



**When choosing a home care provider, it is important to have as much information as possible before making your decision. That is why we have created a list of questions to assist you in making the process as stress-free as possible.**

## Have you considered?



### What the provider can offer?

- Does the providers' service include the type of care that is most important to you? i.e. domestic assistance, personal care, specialised dementia care, transport services etc.
- Does the provider allow you to personalise your care plan to suit your individual needs? And will they allow you to adjust your care plan as your care requirements change?
- Does the provider offer you the opportunity to start your service quickly?



### Costs and fees?

- Does your provider offer a free in-home assessment prior to starting service?
- Does your provider provide transparency with all costs, and clearly describe all rates and fees for your care plan?



### How the provider delivers care?

- Does the provider have a small and consistent team of care staff who will deliver your care?
- Does the provider give you the opportunity to meet your carer/s before signing up and receiving care?
- Does your provider require a minimum number of hours per shift? If so, what is the minimum and will this impact the total weekly cost of receiving care at home?



### Additional support

- Does the provider deliver 24/7 telephone support at no additional charge?
- Does your provider allow access to any client benefits such as communication devices or emergency monitoring equipment as part of the package?

**HammondCare is here to help you select a home care provider who is right for you.**



**Call us today, we'd love to get to know you 1800 826 166**