



Leaving the Multi-Purpose Service Program

If you decide to leave the Multi-Purpose Service Program (MPSP) and access other aged care services, you might need to wait for services to become available and could pay higher fees.

What if I want to move to a regular residential care home?

If you are already approved to access residential aged care services, you can approach a new residential aged care provider that is outside of the MPSP. Your multi-purpose service (MPS) provider will be able to let you know about your existing approval and if you need a new assessment. You should give the new provider a copy of:

- your assessment approval
- your support plan.

You or your MPS provider will then need to contact My Aged Care and ask for a new referral code. Your new provider will also need to organise a classification assessment for you. This will give you a classification level.

Before you make a decision, it is important to know:

- if you are not already approved to access residential care services, you should contact My Aged Care and ask for a re-assessment
- the rules about what you need to pay for care and accommodation are different in a regular residential aged care home. You should seek financial advice about how this move could change what you need to pay. An [Aged Care Specialist Officer at Services Australia](#) can give you information about your individual situation. You can find more information about [fees and charges](#) on My Aged Care.

What if I want to access services through Support at Home?

The new Support at Home program starts from 1 November 2025. It replaces the Home Care Packages Program and the Short-Term Restorative Care Programme.

If you decide to leave the MPSP and get aged care services from a provider in the [Support at Home](#) program, you may need to take extra steps even if you are already approved for home support, assistive technology or home modification services. What you need to do depends on when you started accessing services. Please see below.

If you started accessing services under the MPSP before 1 November 2025:

- You or your provider will need to contact My Aged Care and ask for a re-assessment.
- After your re-assessment, you will receive a new Notice of Decision and support plan. This includes your goals, and services you are approved for.
- Once you have been allocated funding, you can choose a Support at Home provider to deliver your approved services.
- You must enter a service agreement with the Support at Home provider of your choice before services can begin.
- You may also need to complete an income and assets assessment with Services Australia to determine how much you will contribute to the cost of your services.

If you started accessing services under the MPSP after 1 November 2025 and have already been approved to access home support services:

- You will only need to ask for a re-assessment if your needs have changed.
- You will need to contact My Aged Care to let them know you want to access services under the Support at Home program.
- Once you have been allocated funding, you can choose a Support at Home provider to deliver your approved services.
- You must enter a service agreement with the Support at Home provider of your choice before services can begin.
- You may also need to complete an income and assets assessment with Services Australia to determine how much you will contribute to the cost of your services.

Unless you are given a high priority category, it is unlikely that you will be able to get services under the Support at Home program right away. If you need to leave the MPSP, it is best to call My Aged Care as soon as possible. Fees may be different from what you were paying under the MPSP.

How will my MPS help me if I ask to change providers?

Your provider must help you change service providers if you ask. This support could include:

- talking about why you want to move

- referring you to the [My Aged Care Find a Provider](#) tool
- suggesting you contact [My Aged Care](#) for help.

More information

If you are thinking about changing your service provider, you should speak with your MPS about what care you need. If you need help with this, you can get advice from the [Older Persons Advocacy Network \(OPAN\)](#).

You can find general financial information on [My Aged Care](#). You can also make an appointment with an [Aged Care Specialist Officer at Services Australia](#) for detailed information.

For more information about your options, contact [My Aged Care](#) and visit [the My Aged Care website to find a provider](#).

Start a conversation about aged care

Transforming aged care laws to put the rights of older people first.



Visit **MyAgedCare.gov.au**



Phone **1800 200 422** (My Aged Care's free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.