

# **BodeWell Community Care**

## **Frequently Asked Questions (Clients)**

1. **Why is BodeWell Community Care being sold to Regis Aged Care?**

After careful consideration, Arcare Aged Care (Arcare) has made the decision to sell BodeWell Community Care (BodeWell) to Regis Aged Care (Regis). This decision is made with the best interests of our clients and team members in mind. Regis is one of the largest providers of aged care in Australia and they are focussed on growing their home care business.

2. **Will there be any changes to my care or services during this transition?**

Maintaining continuity of care is paramount and we anticipate existing care arrangements for BodeWell's clients will not be disrupted. Regis shares our commitment to providing high-quality, compassionate care, and we expect a smooth transition with minimal disruption to you. You will continue to receive the same excellent care you have come to expect from BodeWell.

3. **Will the staff who currently care for me still be here after the sale?**

Maintaining continuity of care is paramount and we anticipate existing care arrangements for BodeWell's clients will not be disrupted. Regis is committed to growing the home care business and maintaining the quality of service provided.

4. **How will Regis Aged Care impact the quality of care I receive?**

Regis has a good reputation for providing high-quality care. They will build on the strong foundation we've created, and you can expect the same level of care and attention you've always received.

5. **Will my fees or charges change because of this sale?**

At this stage, there are no expected changes to your fees or charges due to the sale. Any changes will be communicated to you well in advance. We are committed to ensuring that the transition will not cause any unexpected costs or disruptions to the care you receive.

6. **When will the sale be finalised, and what will happen after that?**

The settlement process is expected to be completed before the end of June 2025. Once finalised, Regis will take full ownership of BodeWell.

7. **Who can I contact if I have any questions or concerns during this transition?**

If you have any questions or concerns, please do not hesitate to contact your usual care team or reach out to us directly on 1300 726 291. We are here to support you and will ensure that all your questions are answered.

8. **Will my care plan or support be affected by this change?**

Your care plan and support will not be affected during this transition. We are committed to ensuring that your care remains consistent and of the highest quality. If there are any updates or changes, we will discuss them with you well in advance.

9. **Will there be any changes to the services or programs that BodeWell offers?**

Regis shares our commitment to providing comprehensive, high-quality services. We expect that the services you currently receive will remain the same, and there may be new opportunities for services and programs as Regis continues to grow and expand the home care business. Any changes will be communicated to you in advance.

10. **How can I provide feedback or raise concerns during this transition?**

We encourage you to share any feedback or concerns you may have. You can reach out to your care team or contact us directly at 1300 726 291. Your input is important, and we want to ensure that this transition is as smooth and positive as possible for you.