

## What are Home and Community Care Services?

Home and Community Care (HACC) services are available to aged and/or disabled people and their carers who live in the community. HACC services are jointly funded by the Commonwealth and state/ territory governments and offered at subsidised rates.

The HACC program is organised differently in each state and territory. In some states the major provider is a large government agency. In other states the major providers are local councils, home nursing agencies, community health centres or rural hospitals. Various other organisation may also be providers of HACC services, such as ethnic organisations.

HACC services include:

- ▣ allied health services - e.g. physiotherapy, speech pathology
- ▣ home nursing - e.g. diabetes management, wound care
- ▣ domestic assistance or home care - e.g. cleaning, laundry and meal preparation
- ▣ personal care - e.g. showering, dressing
- ▣ delivered meals and other food services
- ▣ respite care in the home or at a day centre
- ▣ garden and home maintenance and home modifications
- ▣ social support - e.g. friendly visiting
- ▣ transport.

Be aware that the level of service available varies between localities. For example, some HACC providers can only offer home care once a fortnight.

## Cost

A contribution toward the cost of most of the services listed above is requested. This fee is calculated on the level of services to be received, the income level of the person you care for and their ability to pay. Fees may be waived or reduced when there is financial hardship - no one will be refused service due to an inability to pay.

## How to make a referral

Some eligibility criteria do apply. Contact the Commonwealth Respite and Carelink Centre on 1800 052 222\* to find out more about HACC services in your area.

Your [local Aged Care Assessment Team](#) can also provide this information - for contact details phone 1800 500 853.

An assessment is required to ensure you and the person you care for are eligible to receive HACC services. An assessment worker will make an appointment to visit you at home.

## Waiting lists

HACC services can have long waiting lists in some areas. Don't wait until you are desperately in need of the service - plan ahead. If your situation is urgent make sure the HACC provider is aware of this. They will try to prioritise you if they can.



## Tips from people who use HACC services

- ▣ Be honest and upfront with the assessment worker - you need to demonstrate your need, in order to get the service.
- ▣ Mix and match your services. Getting help in one area may alleviate stress in another.
- ▣ Know that workers are expected to generally arrive on time and stay for the time allocated. Time left over may be used for other things you need help with.
- ▣ Sharing a cup of tea with your worker is nice, but remember to keep this short as it will take from the time available.
- ▣ If you're not happy with the service you get or feel uncomfortable with your worker, speak to the assessment worker. A change of worker can be politely requested.
- ▣ Don't be afraid to ask for extra help if you need it - you won't know whether its available if you don't ask.

Contact the **Carer Line** on **1800 242 636\*** to request the above information sheets be sent to you - or to find out about other information sheets in this series.

\*Free call except from mobile phones. Mobile calls at mobile rates.

We do our best to keep these links up to date, but the internet changes all the time. If you can no longer access any of the above resources, please go to our [Internet Troubleshooting Guide](#), or email us at [website@carersvic.org.au](mailto:website@carersvic.org.au)