

Customer & Community Services

Update June 2026

Purpose

To provide an update on service provision for older residents and other vulnerable community members since transitioning out of aged care and disability funding.

Council Resolution

20 JUNE 2023 – FULL COUNCIL MEETING

ITEM 10.1 COUNCIL'S FUTURE ROLE IN AGED AND DISABILITY SERVICES, AND FOR VULNERABLE COMMUNITY MEMBERS

Option 1 (Staff Recommendation): That Council adopts an inclusive, sustainable model of service provision for vulnerable community members that complements and adds to the range of CHSP services offered by alternate CHSP aged care services providers in Mitcham by:

1. **Maintaining existing Council funding of \$445,000 (as per 2023-24 Draft Annual Business Plan, Budget and Long Term Business Plan for Council decision on 27 June 2023). This will enable transition of CHSP services as follows:**
 - a. **Transition out of CHSP sub-contracted domestic assistance, home maintenance, and home modifications** to alternate non-Council CHSP funded aged care service provider(s).
 - b. **Transition out of CHSP funding for Social Support Group, Social Support Individual, Meals, and Transport** to alternate non-Council CHSP funded aged care service provider(s).
 - c. **Maintain the existing fixed route Community Shopping and Library Bus for transport disadvantaged residents** as a Council service.
 - d. **Maintain accessible social and active ageing opportunities for older residents and other vulnerable community members** as a Council service.
 - e. **Maintain an independent community information and referral service, providing advice to all vulnerable community members on access to aged care, disability, health, local service providers, activities and programs, or relevant social services** (this service was previously funded by ceased SA Housing and Community Services and is now funded by CHSP funded staff).
2. Increasing funding in year two of the 2023-24 Draft Annual Business Plan, Budget and Long Term Business Plan for 2024-25 to maintain services 1.c, 1.d, and 1.e as listed in paragraph one above with no CHSP funding and expand beyond CHSP eligibility criteria.
3. Council notes that the amount of \$445,000 includes \$50,000 in cost shifting due to a CPI and CHSP indexation gap.

What?



“An inclusive, sustainable model of service provision for older residents and other vulnerable community members that complements and adds to the range of CHSP services offered by alternate CHSP aged care services providers in Mitcham.”

Why?



- Complement not compete
- Increasing compliance requirements
- Viability of grant conditions and pricing
- Restrictive eligibility
- Complicated pathways
- Increasing complexity on the horizon



When?

June 2023 Council Decision to exit CHSP funding

2023 – 2024 Staged Transition of Services

2024 – 2025 CHSP Transition & Rebuild of 3 Services

2025 – 2026 Full Year of Service Provision

Three continuing services



Positive Ageing & Inclusion (0.7FTE)



Community Shopping & Library Bus Services (1.6FTE)



Community Connector (1.0FTE)

Ageing Well in Mitcham Survey

SURVEY PARTICIPANTS: Who did we hear from?



162

People talked to us



56%

Have disability or chronic illness



73%

Were aged 75+



73%

Female respondents



87%

Mitcham Residents



21%

People were asked to complete the survey



3.5K

Responses to questions



11%

Were aged under 65



46

People want to do more surveys or give lived experience feedback

BARRIERS TO PARTICIPATION

Greatest Barrier

5. Census data (2021)

of Mitcham residents live with

this survey said they have a

DATA SUMMARY: Physical Health & Wellbeing

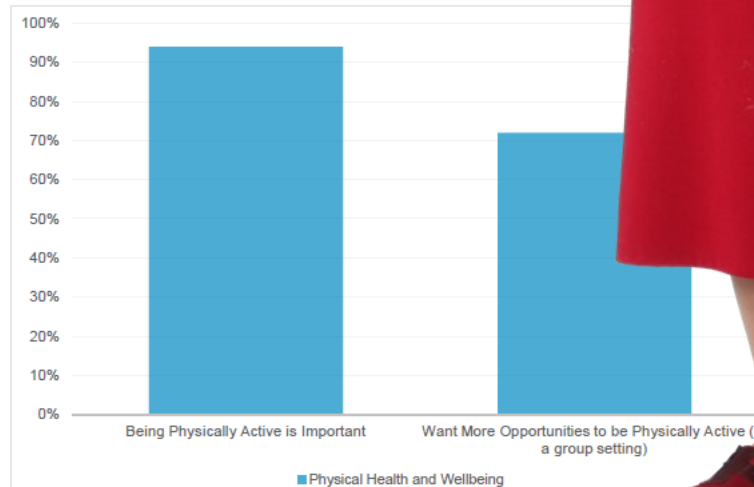


Staying active is important for wellbeing, mental

In this section of the survey we asked if being physically active was important to participants and what types of activities they would support their wellbeing, mental and physical health.

The results indicate that our community value being physically active with 88% indicating that it is very or extremely important.

Of those, 34% feel that they already do enough, but 45% indicated that they would like to be more physically active in a group setting. This also supports the response that people want to be more connected in the community.



Activities – Positive Ageing & Inclusion

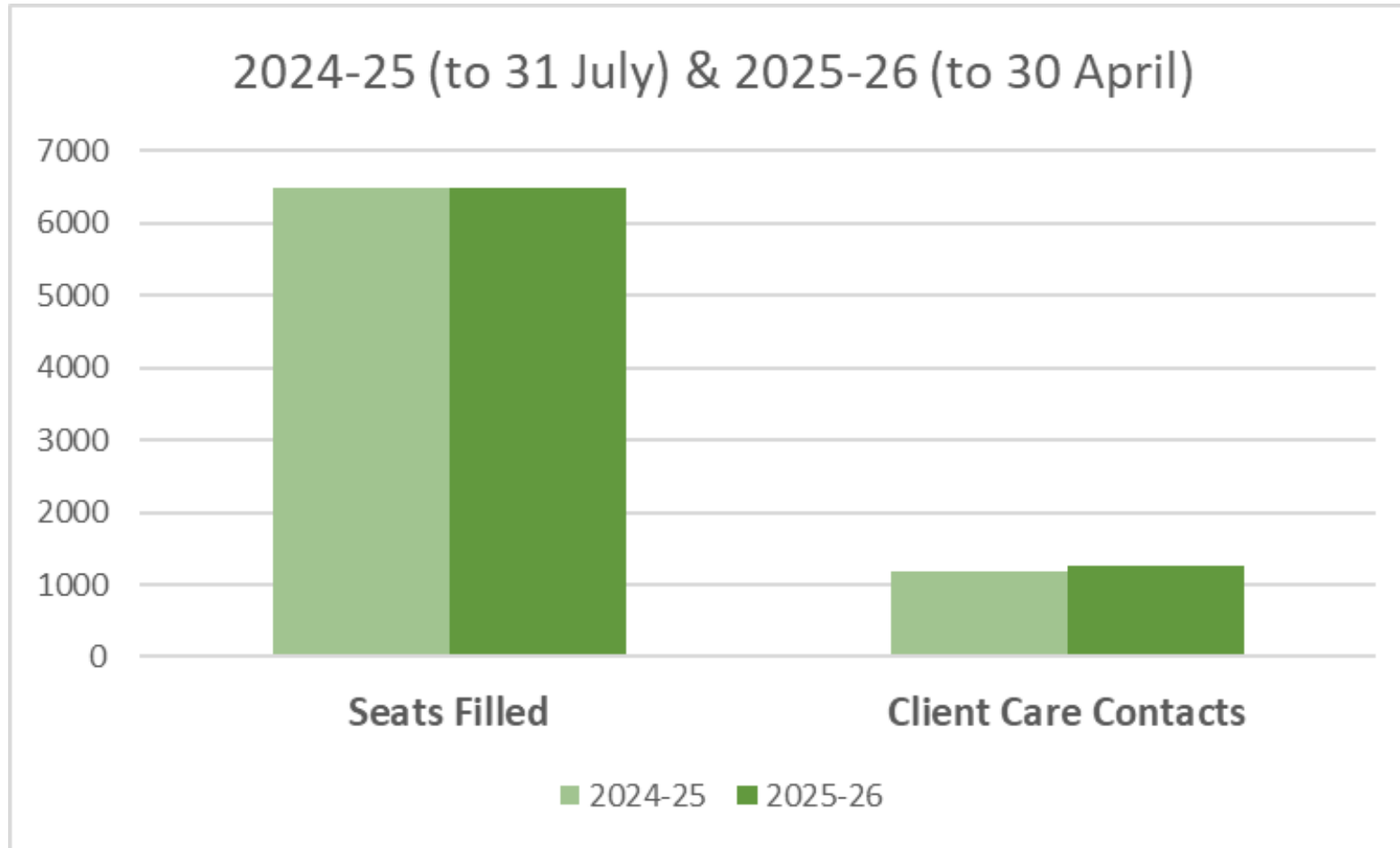
- Monthly Movie Morning & Library Links
- Tri-Council Disability Advisory Network (DAN)
- Partnerships & Stakeholder Engagement
- **Targeted one-off or periodic activities** complementing Library & Community Centre programming



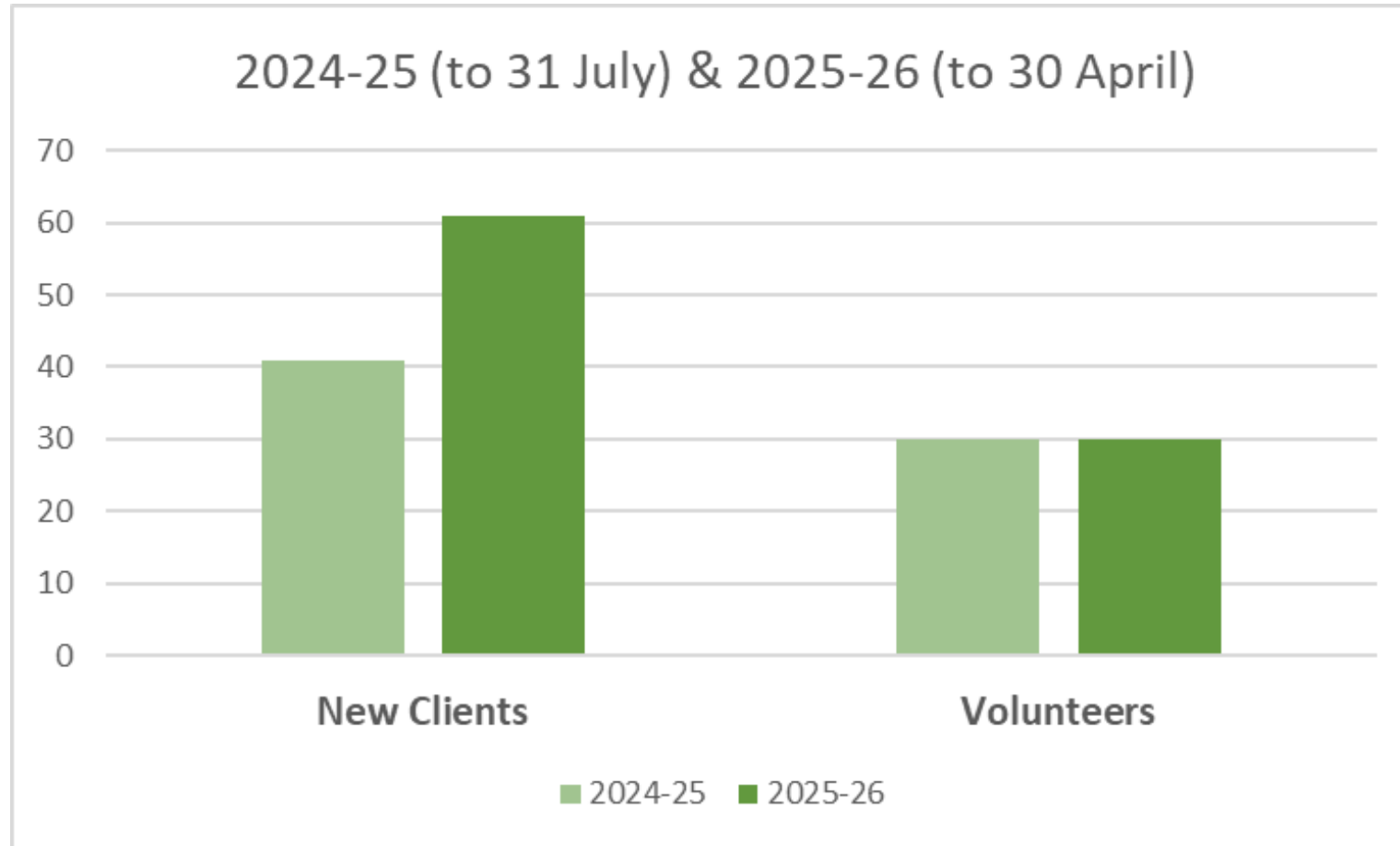
Community Bus Service



Community Bus Service



Community Bus Service



Community Connector

Inbound Enquiries

1,888 residents supported to date

Outreach & Education

Community Partnerships & Stakeholder Engagement



Key Takeaways?



- Successful CHSP transition
- Improved eligibility, experience, efficiency
- Meaningful data collection
- Increase in resident participation, annual KPIs achieved, trending upwards
- Space to innovate – electric bus, GIS bus map on website, etc





The End

