

## How to apply for Juniper Home Care Services

Thank you for your interest in Juniper Home Care. We believe in getting to know you, finding out what brings you joy and how life is at home. We want you to enjoy living life at home, connected to your community.

We are committed to making the Juniper on boarding process as easy as possible. To make for a smooth process, there are a couple of things you can get ready.

### What to expect

#### 1. Contact us



Call Juniper with your referral code if you have one. Otherwise, let the assessment team know that you would like your referral code sent to Juniper and we can pick it up from the My Aged Care portal. We'll ask you a few questions on the phone and you can accept Juniper as your provider over the phone.

#### 2. Home visit



Your Juniper Customer Care Lead will visit you to carefully listen to your needs, find out what is meaningful to you and understand what you want to achieve. Together you will develop and discuss your Care Plan and you will be given a Juniper Home Care Agreement and other paperwork to sign. The Juniper team will set up services according to your assessed need.

What you'll need to have handy:

- ✓ Identification (Pensioner concession card, Medicare card and one of the following: passport, rates or utility bill)
- ✓ Enduring Power of Attorney or Guardianship documents (if applicable)
- ✓ Details of your GP, pharmacists and any other health professionals we can keep on your file
- ✓ Details of your nominated representative/s

#### 3. Services start!



Your Juniper services start! We annually review your services, or when you request, or when your circumstances change.

