

Transition of Aged and Disability Services Frequently Asked Questions

Who are the new aged care and disability service providers?

The Commonwealth and Victorian Governments have announced the new providers of aged care and disability service in Murrindindi Shire. Two organisations have been appointed to provide services across the Shire. Together, **Nexus Primary Health and Menzies Support Services** will provide home care services including personal care, domestic assistance, respite, and planned activity groups across Murrindindi Shire.

Nexus Primary Health will provide services in the western part of the Shire.

Menzies Support Services will provide services in the eastern part of the Shire.

| Aged and Disability Service Delivery areas | |
|---|--|
| EAST Menzies Support Services | WEST Nexus Primary Health |
| Acheron | Castella |
| Alexandra | Caveat |
| Buxton | Devils River |
| Cathkin | Dropmore |
| Eildon | Flowerdale |
| Fawcett | Ghin Ghin |
| Granton | Glenburn |
| Gobur | Highlands |
| Homewood | Kerrisdale |
| Kanumbra | Killingworth |
| Koriella | Kinglake |
| Maintongoon | Kinglake Central |
| Marysville | Kinglake West |
| Molesworth (East of Goulburn River) | Limestone |
| Narbethong | Molesworth (West of the Goulburn River) |
| Rubicon | Murrindindi |
| Taggerty | Pheasant Creek |
| Taylor Bay | Strath Creek |
| Terip Terip | Toolangi |
| Thonton | Yea |
| Whanregarwen | |
| Yarck | |

Nexus Primary Health will coordinate Home Maintenance services and Meals on Wheels services across Murrindindi Shire.

When will this change happen?

Council will continue to deliver services with no change until 31 December 2019. On 1 January 2020, Nexus Primary Health and Menzies Support Services will deliver these services.

Can you tell me more about Nexus Primary Health and Menzies Support Services?

Nexus Primary Health has been delivering a range of services to Murrindindi Shire residents over many years and has considerable experience in delivering aged and disability services in the community across a number of local government areas.

Menzies Support Services has been delivering services to the Murrindindi Shire community for many decades. These services have evolved over the years to include a range of day service and activity programs, personal care, assistance with daily living activities and social and community access assistance.

What will change for me?

There will be some new contact details for the new service providers for you to use. Beyond that, we expect that most clients will not notice much real change to their services. We hope that many of the Community Support Officers working with Council will find employment with the new providers.

Why was this change necessary?

We understand the changes to the way your services are provided can be a cause of concern for some clients. Council believes that the lack of certainty about funding for Council from the Commonwealth and State Governments to provide these services meant that we needed to act now to ensure we could assist with the careful transition to new, locally-based service providers.

Both of the new service providers are local and understand our communities. We will work closely with these providers to ensure the change is as smooth as possible for you, our clients.

What will happen in the next few months?

Council will still be delivering your services until 30 December 2019. We will work with you to ensure your information and service details are passed on to the new providers so your services continue with minimum disruption.

Will the services cost me more with these new providers?

The new providers will continue to deliver services at a similar cost to Council. Further information on the cost of services will be provided by the Nexus Primary Health and Menzies Support Services as part of the transition process.

What will happen to my community support officer?

We know our community support officers and their clients often form close relationships and we appreciate your interest in their future. We know this might be a challenging time for some of our staff and we are working closely with them to support them through this period of change. We are hopeful that many of our staff will be successful in gaining employment with the new service providers.

I have some questions – who do I speak to now?

- Until 3 December please call Council on 5772 0333 if you have any questions about your current services or the changes to the service in the lead up to 30 December 2019.
- From 1 January 2020, for home care services (personal care, domestic assistance, respite, and planned activity groups) call:
 - Nexus Primary Health on 1300 77 33 52 if you are in the western part of the Shire.
 - Menzies Support Services on 5772 1888 if you are in the eastern part of the Shire.

For home maintenance or Meals on Wheels services across Murrindindi Shire, please call Nexus Primary Health on 1300 77 33 52

We are also holding information sessions across the Shire to answer any questions you might have. The following table provides full session details:

| | | |
|---|---|---|
| Alexandra 3 October 2019 2pm Alexandra Shire Hall Grant Street, Alexandra | Marysville 4 October 2019 1.30pm Marysville Community Centre Falls Road Marysville | Kinglake 7 October 2019 2pm Kinglake Community Centre Extons Road, Kinglake |
| Eildon 4 October 2019 10am Eildon Community Centre 2 Centre Avenue Eildon | Yea 7 October 2019 10am Murrindindi Shire Council, Yea Chambers Semi Circle, Yea | |