

COMMONWEALTH AGED CARE REFORMS

FAQ

What's this all about?

The Federal Government has introduced major changes in the aged and disability care over the last two years which roll out nationwide mid-2020.

What are the changes?

Older people and those with disabilities will have more choices about which service providers they choose to go with. The providers will offer competitive services in the marketplace.

How's this affect Council?

Council will stop offering some of the services it currently offers from 1 July 2020. These are:

- domestic help,
- personal care and respite,
- property maintenance and
- delivered meals.

They will be offered by Federal Government providers instead. Council currently contracts/out-sources these services.

What services will Council continue to offer?

- community-based meals,
- social support programs, and transport services, and
- a new information, advocacy and navigation service to support our older residents, their carers and families to access and navigate the new Commonwealth aged care service system.

Why these services and not others?

Council has extensively consulted with older people in the Shire and identified social and physical isolation as their main concerns. Through these services, Council will strive to reduce both.

How will I find out what help I am entitled to? Where do I look?

- Council will hold regular information updates and help you understand what the changes are and how to navigate the system.
- We will also deliver Regional Assessment Services (RAS) until such point that the Commonwealth and State Governments say otherwise. This means we'll continue to assess your needs and see what services you're entitled to.

- We know you're worried about these changes – you've told us so in your feedback when we consulted you. That's why Council is introducing a new information, advocacy and navigation service to support our older residents, their carers and families to access and navigate the new Commonwealth aged care service system.
- We'll also carry on with our Positive Ageing Reference Group to see how you're travelling with all the changes as well as implementation of our Positive Ageing Strategy.

What's the first step?

You can phone our intake officer on 9433 3138.