

## FOR EXISTING USERS OF HOME CARE SERVICES

You decide to change Home Care provider to Benetas

You call 1300 BENETAS (1300 23 63 82) to discuss switching to Benetas, as well as your needs and the range of services required

You agree to an end (cessation) date of services with your current Home Care provider

You notify My Aged Care (MAC) of your transfer to Benetas and reactivate their referral code. MAC then refers your loved one to Benetas

A Benetas Client Advisor will visit you and your loved one to discuss your Home Care agreement and service plan

Previous Home Care provider will transfer your loved one's remaining funds of their package to Benetas (within 72 days of cessation)

Waiting time: 1-4 days

Benetas accepts the referral and begins delivery of Home Care service to support your loved one to remain at home

Domestic & Personal Care

Respite Care & Day Programs

Nursing Care

Case Management

Benetas provides a range of services according to your needs