

CHECKLIST FOR CHOOSING A HOME CARE PROVIDER



When looking for home care, whether for yourself or a loved one, it's important to get what is right for you. You are trusting someone in your home often with the most intimate times of your life.

To help make things a little easier, we've put together a checklist to ask potential providers.

	Provider #1 Carinity Home Care	Yes	Provider #2	Provider #3
Approved provider	Carinity is approved by the Commonwealth Government.	✓		
Experience	Over 70 years of experience providing care solutions.	✓		
Trained staff	All our Lifestyle Coordinators and Carers are industry trained and supported.	✓		
Specialised care	Our full range of specialised care includes access to a registered nurse, dementia support, palliative care, respite and more.	✓		
Dedicated person	A dedicated locally-based Lifestyle Coordinator you can contact directly, any time.	✓		
Simplifying the system	We will help you register and navigate the My Aged Care process.	✓		
Consistency of carers	We match you and your carers, providing a familiar face and someone you trust.	✓		
Directly employed carers	Our carers are directly employed by Carinity.	✓		
Value for money	We stretch your budget with low-cost and innovative options freeing up funds to spend elsewhere.	✓		
Inclusive service rates	No hidden travel fees to deliver care in your home.	✓		
Customer guarantee	Peace of mind knowing we don't charge an exit fee. We'll even help you make the change to another provider that best suits you.	✓		
People first	Carinity is a not-for-profit organisation so we put people before profits.	✓		

Call us today on **1300 109 109** or email homecare@carinity.org.au
 Visit CarinityHomeCare.org.au

An outreach of Queensland Baptists



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Regular review	We listen to what's important to you, understand your dreams and goals. As your circumstances change, we'll review and adjust your services.	✓		
Individualised plan and budget	Whatever you want to get out of life, we'll work with you to make it happen with a tailored plan and budget.	✓		
24/7 Care	At Carinity Home Care you have access to care 24/7.	✓		
Full range of services	Full range of services from basic support and care to keep you healthy and safe at home, assisting with personal care through to social activities.	✓		
Flexible	We ensure our services adapt to your changing lifestyle, even with little notice.	✓		
Coordination	We take away the worry and hassle of care. Your dedicated Lifestyle Coordinator will tailor a plan and schedule to meet your individual preferences.	✓		
Payment options	There are many options to pay for your care including access to subsidies. We can find the solution that best suits you.	✓		
Customer recommendations	Our clients love us, and love telling their friends and family. 99% of our clients agree we are helping them to live a good life at home.	✓		
Live your life, your way	We don't enforce routines. With Carinity, it's your agenda. Whatever you want to get out of life, we'll work with you to make it happen.	✓		
Always listens and responds	We listen to what's important to you, and understand your dreams and aspirations.	✓		
Address your concerns	Direct access to your Lifestyle Coordinator means we act on any concerns promptly.	✓		

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