

Home and Community Care (HACC) in Tasmania

Explaining the HACC Program



What is meant by 'Community Care'?

Most people value being able to live in their own home but some frail older people and younger people with a disability and their carers may find this difficult without assistance. Help can be provided by relatives and friends and by formal services.

Community care services are the formal services provided in your home or in your local community. For example, podiatry (or foot care) can be provided in your home or at a local health service or seniors' centre. Community care services are funded by different levels of government (Commonwealth, State, and/or Local) through a variety of programs.

What is the Home and Community Care (HACC) Program?

The Home and Community Care (HACC) Program is a major program which funds community care services for older people and for younger people with disabilities and their carers. This program is jointly funded by Commonwealth, State and Territory governments.

The HACC Program provides funds to many organisations to deliver services designed to help frail older people and younger people with a disability, and their carers, to live independently at home. HACC services may be provided by well known service providers, such as your local Council or Community Health Service, or by smaller, less known agencies.

What types of services are funded by the HACC Program?

There are a number of different services which come under the HACC umbrella and they include the following:

Centre-Based Day Care

Day Care services provide group recreational and social activities and are based in a centre such as a neighbourhood house or community health centre.

Home Help/Home Care/Domestic Assistance

This type of assistance refers to domestic chores, which may include cleaning, dishwashing, clothes washing and ironing, shopping and bill paying.

Personal Care

Personal care refers to assistance with daily self-care tasks, such as eating, bathing, toileting, dressing, grooming, getting in and out of bed and moving about the house.

Home Maintenance

Can provide assistance with the maintenance and repair of your home, garden or yard to keep it in a safe condition. Maintenance may include minor repairs, changing light bulbs, minor carpentry and painting, and replacing tap washers.

Home Modification

Home modification refers to changes to your home so you can continue to move safely about, and may include the installation of grab rails, hand rails, ramps, shower rails and emergency alarms.

Transport

Community transport assists eligible transport disadvantaged people with travel for shopping and appointments, and may include travel for social activities and visiting friends. Community transport assistance may also be provided for diagnostic services, and visiting the pharmacist.

Food Services

If you have difficulty preparing meals, these services deliver prepared meals to your home, or community or day centre. Food services may also include help with food shopping, storage and preparation. Some services provide culturally appropriate dishes.

Community Nursing

Nursing services are provided in your home by a qualified nurse, and may be provided on a regular or occasional basis. They include, for example, wound care and assistance with medications.

Allied Health Services

These services include physiotherapy, podiatry, speech therapy and occupational therapy, and similar services which help people to be mobile and to lead an independent life at home. They can be provided at home or in the community, for example, at a day centre or community health centre.

Advocacy Services

Advocacy services provide advice about your rights and responsibilities when receiving services, and can, at your request, act on your behalf when dealing with service providers or other organisations.

Social Support

This refers to services for people who need help with shopping, banking, paying bills or who simply need company or social support.

Support Services for Carers

For more information see below.

Services for Carers

Carers play an important role in community care. Many older people are supported by unpaid carers such as relatives, friends or neighbours. Caring for an older person or someone with a disability can be an extremely demanding role and one which may require support from formal care services. If you are a carer, you can get support from the following services:

Respite

This is a service designed to give carers a break from their caring role. Respite is provided in a number of forms, such as care in the home, in a day centre, in the community, or care in residential aged care homes – whichever options best suit the carer and the person in their care. Respite can be planned in advance, or provided in an emergency.

Carer Support Organisations

These organisations provide various services for carers, including information, counselling, training or advocacy for carers. They include, for example, the Carers Association and Alzheimers Australia.

In addition, the Commonwealth Government funds other services for carers, including:

Carer Respite Centres

These centres provide information about services, make referrals and arrange short term respite for emergencies or unplanned situations. They can support carers of frail older people, or people with dementia, younger people with a disability, chronically ill or terminally ill people. Emergency respite care is available 24 hours a day. Carer Respite Centres can be contacted on **1800 059 059** (Freecall TM).

Carer Resource Centres

Carer resource centres are located in each capital city and they provide information and advice about services and other forms of support and assistance. They can be contacted by calling **1800 242 636** (Freecall TM).

Financial support

A Carer Allowance and Carer Payment are available for eligible carers. Information about these can be obtained by contacting a Carer Resource Centre on **1800 242 636** (Freecall TM) or a Commonwealth Carelink Centre on **1800 052 222** (Freecall TM).

How do I know if I am eligible for a HACC service?

You are eligible for a HACC service if you need support to continue living in the community. HACC services are designed to assist frail older people or younger people with a disability who have difficulty with everyday tasks such as getting dressed, showering, preparing meals, house cleaning and maintenance, and using public transport. Eligibility is not based on age, but on the level of difficulty in carrying out tasks of daily living and the need for assistance.

HACC services are also available for those who are caring for a frail older person or a person with a disability and for carers.

HACC services are designed to provide basic levels of support with other programs available for those with more complex needs. Access to services is based on an assessment of need, with people prioritised in accordance with their assessment outcomes.

The HACC Program does not provide services to residents of residential aged care homes when the aged care home/ service provider is receiving government funding for that purpose. The HACC Program does not provide services for residents of a retirement village or special accommodation/ group home when a resident's contract includes these services. The HACC Program does not generally provide services to people receiving similar services from other providers.

How can I obtain a HACC service?

You do not need a referral for HACC services, you can contact them directly. Some ways of finding out what services are available in your local area are:

Phone a Commonwealth Carelink Centre on **1800 052 222** (Freecall TM).

Phone your local Carer Resource Centre on **1800 242 636** (Freecall TM)

If you need an interpreter call the Translating and Interpreting Service on **13 14 50** and they will help you to make your call.

Will I have to pay for a HACC service?

A fee is charged for almost all HACC services. However, special consideration is given to people with limited finances and services will not be refused if you are unable to pay.

How can my Doctor be of help?

Your doctor is a valuable link to community care services, and is important in helping you to manage your health. Your doctor can work with services to make sure you get the care you need.

In particular, Case Conferences and Care Plans by GPs provide a link to community care services. Case Conferences involve your doctor consulting with other services about your care needs, which results in the development of a Care Plan. A Care Plan sets out the services you need and makes sure that different services work together in meeting your needs.

What is the difference between HACC and the Home Care Program for Veterans?

If you are:

- an Australian Defence Force veteran or
- a war widow,
- and you have a Gold or White Repatriation Health Card

you may be entitled to receive home care services through the Commonwealth Department of Veterans' Affairs which funds the Veterans Home Care Program (VHC).

These services are very similar to HACC funded services. If you are already receiving services through HACC you have the choice of transferring to the Veterans' Home Care (VHC) program or staying with your current services.

To find out more, contact the Commonwealth Department of Veterans' Affairs on **13 32 54**.

Finding out about services

The Commonwealth government established Commonwealth Carelink Centres around Australia to help older people to easily find the information they need about aged care services. These centres can advise if you are eligible for particular services, if there are any fees for the services you are seeking, and how to contact them.

The centres can be visited in person or contacted by telephone. They are operated by local organisations and are designed to save you time in locating care and support. Their service is free.

When you phone **1800 052 222** (Freecall TM), your call will be directed to the centre nearest to you, and you will then be able to find information about the services available in your local area.

CONTACT DETAILS

Your Service Provider



Tasmania
Explore the possibilities

CONTACT DETAILS

Commonwealth Carelink Centres
1800 052 222 (Freecall)

Advocacy Tasmania Inc
1800 005 131 (Freecall)