

Stirling Community Care | transition of Home Care Package customers Frequently asked questions (FAQs)

We know that this news will be unexpected, and you will probably have many questions. While this document will address the most common questions, if you have other questions you would like answered, please call Stirling Community Care on (08) 9205 7632 or email community.care@stirling.wa.gov.au.

1. Why is the City of Stirling – Stirling Community Care ceasing to be a Home Care Package (HCP) provider?

The City of Stirling (the City), through Stirling Community Care (SCC), has been providing aged care services in homes and the community for eligible residents through the Commonwealth Home Support Program (CHSP) for many years. In 2017, the City also became a registered provider of Home Care Packages (HCP), allowing SCC to continue providing care to existing customers and deliver more intensive services for residents as their care needs increased.

As part of our commitment to continuous improvement and delivering the best outcomes for our community, the City recently engaged an independent consultant to review all its community services, including SCC. The review highlighted that the City needs to adapt and refocus its aged care support services to better align with our role as a local government. It is also necessary to adjust to the ongoing impacts of the Federal Government's aged care reforms.

After careful consideration of the review's recommendations, the City has made the difficult decision to cease being a registered HCP provider at the end of next year. As a local government, it is more appropriate for the City to be providing entry-level aged care services with a stronger focus on our social connection and community care services. Additionally, there is an increasing number of HCP service providers available in Perth who are better placed to provide services for people with more complex care needs.

Accordingly, the City of Stirling will cease to be a registered HCP provider on 31 December 2022. SCC will no longer be able to manage and coordinate HCP services after this date.

2. What will happen to my services between now and 31 December 2022?

Your services and supports with SCC will continue as normal until you have selected and transitioned to a new provider, or on 31 December 2022, whichever comes first. SCC will work closely with you and/or your carer/family to help you choose a new HCP provider and transition your support before the end of next year.

In the meantime, your Case Manager will continue to support you with your care needs, including any changes required to your care plans and services. Should you wish to transition to a new provider before 31 December 2022, you will need to provide SCC with a minimum of seven (7) days' written notice.

Your Case Manager will work closely with you and/or your carer/family to develop a customised transition plan. They will provide as much support as you need throughout the process of moving to your new service provider.

3. Is SCC going to move all HCP participants to one provider?

No, SCC strongly believes in providing our customers with as much personal choice, control and flexibility as possible. We will be working closely with our HCP customers on an individual basis to ensure they are supported in choosing a provider that is right for them and moving across when they are comfortable to do so.

If you have concerns regarding your personal circumstances, your Case Manager will be there to support you through the process. Should you have concerns about moving to a new HCP provider, you can book a home visit with your Case Manager to discuss your concerns by calling 08 9205 7632 or emailing community.care@stirling.wa.gov.au.

4. How do I find other HCP providers who are available to manage and coordinate my HCP care and services?

There are several ways to find a new HCP provider:

- My Aged Care website: this website has a database of registered HCP providers. You can use this tool to find and compare registered service providers based on your suburb and HCP level.

The 'Find a Provider' tool can be found online at this link:

<https://www.myagedcare.gov.au/find-a-provider/>

- Call the My Aged Care contact centre on **1800 200 422**. The contact centre is open Monday to Friday from 8am to 8pm, and Saturday from 10am to 2pm.

- From December 2021, you will be able to book a face-to-face meeting with an Aged Care Specialist Officer at dedicated Services Australia centres. Please phone **1800 227 475** on weekdays between 8am and 5pm to book an appointment.
- The 2021 Aged Care Guide for WA has a list of registered providers in WA, including contact details. If you would like a copy of this Guide, please contact the SCC office on **9205 7632**.
- SCC will be organising an HCP Provider Expo in late February 2022 for customers to meet and discuss their circumstances with other potential providers. Further information about the expo will be provided to customers soon.

5. How do I select a new HCP provider?

Selecting a new HCP provider will depend on your individual circumstances and may differ for each customer. We recommend that you research available HCP providers in your area and obtain quotes on the services they provide.

The 'Find a Provider' tool on the My Aged Care website can help you to identify possible providers, or you can speak with a My Aged Care representative. Further details on both options can be found in the answer to question 4 above.

6. When moving to a new HCP provider, can I keep my current services and Support Worker/s?

This depends on the type of service, who is providing it, and what arrangements can be agreed to with your new HCP provider.

In-home support services (personal care, domestic assistance, meal preparation, medication prompts, social support and respite) that are provided by SCC Support Workers will not be able to continue after 31 December 2022. The City of Stirling is not able to contract out individual Support Workers to other organisations.

In-home support services provided through our brokered agencies (e.g., TPG, Comfort Keepers, Hendercare) may be able to continue beyond 31 December 2022. Your new HCP provider may be able to arrange to contract these services on your behalf, so you can keep the services and Support Worker. You will need to discuss/negotiate this directly with them. Some of these agencies are HCP providers in their own right, and they may be your choice of future provider. Again, any arrangements for future services would need to be discussed directly with them.

You may still be able to access SCC Community Day Clubs and Community Food Services (Meals on Wheels) beyond 31 December 2022, depending on your circumstances. SCC can broker (sub-contract) these services to your new HCP provider, should you wish to retain these services.

Alternatively, if you receive these services through the Commonwealth Home Support Program (CHSP), we will be able to continue to provide them directly to you.

7. Will SCC charge me an exit fee when I move to a new HCP provider?

No. As it is the City of Stirling's decision to cease being a registered HCP provider, we will not be charging exit fees when our HCP customers transition to a new provider.

8. What will happen to my funding with SCC when I move to a new HCP provider?

Once you have chosen your new HCP provider, please contact SCC to discuss an end date for your services. You will then be able to agree on a start date with your new HCP provider and sign a Home Care Agreement with them.

When your services with SCC cease, we have 70 days to finalise your account. Once finalised, any unspent HCP subsidies will be transferred back to the Federal Government and be held by them in your HCP account. Any unspent Income Tested Fees and/or Basic Daily Fees you have contributed will be transferred to your new HCP provider.

9. Will I continue to be charged the same fees when I move to a new HCP provider?

Some fees may change, depending on the HCP provider you choose. As a general guideline, the following changes in fees may be experienced:

- There will be no change to your Income Tested Fee
- There may be changes to your Basic Daily Fee
- There will be changes to your Service Fees.

Please make sure you discuss these fees with your new provider **before signing a Home Care Package Agreement** with them, to understand the full fee changes that may occur.

10. Can I still make changes to my care plan and services over the next year?

Yes, your Case Manager will continue to work with you to manage your HCP and ensure you have access to all care services you require. Your Case Manager will also work closely with you to develop an individual transition plan and provide as much support as you want to find a provider that is right for you.

11. I've started a project with SCC (for example, bathroom modifications). What will happen if the project is not completed by 31 December 2022?

If your project is unable to be completed by 31 December 2022, this will need to be discussed with your new HCP provider to make sure it can be completed with them when you move across.

12. What if there is a change in my circumstance before SCC's cessation date?

If you have a change in life circumstances before 31 December 2022 and require changes to your care plan and/or services, please speak to your Case Manager to ensure that you receive the services you need, as well as consulting with My Aged Care if required.

Examples of life circumstances that can change may include:

- Your care needs change
- Your informal care arrangements change significantly
- Your financial situation has changed
- You apply for, receive, or are entitled to, compensation for injury
- You plan on moving (or have moved) house
- You plan on moving (or have moved) overseas
- You plan on moving (or have moved) permanently into aged care residential accommodation.

13. I also receive CHSP services with SCC – will there be any changes to these?

Not at this stage. However, the Federal Government is currently progressing significant aged care reforms nationally, which will result in a new national aged care model from as early as 2024. The City and SCC, like most other providers, are continually reviewing their services as new information about the reforms becomes available, and the potential impact of those changes is identified. CHSP customers will be advised of any changes at the appropriate time.

14. What will happen to SCC employees as a result of these changes?

The City will be redesigning SCC services in line with the directions identified from the Service Review and aged care reforms. This will see changes made to the services we deliver and may affect some employee positions. At this stage, there is no impact on employee positions, and your care and services will continue to be delivered by your SCC Case Manager and Support Workers (if SCC Support Workers currently deliver your services).

Out of respect to the privacy of any employees impacted by these changes, the City will not publicly discuss individual matters.

15. I'm not happy about these changes. Who can I contact about my situation?

We understand that you may find these changes upsetting and daunting. If you would like to speak with someone at Stirling Community Care, we encourage you to contact us on 9205 7632 or community.care@stirling.wa.gov.au.

Should you wish to make a formal complaint, you can complete a Feedback and Complaint Form. If you're currently a HCP with SCC, the form can be found in the SCC Care file in your home, or a copy can be requested by emailing community.care@stirling.wa.gov.au. You can either post or email the completed form through to us.

If you would prefer to speak with someone else, you may wish to contact My Aged Care or an advocacy service. Some of the available services are listed below.

- My Aged Care – 1800 200 422, <https://www.myagedcare.gov.au/>
- Advocare – (08) 9479 7566, <https://www.advocare.org.au/>
- If you wish to make a complaint, you can contact the Aged Care Quality and Safety Commission on 1800 951 822 or visit their website at <https://www.agedcarequality.gov.au/>

The City of Stirling and Stirling Community Care wishes to thank you for your patience and understanding regarding these changes. We apologise for any discomfort and inconvenience these changes may cause you and your family. The wellbeing of our customers remains the City's highest priority during this transition period.