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My Aged Care

Change of Circumstances Review

# What is a Change in Circumstances?

If your circumstances change and as a result, the services you are receiving are no longer suitable, or you require additional services, you can request a review.

For example:

* + If your informal care arrangements have changed or ceased.
  + If a specialist health professional has indicated that there is need for additional service.
  + If you require additional or new services due to moving to a new location.
  + If you have new or developing needs due to decline in your health.
  + If you have been hospitalised and there has been a significant change in your needs.
  + If your needs can no longer be met through a Home Care Package and you are looking into moving into a residential aged care home.
  + A new assessment may be required if it has been more than 12 months since the last assessment.

# What if my care needs change?

In the first instance, discuss your changing needs with your existing Case Manager or service provider. They may be able to accommodate these under your current care package, be it through a Commonwealth Home Support Programme (entry level), or a Home Care Package. You can ask them to work with you to change the goals in your care plan so that it better meets your changing needs. You can also discuss the option of topping up your services and self-funding some of the services if there aren’t sufficient funds available in your budget.

If your needs cannot be met through your current services, you may need to be reassessed for a higher level package. If you have a Home Care Package, your Case Manager will be able to discuss that with you and refer you to My Aged Care for appropriate assessment.

If you are receiving services through the Commonwealth Home Support Programme, your service provider or an assessor can review your support plan. You may purchase further supports from an existing or new service provider. If your support needs have changed significantly, your service provider may refer you to My Aged Care for reassessment. You can also initiate a review of your support plan by contacting My Aged Care directly and requesting a review. During the review, none of your ongoing services will be affected and you will continue to receive support as usual.

# What happens next?

You may need to be reassessed by the Aged Care Assessment Team (ACAT) for a higher (or lower) level home care package or other support services.

ACAT will look into the following areas:

* Why the request has been made (i.e. consumer’s circumstance).
* What the request is for (e.g. service type) and why it is needed (e.g. consumer’s change in needs or goals).
* If the request is urgent, why it is urgent.

It is important to note that your provider must work with you to ensure your care meets your needs.

# My Aged Care Resources

There are a number of instructional resources on the review and reassessment process:

* Youtube: [how to request a support plan review](https://www.youtube.com/watch?v=v1CFoDQrFWM&feature=youtu.be)
* [Fact Sheet: Key Principles and Guidance](https://agedcare.health.gov.au/support-plan-review-and-new-assessment-key-principles-and-guidance)

# Other scenarios:

As there is a national waiting list for Home Care Packages, even if you are eligible for support at a higher level, there may not be a package available. Therefore, you may receive services through a lower level package than your approved level for some time, until a place is available.

* The interim package will be assigned to you automatically in My Aged Care system.
* You will receive a letter advising of the assignment of your higher package, encouraging you to speak to your case manager about any changes required to your Home Care Agreement and care plan.

Home Care Packages are portable, which means recipients are able to transfer from one provider to another. When the recipient changes from one provider to another their unspent home care package funds (less any exit amount, where relevant) will move with them to the new provider. Note: Service providers may charge an exit fee. This will be stated in your Home Care agreement.

* [Changing Home Care Providers](https://agedcare.health.gov.au/programs/home-care/changing-home-care-providers)