

# SWITCHING HOME CARE PACKAGE PROVIDERS

## *In three simple steps*

Switching Home Care Package 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 current provider

- Call your current Home Care Package 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.



### Retrieve and reactivate your referral code

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

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



### Contact your coordinator

- Give your coordinator your referral code
- Commence onboarding with Trilogy Care through your coordinator.

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