

The intent of the Home Care Package (HCP) Program is to optimise health and wellbeing of the care recipient and help them to live safely and independently at home.

Please discuss your care needs with your Care Manager prior to purchase or service commencement as this is a guide only.

## Included Items

Included items must directly relate to the care of the care recipient. Included items need to be related to the care recipient's assessed needs and be documented in the care plan. Reimbursements are not accepted unless discussed and approved with your Care Manager first.

### Personal services

Personal assistance, including individual attention, individual supervision and physical assistance, with:

- (a) bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids; and
- (b) toileting; and
- (c) dressing and undressing; and
- (d) mobility; and
- (e) transfer (including in and out of bed).

### Activities of daily living

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 in using the telephone.

### Nutrition, hydration, meal preparation and diet

Includes:

- (a) assistance with preparing and delivering meals; and
- (b) assistance with special diet for health, religious, cultural or other reasons; and
- (c) assistance with using eating utensils and eating aids and assistance with actual feeding, if necessary; and
- (d) providing enteral feeding formula and equipment.

### Management of skin integrity

Includes providing bandages, dressings, and skin emollients.

### Continence management

Includes:

- (a) assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas; and
- (b) assistance in using continence aids and appliances and managing continence.

### Mobility and dexterity

Includes:

- (a) providing crutches, quadraped walkers, walking frames, walking sticks and wheelchairs; and
- (b) providing mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses; and
- (c) assistance in using the above aids.

## Excluded Items

Excluded Items are items that would usually be paid for with general income, such as household bills and other basic living expenses.

The following items must not be included in the package of care and services provided:

- (a) use of the package funds as a source of general income for the care recipient;
- (b) purchase of food, except as part of enteral feeding requirements;
- (c) payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent;
- (d) payment of home care fees;
- (e) payment of fees or charges for other types of care funded or jointly funded by the Australian Government;
- (f) home modifications or capital items that are not related to the care recipient's care needs;
- (g) travel and accommodation for holidays;
- (h) cost of entertainment activities, such as club memberships and tickets to sporting events;
- (i) gambling activities;
- (j) payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

## Access to other health and related services

Includes referral to health practitioners or other related service providers.

### Support services

Includes:

- (a) cleaning; and
- (b) personal laundry services, including laundering of care recipient's clothing and bedding that can be machine-washed, and ironing; and
- (c) arranging for dry-cleaning of care recipient's clothing and bedding that cannot be machine-washed; and
- (d) gardening; and
- (e) medication management; and
- (f) rehabilitative support, or helping to access rehabilitative support, to meet a professionally determined therapeutic need; and
- (g) emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the care recipient and carer, if appropriate; and
- (h) 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; and
- (i) 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; and
- (j) transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities; and
- (k) respite care in home and in community (not Residential respite); and
- (l) home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security; and
- (m) modifications to the home, such as easy access taps, shower hose or bath rails; and
- (n) assisting the care recipient, and the homeowner if the home owner is not the care recipient, to access technical advice on major home modifications; and
- (o) advising the care recipient on areas of concern in their home that pose safety risks and ways to mitigate the risks; and
- (p) arranging social activities and providing or coordinating transport to social functions, entertainment activities and other out-of-home services; and
- (q) assistance to access support services to maintain personal affairs.

### Leisure, interests and activities

Includes encouragement to take part in social and community activities that promote and protect the care recipient's lifestyle, interests and wellbeing.

### Care management

Includes reviewing the care recipient's home care agreement and care plan, coordinating and scheduling care and services, ensuring care and services are aligned with other supports, liaising with the care recipient and the care recipient's representatives, ensuring that care and services are culturally appropriate, and identifying and addressing risks to the care recipient's safety.

### Clinical Care

Includes:

- (a) nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services; and
- (b) other clinical services such as massage and acupuncture.

## Excluded Items

- Basic living expenses
- Meals and nutritional supplements
- Purchases of general household items (such as vacuum cleaners, fridges, freezers, TVs and lounge chairs)
- Non medicated creams
- Non medicated chemist items
- Vitamins and herbal medicines
- Medical procedures
- Bed linen
- Hair cuts
- Shoes
- Internet plans and phone credit
- Servicing heaters, air conditioners and appliances
- Hearing aids
- Glasses and spectacles
- Services that could also be available through telehealth
- Payments of fees or charges for other types of care or service funded or jointly funded by the Australian Government (such as taxis, physiotherapy, dental and dentures and private health insurance)
- Taxi vouchers
- Entertainment activities such as social clubs and streaming subscriptions
- Funeral insurance or costs
- Furniture removal or removalists
- Gift vouchers
- Capital items that do not related to care needs (such as security cameras, new guttering, flyscreens, carpets, house painting, major home modifications and kitchen renovation)
- Residential respite