



Pyrenees Community Care Information Sheet Home Support Services Potential Changes

Pyrenees Shire Council is considering withdrawing from delivery of home based aged and disability services. Information is currently being gathered to aid Council's decision-making with a view to deciding in December 2022.

If a change to a new provider occurs in the future, Council will commit to ensuring the interests of clients, families and carers, staff and the community are met as far as possible. Please note that there is no immediate change to services.

[Why is this under consideration?](#)

Council has a proud history as a long-term provider of home-based care services for our community.

The Commonwealth Government is introducing significant reforms to the aged care industry involving major changes to the way home support programs are funded and administered. The aim of these reforms is to increase client control over the services they receive, including more choice and flexibility in providers.

These reforms have impacted on the ability of councils to continue delivering these services in an open and competitive marketplace.

Council wants to ensure that any decision they make is as informed as possible with an aim to maintaining quality services to clients.

[When will the change occur?](#)

A decision has not yet been made. Council is expected to decide in December 2022 and, if that decision is to stop delivery of direct care services by Council, then it is likely that the service will transition to other provider(s) at the end of June 2023.

What will inform Council's decision?

Council staff are running an expression of interest (EOI) process to identify if suitably qualified and skilled service providers are available and willing to provide services throughout the Shire if Council cannot.

Feedback is also being sought from our communities – from both those who receive our services and those who don't (but might in the future) through surveys and discussion opportunities.

Information gained will inform Council on the community's views and whether there are appropriate alternate service providers available prior to any final decision being made.

The Commonwealth Government will be responsible for the selection and appointment of any new provider of services, not Council.

What will change?

If Council decides to discontinue its role in delivering direct home-based care, the service will continue under another provider or providers. Services will need to be delivered under the same quality standards that Council currently abides by however other service providers may have different ways of supporting service delivery.

If there is a change of provider, you will be provided with information on the new provider and how to contact them. You will be supported in the change across to any new provider as far as is within our area of control.

Council would be unable to guarantee the current carer arrangements. Our highly skilled staff would be well sought after and should have employment opportunities within our community.

Will my fees stay the same?

If services move to a new provider in the future, it is expected that fees will be within the guidelines imposed by the Commonwealth Government under the new framework. This is likely to be the case whether Council or another provider continues to deliver the service.

Do I need to do anything?

You do not need to do anything. If Council decides to cease its role in delivering the service, clients will be informed of any changes and helped through the transition process.

If you would like to provide feedback to Council to help with their decision-making processes, please either complete the survey on www.pyrenees.vic.gov.au. Or send an email to pyrenees@pyrenees.vic.gov.au. (press 'control' and click)

What would Council do instead?

If Council decides to discontinue its direct role in service delivery, it will continue in its role in strategic planning and advocacy to ensure the community continues to have equitable

access to services and that clients living in the more rural parts of our Shire are not disadvantaged.

Council will also support individuals with advice and support in connecting to the service system and implement programs to maintain connectivity and active living.

[Where can I find more information?](#)

You are welcome to call Council on 1300 797 363 and ask for Martin Walmsley, Marina Veal, or Kathy Bramwell.

We are happy to talk with you on the phone or arrange to meet with you in person.

You can look at our engagement website: www.pyrenees.vic.gov.au/Residents/Contact-Us/Get-Involved/Engagement-Hub.

You may also like to seek more information from your local councillor either at a forthcoming Cuppa and Chat, or by contacting them individually.



www.myagedcare.gov.au

Phone: 1800 200 422

Weekdays: 8:00am to 8:00pm

Saturdays: 10:00am to 2:00pm

Closed Sundays & Public Holidays

**Pyrenees Community Care Office hours
(8:30am to 5:00pm Mon-Friday)**

Free Call 1300 797 363

**After hours contact number for
emergencies only is 0418 348 606**