

Horsham Rural City Home Support Proposed Changes

Commonly asked question and answers

What is happening?

- Council has made an in-principle decision to withdraw from delivering home support services
- Following discussions with clients, community and staff, the next step for Council will be to invite expressions of interest from experienced providers to deliver the home support programs that council is currently contracted to deliver.

When will the change occur?

- There is no set timeframe
- It is proposed that by April 2020 an expression of interest will have been advertised to other providers and council will determine its ongoing role later in 2020.

What do clients need to do?

- Clients do not need to do anything. Your current service(s) will continue as planned.
- Council will keep clients and the community informed at each stage of the process.
- If there is a change of provider, you will be notified in writing who the new provider will be and how your service will continue to be delivered.
- If there is a change of provider, clients will be supported to change across to the new provider(s).

How will I know who my new provider is?

- If there is a change of provider, you will be notified in writing who the new provider will be, how to contact them and how your service will continue to be delivered.

Will my service change under a new provider?

- There should be minimal changes.
- Services will be delivered under the same Quality Standards that council must meet.

Will my fees remain the same?

- Council anticipates that under a new provider, fees will be similar to those you currently pay. Council will consider fees when seeking expressions of interest from other providers.
- If there will be a change in the fees charged, you will be notified in writing.

Will referrals for different types of services all go to one provider or might we have to deal with a number of agencies? I currently receive Meals on Wheels, domestic assistance, personal care and home maintenance/gardening from Council.

- Council does not know the answer to this as yet. Council will notify you in writing if there is to be a change in provider for any or all of the services you receive.
- If there is a change of provider, clients will be supported to change across to the new provider(s).

Will I need a My Aged Care registration and number to transfer across to the new provider?

- Council will ensure all clients are registered on My Aged Care and their current services transition across on My Aged Care.

What should I do if I need to increase the frequency of a current service or I need an additional service?

- If you need an increase in the frequency of a current service you should discuss this with the Home Support office staff. If there is a change of provider, clients will be provided with their contact details.
- If you need an additional service that you do not currently receive you should contact My Aged Care on 1800 200 422

When the new provider begins, who will we complain to if we are not satisfied with the service they deliver?

- Every provider should provide each client with written information about who to contact if you are unhappy with a service or have a concern.
- If you can't resolve your concern with the service provider you can contact the Aged Care Quality and Safety Commission on 1800 951 822