

Transition of Home & Community Care Program for Younger People (HACC-PYP) In-Home Services from Nillumbik Shire Council to mecwacare

FREQUENTLY ASKED QUESTIONS (FAQ)

Introduction

HACC-PYP in-home services have been managed by Nillumbik Shire Council who have contracted mecwacare as the direct service provider. From 1 July 2020, mecwacare will directly manage and deliver in-home services.

What are the in-home services?

HACC-PYP in-home services are funded by the State Government and include:

- Domestic assistance
- Personal care
- Respite Care
- Meals
- Home Maintenance
- Planned Activity Group (PAG)

What is changing?

From 1 July 2020 the following in-home support services, will be directly managed by mecwacare:

- Domestic assistance
- Personal care
- Respite Care
- Meals
- Home Maintenance

From 1 July 2020 all contact regarding services will be directly with mecwacare.

You can contact Team Leader, Rhonda Thorsen from mecwacare on **8573 4640** or email queries to hncs.nillumbik@mecwacare.org.au.

Which services will continue to be managed by Council?

- Community Transport
- Social Support Group

What action do clients need to take?

Clients do not need to do anything. Clients will automatically become a client of mecwacare.

Do clients need to provide personal information to mecwacare?

mecwacare already have client information as they currently organise and deliver services on behalf of Council.

How will mecwacare make sure the service/s meet client's needs?

The service/s received through Council as at 30 June 2020 will transfer automatically to mecwacare.

mecwacare will continue to provide services according to the clients' existing Care Plan.

Will monthly invoicing process change?

mecwacare has always invoiced clients on behalf of Council and will continue to invoice for services provided up to 30 June 2020. Clients will be requested to pay their final invoice received in July for services up to and including 30 June by the due date.

mecwacare will continue to invoice clients for services received on a monthly basis.

Who can answer client's questions?

Council's Community Support Services team can be contacted on 9433 3384 until 30 June 2020.

Rhonda Thorsen, Team leader from mecwacare can be contacted on **8573 4640** or emailed hncs.nillumbik@mecwacare.org.au.