

High Demand for Aged and Disability Services

South Gippsland Shire Council's Aged and Disability team are experiencing high demand, as more community members are requesting support than the capacity and resources available.

When instances such as this occur the Commonwealth and State Governments require Councils to implement a process that prioritises the provision of services ensuring proper care and help is given.

This means Council's existing clients may have their service levels reviewed and reprioritised according to their needs and associated risks. New clients will be assessed before being placed in a queue which will prioritise the most vulnerable and highest care clients.

Council is committed to ensuring that resources are fairly allocated to provide the most benefit to the greatest number of people with the highest need.

Consideration will be given to:

- Ensure that the level and type of service provided matches government funding agreements
- The range of services a client may receive from other service providers
- The impact on the carer of any change to services
- Services that are targeted at assisting people to attain their goals

Clients in the queue will be monitored and reviewed on a regular basis. When resources become available clients will be offered services and those with high needs will have their services commence immediately.

South Gippsland Shire Council's Coordinator Aged and Disability Services Monica Pound emphasised the importance of the service for the community.

"Council will maintain contact with all clients and keep them informed of how these changes may impact them. We do however encourage clients to contact us with their concerns or if their situation changes.

"We understand that care and support for our community is imperative and we will ensure that the best service possible is provided in an equitable way," said Ms Pound.

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