



General information for people receiving aged and disability care at home when your provider is closing its business

You may have heard or been told that the provider you are receiving aged care or disability services from is closing and you are worried about what this means for you and your care.

When a service provider closes it can be upsetting for participants, their families, friends, carers, staff and the communities they service. We can assure you that there is always help and support available to you.

Responsibilities of aged and disability care providers

If a registered service provider decides to close its business, they must do this in an orderly and safe way for the people using their services. This includes:

- informing the government as soon as possible they are ceasing services
- providing you with the date services will cease and the reason
- communicating timely information to you, your family, carers and staff about your rights
- coordinating assistance to help you find other suitable home care services that meet your care needs, or you may decide to look for new services yourself.

Aged care in-home care services

My Aged Care can assist you to find a new home care package or Commonwealth Home Support Programme provider. You can contact them on 1800 200 422, or you can use the My Aged Care service finder tool to locate and compare home care providers in your area using this link www.myagedcare.gov.au/find-a-provider.

Once you have selected a home care provider, My Aged Care will provide you a referral code to give to your new provider, or My Aged Care can do this on your behalf.

You may be happy with your personal carer and would like them to continue with your care. If you would like to do this, you could ask your new home care provider if they can continue maintaining current arrangements with your current care and support person.

Commonwealth Home Support Programme (CHSP)

The department will provide funding to alternative CHSP providers in your area to allow services to continue. The exiting CHSP provider and incoming provider/s will work together with you to transition you to your new provider. If you prefer, you can use My Aged Care to access other CHSP providers who deliver services in the region who may have availability.

Short-Term Restorative Care (STRC)

For clients receiving STRC, your 8-week period of care may finish before the service closes. If this is the case, you will not need to do anything.

For clients whose STRC period of care is still underway, My Aged Care can assist you to find a new STRC provider. You can contact them on 1800 200 422, or you can use the My Aged Care service finder tool to locate and compare STRC providers in your area using this link www.myagedcare.gov.au/find-a-provider. My Aged Care can also check if you are eligible to commence a new period of STRC with a different provider.

Aged care support

If you have more questions or would like to talk to someone, there are support services available to help you:

- If you have a concern or complaint about aged care, contact the **Aged Care Quality and Safety Commission** on 1800 951 822 or visit www.agedcarequality.gov.au
- The **Older Persons Advocacy Network** helps older people, their families and carers work through issues with their aged care. Call 1800 700 600 or visit www.opan.org.au between 6am and 10pm daily.
- The government's **Translating and Interpreting Service - TIS National** is available if you need translation and/or interpretation services
 - visit www.tisnational.gov.au/en/Help-using-TIS-National-services/Contact-TIS-National, or
 - call 131 450 at any hour of the day to access immediate interpreter services.

Disability and NDIS services and support

The National Disability Insurance Agency (NDIA) has processes in place to help you and your family, partners and registered providers in these situations.

If your care and support services are affected, NDIA will work with your NDIA planner, NDIS Local Area Coordinators, or Support Coordinator to find you a new provider.

If you have complex needs, they will assist you to transition to a new provider.

NDIA Planners, NDIS LACs and Support Coordinators (if they are a funded support in a participant's plan) can also help participants find alternative providers. You can choose who provides your NDIS supports and can source other providers yourself if you prefer.

Your welfare is the priority for us. If you have any concerns, you can contact your Local Area Coordinator, Support Coordinator or phone the NDIS on 1800 800 110.