athomecare

Provider Interview Checklist

When you have the right support, you can focus on what matters most: being there for your child.

PART 1: DISCOVERY & FIT

Use this section during your initial phone call or meeting.

Does the provider listen first? (Did they ask about your family's needs before pitching their services?)	
Is there a Clinical Nurse involved? (Is a qualified nurse reviewing your child's clinical requirements from day one?)	
Funding Transparency: (Have they clearly explained how your funding covers their services?)	
Clinical Governance: (Are they registered? Can they explain who is accountable for the safety and quality of care?)	
Capacity Check: (Do they have staff available, will they build a regular team, or is it agency staffing?)	
Additional notes	

PART 2: CO-DESIGNING THE CARE PLAN

Use this section when discussing how the care will be delivered.

Holistic Focus: (Does the plan include your child's likes, dislikes, and hobbies, as well as medical needs?)	
Routine Alignment: (Have they asked about your family's existing routine (sleep times, school, siblings?)	
Goal Setting: (Is "success" defined by your goals, e.g., "going to the park" rather than just clinical metrics?)	
Emergency Protocols: (Is there a clear, written plan for medical emergencies?)	
Documentation: (Do you have full access to the care plan and daily notes?)	
Additional notes	

PART 3: THE SUPPORT TEAM

Use this section to understand who will be in your home.

Selection: (Do you get to "meet and greet" staff before they start?)	
Personality Matching (Do they consider personality fit, e.g., energetic vs. calm alongside clinical skills?)	
Specific Training: (Will the staff be trained specifically on your child's equipment and needs, not just general training?)	
Rostering Consistency: (What is their strategy to keep the team consistent and avoid a "revolving door" of strangers?)	
Vetting: (Do staff have current NDIS Worker Screening Checks, police checks, or working with children checks? Are their compliances and registrations current?)	
Additional notes	

PART 4: ONGOING SUPPORT (THE LONG TERM)

Use this section to ensure you won't be left alone after the contract is signed.

Dedicated Contacts: (Will you have one main person, such as a Clinical Nurse or Coordinato, to manage communications?)	
Review Schedule: (Is there a set schedule for reviewing and updating the care plan?)	
Feedback Loop: (What is the process if you are happy/ unhappy with staff or other aspects of care)	
After-Hours Support: (Is there a number to call for help outside of business hours?)	
Additional notes	

Note: This is general advice. Always verify the latest rules on the NDIS website. If you encounter an unfair provider, contact the NDIS Quality and Safeguards Commission. Ready to begin? Keep this checklist accessible for each interview.