

Frequently Asked Questions - Clients, Carers & Community

The following FAQs have been prepared as external support material for clients, carers, volunteers and the community as well as preparation of responding to media and external stakeholder enquiries. Additional questions may be added at any time.

Who is the new provider of Aged and Disability Services?

- mecwacare has been appointed by the Commonwealth and State governments to be the provider of subsidised services in Bass Coast Shire.
- mecwacare has also been appointed as the new provider of Assessment services.
- mecwacare is a not-for-profit, non-denominational charitable organisation that has been providing a range of care services to the Victorian community since 1959.

What services will mecwacare be providing?

- mecwacare will be providing a suite of both Commonwealth Home Support Programme (CHSP) and Home and Community Care Program for Younger People (HACC PYP) services such as:
 - Home Care / Domestic Assistance
 - Personal Care
 - Respite Care
 - Home Maintenance
 - Home Modifications
 - Social Support Individual
 - Planned Activity Group (Social Support Group) – based on Phillip Island
- mecwacare is also responsible for assessments for access to CHSP and HACC PYP services in Bass Coast Shire.

What experience does mecwacare have in providing these services?

- mecwacare is a leading not-for-profit organisation with a reputation for excellence.
- They have been operating since 1959, offering residential aged care, home care packages, respite care, in-home support, community housing, community programs, disability and nursing services.
- Most recently mecwacare was awarded South Gippsland Shire's contracts for their Aged and Disability Services and they are now establishing a strong local presence.

Who do I contact for more information and how do I contact mecwacare?

Aged and Disability Services

Bass Coast Shire Council

Coordinator Aged and Disability

Lesley Hammond on 5671 2709

Email lesley.hammond@basscoast.vic.gov.au

ph. 1300 BCOAST (226 278)

Bass Coast Shire Council Website -

www.basscoast.vic.gov.au/hacc

For information about why the change is occurring

mecwacare

14 Reilly Street, Inverloch, VIC, 3996

Regional Manager Home Care Services

Leanne Dalla Vecchia on 8573 4950

Email Leanne.DallaVecchia@mecwacare.org.au

Intake Team: 8573 4980

mecwacare website –

www.mecwacare.org.au

For information about mecwacare and what you can expect with your new provider.

When will the change occur?

- Council will continue to provide your current services until 1 January 2020 and mecwacare will start on 2 January 2020.
- mecwacare started providing Assessment services for people over 65 years in October 2019 and will be responsible for Assessments for people under 65 years who have a disability, from 2 January 2020.

What is the process of transitioning your services to mecwacare?

- Council understands the importance of a smooth transition for clients as you move to a new provider. We will work closely with mecwacare to ensure a smooth transition.
- We will ensure that we keep communicating with staff, clients and carers through regular newsletters about this process.

What do I have to do to continue to receive services?

- You do not need to do anything.
- mecwacare will be in contact with you to discuss your first service.

Will I notice any difference?

- The transition to mecwacare should have minimal effect on your services as mecwacare is a very experienced aged care and disability services provider.
- You will have a new phone number to contact for any changes to your service and your usual care worker will change, however the service you receive will remain the same.

Will mecwacare have access to my personal information and know what services I receive?

- Yes. To ensure a smooth transition for all clients and carers, Council is transferring your personal information we have on file to mecwacare.
- Council will be transferring your client record to mecwacare in accordance with both the *Privacy and Data Act 2014 (Vic)* and the *Health Records Act 2001 (Vic)*. This is to ensure that mecwacare has the same information to deliver the same services to you that Council does.
- mecwacare will be in contact with you before your first service is due in January 2020.

Can I access my client record held by Council in the future?

- Yes, although your client information is transferred to mecwacare, Council will also retain a copy of your record and dispose of it in accordance with Council's Disposal Management Plan. As per usual processes, a request to access your client file can be made by contacting Council's Freedom of Information Officer on 1300 BCOAST (226 278) or (03) 5671 2211.

Will I receive the same services with mecwacare that I have now?

- We expect mecwacare to provide the same level of service that you currently have, although it may be with a different staff member and possibly at a different time. For example: if you currently receive one hour of Home Care and one hour of Personal Care, this should not change.

Who determines the level of service with mecwacare?

- The amount you receive is determined by mecwacare and the types of services you receive are based on recommendations from the Assessment Service.
- If you have concerns about the level of service you are getting once mecwacare starts, you should discuss your concerns with mecwacare.

Will I still have the same person come to my house?

- You may have someone new provide the services that you normally receive. We will be encouraging and supporting Council staff to apply for positions with mecwacare, but we cannot guarantee that the staff coming to your home or providing your service, will be the same.

How do I arrange for a reassessment when my needs change?

- If you are over 65 years:
 - My Aged Care will continue to be the only access point for an assessment for in-home support services, their number is 1800 200 422
 - From 1 October 2019, the person who comes out to complete the assessment for in-home support will be a mecwacare staff member
- If you are under 65 years:
 - You can still contact Council regarding a reassessment for in-home services until the end of December 2019 on 5671 2427, then from January 2020 you will need to contact mecwacare on 8573 4980.
 - From 2 January 2020 the person that comes out to complete the assessment for in-home support will be a mecwacare staff member.

Will the cost of the service change?

- Yes, the cost will change because mecwacare set their own fees and charges.
- For most services, the cost charged to you per hour will actually reduce with mecwacare.
- The cost of your services is guided by the federal government as part of its funded programs. mecwacare will provide you with a fee schedule.

How will I pay my account to mecwacare?

- You will be able to pay your account by:
 - Arranging a direct debit to come out of your bank account each month.
 - Calling and quoting your invoice number and credit card on 1300 656 708
 - Paying on line and quoting your invoice number and using your credit card
<http://www.mecwacare.org.au/pages/secure-online-payment.html>

Will there be information sessions to explain the changes in more detail?

- Yes.
- Information sessions will be held across the municipality on 12 and 13 November 2019 and we encourage you and/or a family member to attend. We will hold these sessions in Wonthaggi, Inverloch, Cowes, and Grantville. More information on these sessions will be mailed directly to clients' homes.



Why did council decide to cease providing all Aged and Disability Services?

- This decision is a direct result of the changes that the Commonwealth Government has proposed for the aged care system.
- Although Council has provided this highly-valued service to older people and people with disabilities since the 1980's, unfortunately, the changes to the aged care system will make it unviable for Council to continue delivering services as it would be unable to compete with private providers

