

Frequently Asked Questions - Community



Home Support Services

The Southern Grampians Shire Council has **confirmed its in-principle decision to transition from** delivering home support and community based services for the Commonwealth Home Support Programme (CHSP) and Victorian Home and Community Care Program for Younger People (HACC-PYP).

Please note there will be no immediate change to services.

What is happening?

Council has formally notified the Commonwealth of its confirmed in-principle decision to transition out from service delivery. Once the Commonwealth has appointed a new service provider, Council will work with the new provider to develop a plan that will support the transition process for clients, their families and community.

Why is this happening?

There has been significant reforms in the aged and disability service industry, including:

- a need for government to find the most efficient and effective model of service to meet the very dramatic increase in demand for aged care and disability services;
- a commitment by government to introduce a standard national approach to the delivery of aged care and disability services;
- a shift to a model where the consumer controls their own care, including who will deliver it, when and where.

These reforms highlight that Council's current services will be unable to adapt to meet these requirements without significant change and cost.

Now that Council has confirmed its decision to transition, when will the change occur?

There is no set timeframe to complete the transition however it is anticipated that a new provider as appointed by the Commonwealth and State Governments will be announced a short time after receiving confirmation of the decision. Southern Grampians residents will be notified once a provider has been confirmed.

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How will the change occur?

Once the Commonwealth has appointed and notified Council of the new provider, Council will work with the new provider on a comprehensive transition plan to ensure the needs of clients, their families and the community are met. Council is committed to supporting clients throughout the transition process to enable families to establish key relationships with the new provider.

Will my service change?

There should be minimal changes to your services. Services are to be delivered under the same Quality Standards that Council must abide by. The new service provider may have different ways of supporting service delivery but it is expected any changes would be a “value add”.

Will staffing change?

Council is unable to guarantee the current carer arrangements. Our highly skilled staff are well sought after and will have many employment opportunities within our community due to a significant increase in funding to the aged and disability sector. Staff are supported by a number of employment conditions and Council is committed to working closely with staff through this process.

Will my fees remain the same?

The delivery of services under the HACC PYP and CHSP programs must be compliant with the relevant funding body's fee guidelines.

What is Council's ongoing role?

Council will continue its role in strategic planning and advocacy to ensure the community has equitable access to services, and that clients living in the more rural parts of our region will not be disadvantaged. Council will also provide individual client advice and support and will assist in connecting our most vulnerable people to the service system.

Do I need to do anything?

You do not need to do anything. Council will keep the community and all key stakeholders informed at each stage of the process.

Reach out if you would like support

Clients and families are encouraged to contact Council's Community Services Coordinator Carolyn Byrne on 5551 8489 if you would like more information.