

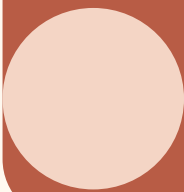
ASHAND CARE & SERVICES

YOUR FREE GUIDE TO SWITCHING AGED CARE PROVIDERS

A warm, practical guide for families supporting a parent or loved one at home.

Clarity. Choice. Confidence.

Registered Support at Home provider



You are allowed to ask for better

Choosing aged care support can feel deeply personal. The workers may already know your loved one, the routines may be familiar, and the thought of changing can feel overwhelming.

But if communication is unclear, services are unreliable, fees are difficult to understand, or your loved one's needs are no longer being met, it is reasonable to explore other options.

Changing providers is your choice. A provider should respect the older person's decisions, dignity, independence and control over their care.

Signs it may be time to compare providers

- ☐ You regularly chase answers, rosters or invoices.
- ☐ Care workers change often, arrive late, or do not match agreed needs.
- ☐ Statements or fees are hard to follow.
- ☐ Your loved one does not feel heard, safe or respected.
- ☐ The provider cannot deliver the services or times that are now needed.
- ☐ You are unsure how the budget is being used.
- ☐ Concerns have been raised but nothing meaningfully improves.

Before changing: If you feel comfortable, raise your concerns with the current provider and ask for a clear response. Sometimes a new coordinator, revised roster or updated care plan may solve the issue.

How switching works

For Support at Home, you can change providers at any time. The safest approach is to choose a new provider before confirming the final date with your current provider, helping avoid a gap in essential care.

1

Review what is not working

Write down the concerns, current services, preferred schedule and any clinical or cultural needs.

2

Compare registered providers

Ask about availability, prices, care management, workers, subcontracting and how concerns are handled.

3

Choose the new provider

Request a written service proposal, pricing schedule and expected start date before signing.

4

Agree on the changeover

Tell the current provider in writing and agree on an exit date. Check your existing agreement for any notice arrangements.

5

Complete the handover

Ask for relevant care information, current plans, schedules and outstanding account information to be finalised.

6

Start and review

Confirm the new care plan, individualised budget, roster, contacts and review date.

What happens to the funding?

This is one of the biggest worries for families. Under Support at Home, the participant's ongoing funding moves with them when they change providers. Government-held unspent funding for ongoing services is available to the new provider once the transfer is processed.

Your question	What to know
Will the approved funding disappear?	No. Changing providers does not cancel the person's Support at Home approval or ongoing classification.
What about unspent funds?	Relevant unspent funds move according to program rules. If the person transitioned from a Home Care Package, their retained unspent HCP funds also transfer.
Can the old provider keep charging?	The outgoing provider may finalise legitimate services already delivered. Ask for a final statement and query anything you do not recognise.
Will prices stay the same?	Not necessarily. Providers set their own prices within program requirements. Review the new pricing schedule and how it affects available service hours.
Will contributions change?	The participant contribution rules are government-set, but the dollar amount can differ because provider prices and the mix of services may differ.

Important: Do not rely only on a verbal estimate of available hours. Ask the new provider to prepare an individualised budget using the person's current funding, service needs, contribution arrangements and prices.

Questions to ask a new provider

Take this list to each conversation so you can compare providers fairly.

Care and availability

- ☐ Can you deliver the services and times we need?
- ☐ How do you match workers with the person?
- ☐ What happens if the usual worker is sick or unavailable?
- ☐ How do you support clinical, dementia, behavioural, language or cultural needs?

Fees and funding

- ☐ Can you explain every fee in plain language?
- ☐ What are your weekday, evening, weekend and public holiday prices?
- ☐ Are services delivered by your team or an associated provider?
- ☐ How many hours or services will the quarterly budget realistically cover?
- ☐ How often will we receive statements and budget updates?

Communication and control

- ☐ Who will be our main contact?
- ☐ How quickly do you respond to concerns or roster changes?
- ☐ How are the older person and family involved in the care plan?
- ☐ Do you support self-management or participant-directed choices?
- ☐ Can we change workers if the match is not right?

Your changeover checklist

A little preparation can make the transition feel much calmer.

Before giving notice

- ☐ List the current services, days, times and preferred workers.
- ☐ Identify medications, clinical risks, mobility needs and emergency instructions.
- ☐ Obtain the current care plan, support plan and recent statements.
- ☐ Compare at least two providers, including prices and availability.
- ☐ Confirm the new provider's proposed start date in writing.
- ☐ Read both the existing and proposed service agreements.

During the handover

- ☐ Agree on the outgoing provider's final service date.
- ☐ Confirm the incoming provider's first service date.
- ☐ Ask who will coordinate the transfer and whom to contact if delayed.
- ☐ Arrange safe handover of relevant care information and preferences.
- ☐ Confirm equipment, supplier orders and recurring appointments.
- ☐ Request a final account statement from the outgoing provider.

In the first two weeks

- ☐ Check that the roster matches what was agreed.
- ☐ Review the care plan and individualised budget together.
- ☐ Confirm cancellation rules, after-hours contacts and complaint process.
- ☐ Ask when the first budget statement will arrive.
- ☐ Schedule an early review to discuss what is working and what needs adjustment.

Family handover worksheet

Complete this before speaking with a new provider.

Name of person receiving care

My Aged Care number (optional)

Current provider

Preferred changeover date

Essential services that must continue

Preferred days and times

Clinical, mobility or safety needs

Communication, language, cultural or personal preferences

What is not working with the current arrangement?

Our top three priorities for the new provider

You do not have to navigate it alone

The right provider should make care feel clearer, safer and more personal - not more confusing. Take your time, ask questions and request information in writing before making a decision.

HOW ASHAND CAN HELP

Ashand Care & Services is a nurse-led registered Support at Home provider. We welcome families who want clear fees, personalised planning, dependable communication and support to understand how their funding can be used. We can discuss your circumstances without pressure and prepare a transparent service proposal.

1300 367 968
ashandcare.com.au

Independent help and information

My Aged Care: 1800 200 422 | myagedcare.gov.au

Older Persons Advocacy Network (OPAN): 1800 700 600 | opan.org.au

Aged Care Quality and Safety Commission: 1800 951 822 | agedcarequality.gov.au

About this guide

This guide provides general information for people considering a change of Support at Home provider. It is not legal, financial or clinical advice. Program rules and individual circumstances can differ. Confirm current requirements with My Aged Care, the Department of Health, Disability and Ageing, or an independent advocate. Information checked 24 July 2026.

Key official sources: My Aged Care - Managing your Support at Home services and How to change providers; Department of Health, Disability and Ageing - Changing Support at Home providers; Aged Care Quality and Safety Commission - Statement of Rights.