



Care Matcher

The support you need to make
informed care decisions.



Provider Referral Program Overview

www.carematcher.com.au



Our story

Every family has a unique story. Understanding that story is the key to helping older people and their families find the right living arrangements and support.

That's why we have launched Care Matcher, to connect families to qualified advisors to help them make informed decisions.

Most of us know someone who has had to assist a loved one to transition into aged care, and have seen first-hand just how challenging the process can be.

We believe everyone should be able to access support when they need it, and have created Care Matcher as a transparent, equitable and responsible service catering to all needs, wants and budgets.

The Care Matcher story began with a partnership between the leading directories and software companies in the sector - Aged Care Guide, Aged Care Online and CarePage. We have decades of combined experience and a specific focus on providing well qualified leads to providers.

We invite you to partner with us and gain access to a combined reach of over 3M users per annum. We leverage this scale to connect with as many potential clients as possible.

The Care Matcher team consists of experienced advisors, qualified nurses and skilled social workers - which means we are making a meaningful difference in the sector by guiding older people into the right residential or home care solution for them.



How we can help care providers?

Occupancy rates are an ongoing challenge with the market never being more competitive. We can assist in delivering highly qualified potential clients directly to your admissions team.

The cost to acquire a new resident/client for some companies can be substantial- so why not let us help you reduce this cost, and have a flow of ongoing referrals to support vacancies, churn and growth.

Care Matcher will introduce you to qualified leads that are prepared, informed and ready for care - reducing the time to close a new prospect.

Why are we different to others in the market?

Our model supports both the consumer and the operator - the consumer gets the information they need and feel supported through what can be such a challenging time and the operator gets quality leads from informed consumers.

Social impact and equitable services are important to us.

We offer a pro bono service for clients that meet our criteria and cannot afford the consumer contribution*.

**Subject to T&Cs.*



How it works

We're here to help you find new clients.

Our Care Matchers are intimately familiar with assisting consumers in navigating the aged care sector and we take great care in matching them with the best solution for their needs. We will guide consumers through the entire process, and provide the most appropriate options based on their individual care needs.

1

Contact

Consumer contacts Care Matcher regarding their requirements for aged care services.

2

Advise

Care Matcher provides information on providers best matching the consumer's needs.

3

Select

Consumer then selects their preferred service provider.

Care Provider is presented with potential client to review and if appropriate, accept.

4

Referral

Client is accepted and care commences.

Care Provider pays Care Matcher applicable referral fee for accepted client.

Fees and charges explained

What are the costs associated?

There is no joining fee to be a part of the service, and no lock-in contracts. Put simply, you only pay for the clients you accept.

We have a very clear cut pricing arrangement for both home care and residential care providers that can be found below.



Residential Aged Care

Placement

Commission : \$2,200 per placement.

Billing : Billed on placement.

Respite - Placement

Commission : FREE*.

Billing : Billed on residential placement (if applicable).

**If consumer becomes a permanent placement, fee will be billed as per residential care referral fee billing above.*



Home Care Package

Year 1

Commission : 10% of package cost.

Billing : Billed monthly.

Home Care Package - Year 2

Commission : 5% of package cost.

Billing : Billed monthly.

Frequently asked questions

How do we start? What's involved?

Getting started is easy. Simply make contact with Ben Hannemann, National Partnerships Director on 1300 495 408.

Am I locked into a contract?

No, the contract you are signing is open ended, with no expiration date.

How do we pay Care Matcher the referral fee?

Residential Placements will be invoiced upon successful placement. Payment must be made within 7 days of placement. Home Care Placements will be invoiced per month.

What happens if consumers want to choose a provider that's not a member of Care Matcher?

Our system allows for the client to choose whichever provider they feel is best suited to their needs and that they wish to be placed with. The difference is that if a client chooses a provider who is not part of our members, the client will then be responsible for the payment of services.

What happens if the lead changes their mind?

If a lead changes their mind prior to the placement occurring/ services occurring then the placement fee will not be charged.

If the lead changes their mind after being placed in a facility or starting home care services due to not being happy with the facilities/ providers services, the placement fee will stand and be payable by the provider.

Please contact us
for more information.

To discuss any opportunities of interest,
please contact the Care Matcher Team

Phone 1300 495 408

Email contact@carematcher.com.au

www.carematcher.com.au