



Australian Government



myagedcare

Receive the outcome of your assessment

Research home care providers & work out costs

Be assigned a home care package

Enter into a Home Care Agreement

Manage your services

Changing Providers – Considerations and Checklist

WHAT TO CONSIDER	WHY
Am I able to change home care providers?	Yes. You can change provider at any time, if you are moving to a different location or are looking for a better fit. Check your Home Care Agreement so you know of any conditions such as notice periods and exit fees that may apply.
Do I need to find a new provider before I leave my current provider?	For your own peace of mind and to minimise any interruption to your services, you should start researching providers before agreeing on an end date with your current provider. You can find providers in your local area by using the Find a service tool on www.myagedcare.gov.au or, by calling My Aged Care on 1800 200 422 . <i>Under the Charter of Care Recipients' Rights and Responsibilities for Home Care, you have a responsibility to tell your provider of the day you intend to cease receiving home care services.</i>
How do I change providers?	You will need to contact My Aged Care to re-activate your referral code. You need this referral code to give to your new provider before you can start receiving their services. When the re-activated referral code is accepted by your new provider, a notification will be sent to your current provider to let them know you are looking to change providers. This is not your official notice to them and you should have a discussion with your existing provider to formally agree an end date for your current services.
How long do I have to enter into a Home Care Agreement with a new provider?	Once you have agreed an end date with your current provider, you have 56 days from the end date to enter into an Agreement with a new provider. If you need more time then you can call My Aged Care and request a 28 day extension. If you do not enter into an Agreement by this time, your home care package will be withdrawn. The start date with your new provider must be after the end date you have agreed with your old provider and the dates cannot overlap.
Will I need to pay an exit amount?	Exit amounts may be charged by a provider if you decide to move to another home care provider. You should review your Home Care Agreement to check if you need to pay an exit amount. The exit amount (if applicable) will be deducted from any unspent funds in your package. The exit amount cannot be more than your unspent funds, or what is listed in your Home Care Agreement.

<p>What happens to any unspent funds?</p>	<p>If there are any unspent funds in your package (after all other payments and fees have been paid) this can follow you to your new provider. For this to happen, you must notify your old provider within 56 days of ending your services with them, of the details of your new provider. Your old provider must give you a statement outlining any unspent funds within 56 days of your agreed end date with them and then transfer any unspent funds to your new provider within 70 days of your agreed end date.</p>
<p>If I was receiving home care <u>prior</u> to 1 July 2014, will my fee arrangements be affected if I change providers?</p>	<p>You must enter into a Home Care Agreement with a new provider within 28 days to continue with the old fee arrangements.</p> <p>If you take more than 28 days to enter into a new Home Care Agreement, the new fee arrangements that started on 1 July 2014 will apply to you.</p>

CHECKLIST

- Review the terms and conditions of your current Home Care Agreement so you are aware of any fees and notice periods when you change provider.
- Create a shortlist of providers in your local area:
 - Use the Service Finder on the My Aged Care website www.myagedcare.gov.au or
 - Contact My Aged Care on **1800 200 422**
- Decide on a suitable provider and check they are able to provide you with the services you need.
- Agree on an end date of services with your old provider. Remember; you have 56 days (or 84 days if you requested an extension) from this end date to sign a Home Care Agreement with a new provider.
- Contact My Aged Care to re-activate your referral code. Your new provider will need this referral code before they can start delivering services to you.
- Work with your new provider to develop or review your care plan.
- Agree on a start date for services with the new provider and enter into a Home Care Agreement. Remember; the start date must be on or after the end date with your old provider.
- Notify your old provider within 56 days of ending your services with them, of the details of your new provider so that any unspent funds can follow you.
- Check that any unspent funds have been transferred from your old provider to your new provider within 70 days of your agreed end date of services.