

FREQUENTLY ASKED QUESTIONS

What sets Assisting Care apart from others in the industry?

- **Client-Centred Care:** We prioritise the needs and preferences of our clients above all else. Our caregivers approach each interaction with empathy, compassion, and a genuine desire to improve the lives of those we serve.
- **Flexibility and Responsiveness:** We understand that each client is unique, with individualised needs and preferences. That's why we maintain flexibility in our services, allowing us to adapt and respond to the evolving needs of our clients in a timely and effective manner.
- **Positive and Supportive Environment:** Our caregivers embody a positive and uplifting attitude, creating a warm and welcoming atmosphere for our clients. We believe in fostering a sense of joy, comfort, and companionship in every interaction.
- **Commitment to Quality Care:** We are committed to maintaining the highest standards of care and professionalism in everything we do. From caregiver training to service delivery, we strive for excellence and continuously seek opportunities for improvement.
- **Open Communication:** We value open and transparent communication with our clients, their families, and our caregivers. We believe that clear and honest communication fosters trust, collaboration, and mutual respect, ultimately enhancing the quality of care and client satisfaction.

Overall, our passion for providing exceptional care, our commitment to maintaining a positive and supportive environment, and our dedication to open communication and flexibility set us apart as a leader in the home/personal care industry. We are deeply invested in the well-being and happiness of our clients and caregivers, and we continually strive to exceed expectations in every aspect of our service delivery.

Do you provide free consultations before we decide on a home care professional?

Yes, at Assisting Care we offer a complimentary Meet and Greet session to facilitate the decision-making process before engaging with a home care professional. Our Meet and Greet session is designed to be informative, collaborative, and supportive, helping clients and their families make informed decisions about their home care needs. We are committed to providing compassionate and personalised care that enhances the well-being and quality of life of our clients.

Can I customise the care plan according to specific needs?

Absolutely! At Assisting Care, we understand that each individual has unique needs and preferences. Therefore, we offer customisable care plans to ensure that our services align with your specific requirements. We aim to empower you to live comfortably and independently while receiving the assistance you need to thrive.

What qualifications do your caregivers have?

Our caregivers at Assisting Care possess the following qualifications:

- **Cert III in Community and Aged Care:** All of our carers hold a minimum certification of Certificate III in Community and Aged Care. This ensures they have received comprehensive training in providing support to individuals in community and aged care settings.
- **Enrolled Nurses and Registered Nurses:** Our Enrolled Nurses and Registered Nurses have completed their relevant studies and attained the necessary qualifications to practice in their respective roles. They bring a higher level of clinical expertise and medical knowledge to our team, enabling us to offer a broader range of healthcare services and support to our clients.

These qualifications reflect our commitment to maintaining a team of highly skilled and knowledgeable caregivers who are equipped to meet the diverse needs of our clients with professionalism, compassion, and expertise.

How are caregivers matched with clients?

At Assisting Care, we prioritise personalised matching between caregivers and clients to ensure compatibility and a positive care experience. Here's how we match caregivers with clients:

- **Meet and Greet:** We facilitate a meet-and-greet session where clients and caregivers have the opportunity to get to know each other. This initial interaction allows both parties to establish rapport, discuss preferences, and address any questions or concerns.
- **Information Matching:** We carefully consider the information provided by both clients and caregivers to identify common interests, hobbies, and preferences. By understanding the unique personalities and preferences of each individual, we strive to create meaningful connections and foster a sense of compatibility between clients and caregivers.
- **Ongoing Communication:** We maintain open lines of communication throughout the caregiving relationship to ensure that clients' needs and preferences are continually met. Care plans are regularly reviewed and adjusted as necessary to accommodate changes in clients' preferences or circumstances.

By prioritising personalised matching and considering factors such as common interests and compatibility, we strive to create enriching and fulfilling caregiving relationships that contribute to the well-being and satisfaction of both clients and caregivers alike.

Can I request a specific caregiver if I have preferences?

Yes, you can request a specific caregiver if you have preferences. We understand the importance of building trust and rapport between clients and caregivers. However, it's important to note that while we will do our best to accommodate your request, caregiver availability may vary based on scheduling and other factors.

What safety measures do you have in place for clients and caregivers?

At Assisting Care, the safety and well-being of both our clients and caregivers are paramount. To ensure a safe environment for everyone involved, we implement the following safety measures:

- **Home Safety Assessment:** We conduct thorough home safety assessments to identify and address potential hazards or risks within the client's home environment. This assessment helps us proactively mitigate safety concerns and create a secure setting for both clients and caregivers.
- **Risk Management Protocols:** We have established risk management protocols and guidelines to guide our caregivers in identifying and managing potential safety risks or emergencies effectively. Our caregivers receive comprehensive training in safety procedures and are equipped with the necessary knowledge and skills to respond to various situations.
- **Communication and Emergency Response:** We maintain open lines of communication between clients, caregivers, and our administrative team to facilitate prompt and effective response to any safety-related concerns or emergencies. Our caregivers are trained to recognise signs of distress or potential hazards and are prepared to take appropriate action to ensure the safety and well-being of our clients.
- **Continuous Training and Education:** We prioritise ongoing training and education for our caregivers to ensure they are equipped with the latest safety protocols and best practices in caregiving. Through regular training sessions and updates, we empower our caregivers to maintain a safe and secure environment for themselves and our clients.

How do you ensure continuity of care if a caregiver is unavailable?

To ensure continuity of care in the event a caregiver is unavailable, we implement a structured approach at Assisting Care. Here's how we maintain continuity of care:

- **Primary and Backup Caregivers:** Each client is assigned two primary caregivers who develop a strong rapport and familiarity with the client's needs, preferences, and routines. In addition to the primary caregivers, one caregiver is designated as a backup, ready to step in when one of the primary caregivers is unavailable due to illness, vacation, or other reasons.
- **Comprehensive Training and Information Sharing:** All caregivers undergo thorough training and orientation to familiarise themselves with the client's care plan, preferences, and any specific requirements. This ensures that each caregiver is equipped to provide consistent and high-quality care, regardless of who is providing assistance.
- **Regular Communication and Updates:** We maintain open lines of communication between caregivers, clients, family members and our Care Coordinator to facilitate seamless transitions and ensure that everyone is kept informed of any changes or updates in the client's care needs.
- **Care Plan Review and Adjustment:** We regularly review and update the client's care plan to reflect any changes in their health status, preferences, or circumstances. This allows us to adapt our approach to care and ensure that the client's evolving needs are met effectively.

By introducing clients to a group of caregivers and implementing a structured system of primary and backup caregivers, we strive to maintain continuity of care and provide consistent support to our clients, even in the face of caregiver availability challenges.

Is the home/personal care service covered by NDIS/My Aged Care?

Yes, our home and personal care services are designed to accommodate clients under various funding arrangements, including NDIS (National Disability Insurance Scheme) and Aged Care Packages (through My Aged Care), as well as private clients. Here's how each option works:

- **NDIS (National Disability Insurance Scheme):** Clients who are participants of the NDIS can use their funding to access our home and personal care services. Our team works closely with NDIS participants and their support networks to develop tailored care plans that align with their goals and preferences.
- **Aged Care Packages (through My Aged Care):** Clients who are eligible for Aged Care Packages through My Aged Care can also utilise our home and personal care services. We assist clients and their families in navigating the My Aged Care system and accessing the appropriate level of care to meet their needs.
- **Private Funding:** For clients who prefer to privately fund their home and personal care services, we offer flexible options to accommodate their preferences and budget. Our team works closely with private clients to develop customised care plans that address their unique needs and preferences.

What are the payment options for your services?

At Assisting Care, we offer flexible payment options to accommodate the needs and preferences of our clients. Here are the payment options available for our services:

- **Direct Invoice to Clients:** We can send invoices directly to clients for the services provided. Clients can then make payments using their preferred method, such as bank transfer, credit card, or cheque, according to the terms outlined in the invoice.
- **Invoice to Service Provider:** For clients who have arranged funding through a service provider, such as the NDIS (National Disability Insurance Scheme) or My Aged Care, we can send invoices directly to the service provider. The service provider will then manage the payment process on behalf of the client, in accordance with the funding arrangement.

What is the process for scheduling and cancelling appointments?

At Assisting Care, we have a straightforward process for scheduling and cancelling appointments to ensure efficiency and respect for both clients and caregivers. Here's how it works:

- **Contact via Phone or Email:** To schedule or cancel appointments, you can contact us via phone or email. Our administrative team is available to assist you with scheduling changes and to address any questions or concerns you may have regarding appointments or care services.
- **Less Than 24 Hours Notice for Cancellation:** If you need to cancel an appointment with less than 24 hours notice, there will be charges associated with the cancellation. This policy helps us manage our scheduling effectively and ensures that our caregivers are compensated for their time.

- **Over 24 Hours Notice for Cancellation:** If you provide more than 24 hours notice for the cancellation of an appointment, there will be no charge incurred. We understand that circumstances may change, and we appreciate your prompt communication in such cases.

Do you offer specialised care for conditions like Alzheimer's or dementia?

Yes, at Assisting Care, we provide specialised care for conditions such as Alzheimer's disease and Dementia. Here's how we ensure high-quality support for clients with these conditions:

- **Training on Alzheimer's and Dementia:** All of our caregivers undergo comprehensive training specifically focused on Alzheimer's disease and Dementia care. This training equips our caregivers with the knowledge and skills necessary to understand the unique needs and challenges associated with these conditions.
- **Understanding Behaviour and Communication:** Our caregivers learn strategies for effectively communicating with individuals with Alzheimer's disease and Dementia. They also gain insights into understanding and managing challenging behaviours that may arise because of cognitive decline.
- **Promoting Independence and Well-Being:** We emphasise a person-centred approach to care, which focuses on promoting independence, dignity, and quality of life for individuals with Alzheimer's disease and Dementia. Our caregivers are trained to engage clients in meaningful activities and routines that support cognitive function and emotional well-being.
- **Creating a Safe and Supportive Environment:** We prioritise creating a safe and supportive environment that minimises confusion and enhances comfort for individuals with Alzheimer's disease and dementia. Our caregivers receive guidance on modifying the home environment to reduce hazards and promote a sense of security.
- **Collaboration with Families and Healthcare Professionals:** We work closely with families, healthcare professionals, and other support networks to develop individualised care plans that address the specific needs and preferences of each client with Alzheimer's disease or Dementia. We value open communication and collaboration to ensure that our care approach aligns with the goals and values of our clients and their families.

How often do you communicate with families or clients regarding care updates?

At Assisting Care, we prioritise regular communication with families and clients to provide updates on care and address any concerns or questions that may arise. Here's how we manage communication regarding care updates:

- **In-Progress Notes:** Our caregivers send in-progress notes after every shift to our Care Coordinator. These notes detail the care provided, any observations made during the shift, and any significant changes in the client's condition or needs.
- **Addressing Family Concerns:** If the in-progress notes highlight something that needs to be addressed by the family or requires their attention, the Care Coordinator will promptly inform the family members. This ensures transparency and allows families to stay informed about the care being provided to their loved ones.
- **Fortnightly Check-in:** Our Care Coordinator touches base with families and clients on a fortnightly basis to provide updates on the overall care plan and address any

questions or concerns. This regular communication helps maintain open lines of communication and ensures that any adjustments to the care plan can be made in a timely manner.

- **Additional Communication as Needed:** In addition to the fortnightly check-in, our team is available to communicate with families and clients as needed. Whether there are changes in the client's condition, updates to the care plan, or specific concerns that need to be addressed, we are committed to providing responsive and supportive communication.

By maintaining regular communication and providing updates on care, we strive to ensure that families and clients feel informed, supported, and confident in the care being provided. Our goal is to foster a collaborative relationship with families and clients based on trust, transparency, and empathy.

What happens if my needs change over time?

If your needs change over time, we are committed to adapting our services to ensure that your evolving requirements are met effectively. Here's how we address changes in care needs:

- **Adapting the Care Schedule:** We understand that your care needs may change as your health or circumstances evolve. Our team is flexible and responsive, and we will work with you to adjust the care schedule accordingly. Whether you require additional support, changes in the timing of visits, or modifications to the services provided, we are here to accommodate your changing needs.
- **Caregiver Input and Suggestions:** Our caregivers play a crucial role in observing and understanding your changing needs. They may suggest changes to the care plan based on their observations and interactions with you. We value their input and expertise, and we will carefully consider their suggestions when making adjustments to your care plan.
- **Discussion and Collaboration:** When significant changes in your care needs occur, we encourage open communication and collaboration among all stakeholders. This may involve scheduling a meeting with you, your family members, and any relevant medical professionals to discuss the changes and determine the best course of action moving forward.
- **Regular Care Plan Reviews:** We conduct regular reviews of your care plan to ensure that it remains aligned with your current needs and preferences. These reviews provide an opportunity to assess the effectiveness of the existing care plan, identify any areas for improvement, and make necessary adjustments to better meet your evolving needs.

By remaining proactive, flexible, and collaborative, we strive to ensure that our care services continue to meet your changing needs over time. Your well-being and satisfaction are our top priorities, and we are committed to providing personalised and responsive care that evolves with you as your circumstances change.

Do you provide transportation services for medical appointments or errands?

Yes, at Assisting Care, we provide transportation services for medical appointments and errands as part of our comprehensive care offerings. Here's how our transportation services work:

- **Transportation for Medical Appointments:** Our caregivers are available to provide transportation assistance to clients for medical appointments. Whether you need to visit the doctor, undergo medical tests, or attend therapy sessions, our caregivers can accompany you and ensure that you arrive safely and punctually.
- **Assistance with Errands:** In addition to medical appointments, our caregivers can assist with running errands such as grocery shopping, picking up prescriptions, or attending social engagements. We understand the importance of maintaining independence and staying engaged in the community, and our caregivers are here to support you in fulfilling your daily tasks and activities.
- **Accompanying Clients to Appointments:** Our caregivers can also accompany clients to medical appointments and sit in on appointments if requested. They can take notes, ask questions on your behalf, and provide support and reassurance during the appointment. Afterward, they can report back to your family members, ensuring that everyone is kept informed about your health and well-being.
- **Flexible Scheduling:** We offer flexible scheduling options for transportation services to accommodate your specific needs and preferences. Whether you require transportation on a regular basis or for occasional appointments, we can tailor our services to meet your schedule and transportation requirements.

How do you handle medication management and reminders?

At Assisting Care, we take medication management seriously, and we have established procedures to ensure the safe and effective handling of medications and reminders for our clients. Here's how we handle medication management:

- **Qualified Caregivers:** Our caregivers who manage medications have undergone training and hold qualifications such as Enrolled Nurse (EN), Registered Nurse (RN), or Medication Certificate training. This ensures that they have the necessary knowledge and skills to administer medications safely and accurately.
- **Webster Packs:** For clients who require assistance with medication organisation, we utilise Webster packs or blister packs provided by pharmacies. These packs are pre-packed by pharmacists according to the prescribed medication regimen, making it easier for clients to take the correct medications at the right times.
- **Medication Directives from Doctors:** We strictly adhere to medication directives provided by doctors and healthcare professionals. Our caregivers follow the medication schedule and dosage instructions outlined in the medication directive chart or prescription provided by the client's doctor.
- **Medication Reminders:** Our caregivers provide medication reminders to ensure that clients take their medications as prescribed. They can set reminders, assist with opening medication packaging, and provide gentle prompts to help clients stay on track with their medication regimen.
- **Documentation and Communication:** We maintain accurate documentation of medication administration, including the date, time, dosage administered, and any observations or concerns noted during the process. This information is communicated to the client's healthcare team and family members as needed to ensure continuity of care.

By implementing these measures, we strive to promote medication safety and adherence while supporting our clients in managing their health effectively. Our goal is to provide personalised and compassionate care that enhances the well-being and quality of life of our clients.

Do you offer respite care services for family caregivers?

Yes, at Assisting Care, we offer respite care services to provide temporary relief and support for family caregivers. Here's how our respite care services work:

- **In-Home Respite Care:** We provide in-home respite care services, allowing family caregivers to take a break while knowing that their loved one is in capable hands. Our caregivers can assist with daily activities, provide companionship, and ensure the safety and well-being of the client while the primary caregiver takes time for themselves.
- **Away Respite Care:** We also offer away respite care services, allowing the client to stay in a different environment for a temporary period. This could involve staying in a respite care facility or with a temporary caregiver in a different location, providing the family caregiver with a longer break if needed.
- **Sleepovers:** Our respite care services can include sleepovers, where our caregivers stay overnight to provide assistance and support as needed. This allows family caregivers to rest and recharge, knowing that their loved one is being cared for throughout the night.
- **Flexible Scheduling:** We understand that every family's needs are different, which is why we offer flexible scheduling options for respite care services. Whether you need a few hours of respite each week or a longer break for a vacation or personal reasons, we can tailor our services to meet your specific needs and preferences.

Our respite care services are designed to support family caregivers in maintaining their own health and well-being while ensuring that their loved ones receive the care and support they need. We recognise the importance of taking breaks and self-care for family caregivers, and we are here to provide the support and assistance you need to feel refreshed and rejuvenated.