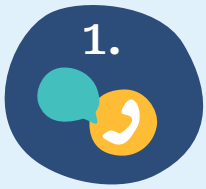
Switching Support at Home providers

In four simple steps

Switching Support at Home providers may sound like an overwhelming task but once you've selected your new provider, you can switch easily by following three simple steps.



Call your intended coordinator

- Let them know when you plan to call your current provider to ensure the exit date and new commencement date are aligned.



Call your current provider

- Call your current Support at Home provider to provide notice that you intend to transfer.
- Nominate a termination date with them. Try to arrange a minimum of a 1-2 week notice period. During this notice, your current provider will continue providing services to you whilst you conduct the onboarding process with Trilogy Care.



Call My Aged Care

- Call My Aged Care on 1800 200 422
- Request that they reactivate your Support at Home referral code.
- Make a note of what the referral code is.

* You can also do this on the My Aged Care online portal



Call your Coordinator

- Call your coordinator and let them know you have done steps 2 and 3, provide the referral code and agreed exit date and proceed with onboarding.

Following the above steps and ensuring you have the correct information can make the process seamless and stress-free.

1300 459 190
info@trilogycare.com.au | trilogycare.com.au

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