

# A guide to switching

## Key steps to changing home care providers



**We will make switching your home care services to HammondCare as simple as possible.**

**Here are the four easy steps we will help you take:**

- 1 Speak to our HammondCare Support Team**  
We will guide you through the simple steps to switch to HammondCare At Home and receive better home care. Call us on **1800 826 166** today.
- 2 Contact your existing home care provider to cease your service**  
All you need to do is to fill out our End of Service letter and send it to your current provider with your desired finish date. Download the letter template here: [hammond.com.au/switch-provider](https://hammond.com.au/switch-provider)
- 3 Obtain your Referral Code from My Aged Care**  
Phone My Aged Care on **1800 200 422** or go to their website to obtain your reactivated referral code to switch your services to HammondCare.
- 4 Start your new services with HammondCare**  
Call us on **1800 826 166** when you are ready and your local care team will arrange to meet with you to organise the care services you would like.

**For a limited time we are offering 10 hours free care\* as a welcome gift from HammondCare At Home to you. Your dedicated care support team will schedule and provide these hours to you, in addition to your Home Care Package.**

#### **\*TERMS AND CONDITIONS**

**1.** This offer is only valid to new HammondCare At Home, Home Care Package clients only. **2.** The '10 free hours' will apply to care and support services only, accessible through a Government funded Home Care Package. **3.** The '10 free hours' excludes nursing, in-home respite and social clubs. **4.** The '10 free hours' can be used during standard hours only (Monday – Friday 6am – 8pm). This offer excludes weekends, public holidays and non-standard hours and evenings after 8pm. **5.** The '10 free hours' must be used in the first 30 days of offer and cannot be claimed after this time. **6.** The '10 free hours' will be in addition to the client's existing Home Care Package schedule. **7.** If the client leaves HammondCare within 6 months of services commencing, HammondCare will recoup the '10 free hours' of care credited from any outstanding Home Care Package funding balance. **8.** If the client leaves HammondCare after 6 months HammondCare will not seek reimbursement for the '10 free hours' of care. **9.** This offer is only open to people who are currently receiving Government funding for Home Care Package services through another home care provider. **10.** This offer is not available to people who have already terminated their services with another Home Care provider, or have not commenced their Home Care Package services with another provider. **11.** The '10 free hours' can only be used in care for the client who has the Home Care Package in their name. The '10 free hours' are not transferrable to any other person.