

# Frequently Asked Questions

## for

### *Home Care Clients*

#### **Cancellations / Rescheduling**

##### **1. What happens if I need to cancel my service?**

We understand that sometimes things happen, and you might need to cancel your service. To avoid a cancellation fee, please cancel your service 48 hours before the scheduled time. You can do so using the Catholic Healthcare App or by contacting our friendly and qualified customer service team.

##### **2. When will I be notified if Catholic Healthcare makes a change to my service?**

Sometimes things come up that are beyond our control, and your usual community worker may not be able to work their shift, for example due to illness. If this happens, we will try to find a replacement community worker to visit you and we will do our best to provide you with two hours' notice.

If your service needs to be rescheduled to an alternate day, we will discuss this with you before booking the service in.

##### **3. When my service is rescheduled, will I still have my usual community worker visit?**

Where this is possible, we will try to reschedule your usual community worker to an alternate time. Unfortunately, this is not always possible, and in this instance, we will organise another one of our friendly community workers to visit you.

##### **4. What if I don't want to proceed with the change of service time or with an alternate community worker?**

We understand that a change in time can be a major disruption for you and so if the rescheduled service time is more than 15 minutes outside of the original time, you're welcome to cancel at no cost.

If the rescheduled service time is within 15 minutes of the original time, or if you don't want to use an alternate community worker, you can cancel but you'll be charged the full service fee.

##### **5. How do I reschedule my service?**

It is easy to reschedule your service! You can use the Catholic Healthcare App or contact our friendly and qualified Customer Service team.

##### **6. How much notice does Catholic Healthcare need when I reschedule a service?**

Because we roster community workers well in advance, we'd ask you to please tell us of any changes as soon as possible. To avoid cancellation fees, you'll need to provide a minimum of 48 hours' notice.

## Additional or New Services

### 7. How long will it take to get a new or additional service?

We'll do our best to get your new service in place as soon as possible, but it does take some time to organise. For this reason, we ask clients to communicate their requirements by providing notice of five days – unless it's for a one-off transport service in which case it can be arranged within two business days.

## Communication

### 8. How will you communicate with me about changes to my service?

The rostering team will notify you of any changes or updates to your services via SMS message to your mobile phone, and via the Catholic Healthcare App.

## Brokered Services

### 9. Will I be guaranteed to get my regular community worker if they work for an external provider?

We always want our clients to feel at ease and so we know it's important for you to have your regular community worker. We use external providers for a small number of services, and sometimes these services are brought within Catholic Healthcare, in which case, your community worker may change.

## Buddy Services

### 10. Will anyone else accompany my community worker?

At Catholic Healthcare, we're committed to constantly training and developing our staff and improving our services to ensure we are providing the best possible experience for our clients. So, sometimes, staff will accompany community workers on buddy shifts to receive training. Just like our community workers, buddy workers will have Catholic Healthcare identification.

## Service Flexibility

### 11. Will my service take place at the allocated time on my schedule?

Like most services, a time window is provided. Our community workers will always do their best to make their booking on time but occasionally delays can occur, such as unexpected traffic and trouble finding parking. If your community worker is running behind (or in front) of schedule by more than 30 minutes, you'll be notified via SMS message to your mobile phone and via the Catholic Healthcare App.

Please note that for time-critical services such as medication, our community workers will always do their best to be on time.

## **12. Will my service be on par with services provided by other specialist providers such as professional cleaners?**

Our community workers are skilled at providing support with a variety of basic tasks, such as light housekeeping, but please understand their services may not match that of professional service providers, such as professional cleaners or gardeners.

Please understand they will do their best but if you have helpful feedback, don't hesitate to raise it with them directly. If you'd like more help with the situation, you can call our friendly Customer Service team to talk it through.

## **13. My community worker wasn't working the whole time during my allotted time, what should I do?**

While community workers are booked for a specific amount of time, we ask clients to allow some degree of flexibility. We would ask you to allow 5-10 minutes of the total service time for administrative tasks related to your service, such as providing feedback. If you feel you need to raise any concerns, please do so with your community worker directly or contact our friendly and qualified Customer Service team.