

Windana and TaskForce Merger

FAQ for external stakeholders

Last updated – 20 November 2023



Table of Contents

1.	Why are Windana and TaskForce proposing to merge?	2
2.	How will this affect Windana and/or TaskForce clients?	2
3.	Will there be any changes to the programs and services delivered by Windana or TaskForce?	3
4.	Will referral pathways remain the same?	3
5.	Will clients still be able to access their service in a location that is convenient to them?	3
6.	Will clients still see the same health practitioner or service provider they currently do?	3
7.	How will client data and privacy be treated when services are combined?	3
8.	What will happen to the consortia Windana and/or TaskForce are members of?	4
9.	Who will lead the merged organisation?	4
10.	What will the new organisation be called? Will the logos remain the same?	4

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

1. Why are Windana and TaskForce proposing to merge?

People experiencing harm from 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.

While demand for our services grows, the cost of delivering these services continues to increase and outpace funding. Combined with the mounting external factors facing the community services sector, our organisations must respond.

By voluntarily merging our organisations and bringing TaskForce into Windana, we can combine our services across Victoria, position ourselves strongly for the future and provide more services to more people.

As a larger organisation, we will be better positioned to:

- Provide a larger and more diverse suite of services to our current and future clients.
- Have a greater impact on the communities we serve by reinvesting savings back into our services and people.
- Expand our services and geographical footprint into new locations and communities.
- Be a stronger collective voice to advocate for effective evidence-based policy and funding at local, state, and federal level.
- Combine and build on our collective skills, knowledge, and expertise.

While new to our organisations, mergers like this are not new in the broader community sector. Better Health Network (formerly Central Bayside CHS, Connect Health and Community and Star Health) and Meli (formerly Barwon Child Youth & Family and Bethany Community Support) are two examples of organisations merging to position themselves strongly for the future.

2. How will this affect Windana and/or TaskForce clients?

We do not anticipate any immediate impact on Windana and TaskForce clients and all services will continue, as contracted. Service locations will remain as they currently are, and there will be no change to office locations.

As merged organisation, we will be able to provide Windana and TaskForce clients with 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?

All services provided by Windana and TaskForce will continue to operate as normal and our clients shouldn't notice any change in the service they receive.

4. Will referral pathways remain the same?

There will be no immediate change to external referral pathways.

A key task from November 20 onwards will be to look at the systems and processes of both organisations, including referral pathways and systems to see how we can streamline processes.

We will consult with the relevant internal and external stakeholders to look for opportunities to streamline referral processes and will thoroughly communicate any changes well in advance of implementation.

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

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

5. Will clients still be able to access their service in a location that is convenient to them?

Service locations will remain as the currently are, and there will be no change to office locations.

6. Will clients still see the same health practitioner or service provider they currently do?

All services provided by Windana and TaskForce will continue to operate as normal after, and our clients shouldn't notice any immediate change in the service they receive. If a client is mid-way through a program, this program will continue without interruption.

7. How will client 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.

8. What will happen to the consortia Windana and/or TaskForce are members of?

There will be no immediate changes to consortia arrangements involving Windana or TaskForce.

Any consortia arrangements involving Windana or TaskForce will be discussed with the relevant organisations and stakeholders.

9. Who will lead the merged organisation?

Andrea McLeod is the CEO of the merged organisation.

Three members of the TaskForce Board will join the current members of Windana's Board.

10. 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.'

We know both organisations are recognised and valued by our clients and in our sector, and we want to minimise disruption.