



Finding a service provider: Commonwealth Home Support Program

Who are service providers?

Service providers are the organisations who deliver the services that will help you to stay in your own home. They employ staff and arrange for other services that are needed to deliver the help you need.

How do I find a service provider?

The assessor from the Regional Assessment Service will be able to talk to you about the service providers in your area.

You can also go online to the My Aged Care website and find a service provider in your area offering services through the Commonwealth Home Support Program.

You can also ring or visit service providers to help you decide if they are right for you. Once you have decided on a service provider, you can provide them with a referral code (given to you by the assessor) to allow them to provide services to you.

The assessor from the Regional Assessment Service can send referrals for service to the relevant service provider(s) in your local area. Please have a discussion with your assessor about service providers and ask for a contact list for those in your area.

If the assessor has sent the referral to more than one service provider (always ask who you are being referred to) in your area, you may receive a number of calls offering to deliver your services. It is also possible that you may not receive any calls if the service providers in your area have fully allocated their current funding.

You can also approach service providers directly with your referral code.

If you have not heard anything for three weeks it is a good idea to contact My Aged Care and ask about the status of your referral is and if there are service providers in your area who have the ability to provide new services.

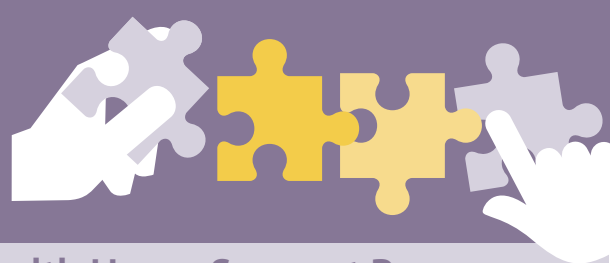
What questions can you ask that will help you decide which service provider to choose?

When choosing a service provider, you should ask about the services available and discuss what is important to you.

- Can they supply the support services you need?
- What happens if you have a complaint about the service?
- What will they charge you for the services you receive?
- Can they be flexible regarding the time you receive your services and who delivers your services?

Can I choose *any* service provider?

Commonwealth Home Support Program (CHSP) service providers are funded by the Australian Government to deliver these services. If your preferred service provider has fully allocated their current funding, they may not be able to provide your services. You can choose to wait for services (check with the service provider how long this may be) or select an alternative service provider.



Support to stay at home

Commonwealth Home Support Program

If you live in a remote or rural community, there may be a limited number of service providers working in your area.

If there are no services available, the assessor will talk to you about other options such as being placed on a waiting list. People with the highest level of need will be offered services first.

What do I do if I am on a waiting list for CHSP services?

You may be able to access community services to assist you while you are on a waiting list. Local Councils sometimes have volunteer support services available and may also know of other free community services that you can access.

It is a good idea to *keep following up* with service providers in your area to ask if they have services available as new funding is made available throughout the year. New service providers may also start delivering services in your area. Keep your referral code handy for these follow up calls.

My Aged Care (1800 200 422) can also help you to understand which service providers have services available or you can look at the **find a service tab** on the My Aged Care website.

What happens when I find a service provider?

Once you have found a service provider they will contact you to discuss how and when to start your services. It is most likely that they will visit you at home. You can expect that they will have a copy of the support plan that was prepared by the assessor from the Regional Assessment Service after their discussion with you at the assessment meeting.

You can also expect that they will explain the cost of services, your rights and responsibilities, the terms under which services are provided and the complaints process if you have concerns about your services. You can also discuss when it is best to have your services delivered.

You may be asked to sign an agreement that should include all these points.

Hints and tips

- When you are waiting for services to be provided, be proactive in maintaining contact with potential service providers and My Aged Care.
- Talk to friends and family about their service providers and who they would recommend.
- Keep your referral code, support plan, agreement and contact details together so they are easily accessible.
- If you are planning a trip away or go into hospital advise your service provider so you are not charged for services during this time.

Next Step: My Services Start