














Choosing a Home Care Agency

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

What to ask...		Company #2	Company #3
Has the company been responsive, informative and professional?	 We are available 24/7 as a professional resource for you and your family		
Are the Carers screened and insured?	 We hire only 1 in 25 applicants and conduct extensive screening and background checks		
Does the company employ its Carers and take care of tax and workers' compensation?	 Our Carers are employees, not contractors, to protect you from liability		
Does the company conduct any Carer training such as The Balanced Care Method™?	 Our Balanced Care Method™ training emphasises healthy body, mind and spirit		
Does the company guarantee a personality match and offer Carer interviews?	 We ensure a personality match and will not change your Carer so long as you're satisfied		
Does the company offer back-up Carers in case of emergency?	 We have an extensive roster of trained employees available to suit all care needs		
Is the Care Manager available on-call 24/7, including nights and weekends?	 We are available 24/7, including evenings, public holidays and weekends		
Does the company perform regular quality assurance visits, satisfaction reviews and Carer evaluations?	 We conduct regular quality assurance visits along with other tools to ensure your 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 or as little as you need		
Is the company a recognised leader in the senior care industry with published books on senior wellness and caregiving?	 We are a recognised leader in the industry and have published several books.		

For more information on our services, visit www.HomeCareAssistance.com.au

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 Carers, the responsiveness of our staff and our expertise in Live-In care. We embrace a positive, balanced approach to ageing centered on the evolving needs of older adults.