



What can my home care package pay for?

The goal of the home care package program is to enable older Australians to live independently in their own homes. The home care model uses a client directed care approach which ensure the care and services delivered meet your needs, goals and preferences. Care and services are delivered within the limitations of your home care package budget and within the scope of the home care program. Some services can only be accessed if they are recommended by a health professional and are within the scope of the home care package. Below are a list of services which are within the scope of the package and those which are exclusions as outlined by the Department of Health. Your case manager will assist you in understanding the care and services you can have through your home care package.

If you would like a copy of the Home Care Manual for consumers, please contact your case manager or visit:

<https://www.myagedcare.gov.au/publications/home-care-packages-manual-pdf>

If you would like an advocate to assist you in understanding your package and accessing care and services , please call OPAN on 1800 700 600 or visit the OPAN website at <https://opan.com.au/>

Examples of included services:

Personal services

Service inclusions	Content
Personal services	Personal assistance, including individual attention, supervision and physical assistance, with showering, dressing and grooming
Activities of daily living	Personal 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.
Nutrition, hydration, meal preparation and diet	Includes: <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• Providing enteral feeding formula and equipment.
Management of skin integrity	Includes providing bandages, dressings, and skin emollients.
Continence management	Includes: <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	Includes: <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.

Support Services

Service inclusions	Content
Support services	<p>Includes:</p> <ul style="list-style-type: none"> • Cleaning • Personal laundry services • 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 • 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 in the home • 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; access and egress pathways through property • Assisting 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.
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>

Clinical Services

Clinical care	Includes: <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.
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Exclusions

Specified exclusions

The following items must not be included in the package of care and services under the HCP Program:

- Use of the package funds as a source of general income for the care recipient
- Purchase of food, except as part of enteral feeding requirements
- Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent
- Payment of home care fees
- Payment of fees or charges for other types of care funded or jointly funded by the Australian Government
- Home modifications or capital items that are not related to the care recipient's care needs
- Travel and accommodation for holidays
- Cost of entertainment activities, such as club memberships and tickets to sporting events
- Gambling activities
- Payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

Examples of Exclusions

Excluded item (category)

Example of excluded item

Use of the package funds as a source of general income for the care recipient

Household bills, the purchase of a car or petrol, funeral cover, household furniture, solar panels, servicing gas heaters, phone and/or internet plans, or entertainment activities such as streaming subscriptions; clothing; fridges, washing machines, dryers, televisions, small appliances, furniture removal; storage; gift vouchers; funeral costs; solar panels

Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent

Rates, home and contents insurance

Excluded item (category)	Example of excluded item
Payment of home care fees	Basic daily fee, income-tested care fee and additional fees
Payment of fees or charges for other types of care funded or jointly funded by the Australian Government	Services that can be covered under the public health system, such as hearing aids, dentures, eyeglasses; medications; GP or specialist visits; hospital or day surgery costs
Home modifications or capital items that are not related to the care recipient's care needs	House renovations that exceed what is necessary for functional safety, independence, wellness and reablement, such as household security alarms, replacing gutters