

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 Home Care Providers – Considerations

WHAT TO CONSIDER	WHY
Why do people change providers?	<p>Some common reasons people change providers are:</p> <ul style="list-style-type: none"> <li>• Moving (interstate or to a different location within the same state or territory)</li> <li>• Looking for different care or services</li> <li>• Personal differences with current provider</li> </ul>
Things to consider before changing providers	<p>While you can change providers at any time, you may like to consider some common things before you change:</p> <ul style="list-style-type: none"> <li>• If you are unhappy with your current provider or your care needs have changed, try discussing your concerns with your provider first.</li> <li>• If you need assistance talking to your provider, an advocate such as the Australia-wide Older Persons Advocacy Network (OPAN) can assist. Call OPAN on <b>1800 700 600</b>.</li> <li>• Check your Home Care Agreement for conditions such as notifying your current provider to agree an exit date.</li> <li>• Check if there are available providers in the area using the 'Find a Provider' tool on the My Aged Care website or by calling My Aged Care. <ul style="list-style-type: none"> <li>• Create a shortlist and call them</li> </ul> </li> <li>• Consider if you will need to access your unspent funds balance over the next three months, as you will not be able to access your unspent funds for 71 days after leaving your current provider. <ul style="list-style-type: none"> <li>• You will lose your Government unspent funds if you do not re-enter into a Home Care Package within 70 days.</li> </ul> </li> <li>• Discuss start and end dates with your current and future providers.</li> </ul>
Do I need to find a new provider before I leave my current provider?	<p>To minimise any interruption to your services, you should start researching providers before agreeing on an end date with your current provider.</p> <p>Use the 'Find a provider' tool on the My Aged Care website to check if another provider can deliver the care and services you need and how much it may cost. You can also call My Aged Care on <b>1800 200 422</b> for assistance.</p> <p>To further minimise any interruptions to your services, you should confirm when a new provider can commence delivering your services or if you might have a gap in service.</p> <p>Under the Charter of Aged Care Rights, you have a responsibility to tell your existing provider of the day you intend to stop receiving home care services from them.</p>
How do I activate a referral code so I can change providers?	<p>You will need to call My Aged Care on <b>1800 200 422</b> to re-activate your referral code. 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 existing 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. For continuity of care your current provider should talk with your new provider to ensure they are ready and able to accept you as a care recipient. This step prevents you from losing your package in the rare event that the new provider is not able to take you (e.g. they have regulatory action against them, or they're not an approved Home Care provider).</p>

WHAT TO CONSIDER	WHY
<p><b>How long do I have to enter into a Home Care Agreement with a new provider?</b></p>	<p>The start date with your new provider must be on or after the end date you have agreed with your existing provider.</p> <p>Once you have agreed an end date with your existing provider, you have 56 days from the end date to enter into a Home Care Agreement with a new provider. If you need more time, you can call My Aged Care and request a 28 day extension.</p> <p><b>Warning:</b> if you do not enter into a Home Care Agreement before 70 days, the Commonwealth portion of your unspent funds will be returned to the Government.</p> <p>To prevent any disruption to your services, it is strongly recommended you do not agree to an end date and exit from your current provider until you:</p> <ol style="list-style-type: none"> <li>1. Find a new provider and check they're an approved provider of home care and have no regulatory action against them that would prevent them from taking on new clients</li> <li>2. Notify your current provider and give them the details of your new provider</li> <li>3. You have negotiated Home Care Agreement and a start date with your new provider</li> <li>4. You have confirmed an end date with your existing provider.</li> </ol> <p>If you are not ready to sign a Home Care Agreement with the new provider and you no longer want your existing provider to provide you with care, ask your existing provider to put you on social leave until you exit. While you're on social leave you cannot be charged for care or package management, plus you reduce the risk of your unspent funds being refunded back to Government. However, if you decide you're no longer actively looking for a provider, your provider will raise with you cancelling your package as it is unreasonable to be on social leave for more than 84 days if you do not intend to find a new provider.</p>
<p><b>What happens to any unspent funds?</b></p>	<p>The Commonwealth portion of your unspent funds (any unspent Government subsidy) is held in your home care account by Services Australia. To transfer access to these funds:</p> <ul style="list-style-type: none"> <li>• Your existing provider will have 70 days to finalise any outstanding invoices for your care and services with them, including any reimbursements you may owe your provider.</li> <li>• Your new provider will be unable to access your home care account balance until the 70 days end.</li> <li>• During these 70 days, your new provider will receive Government subsidy on your behalf to cover your care and services needed during this period. Your care and services should not be affected.</li> </ul> <p>The care recipient portion of unspent funds (i.e. any unspent care recipient contributions) will be transferred to the new provider. For this to happen:</p> <ul style="list-style-type: none"> <li>• You must notify your existing provider within 56 days of ending your services with them and provide them with the details of your new provider.</li> <li>• Your existing provider must give you a statement outlining any unspent funds within 56 days of your agreed end date with them.</li> </ul>
<p><b>If I was receiving home care prior to 1 July 2014, will my fee arrangements be affected?</b></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>
<p><b>What if I want to raise a complaint about a provider?</b></p>	<p>The first step, if you feel comfortable, is to contact your provider directly. Discuss your concerns with them to see if they can help resolve your issue.</p> <p>Every provider has their own complaint process to follow.</p> <p>If you're not satisfied with your provider's response, you can make a complaint to the Aged Care Quality and Safety Commission by calling <b>1800 951 822</b> or online by visiting <b>agedcarequality.gov.au</b>. Anyone can make a complaint and the service is free. You can complain anonymously, confidentially or openly. You can contact the Commission even if you haven't spoken with your provider first.</p> <p>You may also wish to contact the OPAN by calling <b>1800 700 600</b> for information about your rights and support to talk to your provider. Visit <b>opan.org.au</b> to learn more about how OPAN can help you.</p>