**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 mecwacare and you have been notified of the commencement date that mecwacare will begin delivering services to you.

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

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, mecwacare will be undertaking their own recruitment activities to source suitably qualified staff to provide direct care services.

Council’s highly skilled staff will be well sought after, however no guarantee can be given as to whether existing Council staff will accompany clients at mecwacare.

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

Should you choose to decline the consent to share your information or do not want to utilise mecwacare as your service provider, you will need to source another service provider privately. This may be in consultation with your primary health care provider or General Practitioner (GP).

**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 issued via Australia Post by the Revenue Services Team in the week beginning 4 July.

**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.