

# How to change your provider to Silverchain



## You are in control of your care, and this includes choosing your provider.

If you receive Home Care Package or Support at Home aged care services, and would like to change your care provider, our friendly team can help.

The good news is that if you follow these steps you can change your provider without needing a new assessment or delaying your services.



### 1. Let your current provider know

Contact your provider and agree on an end date to your services. They will need to let Services Australia know, to end your services with them.

It's important that you do not cancel your funding package, and that you only ask to cancel the services you're receiving. Otherwise there may be a gap in the provision of your care.

Please note that if you are transitioning from a Home Care Package (HCP) and have unspent funds, your provider has 70 days from your end date to transfer these funds to Silverchain.



### 2. Sign your new Service Agreement

Please contact us to let us know you would like us to be your provider, and we will organise for a home visit with a member of our care team.

During this visit we will explain our Service Agreement, and answer any questions you have about receiving our services.

We can then agree on a start date that is either the same as your current services end date or afterwards.



### 3. Create a new Care Plan and budget

We will allocate you a Care Partner, who will visit you at home and help you design a Care Plan that aligns with your budget and needs. Your Care Plan will outline the services you want to receive and how they will be delivered.



### 4. Continue receiving services until the end date

Your current provider will give you a final invoice and statement before your services with them finish.

They will also contact us and share information about your current services, such as any equipment or home modifications you may be waiting on.

# How to change your provider to Silverchain

Information for new clients



## 5. Start receiving our care

Your services with Silverchain will start on an agreed date. Your Care Partner will work with you, your family and other health professionals to make sure your needs are met and there is no a gap while you transition over to us.

If something happens or your needs change, we can review your Care Plan.

## Why choose Silverchain

For more than a century, we have cared for Australians in their own homes. You can receive health and aged care, home delivered by Silverchain.



### National health care and aged care accreditations

Our services meet the same national safety and quality standards you can expect from a hospital or aged care facility.



### Expert home care

Access a dedicated team with the experience, qualifications, and checks needed to provide excellent and safe home care.



### Local care team

Our team live and work in the same communities as you.



### Investing in the future of care

We are committed to developing the best practice care and support technologies to improve the care we provide you.



### First Nations assistance

If you identify as an Aboriginal or Torres Strait Islander, we can arrange services from First Nations health practitioners for you.



### We're for community

As a not for profit we reinvest the money we make into improving the care we provide to you.

## Get started today

To change your care to Silverchain, contact us today. We can also answer any questions about our services and changing your care.

We also provide care through our health care programs or privately.



- **1300 650 803**
- [info@silverchain.org.au](mailto:info@silverchain.org.au)
- [silverchain.org.au](http://silverchain.org.au)

## About Silverchain

Silverchain is one of Australia's leading in home care specialists, providing health and aged care services to more than 140,000 clients a year.

Trusted by Australians to deliver care that is differentiated by quality and safety for over 130 years, we are proudly one of the only Australian home care providers accredited in both national health and aged care standards.

At Silverchain we celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

## Acknowledgement of Country

Silverchain respectfully acknowledges the Traditional Custodians of the lands on which we work and live. We acknowledge Elders both past and present, whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future leaders and reconciliation within Australia.

**Health. Human. Home.**