



# Did You Know

that **switching** home care providers is easier than you think?

Many people worry that changing providers will be complicated and time consuming, but in reality, the process is **straightforward and hassle-free**.

Whether you're looking for better care, improved services, or a more reliable provider, making the switch can be done quickly with minimal effort.

## Here's how **simple** it is:



### Quick Approval

In many cases, your funding or care plan transfers automatically.



### Support at Every Step

A dedicated team will guide you through the process.



### No Long Paperwork

Most providers handle the transition for you.



### No Downtime

Your care services continue without interruption.

# Home Care Switching Checklist

## 1 Decide if it is **Time** to Switch

- Review your current provider's services – are they meeting your needs? Are they providing ongoing reviews of your care plan? Complete our CareScore analysis.
- Identify key concerns: Poor communication, inconsistent service, unexpected fees?
- Check if your provider is providing adequate, ongoing care planning to maximise your care funding.

## 2 Understand Your Rights and Contract Terms

- Review your current agreement for exit terms, notice periods, and any potential exit fees.  
**NOTE:** Providers cannot charge exit fees in Australia.
- Understand how switching may impact your funding i.e will you receive more or less care with your new provider based on your new care plan.

## 3 Research and **Compare** New Home Care Providers

- List the services and support you require, including any specific needs (e.g. cultural considerations, language requirements, etc).

### Compare providers based on:

- Quality of care
- Reviews
- Testimonials
- Communication and responsiveness
- Pricing transparency
- Are they an accredited provider in Australia?

## 4 Notify your Current Provider

Most providers do the right thing and provide everything you need to transition from one provider to another, including passing your remaining funding balance to your new provider.

- Provide written notice to your current provider informing them that you wish to transition to your new provider.
- Request written confirmation of your service termination.

## 5 Set Up Your New Care Provider

- Finalise your service agreement with the new provider, ensuring clarity on fees and service inclusions.
- Review your new care plan, ensuring you have your new care teams details and important information like reoccurring services.

## 6 Monitor Your Transition

- Confirm that funding has been successfully transferred to the new provider by asking your new care team that your funding has been successfully rolled over.
- Keep a record of any service issues that arise during the transition.
- Follow up with your new provider to ensure all agreed services are in place.



## Remember to Ask Your Potential Providers These Questions Before **Making** a Decision:

- ? How will you ensure a seamless transition from my current provider?
- ? What support do you offer in handling paperwork and transitioning my approved government funding?
- ? Do you allow me to access approved products for me to live independently such as mobility aids, safety equipment or assistive technology?
- ? Are you flexible if my care needs change?
- ? How often do you review my care plan?
- ? Can you assist me in the process of applying for additional government funding if my needs change?

## Where to From Here?

If you are unsure whether you need to switch providers, try the **CareScore** assessment tool to evaluate your current care services and how by making the switch, you could be better maximising your care funding.

If you are ready to switch, use this checklist to guide the process and ensure a seamless transition.

**Choose a better kind of care.**



**HomeCaring**  
a better experience

Reach out to our  
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