Questions for a home care agency

The questions that matter, ordered by how much the answer tends to matter.

Use it when: You are about to phone, or have a quote in front of you.

About the caregiver

- [ ] Will the same caregiver come every time, named in the agreement?
- [ ] Who covers when they are ill, and will I meet that person first?
- [ ] What training do they have for my parent's condition?
- [ ] What languages, and can you guarantee that on every shift?
- [ ] Can I meet them before the first paid visit?
- [ ] Are you registered with the Aged Care Quality and Safety Commission, and can I see your price list?

About the money

- [ ] Can I have the full rate card in writing, in AUD (A$)?
- [ ] What is the minimum visit length?
- [ ] Evening, weekend and public holiday rates?
- [ ] Is travel or mileage billed?
- [ ] Cancellation window, and what is charged inside it?
- [ ] Assessment or registration fee?
- [ ] How and when am I invoiced, and are hours itemised?

When things go wrong

- [ ] What happens if a caregiver does not arrive?
- [ ] Who do I call at 9pm on a Saturday — a person or a service?
- [ ] How do you handle a complaint? Give me an example.
  The most informative question on the list. An agency with a real example told plainly is a different organisation from one that has never had a complaint.

In an emergency, call 000.

Free to print and share. Nothing on this checklist was sent to SeniorCareZ or anyone else.