



Frequently asked questions

Changes to Aged Care Services

November 2021

What is happening?

At the 24 November 2021 Council Meeting, Baw Baw Shire Council made the difficult but prudent decision to cease the delivery of meals services, home maintenance, home modifications, social support groups and volunteer programs as of 30 June 2022.

This decision, combined with earlier decisions to exit direct care services, means that all of Council's current aged and disability services programs will be transitioned to delivery by other providers from 1 July 2022.

Why is this happening?

In 2018 a Royal Commission was established to investigate the quality and safety of aged care in Australia. In response to the findings of that Royal Commission, the Commonwealth Government have begun significant reforms to the Aged Care sector across the country.

The reforms aim for a consistent and affordable national program, with a suite of aged care services that will provide streamlined, customer driven care.

The changes being implemented will have a significant impact on funding models and local government's suitability for delivering these kinds of services.

However, Council remains committed to ensuring people receive the services required to support their wellbeing, and that they remain connected to the wider Baw Baw Shire community.

To aid a smooth transition for clients, Council has recently completed a research project that identified high quality service providers in the area that are capable of providing a wide range of care services.

The information from this research project has been provided to the Commonwealth Government to assist them in selecting the best providers to meet the requirements of the Baw Baw Shire community.

If Council doesn't deliver aged care services what will they do to support older people?

The reformed aged care sector is shifting Council's role from delivery to one of supporting, advocating and planning to make sure older people continue to receive support that enables their independence and involvement in the community.

Council is investigating the role it can perform in relation to:

- Assisting individual clients with making informed decision
- Strengthening support for positive ageing as well as social inclusion



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- Performing a leadership and advocacy role in the local community care sector

What happens to the service I currently receive?

Nothing right now. Council will continue to provide the service until 30 June 2022, after which a new organisation will take over.

Council will contact existing clients closer to the time, once we understand who the Commonwealth Government have appointed as the new service providers.

We will help clients through this process to make sure they continue to receive the support they need.

Do I need to do anything?

No. We will contact you and support you to understand the available choices. When the time comes, we will help you to transition your service to a new provider.

Hasn't Council already made a decision regarding Aged and Disability Services?

In response to the Commonwealth Government's restructuring of the aged care sector and the State Government's position on the community care system, Council decided in March 2020 and September 2021 to cease providing the following services from 30 June 2022.

Commonwealth Home Support Program (Over 65's)

- Domestic assistance (includes unescorted shopping support)
- Personal Care (includes escorted shopping support)
- Respite Care.

Home and Community Care Program for Younger People (Under 65's)

Carer's Support Programs

These services will transition to delivery by other service providers from 1 July 2022.

In March 2020, Council committed to further review of the following services to establish the presence or absence of quality service providers.

- Delivered Meals (Meals on Wheels)



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- Home maintenance and modifications
- Social Support Groups
- Volunteer Programs

Council completed this review in November 2021 and is confident that there are other organisations that are willing and capable of providing a high-quality service to clients in Baw Baw.

[Council's website](#) contains more information regarding the changes to Aged and Disability Services.

Contact us

We're here to help. For more information please contact Council's Aged and Disability Services team on 5624 2411 or by email at bawbaw@bawbawshire.vic.gov.au.