

Changing Home Care Package Providers - FAQ's

| Frequently Asked Questions | Answers |
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| Can I change home care providers? | <p>Yes, you can change providers at any time.</p> <p>Check your Home Care Agreement so you are aware of any notice periods or other conditions. You cannot be charged an exit fee.</p> |
| Do I need to find a new provider before I leave my current provider? | <p>To ensure continuity of service, ideally you should start researching providers before agreeing on an end date with your current provider.</p> <p>Aged Care Decisions FAST, FREE matching service can assist you to find and compare providers. <u>Click here to get started.</u></p> |
| Do I need to contact My Aged Care? | <p>Yes, you need to call My Aged Care on 1800 200 422 to re-activate your referral code.</p> <p>You need this referral code to give to your new provider before you can start receiving their services.</p> <p>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.</p> |

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| Do I need to notify my current Home Care Provider? | <p>When you find a new provider, you must give formal notice of the end date for your current services, according to the required notice period in your Home Care Agreement.</p> |
| How long do I have to enter into a Home Care Agreement with a new provider? | <p>Once you have agreed on an end date with your current provider, you have 56 days from this date to enter into an Agreement with a new provider.</p> <p>If you need more time, you can request a 28-day extension by calling My Aged Care on 1800 200 422.</p> <p>If you do not enter into an Agreement within this time frame, your Home Care Package may be withdrawn.</p> <p>The start date with your new provider must be after the end date you have agreed with your old provider. These service dates cannot overlap.</p> |
| Will I have to pay an exit fee? | <p>No. Your current provider cannot charge you an exit fee.</p> |

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| What happens to any unspent funds? | <p>If there are unspent funds in your package they will be transferred to your new provider.</p> <p>Within 56 days of the agreed end date of your OLD Home Care Agreement, your old provider must give you a statement outlining any unspent funds, and you must advise them of your NEW provider's details.</p> <p>Your OLD home care provider must transfer any unspent funds to your new provider within 70 days of your agreed end date.</p> |
| If I was receiving home care prior to 1 July 2014, will my fee arrangements be affected if I change providers? | <p>If you are currently receiving services as part of a Home Care Agreement that started prior to 1 July 2014, you must enter into a Home Care Agreement with a new provider within 28 days if you want to continue with the fee arrangements that apply to your agreement.</p> <p>If you take more than 28 days to enter into a new Home Care Agreement, the fee arrangements that apply from 1 July 2014 will apply to your new agreement.</p> <p>Read more here: Aged care costs before 1 July 2014 My Aged Care</p> |

Changing Home Care Package Providers Checklist

- Review the terms and conditions of your current Home Care Agreement so you are aware of any costs and notice periods when you change provider.

- Create a shortlist of providers in your local area. Aged Care Decisions FREE comparison service can assist you to easily find and compare providers. agedcaredecisions.com.au

- Select a new provider that can deliver the care and services you need.

- Contact your current provider to give notice and agree on an end date of services. Remember; you have 56 days (or 84 days if you requested an extension) from this end date to enter into a Home Care Agreement with a new provider.

- Call My Aged Care on **1800 200 422** and ask them 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.
