

Frequently Asked Questions for Clients - Changes to Home Care

What is happening with the Home Care Service of NSW?

NSW is preparing for the implementation of the full roll out of the National Disability Insurance Scheme (NDIS) across the state from 2016, and the future reforms to the aged care sector that are being implemented by the Commonwealth Government.

The NSW Government has decided that, in the future, the Home Care Service of NSW (Home Care) will be operated by the non-government sector. The NSW Government considers this a necessary step to ensure that Home Care can continue to provide quality services to older people and people with disability.

When will these changes occur?

Home Care will not move to the non-government sector until 2015, with likely completion around the middle of 2015.

What will happen to the quality services I currently receive?

There is no immediate change to your services or to the Home Care staff that support you. A key consideration for selecting new operators will be their ability to continue providing the same services that are currently delivered.

Why did the government decide this?

The community care sector that Home Care is part of is going through major changes in the next few years because of reforms to aged care services and the introduction of the NDIS.

Both will give older people and people with disability far more choice and control over the services they need. Moving Home Care to the non-government sector will enable improvements and innovation within the community care sector.

Why can't the government continue to deliver these services?

Home Care will have a more sustainable operating model as a result of moving it to a non-government organisation. It will be able to operate in a



highly competitive market, which is more capable of improving and delivering services and supports.

How will it happen?

The NSW Government will undertake an open and competitive process to select new operators.

What if I don't want services from the new provider and I want services from a different provider?

Older people and people with disability will have freedom of choice over which provider they choose to receive services and supports from.

Home Care's new operators will take on Home Care's existing capacity for your services. If you are an NDIS funded client you are already able to choose any registered NDIS provider for your supports.

Do I have to do anything now?

No, the intention is for Home Care to move to a non-government organisation in such a way that it has minimal impact upon older people and people with disability, their families and carers.

Where can I find more information?

It is early in the process now and not all details are known. Information will be communicated at key stages in the process.

If you have any questions, please call us on 1800 003 227 and our staff can discuss the upcoming changes with you in more detail. Alternatively you can contact your service coordinator at your local branch.