



HOME CARE

**Professional and affordable
in-home aged care**



**CHOOSING A HOME
CARE PROVIDER**

www.pearlhomecare.com.au

CHOOSING A HOME CARE PROVIDER

When choosing a home care provider, it is important to consider your health and independence goals and which services will benefit you.

It may be helpful to discuss your goals and wishes with your family members and wider support system and to create a list of services and support you would like to get more information on. You can then start investigating potential aged care providers who can deliver these services.

When considering different aged care providers, the below questions may be of assistance to ensure you are receiving a safe, value for money service, that is tailored to your needs:

What is your experience in delivering aged care?

Pearl Home Care was founded by the Shehade family which has over 35 years of expertise in health, allied health and the disability and aged care sectors.

This experience has been captured to deliver the very best in training and ongoing support to each of our branch managers and their care teams.

What sets you apart from other providers?

Our packages are designed to be simple, flexible and affordable. With Pearl Home Care, you are not only guaranteed competitive rates, but also:

- **NO sign-up fees or exit penalties**
- **A FULL money back guarantee**
- **NO hidden management charges**
- **NO lock-in contracts**

We are also an inclusive service provider, support all people, no matter how they identify themselves personally.

What qualifications do your staff have?

Our people are highly qualified professionals, with years of expertise and a passion for caring for those in need. Our team includes:

- **Medical Professionals**
- **Registered Nurses**
- **Occupational Health and Safety professionals**
- **Care Management Planners**
- **Physical Therapists**
- **Home and Garden Maintenance Specialists**
- **Personal Carers**

All our nurses are registered with APHRA and our carers have either a Certificate III or Certificate IV or a Diploma in Community Services.

Do you have experience with supporting people from different cultures and backgrounds?

Yes. As care providers, we uphold an inclusive, welcoming approach and are committed to equality and to supporting individual religious beliefs, customs and traditions.

How much do your different services cost?

The cost of services is dependent upon the funding arrangements and your individual income and capacity assessment. Our services are flexible, affordable and highly competitive. Our price lists are available on our website.

What funding arrangements are available (e.g. private pay or government funded packages)?

We deliver services under government funded programs, such as the Commonwealth Home Support Program, Home Care Packages and the National Disability Insurance Scheme. We also provide private pay services for those who choose this option.

How will my out of pocket expenses be calculated?

Your contribution is dependent on your financial situation, your income assessment and the services we provide you. However, you can be certain that any personal contributions are set at a highly competitive and affordable level and only where you have the capacity to meet these obligations.

Do you assist with funding applications and the assessment process?

We offer free consultations and assistance with government funding applications, which may seem tricky for a first-time user.

If I am unhappy with my service, what can I do?

The satisfaction of our clients is 100% guaranteed or you can leave with no exit fees. That's no exit fees for ANYONE. EVER. But our focus on service delivery encourages both formal and informal feedback so that we may continue to improve on our services.

Will I be locked into a contract?

NO. If at any time your needs or wishes change, your care plan can be adapted to suit, and with no lock-in contracts you're free to cancel your care at any time.

Do you have exit fees?

NO. You can cancel your services without any fees or penalties.

Consumer Directed Care

The principles of Consumer Directed Care mean that care providers are required to ensure you have input into the types of care you receive, and when and how you receive it. Providers should provide you with enough information to help you design a care plan and package of services that meets your goals and needs.

Why our customers choose us

We have conducted extensive research into what customers are looking for from their home care providers and built our business offering accordingly. Pearl Home Care customers enjoy:

A 100% Satisfaction Guarantee

If customers aren't satisfied, we refund their money in full. We are customer centric and confident they will be delighted in the service they receive from our fully trained franchisees and support workers.

Seeing their money go further

Pearl Home Care is affordable. We do not charge entry or exit fees, we care about our customers and we ensure their money is spent on the services they need.

A qualified and certified team

Our staff receive ongoing training and come from a range of backgrounds and cultures.

No lock-in contracts

Our model allows customers to choose as much or as little care as they want. We are flexible and having no lock-in contracts removes any roadblocks to trialing our services.

Support to access government funding

We offer free consultations and assistance with government funding applications, which may seem tricky for a first-time user.

Our Australian-owned and operated business structure

All government funding received to deliver important care stays in Australia and helps support the wider economy.

For more information on the services available in your area, contact your local Pearl Home Care office for a complimentary and obligation **FREE** in-home assessment and care plan estimate.

WA

Perth	08 6167 5610
Bunbury	0402 727 313

QLD

Brisbane North	07 3314 2575
Brisbane South	07 3924 9045
Gold Coast	07 3148 6613
Sunshine Coast	07 5293 7666
Toowoomba - Ipswich	0423 247 315
Gladstone	1300 697 327

VIC

Melbourne North East	0423 383 633
Melbourne North	0423 383 633
Melbourne Central	03 9598 0957
Melbourne East	0411 848 233
Melbourne West	0432 810 603
Geelong	03 8731 1696
South Yarra	03 9123 0002
Mornington Peninsula	03 5906 5830
Ballarat	03 8731 1696

ACT

Canberra	0412 175 848
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NSW

Sydney Inner West	0411 943 996
Sydney Northern Beaches	02 8407 9169
Sydney Outer West	02 8004 7137
Sydney North West	0426 971 231
Sydney Eastern Suburbs	0437 067 294
Greater Parramatta	02 8610 4748
St George & Sutherland	0459 753 738
Liverpool - Wollondilly	0432 037 180
Illawarra & Nowra	02 4203 4196
North Coast	1300 901 800
Central Coast	0433 202 131
Murrumbidgee	02 6971 4242

SA

Adelaide South	0435 392 435
Adelaide North	1300 421 111

HEAD OFFICE

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