

## Services and Critical Decision Timelines

Services	Decision Timeline for Council	Why do we need to make a decision?	What are the challenges?
<b>Home Care Services</b> (including domestic assistance; personal care, respite care).	May 2022	<ul style="list-style-type: none"> <li>• Council provides 70% of services through a contract and it expires on 30 September 2022.</li> <li>• A decision to cease, renew, extend or expand the contract needs to be determined in early 2022 to enable timely action before 30 September 2022.</li> <li>• The sustainability of the In-House team is becoming critical and a decision on future directions is required.</li> <li>• Allow eight-month transition planning &amp; implementation period.</li> <li>• This decision could be short-term (to 30 June 2023) and/or long-term.</li> </ul>	<ul style="list-style-type: none"> <li>• As of 1 July 2022, the Commonwealth will be making payments based on units delivered only and this will impact on revenue post this date.</li> <li>• Commonwealth have offered a twelve-month CHSP service agreement extension to 30 June 2023</li> </ul>
<b>Home Maintenance</b>	May 2022	<ul style="list-style-type: none"> <li>• Council provides these services through a contract (expires on 30 September 2022) and an In-House Officer.</li> <li>• A decision to cease, renew, extend or expand the contract needs to be determined in early 2022 to enable timely action.</li> <li>• Given 'back of house' support, this decision is best tied to the Home Care services decision.</li> <li>• Allow eight-month transition planning &amp; implementation period.</li> <li>• This decision could be short-term (to 30 June 2023) and/or long-term.</li> </ul>	<ul style="list-style-type: none"> <li>• The design of the new Home Support Program (post 1 July 2024) is still unclear</li> <li>• Lack of clarity hinders decision making but critical operational reasons exist to progress.</li> </ul>

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<b>Food Services (Delivered Meals)</b>	April - May 2022	<ul style="list-style-type: none"> <li>• Council purchases meals from a contractor and delivers via In-House staff.</li> <li>• The contract expires on 9 October 2022.</li> <li>• A decision to cease, renew, extend or expand the contract needs to be determined by April 2022 to enable timely action.</li> <li>• Allow six-month transition planning &amp; implementation period.</li> </ul>	<ul style="list-style-type: none"> <li>• As of 1 July 2022, the Commonwealth will be making payments based on units delivered only.</li> <li>• Commonwealth have offered a twelve-month CHSP service agreement extension to 30 June 2023</li> <li>• The design of the new Home Support Program is still unclear</li> <li>• Implementing a new service model requires time for transitioning.</li> </ul>
<b>Community Transport</b>	30 June 2022	<ul style="list-style-type: none"> <li>• Council provides this service 100% through an In-House team.</li> <li>• This service is aligned to social support group services (see below) and an integrated decision is wise – links to ‘back of house’ support.</li> <li>• Allow six-month transition planning &amp; implementation period.</li> </ul>	<ul style="list-style-type: none"> <li>• As of 1 July 2022, the Commonwealth will be making payments based on units delivered only.</li> <li>• Commonwealth have offered a twelve-month CHSP service agreement extension to 30 June 2023</li> <li>• The design of the new Home Support Program is still unclear however hopefully detail is released by mid-2022.</li> </ul>
<b>Social Support – Group Based Activity</b>	30 June 2022	<ul style="list-style-type: none"> <li>• Council provides this service 100% through an In-House team.</li> <li>• The sustainability of the In-House team is becoming critical and a decision on future directions is required.</li> </ul>	<ul style="list-style-type: none"> <li>• As of 1 July 2022, the Commonwealth will be making payments based on units delivered only.</li> <li>• Commonwealth have offered a twelve-month CHSP service agreement extension to 30 June 2023</li> <li>• The design of the new Home Support Program is still unclear however hopefully detail is released by mid-2022.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Allow eight-month transition planning &amp; implementation period.</li> </ul> <p>This decision could be short-term (to 30 June 2023) and/or long-term.</p>	
<b>Assessment Services</b>	31 December 2022	<ul style="list-style-type: none"> <li>• Commonwealth establishing new model from 1 July 2023</li> <li>• Subject to the final model, Council may have influence over its role – equally the model may limit Council’s options.</li> <li>• Allow six-month transition planning &amp; implementation period.</li> </ul>	<ul style="list-style-type: none"> <li>• Commonwealth have offered a twelve-month CHSP service agreement extension to 30 June 2023.</li> <li>• The design of the new Assessment Service is still unclear.</li> <li>• It is hoped that by mid-2022, Commonwealth have provided detail to enable clear decision-making.</li> </ul>
<b>New Directions – Re-investment</b> (Navigation, Complex Care support, Active Ageing, Community Connections programs)	30 June 2022	<ul style="list-style-type: none"> <li>• The reform process provides Council with the opportunity to re-orientate its focus – or continue its focus on service delivery under CHSP /HACCPYP.</li> <li>• As decisions are made on service specific approaches, it is wise to align any new directions to this work – this will support community engagement and human resource planning.</li> </ul>	<ul style="list-style-type: none"> <li>• Aligning key decisions and timelines with assessing future directions options.</li> <li>• Lack of clarity on some aspects such as service navigation and to what extent this will / won’t be a feature of the new Home Support program</li> </ul>