

TOP TIPS TO A STRESS-FREE SWITCH

1. Know why you want to switch providers

It is important to understand why you want to change providers. This could be for many reasons such as service, location, quality, flexibility or your preference for certain staff with certain interests and skills. Alternatively, you may need to have a service that provides staff who have specific training and support in. Meeting more complex needs.

2. Know what you want from a new provider

Ask yourself, what do I need support with and how do I most prefer to be supported? Some services offer more specialist support staff depending on your medical, psychological or social needs. Personal support is about you working with another person to meet your goals. It is also important to be matched with support personnel that you are comfortable being around and that you enjoy coming into your home to deliver your support.

3. How to choose a new provider

When you have researched your options and created a shortlist of providers, It pays to research each service to see how they align with your personal goals and lifestyle. You may also want to consider waitlist times, locations, fees and flexibility of services. If you have a support coordinator, talk to them about your needs, wishes and preferences and ask for help in identifying a well matched provider.

4. Do you need support to help you change providers?

It can be useful to have someone you know and trust or your support Co Ordinator to review your options and ensure you understand each part of the process. Your Support person can help you notify your old and new providers, as well as ask questions to help you understand and make the best decision.

5. Take time to understand service contracts

As with many service contracts, disability provider service agreements may include conditions regarding cancellations, periods of notice for termination of contract and out of pocket fees. Be sure to read these carefully and ask your provider to explain them clearly to you.

6. Know what is involved with changing providers

Firstly, ensure you and your new provider are agreed about the services that will be provided and from what start date. Get confirmation that the new provider will support personnel with the appropriate training and any plans, documentation, or equipment in place to be ready prior to your commencement.

Secondly, engage with your existing provider and provide formal notice of your decision to change services. You may need to negotiate and agree the date depending on the terms of your contract with your existing provider and the readiness of your new provider to commence support. If you live with others in a shared support arrangement, be aware you should discuss this and make a decision as housemates.

Once the date is agreed between you, your housemates (If you have them), your existing provider and new provider can communicate the agreed date, your current provider and new providers will make the changes in the myplace portal to ensure the payment for your support services is not interrupted.

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Talk to our friendly Customer Service team today!

We are available from 10am-4pm Monday-Friday to assist you with your enquiries and make your journey simple and stress-free.

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