

Home Care Inclusions



Your Home Care Package can be used to purchase care & services including:

Care & Service Type	Typical Services
Personal services	<p>Personal assistance, including individual attention, supervision and physical assistance such as:</p> <ul style="list-style-type: none"> – Bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids – Toileting – Mobility – Transfer (including in and out of bed).
Activities of daily living	<p>Personal assistance, including individual attention, individual supervision and physical assistance, with communication including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles and assistance using the telephone.</p>
Nutrition, hydration, meal preparation & diet	<ul style="list-style-type: none"> – Assistance with preparing meals – Assistance with special diet for health, religious, cultural or other reasons – Assistance with using eating utensils and eating aids and assistance with actual feeding, if necessary – Providing enteral feeding formula and equipment.
Management of skin integrity	<p>Includes providing bandages, dressings, and skin emollients.</p>
Continence management	<ul style="list-style-type: none"> – Assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas – Assistance in using continence aids and appliances and managing continence.
Mobility and dexterity	<ul style="list-style-type: none"> – Providing crutches, quadruped walkers, walking frames, walking sticks and wheelchairs – Providing mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses – Assistance in using the above aids.
Leisure, interests and activities	<p>Includes encouragement to take part in social and community activities that promote and protect the care recipient’s lifestyle, interests and wellbeing.</p>

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Support services	<ul style="list-style-type: none"> – Cleaning – Personal laundry services, including laundering of care recipient’s clothing and bedding that can be machine-washed, and ironing – Arranging for dry-cleaning of care recipient’s clothing and bedding that cannot be machine-washed – Light gardening – Medication management – Rehabilitative support, or helping to access rehabilitative support, to meet a professionally determined therapeutic need – Emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the care recipient and carer, if appropriate – Support for care recipients with cognitive impairment, including individual therapy, activities and access to specific programs designed to prevent or manage a particular condition or behaviour, enhance quality of life and provide ongoing support – Providing 24-hour on-call access to emergency assistance including access to an emergency call system if the care recipient is assessed as requiring it – Transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities – Respite care – Home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security, such as cleaning gutters – Modifications to the home, such as easy access taps, shower hose or bath rails – Assisting the care recipient, and the homeowner if the homeowner is not the care recipient, to access technical advice on major home modifications – Advising the care recipient on areas of concern in their home that pose safety risks and ways to mitigate the risks – Arranging social activities and providing or co-ordinating transport to social functions, entertainment activities and other out of home services – Assistance to access support services to maintain personal affairs.
Care management	<p>Ongoing assessment and planning undertaken on at least a monthly basis to ensure that the care recipient receives the care and services they need. This includes:</p> <ul style="list-style-type: none"> – Regularly assessing the care recipient’s needs, goals and preferences – Reviewing the care recipient’s home care agreement and care plan – Ensuring the care recipient’s care and services are aligned with other supports – Partnering with the care recipient and the care recipient’s representatives about the care recipient’s care and services – Ensuring that the care recipient’s care and services are culturally safe – Identifying and addressing risks to the care recipient’s safety, health and wellbeing.
Care & Service Type	Clinical Services
Clinical care	<ul style="list-style-type: none"> – Nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services – Other clinical services such as hearing and vision services.
Access to other health and related services	<p>Includes referral to health practitioners or other related service providers.</p>



Home Care Exclusions



The following services, goods or general living costs are *not* covered by your Home Care Package:

Exclusions	Example
<p>Services, goods or supports that people are expected to cover out of their general income throughout their life regardless of age</p>	<ul style="list-style-type: none"> - General home services that were never, or are generally not completed independently prior to age-related functional decline, including home repairs/maintenance/specialist cleaning performed by a tradesperson or other licensed professional - Food (except as part of enteral feeding requirements or items listed under food for special medical purposes as per the Australia New Zealand Food Standards Code — Standard 2.9.5). - Home insurance - Rates - Water, sewage, gas and electricity costs - Private transport related costs including vehicle registration, vehicle repairs, vehicle insurance and petrol - Local transit costs of public bus, ferry or train fares - Funeral plans / insurance costs - Pet care and associated costs such as pet food; registration; taxidermy, cremation - Internet and telephone costs, exceptions include: <ul style="list-style-type: none"> ~ Care recipients who are homeless or at risk of homelessness (as identified in a care recipient’s ACAT assessment) can use HCP funds for the ongoing monthly charges to ensure connection with service providers ~ Care recipients who require the internet or landline to support delivery of medication management, remote monitoring service or delivery of an included service on the phone can use HCP funds to set-up telecommunications connections (e.g., to get internet connected) - Beauty therapy (e.g., manicures) and hairdressing - Cost of entertainment activities, such as club memberships and tickets to sporting events - Travel and accommodation for holidays - Supplies to participate in any activity, e.g. gardening or craft - Using HCP funds to pay for solicitors or accountants for maintaining care recipients’ personal affairs - Gym or pool memberships/access costs when not prescribed for aged-related functional decline and monitored by health professional operating within their scope of practice

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Accommodation costs

- Assistance with home purchase
- Mortgage payments
- Rent
- Permanent residential care (subsidised or private) and residential respite (subsidised)
- Heating and cooling costs (installation and repairs)
- Whitegoods and electrical appliances (except items designed specifically for frailty such as a tipping kettle)
- Household furniture and furnishings:
 - ~ Lounge suites and recliners which do not support a care recipient's mobility, dexterity and functional care needs and goals
 - ~ Other general household furniture such as coffee tables, wardrobes and bookshelves.
 - ~ Massage chairs when not prescribed by treating medical practitioner and/or allied health professional
 - ~ General mattress and frame for bed (exceptions for pressure relieving mattress or mattress/frame for an electrical adjustable bed or hospital bed)
- Replacement/maintenance/servicing/cleaning of:
 - ~ Water tanks
 - ~ Solar panels
 - ~ Fencing
 - ~ Roofs
 - ~ Heating and cooling or hot water systems
 - ~ Swimming pools
- Home modifications or capital items that are not related to the care recipient's ageing-related care needs, for example:
 - ~ Windows, roofs, pergolas, sunrooms, decking
 - ~ Home modifications that don't support ageing safely e.g., non-accessible bathroom and kitchen modifications; non-standard fittings in accessible bathroom modifications (e.g., mosaic tiles)
 - ~ Home modifications requiring development applications
 - ~ Aesthetic modifications of any kind
 - ~ Repainting the home
 - ~ Major plumbing
 - ~ Emptying of septic tank; remedying sewage surcharge (matter for water company/insurer)
 - ~ Major electrical work, e.g., rewiring house
 - ~ Replacement of entire floor and floor coverings throughout the home unless safe passage for mobility equipment required or slip hazard reduction required, as recommended by a health professional for care recipients at risk of falls
 - ~ Replacement of foundation e.g., concrete/cement slab
 - ~ Significant changes to the floorplan of the home, such as adding a new bathroom or extension

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<p>Accommodation costs continued</p>	<ul style="list-style-type: none"> - Extensive gardening services such as: <ul style="list-style-type: none"> ~ Planting and maintaining crops, natives and ornamental plants ~ The installation and/or maintenance of raised garden beds ~ Compost heaps ~ Watering systems ~ Water features and rock gardens ~ Landscaping ~ Tree removal ~ Removal of garden beds ~ Removal of shrubbery (unless preventing safe access and egress)
<p>Payment of home care fees</p>	<ul style="list-style-type: none"> - Defined at section 52D of the Aged Care Act 1997 - Includes income tested care fees, basic daily fees and additional fees
<p>Payment of fees or charges for care or services funded or jointly funded by the Australian Government</p>	<ul style="list-style-type: none"> - Co-payments for state/territory government funded programs, such as subsidised taxi vouchers and/or aids and equipment schemes - Dentures, dentistry and dental surgery - Prescription glasses or contact lenses - Protheses (e.g., artificial limb) - Spectacles - Hearing aids available under the Hearing Services Program - Continence aids if a participant in the CAPS program - Diagnostic imaging - Natural therapies, including: <ul style="list-style-type: none"> ~ Alexander technique ~ Aromatherapy ~ Bowen therapy ~ Buteyko ~ Feldenkrais ~ Homeopathy ~ Iridology ~ Kinesiology ~ Naturopathy ~ Pilates (except sessions supervised by an exercise physiologist or physiotherapist) ~ Reflexology ~ Rolfing ~ Shiatsu ~ Tai chi (except sessions supervised by a Chinese Medicine Practitioner, exercise physiologist or physiotherapist) ~ Western herbalism ~ Yoga (except sessions supervised by an exercise physiologist or physiotherapist)

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<p>Payment for services and items covered by the Medicare Benefits Schedule (MBS) or the Pharmaceutical Benefits Scheme (PBS) (or items that should be considered for funding through these schemes)</p>	<ul style="list-style-type: none"> - Co-payments or gap fees, including for services covered by private health insurance - Medications, vitamins and supplements (as well as items not covered by the PBS such as off-indication prescriptions, medicines not endorsed for listing by the Pharmaceutical Benefits Advisory Committee (PBAC) or medicines where the manufacturer has chosen not to list the product on the PBS - Consultation/tests/surgery with medical practitioner (GPs and specialists) <ul style="list-style-type: none"> ~ The only exception to this is a private appointment (i.e. not covered by MBS) with a GP to meet evidence requirements for the dementia and cognition supplement and oxygen and enteral feeding supplements - Hospital costs - Ambulance cover - Private health insurance premiums
<p>Provision of cash debit cards or like payments to care recipients for any purpose</p>	<ul style="list-style-type: none"> - Debit cards - Cash payments or gift vouchers/cards, including online vouchers and coupons - Transfer of subsidy into care recipient or their family's personal/business bank account without rigorous acquittal by provider of funds against receipts matched to the Home Care Agreement, care plan and individualised budget in accordance with the Records Principles 2014.