



HEMOCARE
AUSTRALIA

HEMOCARE AUSTRALIA RECRUITMENT METHODOLOGY & SERVICES



At HomeCare Australia, we believe that the client should be involved in selecting their worker if they are able. We also actively encourage family members to be part of the worker selection process also. The client/ the client's family or nominated representative can be involved as much or as little as they choose. For us at HomeCare Australia, it is a central philosophy of the business of providing in home care – client choice and control.

Whether this is reviewing the advertisement; reviewing the shortlist for interview; participating in the candidate interviews or a meet and greet of one or a number of potential workers before services commence, they have complete freedom and choice over the involvement.

THE PROCESS OF CLIENT FOCUSED RECRUITMENT & ACCOUNT MANAGEMENT IN HOMECARE AUSTRALIA

At HomeCare Australia, we believe we provide a unique and innovative approach to consumer directed care. The clients needs and preferences are central at all times during the transition into in home care and our follow up to ensure successful matching means that issues and problems can be actioned immediately. Every employee within the HCA office team is empowered to assist the client with any information or changes to their roster/services and problems can be escalated and immediately actioned by the relevant manager.

OUR UNIQUE PROCESS

When we receive a request for service from a new client or a referral partner, a consultant visits the client and their family/nominated representative or if the client is in a remote area, our initial gathering of information is completed using technology. We complete the various forms that need to be completed to gain as much information as possible about the client's needs and care worker preferences. The next step in the process is that we match an existing care worker if they meet the client needs or our recruitment team advertises the client focussed position. The dedicated recruiter will also contact the client or their nominated representative to confirm details and keep them informed of the process. Our flexible workforce model means that we will never send an employee who needs hours rather than being the right match for the client as many other providers do.

We then use our Can Do, Will do, Will Fit methodology and use preferential, behavioural and competency based interview techniques that are tailored to the clients preferences. The dedicated recruiter then provides a shortlist of candidates to the client or the nominated representative with details of each candidate. At This point the client may make a decision about which candidate they wish to meet or they may wish to meet a number on the shortlist which the recruiter organises. Detailed feedback is taken after each interview and passed onto the candidate and the client makes a decision about the best candidate/s for them.

The recruitment team then does all the necessary checks required on shortlisted candidates, verifies Police and Working with Children Checks and takes a minimum of 2 work related references on each shortlisted candidate. Each candidate accesses our Cloud database and creates their own unique record with all relevant information required so there is no need for paper files to be kept on employees or clients. This happens simultaneously to save time so that once the client makes a decision, services can commence immediately.

We have strict deadlines for this process and the client/client representative is kept informed during the process with the recruitment team required to meet key performance indicators on timelines from brief to interviews.

The client and also new employees are then assigned to a coordinator in head office whom ensures that the transition into services from us is as seamless as possible. We use an account management approach so that both the client and the employee have one point of contact for all of their needs, rather than a call centre approach. Each Co-ordinator will have a number of clients that they are responsible for and they are monitored and rewarded based on excellent service delivery. Numbers of clients per coordinator will vary depending on how high care their client base is. We set key performance indicators for the coordination team based on client/employee satisfaction and retention.

The dedicated Coordinator takes formal feedback from both the client and employee after the initial service, weekly for the first month of service commencement and then quarterly. This feedback is logged on both the client end employee files on our cloud database as well as gathered and consolidated for audit purposes. The client is also given the opportunity to award the staff member and employee of the month award for exceptional and consistent service delivery.

HomeCare Australia is accredited to ACIS:2013 quality standards and is a Registered National Disability Insurance Scheme Provider (NDIS) and an Aged Care Package provider as well as being an accredited provider for iCare in NSW. We also provide just in time staffing to many other home care providers.

SERVICES WE PROVIDE

Should you have an enquiry about something not on this list, please contact us. We pride ourselves on our flexibility.

NDIS	AGED CARE	BROKER SERVICES	PRIVATE SERVICES
Assistance with daily personal activities	Palliative Care	Domestic assistance	Domestic assistance
Assistance with travel/transport arrangements	Dementia Care	Social support	Social support
Development of daily living and life skills (Co-Ordination of supports/Case management)	Services to help you and your loved ones live independently in their own homes for longer	Transport to doctors/ appointments	Transport to doctors/ appointments
Household tasks - handyman and lawns and gardens services; gutter cleans, window cleans, carpet cleans	Case management	Welfare Checks	Welfare Checks - phone calls and visits
Hoarding and squalor clean and ongoing maintenance	Home modifications	Lawns and gardens services	Lawns and gardens services
Participation in community, social and civic activities	Household tasks - handyman and lawns and garden services; gutter cleans, window cleans, carpet cleans	Sleepovers / active overnight assistance	Sleepovers / active overnight assistance
Assistance in coordinating or managing life stages, transitions and supports	Hoarding and squalor clean and ongoing maintenance	Home modifications	Home modifications
Home modifications		Household tasks - handyman and lawns and garden services; gutter cleans, window cleans, carpet cleans	Household tasks - handyman and lawns and garden services; gutter cleans, window cleans, carpet cleans
		Hoarding and squalor clean and ongoing maintenance	Palliative care
			Dementia care
			Services to help you and your loved ones live independently in their own homes for longer