
REDLAND HOME ASSIST SECURE SERVICE AGREEMENT

Objective Reference: A2189236
Reports and Attachments (Archives)

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Responsible Officer: Gary Photinos
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PURPOSE

Council's Redland Home Assist Secure (RHAS) program currently operates under 3 funding programs. A service review has been undertaken of one of the funding programs that is due for renewal June 2017.

The purpose of this report is to seek approval not to renew the Queensland Community Care funding program from the Department of Communities, Queensland Government for Redland Home Assist Secure (RHAS) as of 30 June 2017.

BACKGROUND

RHAS is funded externally by three main funding programs. These include:

1. Commonwealth Home Support Program, Department of Health provides a total value of funding of \$2,181,345.99 for the provision of home maintenance and home modification services to people aged 65 years and over. The current funding agreement for this program expires 30 June 2018 and is not subject to consideration in this report.
2. Home Assist Secure Program, Department of Housing and Public Works provides a total value of funding of \$1,620,302.50 for the provision of home maintenance and home modification services to eligible Redland residents. The current funding agreement for this program expires 30 June 2018 and is not subject to consideration in this report.
3. The Queensland Government through the Department of Communities, Child Safety and Disability Services is providing Queensland Community Care funding program to Council's RHAS to provide home maintenance and minor home modification services to the eligible Redland residents for the period 01/07/2016 to 30/06/2017. The total value of this funding is \$158,993.31 and is subject to consideration in this report.

A service review of the RHAS program has commenced following a workshop with Council on 10 August 2016 to formally approach the above funding bodies to discuss possible transition to an alternate service provider/s.

ISSUES

Commonwealth Home Support Program and Home Assist Secure Program.

Collectively the Commonwealth Home Support Programme and Home Assist Secure Program have a client base of approximately 6000 eligible registered clients. Both these programs are due for renewal in June 2018 and although not subject to consideration at this time will be reviewed prior to their renewal dates and a subsequent report back to Council.

Queensland Community Care Services Program

At the current level of funding, Queensland Community Care Services requires home maintenance services be provided to a minimum of 736 clients per year. This is currently unachievable as there are only 300 eligible clients registered.

The service is experiencing very low demand for services from eligible clients. One third of registered clients aged under 65 years are renters, not home owners, restricting access to the full range of services that is available to home owners.

Multiple awareness campaigns targeted at under 65's clients have failed to generate client growth and attract new clients. Council does not have the capacity to meet the minimum program requirements, however alternative service providers would be better placed to continue to deliver the program and meet the service requirements.

The current service agreement expires 30th June 2017. Council is required to provide 3 month written notice to the Department of Communities not to renew the agreement.

Pending Council approval to do so and following the 3 month notice to the Department of Communities, a detailed transition plan including a communications plan will be developed with the Department of Communities to support the transfer of the service and its 300 registered clients to the alternate service provider/s. This is to ensure no change of service provision to the clients, only the provider. Within this written notice it is recommended that Council would nominate Star Community Services as the preferred alternative service provider for the transition. The non-renewal of this program will have no effect on the overall delivery of the Council's RHAS program under the remaining 2 funding agreements.

Star Community Services have already expressed an interest to Council to participate in this transfer and have demonstrated their capacity and ability to deliver Queensland Community Care Services Program.

STRATEGIC IMPLICATIONS

Legislative Requirements

There are no legislative implications identified as a result of not renewing the Queensland Community Care funding. The Department of Communities requires a minimum of three (3) months written notice for non-renewal.

Risk Management

Not renewing the service delivery at the end of the funding agreement, and notifying the Department of Communities the end of March 2017, is low risk. In the best interests of clients, a direct transition to the new services provider/s is preferred.

Financial

There are no financial risks identified as notification of exiting the service will be completed within the 3 month funding agreement timeframe.

People

Limited risks to people as the current registered clients will be transferred to the alternate service provider appointed by the Department of Communities.

Environmental

Nil environmental impacts are identified.

Social

Social risks are limited as funding will be provided to an alternate provider to deliver this service. Council will develop a transition plan with the Department of Communities and also a detailed communications plan to support the transition. It is recommended that this report remain confidential until such time as the Communication Plan has been fully implemented and all affected stakeholders have been formally advised.

Alignment with Council's Policy and Plans

Corporate Plan

7. Strong and connected communities

Our health, wellbeing and strong community spirit will be supported by a full range of services, programs, organisations and facilities, and our values of caring and respect will extend to people of all ages, cultures, abilities and needs.

CONSULTATION

Internal Consultation has occurred with the following officers:

- Group Manager, Community & Cultural Services.
- Team Leader, Redland Home Assist Secure.
- Acting Coordinator, Community Development.
- Principal Advisor, Strategic Partnerships.

External Consultation has occurred with Contract Manager, Queensland Community Care, and Department of Communities.

Councillors have been previously consulted through an informal workshop on 10 August 2016.

OPTIONS

PREFERRED OPTIONS

That Council resolves to:

1. Not renew the Queensland Community Care Program funding as 30 June 2017 and:
 - a) Provide the Department of Communities with 3 months formal written notice not to continue funding and service delivery;
 - b) Develop a Transition Strategy including Communications Plan;
 - c) Delegate authority to the Chief Executive Officer to sign and execute all necessary documents; and
2. Approve the subsequent review of the other two funding programs with a subsequent report back to Council for consideration.

ALTERNATIVE OPTION

That Council resolves to renew and maintain Queensland Community Care Program funding, subject to approval by the Department of Communities to continue.

OFFICER'S RECOMMENDATION

That Council resolves as follows:

1. To accept Option 1 as the preferred option as outlined in the body of the report; and
2. That this report remains confidential pending the implementation of the Communication Plan.