

The Home and Community Care (HACC) Program is a joint Australian, State and Territory Government initiative. In NSW, the Department of Ageing, Disability and Home Care is responsible for the administration of the Program, which provides a range of basic maintenance and support services for frail older people, people with a disability and their carers.

Why do people need HACC services?

HACC services help people who would otherwise be prematurely or inappropriately admitted to residential care to live independently in their own home and the community.

Services provided through the Program include:

- **Home modifications or maintenance** – assistance to maintain a person's home, garden or yard to keep it safe.
- **Social support** – assistance to meet a person's need for social contact and participation in community life.
- **Transport** – practical assistance with group or individual transport needs.
- **Domestic assistance and personal care** – help with cooking, cleaning, washing, ironing, bathing and dressing.
- **Nursing care** – support in the management of particular health problems such as diabetes and incontinence.
- **Case management** – a collaborative and person-focussed process for managing support to people with chronic, ongoing or complex conditions or situations.
- **Meals and other food services** – the preparation and delivery of meals or other food items, which contribute to meeting a person's daily nutrition requirements.
- **Centre-based day care** – group activities to assist with social interaction which are conducted in a centre-based setting.
- **Respite care** – support to carers through the provision of flexible and responsive alternatives to the usual care arrangements.
- **Formal linen services** – the provision and laundering of linen.
- **Goods and equipment** – loan or purchase of goods and equipment that help the person with their mobility, communication, personal care or health care.
- **Allied health** – such as podiatry, physiotherapy, occupational therapy, speech pathology and dietetics.
- **Assessment** – activities to establish eligibility needs and access to services.
- **Client care coordination** – the coordination of activities undertaken to facilitate access to HACC services for people who need help to gain access to more than one service.

Local Government, community and voluntary organisations, religious and charitable organisations, and commercial organisations, as well as State and Territory Government agencies may provide HACC services.



home and community care

Who is eligible for HACC services?

- Frail older people
- People with a disability
- Their carers

Getting HACC services

People can be referred for HACC services in a range of ways, such as:

1. By direct contact with service providers, who will undertake an assessment to establish eligibility.
2. Through the local Area Health Service/Aged Care Assessment Team (ACAT), who will undertake an assessment and make a referral to the appropriate service provider.
3. Or via general practitioners, other medical practitioners, hospitals, rehabilitation facilities, Commonwealth Carelink Centres and other HACC providers.

What does it cost?

The HACC Program subsidises costs. Where possible, materials are purchased at a discounted rate.

HACC services are required to have a fees policy, with the flexibility to reduce or waive fees according to the person's financial situation. The fees will be discussed with the person and carer prior to the delivery of services.

A person will never be refused access to services due to an inability to pay.

Where can I get more information?

- The NSW Department of Ageing, Disability and Home Care administers the HACC Program in NSW and can be contacted on (02) 8270 2000 or via www.dadhc.nsw.gov.au.
- Commonwealth Carelink Centres provide information for older people, people with a disability and those who provide care and services and can be contacted on 1800 052 222 or via www.commcarelink.health.gov.au.