

Switchers Guide



To finding better
Home Care services



Home care is your choice

As a consumer-directed scheme, you get to choose which Home Care Package provider you work with. You also have the freedom to switch at any time.

If you're tired of poor communication, too many fees and charges, or the quality of care just isn't meeting your needs, why not switch?

This **Switchers Guide** aims to make it easy with advice on choosing and switching, to ensure you finally get the care and support that's right for you.



Independent advice

If you would like independent advice about any part of your rights or services, the Older Person's Advocacy network (OPAN) also provides free advocacy.

Call 1800 700 600
Visit opan.org.au



Australian Government
Department of Home Affairs



Translation & interpreting services

For free translation & interpreting services, contact TIS.

Call 131 450
Visit tisnational.gov.au

Feeling the switch?

Many people delay switching as they imagine going to all that effort and risking more of the same.

But this simple guide shows in a few steps how to make change that improves life at home, and ensures you're getting the most out of your Home Care Package.



Refer to our **Switch Up program on page 7** to see how Age Up can take the hard work out of switching for you.

Steps to switching

Step 1

Find a new provider



Take the time to find a provider than can meet your needs, using our switch tips to ensure they can provide what matters most.

Step 2

Provide written notice



Tell your current provider

- the date you wish to end your service
- the name of your new provider; and
- request for all remaining funds to be transferred.

Step 3

Reactivate your referral code



Your current Provider should give you your referral code, but if you are having trouble, contact My Aged Care on 1800 200 422 to reactivate it.

Step 4

Sign up and get started



Contact your new provider to get started. At Age Up, we come to you and provide upfront care planning that gets the right services in place & moving right away.

Step 5

Follow up



Make a final check on any funds transfers and ensure you are happy with your new services.

Some practical dos and don'ts to make the transition smoother.

Do

- ✓ Do be aware you will have a notice period to end your current service (often 2-4 weeks)
- ✓ Do check if your provider charges you Exit fees and find out how much
- ✓ Do provide written notice with a clear end date and name of your new provider (email is fine)
- ✓ Do include a request for unspent funds to be transferred to your new provider
- ✓ Do check out our Switch tips fact sheet for help avoiding common service issues with your next provider

Don't


- ✗ Don't cancel your current service before you find another provider
- ✗ Don't let this hold you back from better service. It's paid out of your Home Care Package
- ✗ Don't forget to ask for a written acknowledgement from them in return
- ✗ Don't forget to check your new provider has received the funds within 70 days
- ✗ Don't hold back when questioning any new provider about what you need from your service



Get more helpful tips with our Switching fact sheet:
ageuphealth.com.au/switch-tips/


Top 5 most common questions

#1

 Can I keep the same carer when switching Home Care Providers?


At Age Up, we welcome any of your preferred service providers, but this is not true for all Home Care providers, so you'll need to ask.

#2

 I can't get in contact with my current provider, what should I do?


Poor communication is common, so At Age Up we are happy to contact your current provider on your behalf to make the transition smoother.

#3

 Can my provider cancel my services when I notify them I am switching?


No! You will advise them of your service end date, and they are required to service you until that time.

#4

 Does it cost anything to switch providers?

Some providers charge exit fees, however these will be paid out of our Home Care Package, so you won't be out of pocket.

#5

 Do I need to go through My Aged Care again to switch providers?

Not at all. See page 3 for the step-by-step guide to switching. Or contact Age Up and we can do the rest.

→ **Still got questions?**
Why not book a free advisory consultation

Call now
1300 254 326

Our Switch Up program takes the stress out of Switching providers



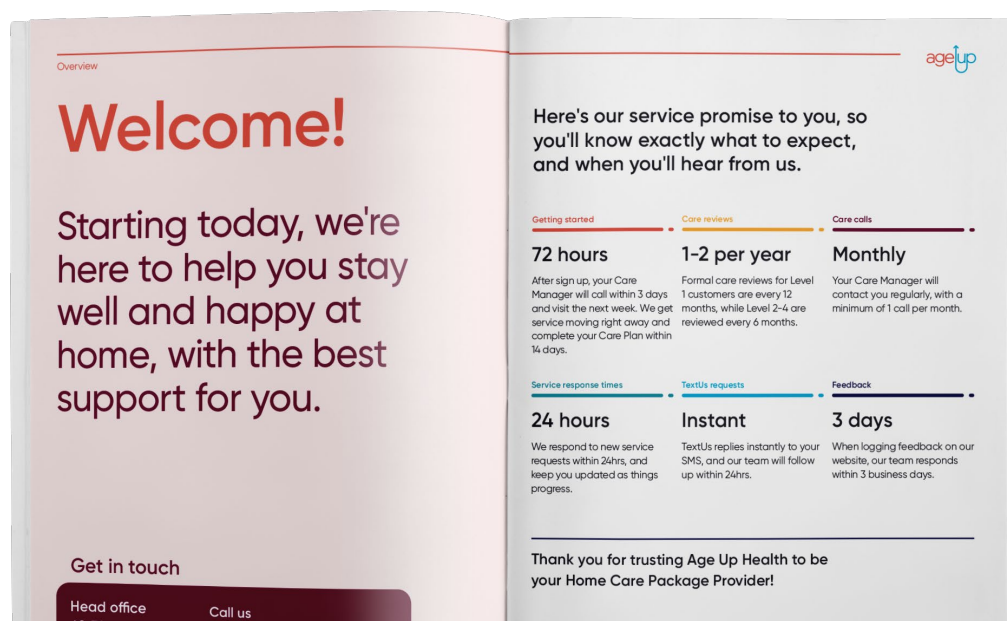
We understand that by the time you're ready to switch providers, you've had a lot to deal with.

So, our Switch Up program takes the hard work out of it for you. All you need to do is contact us, and we do the rest.



Service Plan

Our upfront service standards and clear response times to your service requests, give you the certainty you need from a provider.







We regularly post helpful articles, tips, news and updates on our social media.

We also like to keep up with our customers when they post and share interesting news.

Follow us on:

 facebook.com/ageuphealth
 linkedin.com/company/ageuphealth

Contact us


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