



COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

FREQUENTLY ASKED QUESTIONS

Why has this change of provider occurred?

The significant changes being introduced into the aged care industry has made it almost impossible for local government authorities, like the Buloke Shire, to continue to deliver these services. In their current format Shires do not have the skills to manage and monitor clinical governance and do not have the in-house expertise to meet the new Support at Home Program requirements

When will the change of provider occur?

The change will occur on Monday 11th December. From that day onwards EWHS will commence providing the community services of the Donald, Watchem, Birchip and Nullawil areas.

Can I have a say in the gender of the support worker?

Yes you can have a say about anything that is provided to you. EWHS may or may not be able to accommodate your request, depending on availability of staff.

Can I have a say in when the services are delivered?

Yes for the most part. There might be times when a service is unable to be delivered or the time or day of the service needs to change and this will always be discussed with you first.

Will there be any future changes to the services I currently receive?

There could always be staff changes due to holidays, sick leave or if a staff member leaves the organisation. We can never say there will not be changes due to these things.

Can I still make changes to the way in which services have been previously delivered?

You can always ask for changes; at any time. EWHS will always try to assist you.

How long will my fees remain the same?

They will be subject to annual review.

How often will my invoice be sent out?

Monthly

Can I come to EWHS reception and pay?

Yes you can if you need to but please wait until you have received your invoice and bring that with you.

How long will I have to wait before services are resumed?

Our plan is that all services will continue from Monday 11th December, 2023 for existing CHSP consumers who are already receiving service from the Buloke Shire.

I only receive Meals; will there be any change to this service?

The delivery person might change and if we need to change the delivery time we will communicate this to you ahead of time.

Who do I provide feedback to if I have a concern, complaint or any feedback at all?

EWHS welcome your feedback. Feedback can be submitted via our website, by completing a feedback form available at our EWHS reception desks or by calling our Home Care Co-ordinator.



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When will I receive a response to my feedback?

You will be phoned when the feedback is received and provided with an estimated response time frame. It will depend on the amount of investigation that has to occur.