

# Windana and TaskForce Merger

FAQ for clients

Last updated – 20 November 2023

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On Monday 20 November 2023, Windana and TaskForce merged into a single organisation.

### **1. Why are Windana and TaskForce proposing to merge?**

People who need our support for alcohol and other drugs, challenges with family violence, mental health concerns, and social disadvantage should always have access to the life-changing services Windana and TaskForce provide.

By becoming one organisation we can provide more services, to more people.

Together we'll be able to:

- Offer our clients a bigger range of services that they may need
- Put more money back into our services so we're best able to provide a good experience for all clients
- Reach more areas of Victoria
- Advocate more for policies and funding that supports our clients and the community.

While new to our organisations, mergers like this are not new in the community sector. Better Health Network (formerly Central Bayside CHS, Connect Health and Community and Star Health) and Meli (formerly Barwon Child Youth and Family and Bethany Community Support) are two recent examples.

### **2. How will this affect me as a Windana and/or TaskForce client?**

Most things will stay the same for you as a Windana or TaskForce client.

All our services will continue, at the same locations, from Monday 20 November. As merged organisation, we will be able to provide a larger and more diverse range of services with streamlined referrals.

### **3. Will there be any changes to the programs and services delivered by Windana or TaskForce?**

No. All our services will continue, at the same locations, from Monday 20 November.

**4. Will I still be able to access services in a location that is convenient to me?**

Yes. All our services will continue, at the same locations, from Monday 20 November.

**5. Will I still see the same health practitioner or service provider I currently do?**

Yes. All our services will continue, with the same staff, from Monday 20 November.

**6. How will my data and privacy be treated when services are combined?**

As a merged organisation, from 20 November all client information will be held by Windana. We will continue to manage client information in line with the relevant laws, legislation and best practice.

**7. What will the new organisation be called? Will the logos remain the same?**

We plan to maintain both organisational names and logos (Windana and TaskForce) for the foreseeable future. The TaskForce logo had a minor update to include the tagline 'part of Windana.'

Phone numbers will remain the same, including both primary phone numbers:

- Windana - (03) 9529 7955
- TaskForce - (03) 9532 0811