**FREQUENTLY ASKED QUESTIONS – ACTIVE AGEING AND DIVERSITY**

**Delivery of Services**

Moorabool Shire Council will no longer provide aged and disability services from 1 July 2022.

Prior to 1 July, all services and programs will continue to be provided directly by Moorabool Shire Council until such time as you have provided consent to share your information with Silver Chain and you have been notified of the commencement date that Silver Chain will begin delivering services to you.

**Will I keep the same care worker if I transition to Silver Chain?**

Whilst every effort will be made to ensure continuity of care and to maintain specific requests of clients who are transitioning to the new provider, Silver Chain will be undertaking their own recruitment activities.

Silver Chain have indicated their intentions to retain current community care workers to ensure the continuity of your care. Council is very supportive of this and will work with Silver Chain to get best possible outcomes, however we cannot guarantee this will be the case for all clients as Silver Chain will be in charge of scheduling appointments.

**What if I don’t want to receive services from Silver Chain?**

Should you choose to decline the consent to share your information or do not want to utilise Silver Chain as your service provider, you will need to discuss alternative provider options and future care needs with My Aged Care.

**What happens with my debtor account?**

You will continue to be billed monthly by Moorabool Shire Council for any service provided by us, up to and including 30 June 2022. The last statement of account is expected to be posted by the Revenue Services Team in the week beginning 4 July.

In the event your services are transitioned to the new service provider prior to 30 June, your last statement of account will only reflect charges for services delivered by Moorabool Shire Council.

**What is Council’s ongoing role?**

Council is committed to advocating for the aged and disability sectors of the community to ensure best outcomes for residents. Council’s involvement and advocacy will be achieved through Council’s Age Well Live Well strategy, Disability Access and Inclusion Plan, annual Disability Access and Inclusion awards, Positive Ageing Advisory Committee, Disability Access and Inclusion Advisory Committee in addition to the many other short-term and long-term projects.

Through this work, Council will continue to support community connections and inclusion, and in particular assist aged and disability community members to connect with suitable providers and health care services within the Shire.