How qualified are your Care Partners and carers?	Our teams are experienced and highly trained. Our Care Partners 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.

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 classification?

Log on to your online account at

myagedcare.gov.au/access-your-online-account OR Call My Aged Care on 1800 200 422.

Your questions

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