

Changing Home Care Provider

From 27 February 2017, home care package funds will follow the consumer.

Clients will be able to choose a provider who best meets their goals and needs, and to change their provider if they wish, for example if they move to another area to live.

If a client decides to make a change, their unspent home care package funds will move with them to their new provider.

These changes give consumers more choice over their provider and the care and services they receive.

Michelle's story

Michelle thought changing home care providers for her ageing parents Nancye and Ralph was going to be difficult, however she found it wasn't hard at all.

Making the decision to switch to Sue Mann Nursing & Community Care has given her peace of mind and she now feels comforted knowing her parents are receiving the care they deserve.

Watch Michelle's video [here](#)

How to change home care provider

1. Notify your current provider you no longer require their services

Once you have made the decision to change providers, you will need to inform your current provider that you do not want to receive care from them any longer. You can do this over the phone, or by using this [notification to home care provider letter](#) to advise them in writing.

You will need to agree with your provider on a date when services will finish. This is known as the cessation date.

2. Find a new provider

Following is a checklist of questions to ask providers and other individuals who may know about the provider's track record. Their insight will help you determine which provider is best for you or your loved one.

[View the link for Sue Mann key tips for choosing the right Home Care provider.](#)

Call the new provider to make sure they have availability to deliver your services, and agree on a start date for services. This must be on or after the cessation date you agreed to with your existing provider.

3. Contact My Aged Care

Once you have chosen your new provider, visit the **[My Aged Care](#)** client portal or call 1800 200 422 and ask to have your referral code reactivated.

My Aged Care will ask you for permission to share your information with the new service provider, and provide you your referral code. Make sure you take down a copy of this code when My Aged Care provide it to you, as your new service provider will need it to find your referral and start your services.

4. Commence services

Your new services can start the same day as the cessation from your previous provider to ensure you don't miss out on service you need. Remember to continue to ask for reviews with your new provider to make sure you use your package funds effectively.

Call us now on 1300 241 300 or visit www.suemann.com.au