



Profile Questionnaire for Home Care Providers

Analysis _____

Diagnosis _____

Date of filing _____

Doctor _____

Age of birth _____

PROVIDER PROFILE QUESTIONNAIRE CHART

Use this chart to compare aged care service providers. Under the new consumer-directed care, the provider should disclose all relevant charges that may be deducted from your home care package budget.

	Provider 1	Provider 2	Provider 3
Name			
Office Location			
Person in charge of the Home Care Packages			
Establishment Fee (if applicable)			
Administration Fee or Admin Fee? (if applicable) *			
Case Management or Core Advisory Fee (if applicable) **			
Any other fee? (E.g. Surcharge for purchases, some organisation may charge for contacting them or rescheduling a service. Must be checked with the provider!)			
Exit Fee			
Hourly rate of services:			

<p>Personal services (E.g.: bathing, showering, toileting, dressing and undressing, mobility and communication)</p>			
<p>Nutrition and diet (E.g.: meal prep, assistance with feeding)</p>			
<p>Mobility (E.g.: providing crutches, walkers, walking frames)</p>			
<p>Nursing, allied health and therapy services: (E.g.: podiatry, occupational, physiotherapy managing skin integrity, continence management)</p>			
<p>Transport (e.g.: assistance with shopping, visiting health practitioners and attending social activities)</p>			
<p>Domestic Assistance and Garden and Home Maintained (Cleaning, Laundry, Gardening etc)</p>			
<p>How many hours can they provide on your level?</p>			

Mileage (if applicable)			
Daily -Contribution Fee			
Language Assistance			
Will they send the same person every time?			

NOTES:

*Administration costs – Service providers are allowed to charge a fee to administer your package. These costs may include: setting up arrangements for the package such as rostering staff and scheduling visits, Government reporting, insurance, other administrative overheads. They can be significant and will vary in amount from one provider to another.

**Case Management and Core Advisory services - his category will include the costs associated with care planning, periodic reviews or re-assessments, and case coordination or case management.



Australian Government
Department of Health



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