

# How to Switch Home Care Providers

The Quick Guide



Call **03 9374 2100**  
or visit [homewell.com.au](https://www.homewell.com.au)

## 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](http://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](http://tisnational.gov.au)**

# Ready to switch?



Simply give us a call and we'll do the rest

Call us  
 03 9374 2100

Here's how we'll help

01



02



03



## Finish up

We provide a written notice for your existing provider to formalise your end date, and have funds transferred to us as your new provider.

## Sign up

We'll visit you at home prior to your service end date to ensure a smooth transition and complete your sign up with us.

## Start up

We complete your care plan and get services flowing right away, so there's no disruption to your home care services.

# Or..



Use this guide to Switch yourself



# Switching at a glance, what's involved.

Here's some simple steps to follow to get you on the journey to switching provider



## 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.



## 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.



## 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.



## Sign up and get started

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



## Follow up

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



# Important to know before you begin

## Do

- ✓ Do be aware you will have a notice period to end your current service (often 2-4 weeks)
- ✓ Do be aware you may be able to bring good service and health providers with you
- ✓ 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 on the next page to avoid 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 switching, as a good provider will have a network of excellent service professionals
- ✗ Don't forget to ask for a written acknowledgement from them in return
- ✗ Don't forget to check with your new provider that they have received funds within 70 days
- ✗ Don't hold back when questioning providers about what you need from your service

## Top 3 reasons people Switch

66% of complaints about providers were because of:



19.7%

Poor communication

19.7%

Inconsistent & poor service

26.7%

Management of fees & charges

See Switch Tips for answers





## Switch tips

### How to Switch Home Care Providers & get the service you want

#### Not happy with fees & charges?

##### Tip 1 Avoid hidden fees & charges

Some fees can be avoided altogether by choosing a provider who is upfront & transparent about fees. You can easily avoid fees such as Basic daily fees; Set up fees; Service cancellation fees; and more.

→ **Ask** For a full and complete list of all fees & charges you may pay.

##### Tip 2 Consider both value & costs

Be aware that getting the cheapest upfront costs, may not deliver the service you need when it matters most.

→ **Ask** About after hours service, response times on requests and if you have direct phone access to your care team.

##### Tip 3 Check what you're paying for

Many providers rely on external agency staff, which can impact what you pay. Cost can vary each shift, making it hard to budget. Staff may also travel from a distance and pass that charge onto you..

→ **Ask** Do you you have your own local staff, or are you using agency staff, and will costs vary?



## Not happy with the communication?

### Tip 4 Insist on direct contact

Many providers rely on call centres to answer phones, which can slow down response times, and lead to miscommunication.

- **Ask** Can you provide me with direct phone access to my care manager and team?

### Tip 5 Check feedback & issues management processes

From time to time if things go wrong, you'll want to know exactly how it will be handled. You'll want to ensure you understand the feedback channels, and the processes for managing any issues or concerns.

- **Ask** What processes they follow and who you can contact if you're unhappy with any aspect of your care services.

### Tip 6 Ask about out of hours support

Life doesn't only happen during business hours, so you'll want to understand what lines of communication are open and who you can speak to outside of this time if things come up.

- **Ask** Ask what processes do they follow, and who to contact if you are unhappy with any aspect of your care.

## Not happy with the quality of service?

### Tip 7 Be specific about your needs

If you have been under-serviced or not getting the quality support you need, talk to potential providers about your concerns.

- **Ask** Can they provide the services you need and how are they managing quality of staff & skills?

### Tip 8 Enquire about head count

If you've had a revolving door of carers and are tired of not knowing who you'll see one visit to the next, enquire about your team structure..

- **Ask** Do they have their own in-house support staff & dedicated service coordinators & what is the size of your team?


### Tip 9 Remember it's personal

Seeing familiar faces each shift, and working with people you like is important for getting the most out of your Home Care Package.

- **Ask** How are they matching you with your support team, and can you make changes if the fit isn't quite right?

## Contact us

 03 9374 2100

 [info@homewell.com.au](mailto:info@homewell.com.au)

At Homewell, it's starts with you. Making days easier begins with your story and what matters most for you – and it's our focus each time we're there to help.

Enjoy our whole-hearted approach to your whole life, at home and in your community, to always be homewell.

