



Choosing your home care provider CHECKLIST

You may be able to choose your home care provider. These are the type of questions that may help you decide which provider best suits your needs.

WHAT TO DO	WHY
What to check with your potential home care provider	
Check out the provider's website	A provider's website might help you get an idea of the types of services they offer and how they work with consumers. You can find out what services are available in your area on the myagedcare website - see www.myagedcare.gov.au .
Ask for more information about the differences between the home care providers.	The case manager knows a number of home care agencies. This is important for you to be able to choose who you want to come into your home to assist you.
Ask if they can arrange for specialised support.	You may need specialist services such as having a person who speaks your language, or specialised disability support.
Ask how they support their clients in managing their own package. For example, ask if they offer training for consumers on how to take more control of the funds.	There are differences between providers. Some may offer support to you so you can do more for yourself, others might not.
Ask how often the provider gets feedback from their clients and how.	It is important that providers stay in tune with their clients' needs.
Ask how they will keep you up to date with information and resources that could help you stay at home.	It is always important to keep up to date with the information, especially if you want to have more control over your supports.
Ask if they have their own home care workers or if they employ another agency to help you. If this is important to you talk more about this with them.	Some providers only hold the funds, and engage other agencies to assist you at home. If you want more control of your services, you may want to know how many agencies are involved in supporting you.



WHAT TO DO	WHY
If they employ their own care staff, ask how often their workers are trained and how they assess workers' skills on the job.	There are differences between providers and this may affect the quality of their service.
If the provider uses agency staff ask how they make sure that the quality of their work is up to standard.	There are differences between providers and this may affect the quality of their service.
If the provider uses agency staff ask if you can be involved in choosing the agency that will send workers to your home.	If you do have the chance to choose your service staffing agency, you might want to consider the same questions you applied to choosing your home care provider.
Ask if they do spot checks to make sure workers are working well.	You want to know how well the provider supervises the quality of support services.
Ask if there is a waiting list for the service and what they can do for you if you have to wait for a while.	Depending on the amount of support you need, in some areas, the number of people seeking assistance exceeds the number of packages available. That means you may need to wait until a place is available.
Ask if they can help you with an emergency plan.	An emergency can happen anytime and it's important that your provider has plans in place to manage these events.

What to ask your family, friends and supporters

Ask whether they have heard of, or are using a particular home care provider.	People around you may be able to give you an independent view of the provider.
Ask for assistance to research information about potential providers.	Your family, friends and supporters may be able to help you to gather information.

DISCLAIMER: This checklist provides some general practical advice for people receiving or beginning to receive a consumer directed care based home care package and is not intended as legal or financial advice. This checklist should not be the only source of information for people getting home care. Home Care Today encourages anyone who has questions about getting home care to get the relevant professional advice to discuss their own particular situation. Home Care Today makes this information available on an as is basis. Home Care Today makes no representation or warranties of any kind with respect to the contents of the information. To the maximum extent permitted by law, Home Care Today disclaims any such representations or warranties as to the completeness, accuracy, merchantability or fitness for purpose of the information

Making the most of Consumer Directed Care