

Home and Community Care Services

*Helping you stay at home,
and in your community*



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

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

Most people want to live in their own home, but some frail older people and people with a disability can find this difficult without support. Help can be provided by carers (family and friends) and by HACC and other services.

HACC can provide basic support services so that frail older people and people with a disability can continue to live in their community. These services provide eligible people with help at home, support in getting out into the community, and a break for carers.

HACC services are offered in your home or local community and may be provided by a HACC agency, community health centre or local council.

What are HACC services?

HACC services provided in the community include:

- **Centre-based day respite**
Culturally appropriate care, company and group activities in the centre, and short trips away from the centre.
- **Transport**
Helps people get out and about to a day centre, shopping or appointments.
- **Social support**
Gives clients a hand by taking them shopping, banking or to appointments, or just providing company for a chat.

HACC services provided at home may include:

- **Domestic assistance (home help/home care)**
Household jobs like cleaning, clothes washing and ironing
- **Personal care**
Includes help with bathing or showering, dressing, hair care and toileting.
- **Home maintenance**
Home maintenance is general repair and care of a client's house or yard (for example, changing light bulbs, fixing door locks).
- **Home modification**
Services can install safety aids like alarms, ramps and support rails in your home.
- **Community nursing**
Provided in your home by a qualified nurse (eg wound dressing, continence advice).

Some HACC services can be provided either at a community centre or in your home:

- **Food services**
If it is hard for you to prepare meals, these services may include:
 - providing meals at a community centre or day centre
 - helping with shopping for food, preparing and storing it
 - delivering meals to your home.

- **Allied health services**

For people having problems with their feet or speech, or needing help with ongoing problems resulting from an accident or illness. Services include physiotherapy (exercises), podiatry (foot care), speech pathology, occupational therapy (useful home aids) and advice from a dietitian (healthy eating).

- **Support services for carers**

What is a carer? A carer is someone who cares for people who have a disability, mental illness, chronic (ongoing) illness or are older and frail, and are unable to look after themselves. A carer could be their spouse, partner, family member, neighbour or friend.

Caring for an elder or a person with a disability can be very hard, and carers may need a break, advice and support to help them cope with their caring role. If you are a carer, you can get support through HACC and other services such as:

- **Respite care:**

This service gives carers a break while a respite worker looks after the person needing care. The person being cared for can receive respite care in their home or in a day respite centre. In most cases respite care is planned ahead, but it may be provided as an emergency service.

- **Support and information:**

This service helps a carer find longer term respite such as temporary accommodation in a nursing home, aged people's hostel or, in some regions, at the local hospital. The service can help find the most appropriate respite place for the person needing care. This allows carers to have a longer break from their caring responsibilities.



- **Other support services for carers:**

- **Carers Queensland:** Offers carer support groups, carer counselling, free resources, training and information. Call 1800 242 636** (Freecall™ business hrs)
- **Carers' Kit:** An information kit full of advice on caring at home is available to carers free of charge from the Commonwealth Carer Resource Centre. Call 1800 242 636** (Freecall™ business hrs)
- **Commonwealth Carer Respite Centres:** call 1800 059 059** (Freecall™ 24 hours)



- **Other carer support organisations:**

There are carer support organisations out there to help you. For contact details talk to your local HACC coordinator.

- Financial support is available for carers in the form of a Carer Allowance and Carer Payment. Contact Centrelink on 13 2717.

Who is eligible for a HACC service?

HACC services are for people who need help to continue living at home in the community because:

- they are frail older people who have difficulty with everyday tasks, such as showering, getting dressed or doing housework,
- OR
- they are a younger person with a moderate to severe disability,
- AND
- they are at risk of having to go into a nursing home or aged people's hostel

HACC services are also available for people who are caring for a frail older person or someone with a disability.



How do I get a HACC service?

You, your doctor or hospital, a family member or friend can contact:

- Commonwealth Carelink Centre to discuss your needs, or
- your local HACC service coordinator for an assessment of your needs. For contact details see back page.

Assessment

In order to assess your needs, a person from a HACC agency talks to you about how you are coping with your daily living. The information you provide is written in the HACC Ongoing Needs Identification (ONI) form. This is used by the HACC agency to decide whether you are eligible for a service and what type of service you need to assist you to remain living at home.

Will I have to pay for a HACC service?

Each HACC service has its own policy on fees, but most services ask for a small contribution, depending on your situation. Special consideration is given to people with limited finances.



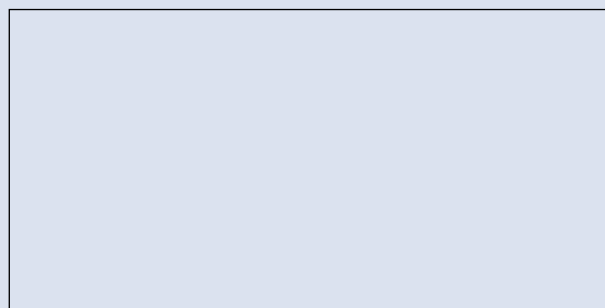
Need more information?

To find out about HACC services in your area, contact:

COMMONWEALTH CARELINK CENTRE*
on **1800 052 222**** (Freecall™ business hours)

Your doctor: Your doctor can work with other services to assist you to ask for the care you need.

Or phone your local **HACC agency**



Or visit

www.health.qld.gov.au/hacc

* Provides free information about community aged care, disability and other support services.

** Calls from mobile phones are charged at applicable rates.



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The Home and Community Care Program is jointly funded by the Australian and Queensland Governments.

HACC Multicultural Information Resources

The Queensland HACC Program's two multicultural e-brochures/fact sheets (HACC Services and Your Rights) are available in the following languages:

- Arabic
- Bosnian/Croatian
- Chinese
- Dutch
- Finnish
- French
- German
- Greek
- Hindi
- Hmong
- Hungarian
- Italian
- Japanese
- Khmer
- Korean
- Polish
- Samoan
- Serbian
- Spanish
- Tagalog
- Vietnamese

The complete suite of multicultural e-brochures/fact sheets, and their English translations, can be downloaded in print and audio format from the HACC website:

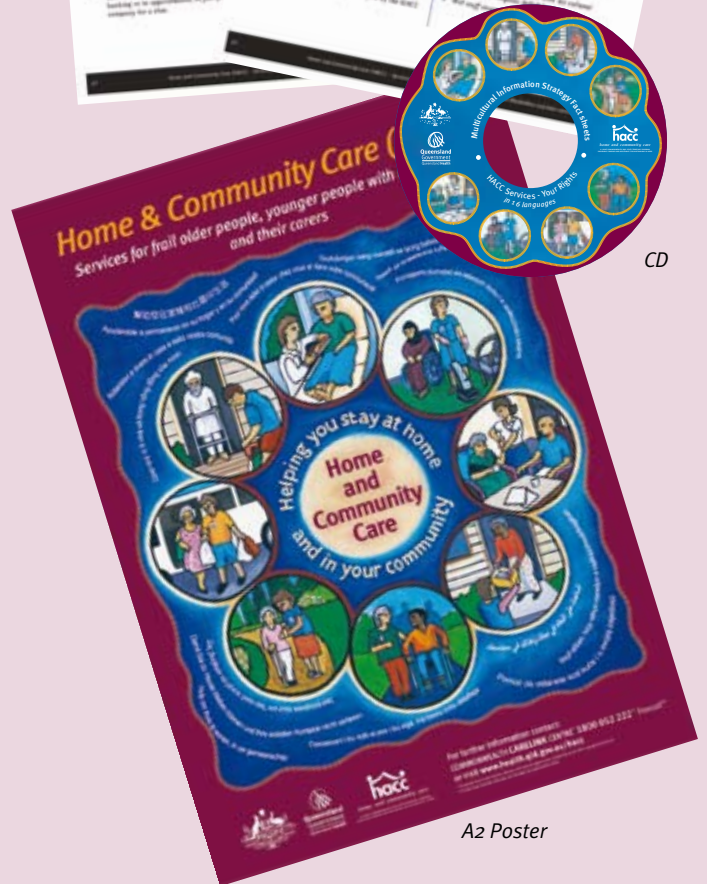
www.health.qld.gov.au/hacc/multicultural.asp

These resources are also available in print and audio format on CD-ROM free of charge from:

HACC_Resource@health.qld.gov.au

The HACC multicultural poster (A2 folded to A4) can also be obtained from the Resource Unit.

Fact sheets



A2 Poster