



# Frequently asked questions

## Changes to Aged and Disability Services

### What are the changes that are taking place?

On 11 March 2020, Council resolved at a Council meeting to cease providing direct care services effective from 30 June 2022.

The services that will cease from 30 June 2022 include:

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

These services will be delivered by other service providers from 1 July 2022.

Council also resolved that all other Aged and Disability Services will be subject to further review work to identify options to optimise the sustainability of the service including:

- Property maintenance and home modifications
- Social Support Groups
- Carer Support
- Delivered Meals (Meals on Wheels)
- Community Transport
- Volunteer Programs
- Senior Citizen Clubs support.

Future government reforms and review work may result in changes to how current services are delivered to our clients. Council officers will communicate any changes directly with clients that will be impacted. No client will be left without a service.

### Why is this happening?

The Commonwealth Government is implementing significant Aged and Disability Reforms, impacting Council's Aged and Disability services and programs including:

- The National Disability Insurance Scheme (NDIS), has changed the way people access disability support services. This has already rolled-out in Baw Baw Shire Council.
- The National Aged Care Reforms including the Commonwealth assuming full funding, policy and operational responsibility of aged care services in Victoria as part of the Commonwealth Home Support Program (CHSP) from July 2016.

The aged care system will continue to evolve. The Commonwealth Government agenda is to create a consistent and affordable program nationally, with a suite of aged services from entry level home support through to residential care. The key philosophies and principles that underpin the reform are:

- A simplified national gateway (My Aged Care)
- Consumer directed care
- Demand driven system
- Competitive neutrality
- Market efficiencies.



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The timelines for change under the Aged Care reform have been extended several times. The 2019 Australian Government budget package announcement on 2 April 2019 provided notice of funding certainty for the Commonwealth Home Support Program (CHSP) to 30 June 2022.

#### What has led to this decision?

Baw Baw Shire Council like many other Victorian Councils has reviewed their current Aged and Disability Services to determine the potential impacts of the Commonwealth reforms on business and to identify the best way forward for the community to access quality Aged and Disability Services.

Council engaged EY consulting (formerly Ernst and Young) to conduct a strategic review of Councils Aged and Disability Services. EY have conducted this analysis for several Councils including Bass Coast Shire.

It is unknown whether the reforms will support local governments to continue as a provider of Aged Care Services after 30 June 2022.

In line with the key directions of the National Aged Care Reforms, it is anticipated existing block funding arrangements will be replaced with a competitive market model involving full fee for service and competitive tendering from 1 July 2022.

The Service Review included a local market assessment and established there are other service providers already working locally and some are already funded to provide Commonwealth Home Support Program (CHSP) Services.

#### Evaluation Framework

Criteria by stakeholder	Longer-term outcomes
Clients, families & carers	<ul style="list-style-type: none"><li>• Have confidence in their provider to deliver quality and responsive care</li><li>• Have continuity of quality, affordable, equitable, responsive and accessible care</li><li>• Provide input into Council's decision making and future design and role</li></ul>
Communities	<ul style="list-style-type: none"><li>• Understand the Aged and Disability Reforms and have the knowledge to make informed decisions</li><li>• Have access to local services that is responsive and high quality</li></ul>
Employees	<ul style="list-style-type: none"><li>• Receive fair salary and conditions for like work</li><li>• Continue to deliver quality services (regardless of employer)</li><li>• Are skilled/have capability to deliver services</li><li>• Staff and broader workforce remain in the local community</li></ul>



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Council	<ul style="list-style-type: none"><li>• Community services and Council is sustainable</li><li>• Services offered are compliant with the National Competition Policy</li><li>• Reputational risks for Council are minimised</li><li>• Fulfilled objectives, functions and roles in accordance with the Local Government Act</li><li>• Play a broader population planning and advocacy role for their local area</li></ul>
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Council will continue to monitor the impacts of the sector changes on Aged and Disability Services. We want to provide a level of certainty to you (being our valued clients), our staff, our volunteers and our community to enable people to make informed decisions about their future and services.

#### When will clients be affected?

There are no immediate changes to the service offered to clients. There is a generous lead time to 30 June 2022 for Council to manage this change.

Closer to the time, Council officers will work with all impacted clients receiving Domestic Assistance, Personal Care, Respite and Shopping Supports, as well as the State and Commonwealth Governments and local Service Providers, to transfer service/s to another service provider to commence 1 July 2022 onwards.

All other services will be subject to further review work to identify options to optimise the sustainability of the service and any future reform changes. This may result in changes to how the current service is delivered. Council officers will communicate any changes directly with those impacted and no client will be left without a service.

Council is committed to receiving six monthly reports on the progress of the transition and exit from direct care services and the ongoing review of all other Aged and Disability Services. These updates will be shared with clients, staff, volunteers and the community.

#### What will this mean for staff and volunteers?

There will be no immediate change to staffing or volunteering.

Staff and volunteers are valued members of our Aged and Disability Services team.

When Council withdraw from direct care services, the staff who are no longer required will be fully supported and any employer obligations will be met.

Staff and volunteers will inform further review work undertaken by Council for all other Aged and Disability Services.



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#### As a community member, how can I have a say?

Council are taking a considered and responsible approach to changes in the Aged and Disability sectors.

We recognise access to support services to remain living at home is a critical aspect of wellbeing. Council is planning to withdraw from services where we have confidence there are active, suitable alternative service providers available in the community.

Council does and will continue to invest in services which support seniors and people with a disability to pursue fulfilling lives. This is in line with our Council Plan, Positive Ageing Strategy, Disability Action Plan and Municipal Health and Wellbeing plan.

You have the opportunity to provide your feedback, influencing Council decisions via the 'Have Your Say' draft Council plan process that takes place each year, during the draft budget review period.

#### What do clients need to do?

Council officers will contact all impacted clients. Clients do not need to do anything. We will contact you well in advance of any changes to your service/s. We will support you to understand the choices available and to transition service arrangements when required.

#### Will Council continue offering services?

Council is involved in supporting seniors and people with a disability to pursue fulfilling lives in many ways. This includes work to ensure our community is as accessible and inclusive as possible, by improving the physical environment and ensuring services are inclusive.

In the past, Council has responded to gaps in services and has delivered good quality services. With the reform changes in the Aged and Disability sector, Councils' ability to deliver good quality services is being impacted.

Council is committed to ensuring residents have access to a range of quality Aged and Disability Service providers and will realign its ongoing services with Councils' Positive Ageing Strategy and Disability Action Plan.



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### Where can I get further information?

General information will be available on Council's website.

Council will contact all clients to provide information that is specific to their circumstances as further information becomes available.

Council is committed to receiving six monthly reports at Council Meetings to provide any updates on:

- Outcomes of the Royal Commission into Aged Care Quality and Safety
- Any Commonwealth Government announcements regarding sector reform
- The progress of the transition and exit from direct care services and the ongoing review of all other Aged and Disability Services.

Aged Care Reforms

<https://www.health.gov.au/health-topics/aged-care/aged-care-reforms-and-reviews>

National Disability Insurance Scheme

<https://www.ndis.gov.au/>

### Contact us

We're here to help! For more information please contact Council's Aged and Disability team on 5624 2411 or by email at [bawbaw@bawbawshire.vic.gov.au](mailto:bawbaw@bawbawshire.vic.gov.au)