



Home Care Package Interview Checklist

Questions about Care and Support	
Question	Notes
Do you use your own carers, or do you use agency staff?	
How do you screen and train your carers?	
Do you provide ongoing training to your carers?	
How will you ensure that my carers are compatible with me?	
How will you guarantee that I have continuity of care?	
Will I have my own coordinator to support me?	
What are your hours for providing services?	
Can you provide overnight or 24 hour care if I need it?	
Can I contact you outside of business hours?	
Questions about Quality	
Question	Notes
Have you had any sanctions or notices of non-compliance?	
If so, what were they for, and what are you doing to address them?	
How do you obtain and use feedback from your clients?	
Can you walk me through the way complaints are handled?	
How do you assess the quality of the services you provide?	



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Questions about Costs and Fees	
Question	Notes
What is the standard hourly rate for each service that I need?	
Do you have a different rate for non-standard hours?	
What is your package management fee per fortnight?	
What is your care management fee per fortnight?	
What services are included as part of the care management fee?	
In total, what percentage of my subsidy will you claim in fees?	
Will you charge me the basic daily fee?	
Are there any other fees that I should be aware of? For example, do you charge a staff travel fee, an invoicing fee or any fees if I call you for advice?	
What is your exit policy if I decide to switch providers?	
Do you charge an exit fee?	
What does my Home Care Package budget look like? Can you take me through an example of my budget?	
How much will i have to pay out of my own pocket?	
Can you explain these out-of-pocket costs for me?	

Not sure where to start? We are here to help.

Arrange a free consultation with My Care Solution and we will help you navigate the Home Care Package process. Call your local My Care Solution office or visit our website at mycaresolution.com.au to book a consultation online.