



Changing your Home Care Package service provider

Overview information:

If you choose to change providers, your home care package funding will move with you. This applies to existing home care package recipients and to new clients.

If you are happy with the services you are getting, you don't need to do anything.

Before making a decision to change your service provider, you will need to review your Home Care Agreement to make sure you are aware of any fees and conditions. Service providers are able to charge an exit fee to cover any administration costs they may incur. This has to be agreed between you and your service provider and will be included in your Home Care Agreement.

How do I change service provider?

Step 1: Choosing a new service provider

If you wish to change the organisation delivering your home care package, we strongly suggest that you have a look around at the options first. Looking at the organisations website will provide you with some information but there is no substitute for a conversation about what is important to you and how the new service provider would deliver what you want.

Contact the organisations you think will meet your needs and discuss the services they can offer, their fees and charges and when they could start delivering services.

This will help you to avoid any gaps where you don't receive services.

Some questions you might like to ask could include:

- Can the people currently providing my services at home continue to do so?
- What administration and brokerage fees do you charge?
- Is there are waitlist for services?
- How do you make sure the quality of support services is up to standard?
- How do you get feedback from your clients?

You can also take a look at the following resource from Home Care Today on Choosing a Provider:

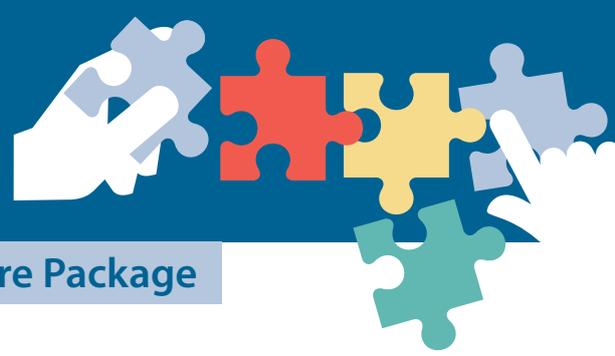
<https://homecaretoday.org.au/consumer/your-guide-to-new-choices-in-home-care/asking-the-right-questions>

If you don't have access to the internet call COTA Tasmania and ask for a copy.

Step 2: Contact My Aged Care

Contact My Aged Care on 1800 200 422 and request that your referral code for home care services is reactivated. The new provider will need to accept the referral code to access your records.

You will be asked for your consent to transfer your information to a new provider when you have made this choice.



Support to stay at home

Home Care Package

Step 3: Advising your current provider you plan to change

When you have decided which organisation you want to deliver your home care package services, you must notify your existing service provider that you no longer wish to receive service and agree a date when services will cease. This will help your existing service provider to accurately calculate unspent home care amounts that will be transferred to your new service provider less any exit fee.

Exit Fees

Ask your current service provider what the exit fees will be. Exit fees are intended to cover administrative costs associated with determining and paying unspent home care amounts. It is not mandatory for providers to charge an exit fee. Maximum exit fees must be included in new Home Care Agreements.

Maximum exit fees nominated by each provider are published on My Aged Care. There is no maximum exit fee set by Government but there are some rules that guide how providers levy this fee. It cannot be more than the published amount or the amount shown in your Home Care Agreement, nor can it exceed the unspent home care amount at the time of transfer. Exit Fees are open to negotiation.

If you started receiving services after 27 February 2017 your exit fees will be listed in your Home Care Agreement.

Step 4: Confirm the transfer

Agree end date for services with existing service provider and confirm start date for services with new service provider.

Once you have confirmed the end date for services, you have 56 days from the end date to enter into a new home care agreement with another service provider. You can apply to My Aged Care for an extension for a further 28 days if needed. It is really important to work within this timeframe. If you don't enter into a new home care agreement within this time your home care package will be withdrawn.

Hints and Tips

- Select a new service provider and find out when they can start delivering services before you agree a cessation date with your current service provider.
- Ask about fees and charges and compare the offers.
- Keep your referral code on hand.

Who to contact for assistance:

Contact COTA Tasmania on 03 6231 3265.

Further information:

My Aged Care – Find a Service/Home Care Packages:

<http://www.myagedcare.gov.au/service-finder?tab=home-care-package-providers>

Home Care Today:

<https://homecaretoday.org.au/consumer/your-guide-to-new-choices-in-home-care/asking-the-right-questions>



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Glossary:

Exit fees – Exit fees are intended to cover administrative costs associated with determining and paying unspent home care amounts. It is not mandatory for providers to charge an exit fee. Maximum exit fees must be included in new Home Care Agreements after 27 February 2016.

Referral code – is the unique code allocated to you by My Aged Care when you are allocated a home care package. Keep it handy for any discussions with your service provider or My Aged Care regarding changes to your package or provider.

Service provider – is the organisation that delivers aged care services to older people.



Australian Government



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