

Receive the
outcome of your
assessment

Wait to be
allocated
services

Find a Support
at Home
provider

Enter into
a service
agreement

Manage
your services

Changing Support at Home providers

Why change providers?

Some common reasons people change providers include:

- moving to a different location
- looking for different care or services (such as needing a Restorative Care Pathway provider)
- personal differences with current provider
- found a provider that charges lower prices.

Things to consider before changing providers

While you can change providers at any time, you may like to consider the following first:

- If you are accessing the End-of-Life Pathway, participants are encouraged to retain their existing provider where possible given the risk of delays in receiving services.
- If you are unhappy with your current provider or your care needs have changed, try discussing your concerns with your provider first.
- If you need assistance talking to your provider, an advocacy organisation such as the Australia-wide **Older Persons Advocacy Network (OPAN)** can assist. Call OPAN on **1800 700 600** or visit **OPAN.org.au**
- Check your service agreement for conditions such as agreeing on an end date with your current provider.
- Check if there are available providers in the area using the 'Find a provider' tool on the My Aged Care website at **MyAgedCare.gov.au/Find-A-Provider**
- Create a shortlist and call the providers of your choice to confirm they have availability and can meet your needs and preferences.
- Consider and discuss with your new provider whether you will have enough quarterly budget and unspent funds for services for the remainder of the quarter following exit from your current provider. Your new provider may not know your accurate budget information until 28 days after commencing with them.

- If you previously transitioned from a Home Care Package and have unspent funds, your current provider must transfer any Home Care Package unspent funds to the Commonwealth, to be managed by Services Australia.
- Agree on start and end dates with your current and new provider.

Do I need to find a new provider before I leave my current provider?

To minimise any interruption to your services, you should start researching providers before agreeing on an end date with your current provider.

Use the 'Find a provider' tool on the My Aged Care website at **MyAgedCare.gov.au/Find-A-Provider** to check if another provider can deliver the care and services you need and how much it may cost. You can also call My Aged Care on **1800 200 422** for assistance.

You can also visit a Services Australia service centre or book online for a free face-to-face appointment for general information and support. If you need in-depth support, you can talk to an Aged Care Specialist Officer if there is one in your area, or using video chat. Visit **ServicesAustralia.gov.au/MyAgedCareFaceToFace** or freecall **1800 227 475** weekdays from 8 am to 5 pm.

You have a responsibility to tell your current provider of the day you intend to stop receiving home care services from them.

How do I activate a referral code so I can change providers?

Call My Aged Care to re-activate your referral code. You need this referral code to give to your new provider before you can start receiving their services.

When the re-activated referral code is accepted by your new provider, a notification will be sent to your current provider to let them know. You should have a discussion with your current provider to formally agree on an end date for your current services.

For continuity of care, your current provider should talk with your new provider to ensure they are ready and able to accept you as a participant.

How long do I have to enter into a service agreement with a new provider?

The start date with your new provider must be on or after the end date you have agreed with your current provider.

Once you have agreed to an end date with your current provider, you have 12 months from the start of the next quarter to enter into a service agreement with a new provider or your funding will be withdrawn. You will need to call My Aged Care to access Support at Home again.

To prevent any disruption to your services, it is strongly recommended you do not end your service agreement with your current provider until you:

- find a new provider and check they are able to provide the care and services you need
- give your current provider the details of your new provider
- discuss a service agreement and confirm a start date with your new provider
- confirm an end date with your current provider.

If you no longer want your current provider to deliver services and need more time before signing a new service agreement, you should let your current provider know you plan to leave their services. You may then agree on a future end date that will allow you enough time to decide whether you will enter into a new service agreement.

What happens to any unspent funds?

Your home care account (any unspent Government subsidy from the Home Care Packages Program payable from September 2021 to 31 October 2025) is held by Services Australia. Access to these funds during a transfer works as follows:

- Both providers can access your home account (government held portion of unspent funds) upon transfer.
- The provider you're leaving will have 60 days to finalise any outstanding invoices for your care and services from your exit date, after which they can no longer make a claim on your behalf.

- If you entered care prior to September 2021 and the provider you're leaving held Commonwealth provider held unspent funds on your behalf, these funds will be transferred into your home care account 60 days after transfer.
- Any unspent participant contributions (fees) will be repaid to you within 70 days after services stop.

If I transitioned from the Home Care Packages Program, will my contribution arrangements be affected?

If you were approved for and/or receiving aged care services through a Home Care Package on or before 12 September 2024, your contribution arrangements will not be affected if you change provider.

What if I want to raise a complaint about a provider?

The first step is to contact your provider directly. Discuss your concerns with them to see if they can help resolve your issue.

Every provider has their complaint process to follow that they will be able to tell you about.

If you're not satisfied with your provider's response, you can make a complaint to the Aged Care Quality and Safety Commission on **1800 951 822** or at **AgedCareQuality.gov.au**. Anyone can make a complaint and the service is free. You can complain anonymously, confidentially or openly. You can contact the Commission even if you haven't spoken with your provider first.

You may also wish to contact the **Older Persons Advocacy Network (OPAN)** on **1800 700 600** for information about your rights and support to speak with your provider. Visit **OPAN.org.au** to learn more about how OPAN can help you.

All information in this publication is correct as at 1 November 2025

For help

Visit: **MyAgedCare.gov.au**
Phone: **1800 200 422**

In person: visit a Services Australia service centre or book online for a free face-to-face appointment for general information and support. For in-depth support, you can talk to an Aged Care Specialist Officer, if there's one in your area, or using video chat.

Visit: **ServicesAustralia.gov.au/MyAgedCareFaceToFace** or freecall **1800 227 475**.