

Meet & greet checklist

- Prepare your qualifications, police check and (if applicable) Working with Children Check.
- Check you have the skills or qualifications for the services the client would like.
- Prepare documents or evidence to show you have had a COVID-19 vaccination.
- Plan your day: check your calendar and make a plan for each client.
- Check parking or access to the location.

What to discuss

- Does your client have a care plan?
- What are the outcomes the client would like?
- Is the place you'll be providing services safe and secure?
- Does the client have equipment and supplies?
- Is there anyone else living or accessing the place they'd like support?
- Who will be your primary contact?
- Who are their emergency contacts?
- Would the client like assistance with medications (only if you are qualified to assist with medication)?
- Can you explain your cancellation policy?
- What happens if you're unavailable or unwell?

