



Community Care

Frequently asked questions (FAQs)

Frankston City Council has listened to community feedback and considered the national reforms reshaping Australia's aged care system. Like many councils across Victoria, we've reviewed our role in delivering Community Care services and made the decision to move to a shared delivery model from 30 June 2026 — with some services continuing under Council and other services transitioning to approved external providers.

This change will help Council meet new funding and delivery requirements while continuing to provide clients with high-quality services and greater choice — enabling us to retain services where possible and strengthen Frankston City's local care network.

We understand that change can bring questions and uncertainty. To help explain what's happening and what it means for our community, we've prepared these Frequently Asked Questions (FAQs). For all other enquiries, please contact our dedicated Community Care Transition team on **(03) 9784 1818** or email **CommunityCareConnect@frankston.vic.gov.au**

FAQs

Can you explain the decision in more detail?

Following an extensive review and community consultation, Frankston City Council has made the decision to move to a shared delivery model for our Community Care services. This means Council will continue delivering some services directly, while transitioning out of:

- **Some services** under the **Commonwealth Home Support Program (CHSP)** — which supports people aged 65 and over or 50 and over for Aboriginal and Torres Strait Islander people.
- **All services** under the **Home and Community Care Program for Younger People (HACC-PYP)** — which supports individuals under 65 years old or under 50 years old for Aboriginal and Torres Strait Islander people.

This change will take effect **by 30 June 2026**.

What Community Care services is Frankston City Council continuing to deliver?

Frankston City Council will continue providing the following Community Care services to CHSP clients, with funding from the Australian Government:

- Meals on wheels / Delivered meals
- Group social support (outings program)

Additionally, Council will continue to fully fund and operate the community transport service, which will remain available to all eligible community members.

What Community Care services is Frankston City Council transitioning out of?

Frankston City Council will be transitioning the following Community Care services to other approved providers **by 30 June 2026**:

- Personal care
- Domestic assistance (house cleaning and unescorted shopping)
- Respite care
- HACC-PYP assessment services
- Meals on wheels / Delivered meals (for HACC-PYP clients only)
- Home maintenance and modifications (including gutter cleaning)
- Flexible service response
- Social support individual (escorted shopping)

Council will work closely with clients as they transition to new providers, ensuring the process is well supported and feels as smooth and seamless as possible.

Why is Council exiting being a HACC-PYP provider?

During the review process, Council worked closely with the State Government to explore options for continuing to provide some HACC-PYP services to our community. However, the program's requirements do not permit partial service delivery. As a result, Council has made the decision to fully transition out of its role as a HACC-PYP provider.

How was the decision to change Community Care services made?

Frankston City Council has listened to community feedback and undertaken a detailed review of how our services operate and their long-term sustainability.

Between February and April 2025, nearly 1,000 people — including clients, carers, staff, local providers and community members — shared their views through the *Connecting with Community Care* engagement. Many expressed a strong wish to see 'no change', reflecting how deeply these services are valued. At the same time, national aged care reforms are reshaping how care services are funded, managed and delivered, prompting most councils across Victoria to reassess their role within the sector.

After listening to community feedback and consulting with government partners, Council determined that a shared delivery model is the most suitable path forward. This approach allows Council to retain some services where possible, while supporting a stronger local care network and focusing our efforts and resources where they can add the most value. The decision follows careful consideration of all service options and aims to balance client and staff wellbeing with

Council's responsibility to ensure services remain viable, compliant and financially sustainable for the long term.

Council finalised its decision following confidential meetings held in August and October 2025.

For more information about the engagement findings and to read the full report, visit engage.frankston.vic.gov.au/care-connections

Why are these changes happening?

The decision to transition some services to other providers was not an easy one. Like most councils across Victoria, Frankston City Council has been reviewing its role in aged and community care in light of new national aged care reforms.

These reforms are changing how services are funded, managed and delivered. Council took a close look at how it can continue meeting the needs of our community, while also meeting the requirements set out by the reforms. By transitioning some services to external providers, Council can respond more effectively to these changes and ensure clients continue to have access to high-quality services with greater choice, flexibility and long-term sustainability.

When will services start to change?

For now, there will be **no immediate changes** and all services will continue as usual. Any changes will be introduced gradually, with plenty of notice. Any clients needing to transition to a new provider will be contacted directly and supported to do so before **30 June 2026**.

What does this mean for the future of aged and community care in Frankston?

These changes are about building a stronger, more sustainable community care system for the future. Partnering with a range of approved providers will help ensure Frankston residents continue to receive reliable, high-quality care that can adapt to their changing needs over time.

Council will continue to play an active role in supporting older residents and people who rely on community care — through advocacy, information and connection to services that meet their needs and by continuing to deliver some services directly. Our goal is to make sure every member of the Frankston community can access the right care, at the right time, from the right provider.

How will this decision impact clients?

There will be **no immediate changes** — clients will continue receiving their current services from Council as usual.

By 30 June 2026, around 60 per cent of clients will have some of their services transition to new providers, while continuing to receive other services from Council. Council is working

closely with government partners and external providers to make sure these changes happen smoothly and with as little disruption as possible.

Clients affected by the transition have been contacted directly, given information about the upcoming changes and will have the opportunity to nominate their preferred providers in the future. Council is committed to providing plenty of notice and personalised support to guide clients through the transition.

Will clients continue to see the same support workers?

Yes. For now, clients will continue seeing the same support workers they know and trust — there are **no immediate changes**.

As some services move to new providers before **30 June 2026**, there may be some changes to who delivers certain services. Council understands how important these relationships are and will work closely with staff and providers to minimise disruption and keep clients informed as changes to staffing occur.

How will this decision impact the Frankston City community?

The decision will help strengthen community care across Frankston by ensuring services remain high-quality, flexible and sustainable into the future. Residents will benefit from greater choice in providers and care options that better suit their individual needs.

If you have any questions or concerns about your current or future care, please contact Council's **Community Care Transition Team** on **(03) 9784 1818** or email **CommunityCareConnect@frankston.vic.gov.au**

Have any new services been created to support clients and the community?

Yes. As part of the transition, Council is introducing two new services designed to strengthen support for clients and our community.

The **Community Care Navigation and Advocacy Service**, launching in **April 2026**, will help clients and community members understand the changing aged and community care system, explore their options and connect with local providers that best meet their needs.

In addition, a **dedicated Community Care Transition Team** has been established to answer questions and provide personalised assistance to clients and community members throughout the transition period.



These new services reflect Council's ongoing commitment to supporting older residents, ensuring people continue to feel informed and confident in accessing the care they need.

How are new providers being chosen?

As part of the transition of Council's Community Care services, we are working closely with government partners to identify and confirm new approved, external providers who will share service delivery into the future.

This process is still underway and is focused on ensuring clients continue to receive safe, high-quality care with minimal disruption. Council will share more information about the new providers as soon as details are confirmed.

Will a new provider be allocated or will clients get to choose their providers?

Clients affected by the transition will have the opportunity to choose from a range of approved service providers. Council will support each client to understand their options and connect with the provider that best meets their needs and preferences.

Who can I contact for more information?

A dedicated **Community Care Transition team** is available to answer questions and provide you with practical support. You can contact the team on **(03) 9784 1818** or via **CommunityCareConnect@frankston.vic.gov.au**

Is there anywhere else to get aged care support?

The **Older Persons Advocacy Network (OPAN)** provides free, independent and confidential support to help older people, their families and carers work through any concerns or issues with aged care. You can visit **www.opan.org.au** or call the **Aged Care Advocacy Line** on **1800 700 600** (Monday to Friday, 8am–8pm, and Saturday, 10am–4pm).

How do I get help with translation and interpretation services?

You can access free translation and interpreting support through the **Translating and Interpreting Service (TIS National)**. This service is available 24 hours a day, 7 days a week.

To use the service, call **131 450** at any time or visit **www.tisnational.gov.au** for more information.

