

Signing a Contract for Home Care Services



**A Home Care Package
can ensure you receive
the services and support
you need.**

Before you sign a Contract with a Service Provider for the supply of Home Care Services, it is essential that you are aware of your rights and responsibilities.

You need to:

1. Understand your rights¹.
2. Know that your rights should be respected by your home care provider.
3. If you have any concerns, speak to your provider.
4. You have responsibilities to the home care provider you choose.
5. Be respectful and considerate.
6. Provide a safe space for providers and their staff to help you.
7. Be open to changes in your home care package if your health changes.
8. Pay your home care fees as agreed with your provider.

¹ Home Care Packages Program Manual for Care Recipients, version 1.4, January 2023

Before You Sign a Contract

You have rights *before* any Contract is signed. You should have a clear understanding of the Contract you sign.

Things to check

	Yes	No
1. Did you receive a copy of a Contract, flyer and brochure about the service provided in plain, jargon-free English?	<input type="checkbox"/>	<input type="checkbox"/>
2. Did you receive a copy in your preferred language of all the documents provided by your Service Provider?	<input type="checkbox"/>	<input type="checkbox"/>
3. Did you receive a copy of the Contract (both in English and your preferred language) at least <i>one</i> week before the appointment for signing it? *	<input type="checkbox"/>	<input type="checkbox"/>
4. Does the Contract contain a clear list of the services from the Service Provider that will be provided when you sign?	<input type="checkbox"/>	<input type="checkbox"/>
5. Does the Contract list all <i>potential</i> services that could be offered by the Service Provider based on your Home Care assessment, (even if you're not currently interested in them)?	<input type="checkbox"/>	<input type="checkbox"/>
6. Have you considered your preferred method for fee payments (such as direct debit, Centrelink deductions, or monthly transfers)?	<input type="checkbox"/>	<input type="checkbox"/>
7. Were you offered a professional interpreter, excluding family members, for translations during conversations with the Service Provider?*	<input type="checkbox"/>	<input type="checkbox"/>
8. Have you had time to review the Contract with the Service Provider and get answers to all your questions?	<input type="checkbox"/>	<input type="checkbox"/>
9. Did you get a copy of the Charter of Aged Care Rights in your preferred language, other than English?	<input type="checkbox"/>	<input type="checkbox"/>

If you have answered 'no' to any of these points, you have the right to ask your Service Provider for more information. COTA NT Aged Care Navigators (08 8941 1004), Care Finders (08 8985 0000), DCLS (08 8982 1111) and OPAN (1800 700 600) can also help if you have queries.

* Professional translation and interpreting services are **free** for you and the Service Provider.

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