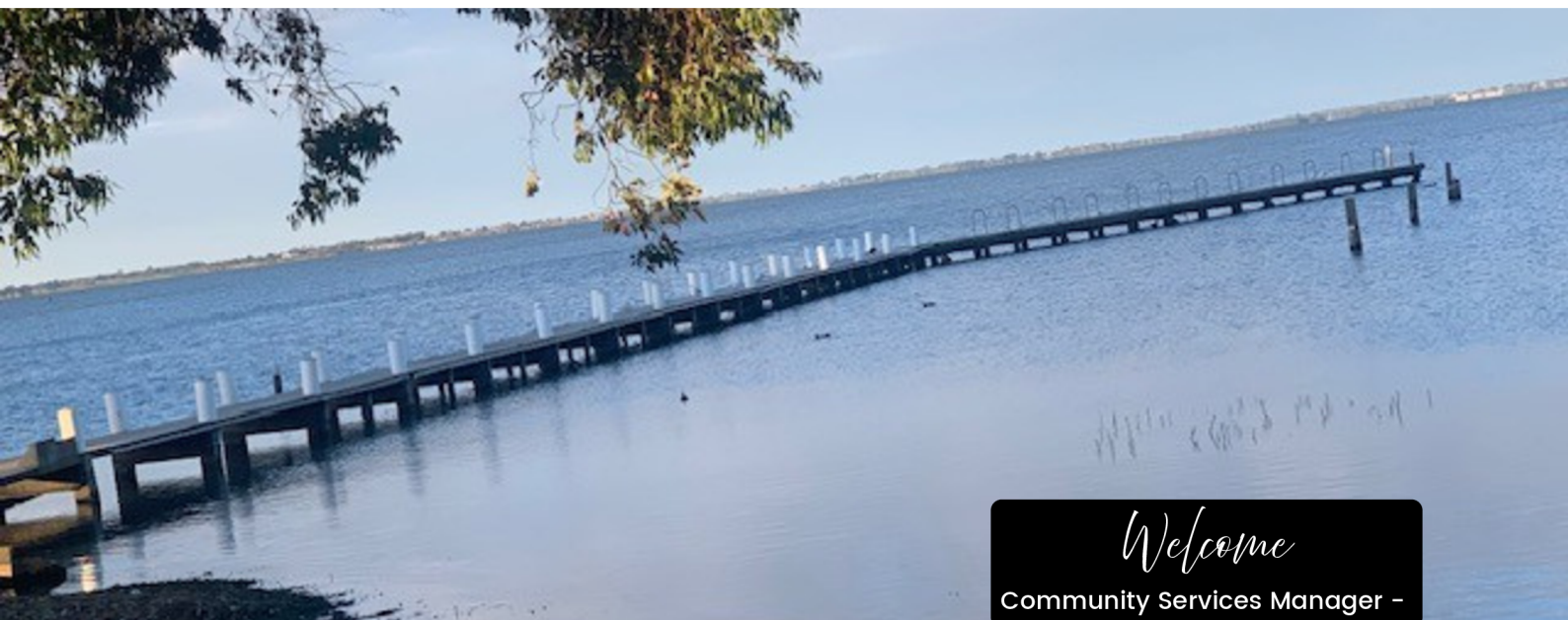


Newsletter



Welcome

Community Services Manager -

Mr Ashish Sitoula

UPDATE

from Lauren Hester
Coordinator Aged Care Service Transition

Hello and welcome to Autumn. The weather has started cooling off but still no rain. Hopefully, the rain comes very soon for our farmers.

I love the colours of the autumn leaves, but I do not like the mess they leave for me to clean up!

You may remember that Council was due to exit the Commonwealth Home Support Program (CHSP) by 31 March 2025. Unfortunately, the Department of Health and Aged Care have had some delays in sourcing new providers to take over this service. The Council has agreed to **extend this date until 30 June 2025**. We expect providers to be announced soon. Once the providers are ready, some services may transition earlier than June. We will keep you informed throughout the process to ensure a smooth transition for all.

For anyone that is awaiting or has been allocated a Home Care Package we currently have vacancies. Our local and experienced Case Managers are available to assist.

For any queries or concerns please reach out to the OPASS team on 5232 9420 option 1.

Hello everyone, Greetings. I joined Council as Manager Community Services from end January 2025.

I understand that there have been significant uncertainties in recent times regarding the in-home care services, owing to the reforms announced by the Federal Government. I would like to reiterate that Council is fully committed to working with you in providing seamless continuity of care to you. Council will continue to deliver Home Care Packages and exit out of CHSP services.

I am very proud of the team that I am leading, whose services are highly recognised and appreciated by all of you. We are committed to maintaining this high quality of service.

Council values of respect, inclusion, integrity, positivity and accountability shape our service. I would like to request that my team, the service providers who manage your care and visit your homes to provide the services, are treated with the same level of respect, dignity and care. They deserve no less.

Council seeks to continuously improve the services that we provide to you, and your feedback is very helpful to allow us to improve and do better. So please provide feedback on our services regularly, whether good or bad.

I look forward to working for and with you.



REMINDER

Winter is coming.

**Contact your health
provider
and book in your
Flu Vaccine**

FEDERAL ELECTION SATURDAY 3 MAY 2025

VOTING IS COMPULSORY

(No upper age limit)

POSTAL VOTING :

Applications open: NOW

Must be returned by: 2 MAY 2025

Applications for Postal Voting can be printed off the Australian Electoral Commission (AEC) website (www.aec.gov.au) or you can call them and have one posted out.

EARLY VOTING:

Commences: TUESDAY 22 APRIL

(Colac locations To Be Advised_ – information will be in The Colac Herald closer to the date)

Voters who are blind or have low vision can cast a vote using dedicated phone service.

(Contact AEC p: 13 23 26)

- Assistance on polling day is available from staff. You can also nominate a friend, relative or carer to assist you.
- Mobile polling booths come to aged care facilities and hospitals prior to the day.

Is it compulsory for someone with dementia to vote?

People living with dementia who are still capable of understanding the electoral process must continue to be enrolled and vote.

If you are supporting someone living with dementia who is no longer capable of understanding the electoral process, you will need to complete an Objection claim that an elector should not be enrolled form and return it to the AEC to have their name removed from the electoral roll. The medical certificate on the form must be completed and signed by a registered medical practitioner.

Contact AEC (8 am – 8 pm) – 7 days
on 13 23 26
or www.aec.gov.au for any queries.

APRIL PUBLIC HOLIDAYS ARRANGEMENTS

EASTER



GOOD FRIDAY – 18 April

EASTER MONDAY – 21 April

ANZAC DAY – Friday 25 April

There will NO Domestic Assistance (Cleaning), Shopping, Meals On Wheels or Transport on these days.

You will be notified of any time changes to Personal Care services (e.g. Showering, Safety Checks)



SAVINGS ON YOUR POWER BILLS

Electricity Bill Assistance

The Federal Government have extended the rebate available to all Australian household electricity bills.

Effective 1 July 2025 you will receive a rebate of \$150.

This will be applied in two \$75.00 installments over two bills.

You will receive this rebate automatically from your electricity company.
You do not need to apply.

This applies to everyone, whether you are a Pensioner or not.

CLIENT SURVEYS

The survey is randomly sent to our clients over the year. If you have not received it as yet this will be sent out through 2025.

We received a great response with 31 of the 70 clients completing the survey.

Overall, the responses to our survey on how to improve the services we provide was very positive.

Thank you to everyone who participated in our recent survey.

Your feedback is invaluable.

OVERVIEW OF SURVEY RESULTS

QUESTION	RESULT
Were you informed about changes to the program or service delivery	100 %
Has the program made a meaningful impact on my ability to care for my loved one	100 %
Did the program/services meet my expectations?	89%
Did the staff coordinate your service follow up when you raised things with them?	97%
Did staff respect your privacy and dignity at all times?	94%

- ✓ Keeps me at home
- ✓ What they do and always with a smile
- ✓ Having a friendly person come to do my cleaning every fortnight
- ✓ Love the company, all nice staff and learn different things



- for improvement to our services:
- Better communication when carers/helpers are unable to attend regular visits
 - Extending time spent at client's home

WAYS TO PROVIDE FEEDBACK



- Writing to the Colac Otway Shire
- Visiting our Rae Street Office Customer Service Counter and request to speak with an OPASS team member
- Telephone us on 5232 9420 (Select Option 1)

If you would like a copy of the OPASS Newsletter to be emailed to you please contact the office to be included on our distribution list.
Phone: 5232 9420 (option 1)



Follow Colac Otway Shire Council on Facebook to keep up to date with the latest information from Council