



## Aged Care Quality and Safety Commission

### Home Care Package Survey

#### About you and the services

- What type of home care services do you get?

#### About your home service

- Do you feel confident to ask staff questions about your services?
- Do the staff who provide or coordinate your service follow up when you raise things with them?
- Are your services delivered at a time convenient to you?
- Do the people providing your service have the skills to meet your needs?
- Are staff kind, caring and respectful?
- Are you or your representative involved in decisions about the service/s you receive? For example, in the development of your Home Care Agreement or updates to your care plan?
- Is your care plan updated when your circumstances or needs change?
- Are you given information in a way that helps you to get the most out of your care and services?
- Does your provider give you a monthly statement?
- Overall, do your services improve your quality of life?
- What would you say was the best thing about the service(s) you get?
- How could the service(s) be improved?

#### COVID-19

- Has your provider cancelled or changed your services due to COVID-19?
- Have you cancelled or changed your services due to COVID-19?
- Has your provider charged you additional fees due to COVID-19?
- When staff visit you, are you confident that they take precautions to prevent the spread of COVID-19 infection? For example, hand washing, social distancing, use of personal protective equipment.

#### More about your health and wellbeing

- Which of these best describes your walking ability?
- Have you ever been diagnosed with dementia?

