

INFIELD SUPPORT PROGRAM

Frequently Asked Questions

BACKGROUND

Prestige Inhome Care has recently introduced the Infield Support Program for our Care staff. The program involves a carer's supervisor visiting the carer at a client's home during their shift.

The Infield Support Program aims to:

- ensure the delivery of quality service to Prestige clients
- make field-based observations to continuously improve the quality of Prestige service delivery
- observe the carers compliance and standard against our values and service standards
- improve engagement and rapport between carers and their supervisors.



FREQUENTLY ASKED QUESTIONS

1. What is the purpose of the support visit?

The purpose of the visit is to provide support to your carers and monitor and improve the quality of care we provide you. Each of our carers receive at least one of these visits per year where they are observed working with a client.

2. Do I have to agree to a visit?

You don't have to say yes to the visit if you don't want to. But just so you know, it will be done by someone who is trained, it will only take about 15 minutes, and it won't change your service at all. The visit is meant to check if you're happy with your services and to let you share your thoughts with Prestige. The visit is provided during the course of a care shift, and at no additional cost.

3. Is my carer in trouble/will they get in trouble?

No, your carer is not in any trouble. Prestige Inhome Care makes a promise of high-quality care to every single client. These visits make sure we are meeting our promises by providing adequate support and guidance to your care team. Any notes we take during these visits will help us improve the care that Prestige and your carer give you.

4. Who and how many additional people will be visiting?

Along with the carer who is helping you that day, a Prestige supervisor will also be there. They supervise and support your carer and have been trained to make sure the visit goes smoothly. They will respect your privacy and keep everything confidential, so your service won't be interrupted.

5. What if my carer and I will not be at home?

Since these visits happen at your house to see how your carer helps you, please let us know if your services won't be at your home that day. We can then set up a different time and day for the visit.

FREQUENTLY ASKED QUESTIONS (cont.)

6. How will this change the services my carer performs during the visit?

We want to make sure that your services continue smoothly while we are there. Our team is trained to conduct their visits respectfully, keeping your privacy and confidentiality safe, and making sure that your service isn't disrupted.

7. Will it take very long and will I be billed for this?

No, you won't be charged for this visit. The visit is provided during the course of a care shift, and at no additional cost. Our team is trained to make sure it doesn't take too long and won't disrupt your service. It should only take about 15 minutes at the most.

If you have any other questions about the Infield Support Program, please contact our office on 1300 10 30 10, and ask to speak with the Carer Lead for your area.

