



My Care Provider Checklist

Company Name: _____

Phone Number: _____

Date of Call: ____ / ____ / ____



Part 1: First Impressions (Circle Yes or No)

Did they answer the phone politely? [YES / NO]

Did they listen patiently without rushing me? [YES / NO]

Did they speak clearly and explain things simply? [YES / NO]



Part 2: Simple Questions to Ask Them

1. "Do you have staff available in my suburb right now?"

Notes: _____

2. "Can I have the same worker visit me every week?"

Notes: _____

3. "What happens if my usual worker is sick or on holiday?"

Notes: _____

4. "Can I choose the days and times that you visit me?"

Notes: _____

5. "How much of my money goes to fees, and how much goes to my actual care?"

Notes: _____



Part 3: After the Call (How do you feel?)

Do I feel comfortable trusting this company in my home? [YES / NO]

Did they make me feel like I am the boss of my own care? [YES / NO]



Golden Rules to Remember:

Never sign anything on the spot. Ask them to mail or email you the paperwork so you can read it carefully with a family member or friend.

You can change your mind. If you choose a company and don't like them, you are always allowed to switch to a different one.