

Switching Providers

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

We'll ask you a few questions on the phone and organise to visit you at home. You'll need to give us your referral code.



2. Let your current provider know

You'll need to call your current Home Care provider to let them know that you intend to stop services and switch to Juniper. You will need to organise with them a date to end their services, and then let Juniper know. We will start services from when you end services with your old provider.



3. Juniper Home visit

Your Juniper Customer Care Lead visits 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. You will be given a Juniper Home Care Agreement to sign and 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)
 - ✓ Letter from My Aged Care with Referral code (this enables us to see your support plan. We won't do anything with this code until you sign-up with Juniper).
 - ✓ Letter from Services Australia regarding your Income Tested Fee (if applicable)
 - ✓ 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
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What to expect (continued)



4. Services start!

Services can start the day after your agreed end date with your current provider. Every month your Customer Care Lead will call you, and every 3 months will visit you at home, or sooner if your needs and circumstances change. Your Customer Care Lead will chat with you to make sure the services you are receiving are meeting your needs, and if not, will update your Care Plan so you can get the best results. Of course, you can call us anytime!

Reward yourself

As our way of saying thanks, we are giving customers who switch to Juniper Home Care a \$300 gift voucher.

Terms and conditions apply. Offer ends June 30, 2024.

