

Checklist for changing Home Care Package providers

Changing your home care package provider is a straightforward process that allows you to find the best fit for your needs. Follow these steps to ensure a smooth transition.

1. Review your current Home Care Agreement

Be aware of any costs and notice periods that might apply. From 1 January 2023, providers are not allowed to charge you an exit amount.

2. Find a new HCP provider

Find a new provider before agreeing on an end date with your current one. This will ensure minimal disruptions to your services. Read [How to choose a home care provider that's right for you](#).

3. Give a written notice to your current provider

You must let your provider know in writing (an email is fine) that you wish to end their services. Find in your Home Care Agreement the required notice period, and provide the date in the termination letter. Once the notification is sent and an end date is set, you will be able to determine when you can start services with your new provider.

4. Reactivate your referral code

Once you end an agreement, your referral code is deactivated. Reactivate it by calling My Aged Care. At WMQ, you can skip that step – simply share your code and we will reactivate it for you.

5. Review your care plan

Work with your new provider to develop or review your care plan.

6. Agree on a start date

Set a start date and enter into a Home Care Agreement. The start date must be on or after the end date with your old provider. When possible, make the end and the start date the same (or very close together) to minimize disruptions to your services.

7. Check unspent funds have been transferred

Your old provider is required to send you a final statement outlining any unspent funds within 56 days of your agreement ending. These unspent funds will be held by the Government and will be made available to the new provider after 70 days of the cessation day. The new provider will also show the available unspent funds on the statement after the 70-day transfer period.

8. Be aware of the 56-day rule to prevent your HCP from being withdrawn

You have 56 days from the agreed end date to enter into a Home Care Agreement with a new provider AND to tell your old provider who your new provider is. Otherwise, your Home Care Package will be withdrawn and you will lose any unspent funds. If you need more time, call My Aged Care within those 56 days to request a 28-day extension.

Need quick answers? Our warm and friendly customer experience team is waiting to chat with you. **Don't wait, connect today!**