



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 a potential home care provider is meant to assist you in your evaluation process.

		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 care workers screened, bonded and insured?	✓ We hire only 1 in 25 applicants and conduct extensive screening and background checks		
Does the company employ its care workers and take care of taxes, withholding and workers' compensation?	✓ Our care workers are employees, not contractors, to protect our clients from liability		
Does the company conduct any care worker 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 care worker interviews?	✓ We ensure a personality match and will not change your care worker as long as you're satisfied		
Does the company offer back-up care workers in case of emergency?	✓ We have an extensive roster of trained employees available for all our clients' needs		
Is the care manager available on-call 24/7, including nights and weekends?	✓ We are available 24/7 for our clients' needs including evenings, holidays and weekends		
Does the company perform regular quality assurance visits, client satisfaction reviews and care worker 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 recognised leader in the senior care industry with published books on senior wellness and caregiving?	✓ We are a recognised leader in the industry. Ask us for more information on our books		

For more information on our services, visit www.homecareassistancenewcastle.com.au/ or call 02) 4089 3000

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 calibre of our care workers, 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.