

SWITCHING HOME CARE PACKAGE PROVIDERS

In three simple steps

Switching Home Care Package providers may sound like an overwhelming task but once you've selected your new provider, you can switch easily by following three simple steps.

1.



Retrieve your referral code

- Call My Aged Care on 1800 200 422 and press option 5
- Reactivate your Home Care Package referral code

* You can also do this on the My Aged Care online portal

2.



Call Trilogy Care

- Call Trilogy Care on 1300 459 190, press option 1
- Provide your referral code
- Begin onboarding

3.



Call your current provider

- Provide notice to your current provider that you intend to transfer
- Nominate a termination date (try to give your current provider 2 weeks notice)

Following the above steps and ensuring you have the correct information can make the process seamless and stress-free.



1300 459 190 | trilogycare.com.au