

Fact Sheet: Home Care Packages Inclusions and Exclusions



Inclusions

Service inclusions	Content
Personal assistance with activities of daily living	<p>Personal assistance provided by a personal care worker or an enrolled/registered nurse, including individual attention, supervision, and physical assistance with:</p> <ul style="list-style-type: none"> • Bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, including teeth and denture cleaning, dressing and undressing, and using dressing aids • Toileting and the use of over toilet chairs • Mobility • Transfer (including in and out of bed) • Medication management to support care recipients when taking their medicine • Providing 24-hour on-call access to emergency assistance (e.g., MePACS Alarm)
Individual support services	<p>Includes:</p> <ul style="list-style-type: none"> • Cleaning • Personal laundry services • Dry-cleaning of care recipient’s clothing and bedding that cannot be machine-washed • Rehabilitative support (may include post inpatient/outpatient rehabilitative hospital support; including provision of aids and equipment recommended by rehabilitative specialist if unable to be accessed through another government funded program). • Emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the care recipient and carer, if appropriate • Assistance to access support services to maintain personal affairs • Transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities. May include provision of taxi vouchers, however: <ul style="list-style-type: none"> • Transport services delivered under the HCP are not intended to replace or fund transport services that are provided under another system, such as state/territory administered patient transport services. • Care recipients can access taxi vouchers through their HCP funding OR through a state-based government program. However, both services are unable to be used at the same for the same trip. • Respite care (excluding residential respite and CHSP funded respite, unless charged at full cost recovery).
Nutrition, hydration, meal preparation and diet	<p>Personal assistance provided by a personal care worker, an enrolled/registered nurse or other health professional, including individual attention, supervision, and physical assistance with:</p> <ul style="list-style-type: none"> • Preparing meals • Accessing information on special diets • Using eating utensils and eating aids and assistance with actual feeding, if necessary <p>Accessible cooking appliances such as a talking microwave for the vision impaired.</p> <p>Providing enteral feeding formula and equipment.</p> <p>Food for special medical purposes prescribed and monitored by a medical or allied health professional operating within their scope of practice.</p>
Management of skin integrity	<p>Includes providing bandages, dressings, and the provision and application of skin emollients.</p>

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Continence management	<p>Assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas</p> <p>Assistance in using continence aids and appliances and managing continence.</p> <p>Laundry services and/or repair/provision of washing machine and dryer for care recipients with permanent and severe incontinence as diagnosed by a medical or health professional acting within their scope of practice; and as included in their care plan.</p> <p>Specialist cleaning for bedding, including mattress, and soft furnishings.</p>
Mobility and dexterity	<p>Purchase, hire or repair of equipment that will improve functional capacity; reduce progression of functional decline; or minimise the risk of serious injury to the care recipient, carer or service provider.</p>
Home and garden maintenance	<p>Garden/yard maintenance and gardening services must directly relate to ensuring the care recipients safety, rather than maintaining visual appeal or value. For example:</p> <ul style="list-style-type: none"> • Essential pruning • Yard clearance or lawn mowing where there are issues of safety and access <p>Minor home maintenance activities that the consumer previously did for themselves but can no longer do safely, for example:</p> <ul style="list-style-type: none"> • Cleaning gutters • Changing light globes • Changing batteries in smoke alarms • Fixing a broken door • Minor plumbing, electrical & carpentry repairs where client safety is an issue • Installation of easy access taps, shower hose or bath rails • Repair of internal flooring and external access pathways to address slip and trip hazards • Secure access issues for clients' personal safety • Working-at-height related repairs or cleaning for client health and safety i.e. gutters, roofs, windows, ceilings, smoke alarms
Home modifications	<p>Home modifications to improve safety and accessibility and independence within the home environment for the care recipient. Simple modifications can be installed by the service provider, in line with the 'Building Code of Australia' and in compliance with state and territory building regulations and may include:</p> <ul style="list-style-type: none"> • access and egress pathways through a property • appropriate lever tap sets or lever door handles • grab rails in the shower • installation and fitting of emergency alarms (excluding smoke alarms) and other safety aids and assistive technology • internal and external handrails • ramps (permanent and temporary) • lifts • step modifications <p>In some clinically justified circumstances home modifications could also include:</p> <ul style="list-style-type: none"> • bathroom modification (e.g. lowering or removal of shower hobs, changes to design layout to improve accessibility) • kitchen modification (e.g. lowering kitchen bench tops, changes to design layout to improve accessibility) • widening doorways and passages (e.g. to allow wheelchair access) • hand-held showers, sliding shower rails • removal of shower screens/doors – installation of weighted shower curtains • doorway wedges <p>Assisting the care recipient, and the homeowner if the homeowner is not the care recipient, to access technical advice on major home modifications (e.g. where a modification requires a development approval (noting variation across Council by-laws).</p> <p>Significant changes to the floorplan of the home, such as adding a new bathroom or</p>

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	extension, are exclusions, but HCP funds may be used to pay for the clinical assessment and liaison between the clinician and builder/architect to ensure appropriate plans are developed to support the care recipient's care needs and goals.																				
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. Includes:</p> <ul style="list-style-type: none"> IT equipment, including, tablets, smart devices. Providers must consider 'cost effectiveness' and 'value for money' in purchasing IT equipment, turning to the most cost-effective and economical device that meets the care recipient's needs, and consideration as to the need for future maintenance or replacements. Providers should cap this support at \$500 per care recipient per year (or up to \$1,000 in exceptional circumstances). As part of continuity of support obligations, providers must identify what IT equipment, including tablets and smart devices have previously been provided to the care recipient to meet their aged care needs/goals. CHSP Social Support Group: HCP care recipients previously accessing Social Support Group services through the CHSP who transition to a HCP, may continue to access the Social Support Group as a CHSP client. Care recipients must pay the client contribution fee set by providers under the CHSP principles-based Client Contribution Framework using private funds. The care recipient's package should not be charged cost recovery fees or be asked to cease the service after transitioning to a HCP. 																				
Nursing care	Clinical care provided by a registered or enrolled nurse. This care is directed to treatment and monitoring of medically diagnosed clinical conditions and can include use of non-MBS rebated telehealth and remote monitoring technologies to support nursing care and recording client observations.																				
Allied health and therapy services	<table border="0"> <tr> <td>Aboriginal & Torres Strait Islander Health Worker</td> <td>Optometry (non MBS items)</td> </tr> <tr> <td>Art therapy</td> <td>Orthoptics</td> </tr> <tr> <td>Audiology</td> <td>Orthotists/prosthetists</td> </tr> <tr> <td>Chiropractic</td> <td>Osteopathy</td> </tr> <tr> <td>Dietitian or Nutritionist</td> <td>Physiotherapy</td> </tr> <tr> <td>Diversional therapy</td> <td>Podiatry</td> </tr> <tr> <td>Exercise Physiology</td> <td>Psychology</td> </tr> <tr> <td>Music therapy</td> <td>Rehabilitation counselling</td> </tr> <tr> <td>Occupational Therapy</td> <td>Social Work</td> </tr> <tr> <td></td> <td>Speech Pathology</td> </tr> </table>	Aboriginal & Torres Strait Islander Health Worker	Optometry (non MBS items)	Art therapy	Orthoptics	Audiology	Orthotists/prosthetists	Chiropractic	Osteopathy	Dietitian or Nutritionist	Physiotherapy	Diversional therapy	Podiatry	Exercise Physiology	Psychology	Music therapy	Rehabilitation counselling	Occupational Therapy	Social Work		Speech Pathology
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Hearing services	<p>The Quality of Care Principles 2014 lists hearing services as an inclusion. However, if the care recipient is eligible for another Australian Government program such as the Hearing Services Program (HSP), they would be excluded from accessing services such as a hearing aid through their HCP.</p> <p>If a care recipient does not hold a pensioner concession card, they are not eligible for the HSP program. Care recipients not eligible for the HSP should discuss with their home care provider if the package can support access to hearing services, including hearing aids.</p>																				
Vision services	<p>Includes low vision devices such as a talking clock, reading software or TV connected video magnifier.</p> <p>Providers should support care recipients to access relevant state/territory-based schemes available to support access to affordable eye care and visual aids. Subsidised spectacle schemes information can be found at: https://www.optometry.org.au/practice-professional-support/patient-practice-management/subsidised-spectacle-schemes-ndis/. Co-payments may not be funded through the HCP. MBS-funded optical costs are an exclusion.</p>																				

Exclusions

The following list of specified exclusions are always excluded; even if they may advance the care recipient's assessed care needs and care goals, they are not aligned to the intent and scope of the HCP Program.

Specified exclusions																				
<p>Using package funds as a source of general income for the care recipient for items such as:</p> <ul style="list-style-type: none"> • Purchase of ordinary food • Payment for permanent accommodation e.g., assistance with home purchase, mortgage payments or rent • Relocation expenses • Payment of home care fees • Payment of fees or charges for other types of care funded or jointly funded by the Australian Government • Travel and accommodation for holidays • Cost of entertainment activities, such as club memberships and tickets to sporting events • Gambling activities • Debit cards • Cash payments or gift vouchers/cards • Payment to families and friends for care services. 																				
<p>Purchase and servicing (routine or reactive) of household items which are not related to improvement of ageing related functional impairment include (a non-exhaustive list is below):</p> <ul style="list-style-type: none"> • Furniture such as general lounge suites and recliners which do not support a care recipient' mobility, dexterity and functional care needs • New mattress for bed (not a pressure relieving mattress or mattress for an electrical adjustable bed) • White goods appliances and household appliances such as washing machines, fridges, heating and cooling systems, hot water systems, televisions, microwaves, food blenders, etc. • Water tanks • Solar panels • Electric fencing. 																				
<p>Paying fees or charges for other types of care funded or jointly funded by the Australian Government such as:</p> <ul style="list-style-type: none"> • Dentistry and dental surgery • Medical care (fees for GPs, specialists, public and elective private hospitals). However, a private fee for a GP consultation may be funded if the sole purpose for the visit is to obtain evidence requirements for the oxygen, enteral feeding and/or dementia and cognition supplements. • Payment for services and items covered by the Medicare Benefits Schedule (MBS) or the Pharmaceutical Benefits Scheme (PBS). • Medical expenses and non-PBS medications, including vitamins and supplements. 																				
<p>Home modifications or capital items that are not related to the care recipient's care needs, e.g.:</p> <ul style="list-style-type: none"> • Windows, roofs, pergolas, sunrooms, etc. • Home modifications requiring development applications • Aesthetic modifications of any kind. <p>Extensive gardening services such as: planting and maintaining crops, natives and ornamental plants; the installation, maintenance and removal of garden beds (unless a trip hazard), compost heaps, watering systems, water features and rock gardens; and landscaping are outside the scope of the program.</p>																				
<p>The following natural therapies are excluded from a HCP:</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 33%;">Alexander technique</td> <td style="width: 33%;">Iridology</td> <td style="width: 33%;">Shiatsu</td> </tr> <tr> <td>Aromatherapy</td> <td>Kinesiology</td> <td>Tai chi</td> </tr> <tr> <td>Bowen therapy</td> <td>Naturopathy</td> <td>Western herbalism</td> </tr> <tr> <td>Buteyko</td> <td>Pilates*</td> <td>Yoga*</td> </tr> <tr> <td>Feldenkrais</td> <td>Reflexology</td> <td>*unless supervised by a physiotherapist or exercise physiologist</td> </tr> <tr> <td>Homeopathy</td> <td>Rolfing</td> <td></td> </tr> </tbody> </table>			Alexander technique	Iridology	Shiatsu	Aromatherapy	Kinesiology	Tai chi	Bowen therapy	Naturopathy	Western herbalism	Buteyko	Pilates*	Yoga*	Feldenkrais	Reflexology	*unless supervised by a physiotherapist or exercise physiologist	Homeopathy	Rolfing	
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