



Australian Government  
Department of Health



myagedcare

Receive the Outcome of your Assessment

Be Assigned a Home Care Package

Manage your Services



Research Home Care Providers & Work Out Costs

Enter into a Home Care Agreement

## Changing Home Care Providers

From 27 February 2017, home care package funds will follow the consumer. Clients will be able to choose a provider who best meets their goals and needs, and to change their provider if they wish, for example if they move to another area to live. If a client decides to make a change, their unspent home care package funds (less any exit amount) will move with them to their new provider. These changes give consumers more choice over their provider and the care and services they receive.

### What happens when a client changes provider?

Once a client tells you that they wish to change to another service provider, you should have a discussion about the client's needs and mutually agree on a **cessation day** for home care services. You will need to continue providing care up until the cessation day.

Consumers have a responsibility (under the Charter of Care Recipients' Rights and Responsibilities - Home Care) to tell providers and their staff of the day they intend to cease receiving home care services, before they change providers.

The My Aged Care system will also alert you when a client is seeking to change to another provider. When a client initiates a transfer to a new home care service in My Aged Care, a system message will notify you of the client's name and the date the referral was accepted.

### Agreeing on a cessation day

The cessation day should be agreed with the client in consideration of the circumstances, the terms of the Home Care Agreement, and the legislative rules governing home care. Consumers have a right (under the Charter of Care Recipients' Rights and Responsibilities - Home Care) to choose their provider, and to change providers if they wish.

### Claiming for home care subsidy

Reaching a mutually agreed cessation day is important because it will provide you with certainty of the period you can claim home care subsidy for. It will also allow you to reconcile the client's home care package funds accurately and calculate any unspent funds.

The start date for the new provider must be on or after the cessation day for the existing provider. When a client is changing providers and there is no gap in care, the start day for the new provider (notified through the Aged Care Entry Record) should be the same date as the cessation day for the existing provider (notified through the claims process with the Department of Human Services). This will ensure there is no gap in payment of home care subsidy. The existing provider will not be paid a home care subsidy for the cessation day and the new provider will be paid a home care subsidy for the start day.

Example: Suzie is moving from Provider A to Provider B with no gap in services. The claiming and notification arrangements for both providers are outlined in the table below.

	25 June	26 June	27 June	28 June	29 June	30 June
Existing provider (Provider A)	Subsidy paid	Subsidy paid	Subsidy paid	Cessation day		
New provider (Provider B)				Start day	Subsidy paid	Subsidy paid

Before providing home care services, the new service provider should confirm the cessation day with both the client and the existing provider to ensure there are no overlapping claims for home care subsidy. Where two or more approved providers claim subsidy for the same client on the same day, payment will be made to the provider that first entered into a Home Care Agreement with the client. When the start day and the cessation day are the same date, this does not represent an overlapping claim as home care subsidy is not paid for the cessation day.

## Obligations for the existing service provider

### 1. Provide cessation information to DHS

Once a cessation day is agreed with the client, approved providers are required to notify the Department of Human Services (DHS) within 31 days of a client ceasing care through a home care service. Providers must provide the client's name and their cessation day through the aged care payment system (i.e. the home care claim form or the Aged Care Online Services system). Note that home care subsidy is not paid for the client's cessation day.

### 2. Notify the client of their unspent home care amounts and arrange payment

For information about the calculation and management of unspent home care amounts, refer to the [Fact Sheet on Unspent Home Care Amounts](#).

### 3. Retain records

The existing provider must retain:

- the written notice of the client's unspent home care amount; and
- records relating to the payment of a client's unspent home care amount to another provider; and
- notices of exit amounts given to the department for publication on My Aged Care.

## Obligations for the new service provider

### 1. Accept client referral and develop a Home Care Agreement

- The new provider will need to accept the referral code in the provider portal in My Aged Care to access the client's record.
- The new provider should work in partnership with their new client to develop a Home Care Agreement and care plan based on their needs.

### 2. Provide client entry information to DHS

- The new service provider should confirm the cessation day with both the client and the existing provider and agree on a start day.
- The new service provider is required to notify DHS within 28 days of the client starting care, by submitting an Aged Care Entry Record (ACER).
- The start date for the new provider must be on or after the agreed cessation day.

## What is the client's role?

1. **Notify their existing service provider** that they no longer wish to receive care and agree the date on which services from the existing provider will cease.

**2. Undertake some research to identify a new provider** to avoid any gaps in care. Contact the new provider to ensure the services they offer will meet their needs, and agree the date on which services from the new provider will begin. The start date for the new provider must be on or after the cessation day for the existing provider.

**3. Reactivate referral code** for home care services by contacting My Aged Care on 1800 200 422, or through the client portal in My Aged Care. The client must also provide their consent before any of their client information can be transferred from the existing provider to the new provider.



#### KEY POINTS TO REMEMBER

- It is a joint responsibility to agree with the client upon a **cessation day** for home care services.
- The start day for the new provider must be on or after the cessation day for the existing provider.
- The existing service provider has **31 days** from the cessation day to notify the Department of Human Services, through the aged care payments system, of the client's name and their cessation day. Home care subsidy is not paid for the client's cessation day.
- The new service provider must notify the Department of Human Services within **28 days** of the consumer starting care, by submitting an Aged Care Entry Record.



#### FURTHER INFORMATION

- visit the department's website <https://agedcare.health.gov.au/increasing-choice-in-home-care>; or
- subscribe to receive electronic updates at <https://agedcare.health.gov.au/ageing-and-aged-care-news-and-updates/advice-to-the-aged-care-industry>; or
- email [agedcarereformenquiries@health.gov.au](mailto:agedcarereformenquiries@health.gov.au).



#### RELATED DOCUMENTS

- [Fact sheet – Unspent Home Care Amounts](#)
- [Fact sheet – Exit Amounts – Transition Provisions](#)
- [Fact sheet – Overview of Exit Amounts](#)