










CHOOSING A HOME CARE AGENCY

At Home Care Assistance, we are committed to helping clients and their families make the best possible decision regarding living well at home. Our checklist of the most important questions to ask a potential home care provider is meant to assist you in your evaluation process.

		Company #2	Company #3
Are the company representatives and care managers responsive, informative and professional?	<p style="text-align: center;">✓</p> <p>We respond immediately or quickly, are knowledgeable and professional. We endeavour to be a responsive resource for you and your family.</p>		
Does the company carry appropriate insurances?	<p style="text-align: center;">✓</p> <p>We carry liability and professional insurances, and worker's compensation. We will supply a copy of our insurance certificates. Our caregivers are employees, not contractors, to protect clients from liability.</p>		
Does the company screen and train its caregivers?	<p style="text-align: center;">✓</p> <p>HCA conducts extensive screening, personality testing and background checks. We hire only 1 in 25 applicants.</p> <p>We also train our staff in brain exercise programs for management of dementia and Alzheimer's related cognitive decline.</p> <p>Our proprietary in-house training ensures our caregivers have ongoing knowledge of geriatric care best practices and research findings.</p> <p>Our Balanced Care Method™ training emphasizes healthy body, mind and spirit.</p>		

How does the company match clients and caregivers?	 We use a matching system to find a great personality match. And our care managers pay attention to nurture supportive, honest relationships with staff and clients, ensuring a personal touch is involved in matching clients and caregivers. When a good match with a caregiver or a team of caregivers is found, we will not change your caregiver as long as you're satisfied.		
Does the company have an extensive local network of service providers to meet your care planning needs?	 Our key staff have lived locally for 20 years and have an extensive network of value for money third party service providers to ensure value for money in meeting your care plan goals.		
Does the company offer back-up caregivers in case of emergency?	 We have an extensive roster of trained employees available for all our clients' needs.		
Does the company perform regular quality assurance visits, client satisfaction reviews and caregiver evaluations?	 We conduct regular quality assurance visits along with other tools to ensure client satisfaction.		
Does the company offer a satisfaction guarantee without any long-term contracts or commitments?	 We require no long-term contracts so you can use our services for as long as you need them.		
Is the company a recognized leader in the senior care industry with published books on senior wellness and caregiving?	 We are a recognized leader in the industry. Ask us for more information on our book series developed based on research and international experience in care management for living well at home during the later years of life.		

For more information on our services,

visit www.homecareassistancenortheastssydney.com.au or call 02 8052 3255.

Our mission at Home Care Assistance is to change the way the world ages. We provide older adults with quality care that enables them live happier, healthier lives at home. Our services are distinguished by the caliber of our caregivers, the responsiveness of our staff and our expertise in Live-In care. We embrace a positive, balanced approach to ageing centred on the evolving needs of older adults.