

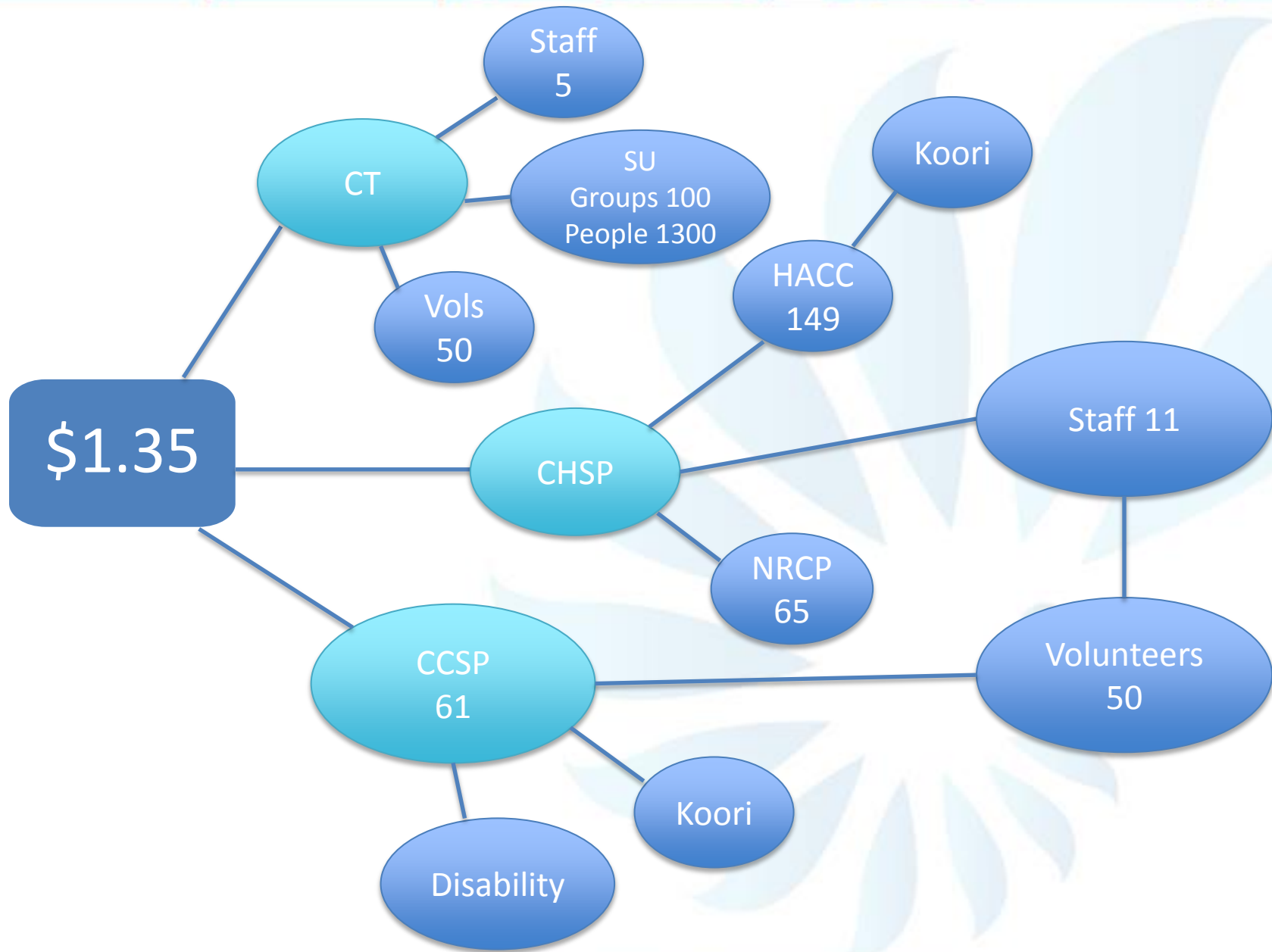


Shellharbour
CITY COUNCIL

Exit out of service provision

LGNSW Aged Care Changes Forum 28 June 2016

Narelle Williams – Community Development Officer



Why did Council exit from direct service provision

Proposed changes from July 2015

- No block funding
- Payment in arrears
- Consumer Directed Care
- Home Care Packages

Uncertainty

- Service viability
- Competitiveness
- System responsiveness: IT, HR, WHS, Finance

Context

- Quality provider
- Growth in the sector
- Lack of information
- Core business of Council

How did the decision happen

Initial discussions

Meeting local council reps
Options – Exit
Stay as is
Joint organisation
Regional meeting with GMs and Mayors
Councillors briefing

Development of options

Review and report to Council
Consultation
Internal – service users, volunteers and staff
- HR, WHS, IT, Finance, Works depot
External – funders, other councils, local providers

Decision

Report to Council 24/2/15
Relinquish Community Transport
Novation CHSP & CCSP
Retain Non Output

Why relinquishment of some services, the novation of others and retaining of non out-put services?

Relinquish
community
Transport

- Consortium

Novation CHSP &
CCSP

- Influence the selection of the new provider

Retain Non
Output

- Core business of Council

Process for relinquishment of community transport services

Decision

- Announcement
- End Consortium
- Transition work group
- Transfer date
- Transition plan

Preparation

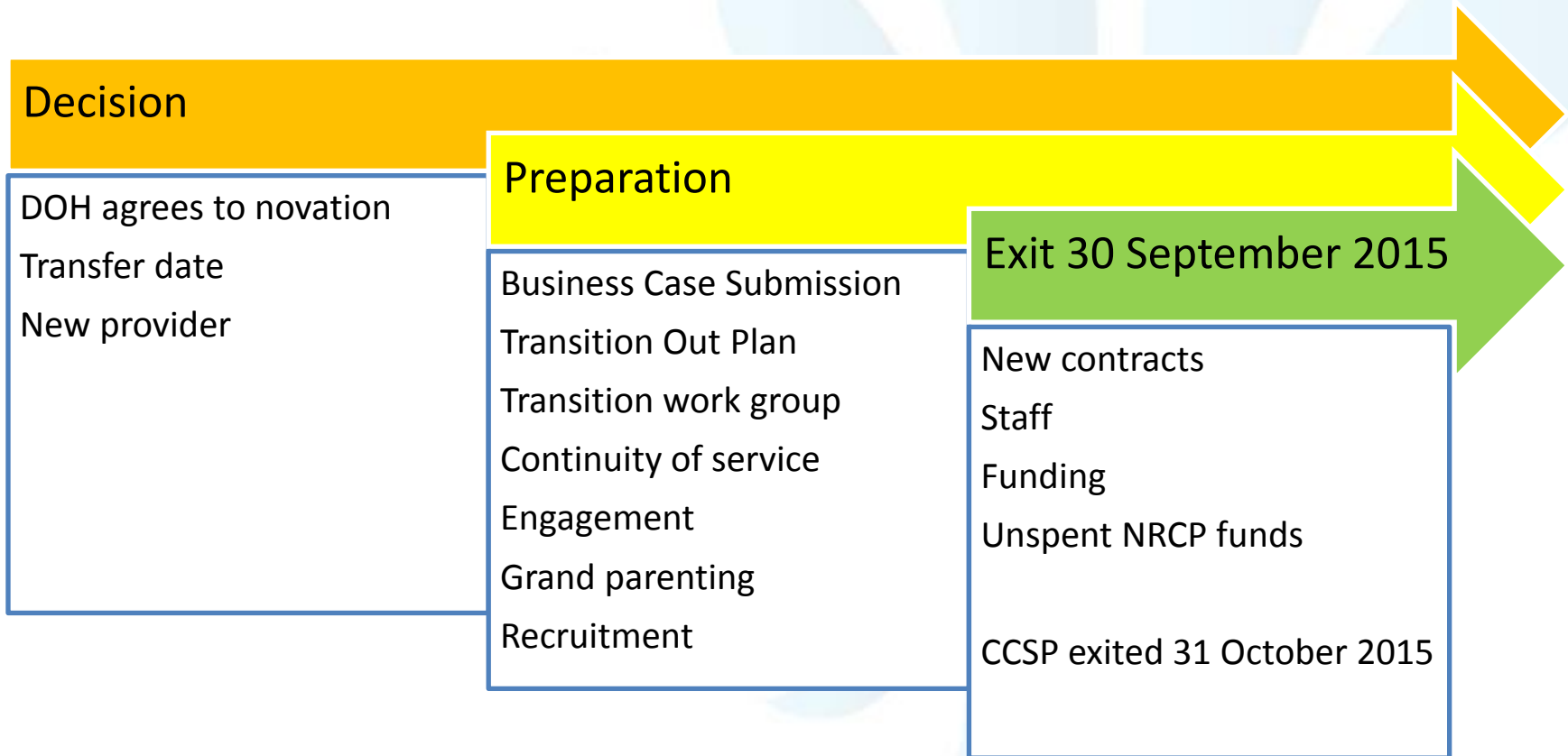
- Communication
- Commitment to continuity of service for service users and volunteers
- Consent
- Transfer of data, assets, equipment
- Lease agreements
- Celebrate

Exit 9 October 2015

- Continuity of services
- Transfer of some volunteers
- Office shutdown
- Post transition meetings
- Finalise asset transfer etc
- Staff retained to 30 October 2015
- Redundancy
- Acquittal

Process for novation of CHSP funded services

Where different from process for relinquishment of community transport services



Outcome of the novation of CHSP services

Service users

- Continuity of services
- Same service, location same fee, same bus, same volunteer and staff

Volunteers and staff

- Many transferred to new provider
- Redundancy for eligible staff

Council

- Continuity of services
- Little backlash
- Kept non output services

Lessons learnt

Client data

- Up to date

Communication

- Extensive Community Engagement
- Easy to read, variety of formats

Contacts

- To be maintained

Any Questions

- For more information contact
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