

1. Quality Certification

Does this provider have it: Yes/No

This is a process where the agency is audited by an independent, professional body to ensure the way they conduct business, and how support provided is maintained at a high standard and meets set requirements. This certification is YOUR safety net - it ensures that if you do have an issue or concern, there are steps you can take to have it investigated and rectified. ? is the provider quality certified.

2. Staffing

Can you have a small, consistent team of staff? Yes/No

if your regular staff are sick or on leave can the provider send a replacement ? What training, qualifications and screening to the staff undergo - you want to be confident that the staff you are allowing into your home have been thoroughly screened, and have the skills to undertake the support you needs. ? What involvement do you have in planning your supports?

<http://www.advancedcare.com.au/why-advanced-care-australia->

3. Accessibility of Management

Are they located interstate – Yes/No

if so communication can be difficult, ? are they available outside of hours ? how do they manage complaints ? do you speak to the same person regularly for your needs or is there a high turnover of staff. This really impacts your satisfaction with your service.

4. Flexibility and Responsiveness

Can you change the time of your shift at short notice? Yes/No

How much notice do they need for you to cancel a shift? Can you have a worker replaced that you aren't comfortable with?? How quickly do they investigate and resolve any concerns? How easy is it to make changes - are they readily available to discuss issues.

5. Do you have a Written Agreement outlining Your Rights?

Do you know what rights you have as a client? Yes/No

Do you know your responsibilities - what you need to do to play your part in enabling the provider to support you? These should be provided and explained to you when you commence services. That's just some basic tips on what to look for, but in all my experience while the above are all important it is the little things that really count. Most people really just want good, consistent basics from their provider - in particular - to have a small team that they are comfortable with, who do their job in a respectful and friendly manner, provide the support at a time that suits them and the management team is readily accessible if there is a problem. It's the little things - that can make a big difference.

