



Australian Government

Department of Health, Disability and Ageing



What happens when your provider closes?

Information about care at home services

Easy Read version



How to use this document



Australian Government

Department of Health,
Disability and Ageing

We are the Australian Government Department of Health, Disability and Ageing.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is a list of these words on page 14.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

www.health.gov.au/resources/publications/general-information-for-people-receiving-aged-and-disability-care-at-home-when-your-provider-is-closing-its-business

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What is this document about?



A **provider** who gives you care at home might be closing.



Providers support people by delivering a service.



They might be your:

- aged care provider
- disability provider.



This document explains:

- what your provider must do
- how we can support you to get a new provider.

What your provider must do

When your provider is closing, they must:



- tell us as soon as they can



- tell you when they will stop giving you care.

They must also help you understand your **rights**.



Rights are rules about how everyone must treat you:

- fairly
- equally.



They must also help you find a new provider.

But you might want to do this yourself.

Find a new aged care provider



My Aged Care is a government service.

It can help you find a new provider for aged care at home.



You can call My Aged Care.

1800 200 422



You can visit the My Aged Care website to find a new provider in your area.

www.MyAgedCare.gov.au/find-a-provider

The Commonwealth Home Support Programme



The Commonwealth Home Support Programme can help you get the care you need to keep living at home.



You might get support from a provider through this program.



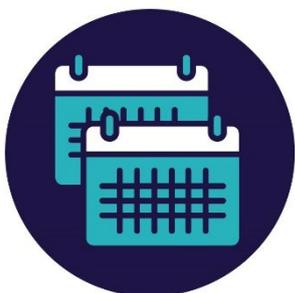
We will support other providers in your area if your provider is closing.

This will make sure there are other services you can use.



Your new provider will work with your old provider before they close.

Support for a short time



You might only need support for a short time.



You might finish getting care from your provider before they close.

If this happens you don't have to do anything.



My Aged Care can help you find a new provider for this type of care.



My Aged Care can also check if you can get support for longer.

After you have found a new aged care provider



My Aged Care will give you a code for your new provider:

- over the phone
- or
- in a letter.



This code will help your new provider give you the care you need.



You might want to keep working with the support workers you have now.

You can ask your new provider if they can keep your support workers.

Find a new disability provider



The National Disability Insurance Scheme is a way the Australian Government supports people with disability.

We just call it the NDIS.



The people who run the NDIS can help you if your NDIS provider is closing.



You can also find a new NDIS provider yourself.



Making sure you have the right support is the most important thing to the government.



You can contact your **local area coordinator** if you are worried about your:

- provider
- supports.



A local area coordinator is someone who helps people with disability find and use supports and services.



You can also contact your **support coordinator** if you have one.

A support coordinator is someone who helps people with disability plan and use their supports.



You can also call the NDIS.

1800 800 110

Support for you



The **Aged Care Quality and Safety Commission (Aged Care Commission)** makes sure older Australians:

- are safe
- get good services.

You can make a **complaint** to the Aged Care Commission.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



You can call the Aged Care Commission.

1800 951 822



You can visit the Aged Care Commission's website.

www.AgedCareQuality.gov.au



The Older Persons Advocacy Network can help you with issues with your aged care.

You can call the Older Persons Advocacy Network from:



- 6 am
- to
- 10 pm.

1800 700 600



You can visit the Older Persons Advocacy Network's website.

www.opan.org.au



If you need something in a language other than English, you can call the Translating and Interpreting Service (TIS National).

131 450

Word list

This list explains what the **bold** words in this document mean.



Aged Care Quality and Safety Commission (Aged Care Commission)

The Aged Care Commission makes sure older Australians:

- are safe
- get good services.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Local area coordinator

A local area coordinator is someone who helps people with disability find and use supports and services.



Provider

Providers support people by delivering a service.



Rights

Rights are rules about how everyone must treat you:

- fairly
- equally.



Support coordinator

A support coordinator is someone who helps people with disability plan and use their supports.



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