



## The Home Care Assistance Advantage

At Home Care Assistance, we are committed to helping families make the best possible decision regarding care of their loved ones. Our checklist of the most important questions to ask will assist you to evaluate and select the right Home Care Provider.

<b>How we compare to other Home Care Approved Providers</b>	<b>The Home Care Assistance Advantage</b>
Is the company responsive, informative and professional?	<i>We are available 24/7 as a professional resource for you and your family.</i>
Does the company employ its caregivers directly or subcontract the care to another organisation?	<i>Our caregivers are employees, not contractors, who go through a rigorous recruitment process. They all have police checks and have the appropriate qualifications and experience.</i>
Does the Company charge start up, exit fees, or any other fee apart from the package/case management fee?	<i>HCA charges a modest package/case management fee and does not have any other charges or fees.</i>
Does the Company agree to provide the service at a specific time rather than between certain hours?	<i>You decide the best time for your caregiver to visit each day, that way you will know the exact time they will arrive.</i>
Does the company conduct any Caregiver training such as The Balanced Care Method?	<i>Our Balanced Care Method training emphasises healthy body, mind and spirit.</i>
Does the company guarantee a personality match with the Caregivers?	<i>We ensure a personality match and work closely with you to select the right Caregivers.</i>
Does the company perform regular quality assurance visits, client satisfaction reviews and caregiver evaluations?	<i>We conduct regular quality assurance home visits and use various assessment tools to ensure client satisfaction.</i>
Does the company have experience helping clients who are experiencing memory loss associated with ageing or Alzheimer's	<i>We offer our exclusive Cognitive Therapeutics Program – an activities-based program which provides one-to-one mental stimulation.</i>
Are you introduced to Caregivers personally by the Care Manager or do they just arrive on your doorstep?	<i>The Client Care Manager will introduce the Caregiver to you and ensure they are trained on your care plan. Particularly in the early days the Client Care Manager will visit you regularly to ensure everything is to your satisfaction.</i>
Can you cancel your care visits at short notice?	<i>At HCA, if you wish to cancel your care visit/s please call the office 24 hours beforehand to avoid any service charges taking place.</i>
In an emergency will you definitely speak to a staff member based locally and not an answering service?	<i>We are available 24/7 for clients and their families, including evenings, weekends and holidays.</i>