



19 February 2026

Dear Client

## Changes to our Aged Care Services

Following the Australian Government's Aged Care reforms and consultation with our clients and staff, City of Port Phillip has made the difficult decision to stop delivering Commonwealth Home Support funded services by the end of June 2026.

We are writing to you as you may be impacted by this decision. If you are receiving a service that will no longer be provided, we will support you to transition to a specialist aged care provider of your choice under the Australian Government's Commonwealth Home and Community Care (CHSP) program. You will continue to receive the same level of service.

City of Port Phillip will **continue to deliver** community-based services such as:

- The Hop-on Hop-off bus service
- Linking Neighbours program
- The Community Connector Service
- Creation of a Positive Ageing Team

Commonwealth Government CHSP services:

- Social Support Service
- Transport to and from Social Support
- Delivered Meals Service

We understand the important role played by City of Port Phillip in providing support, and we will work with you to guide you through any transition arrangements. We have set up a dedicated team to support our clients. Our team will contact you by phone before April 2026 to discuss these changes, including your individual needs and transition arrangements. This will ensure that you are given the same level of support and care that you currently receive. We will also continue to assist you to connect with and navigate services and other support you may require.

For the time being, your services will continue as normal with no changes. We have enclosed some additional information, which should answer any general questions you may have about this decision, before you receive a call from us. If you have further questions or concerns, we have set up a dedicated email address [positiveageinginportphillip@portphillip.vic.gov.au](mailto:positiveageinginportphillip@portphillip.vic.gov.au) and phone number (03) 9209 6882 to enable you to contact our team.

Yours sincerely,

**Bridget Monro-Hobbs**

Manager Community Services and Culture