



## COMBINED PENSIONERS AND SUPERANNUANTS ASSOCIATION OF NEW SOUTH WALES INC.

Founded 1931.

Serving pensioners of all ages, superannuants and low-income retirees.

*Consumer Protection Awards – 2002, 2003, 2004*

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# FACT SHEET

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Last Updated January 2005

## Home and Community Care

The following information has been compiled to assist people who require assistance to remain living in their own home. For further information please phone CPSA on (02) 9281 3588 or 1800 451 488 (country callers) or refer to the organisations listed.

### What is the Home and Community Care Program?

- The Home and Community Care (HACC) Program came into existence through the Home and Community Care Act, 1985. It aims to support people to remain in their own home, thus avoiding premature or inappropriate admission to an aged care facility.

### Who is eligible?

- The HACC Program provides basic support services to frail older people, younger people with disabilities and their carers.
- People from culturally and linguistically diverse backgrounds (CALDB), Aboriginal and Torres Strait Islander (ATSI) people, people with dementia, financially disadvantaged people, and people living in remote or isolated areas find it difficult to access HACC services.
- Access is not determined by age alone, but by the presence of moderate, severe or profound functional disability\*.
- Access to HACC services is based on relative need - one person's needs are compared with those of other people applying for the same service.

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\* A functional disability makes it difficult to perform the tasks of daily living without help or supervision (includes dressing, preparing meals, house cleaning/maintenance and using public transport).

## What types of services are available?

- HACC services include, but are not limited to:
  1. Food services such as Meals on Wheels
  2. Personal care
  3. Home help
  4. Home maintenance and modifications
  5. Community based respite care
  6. Assessment and referral services
  7. Information and advocacy services
  8. Neighbour aid
  9. Community transport

## What do these services cost?

- Most HACC services ask for a contribution towards the cost of providing the service. Information regarding fees is provided during your assessment.
- Inability to pay is not a valid reason for refusing services.

## Do I have rights?

Yes. You have the following rights:

- To receive information that is easily understood.
- To privacy, confidentiality and to access your personal records.
- To be treated as an individual and to have your cultural background and personal beliefs respected.
- Service providers are responsible for making sure you know your rights. They must respect these rights and promote your dignity and independence. They must inform you of any changes to the care you receive.

## FOR FURTHER INFORMATION

- **Commonwealth Carelink Centres** – Phone: 1800 052 222 or visit the website at [www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)
- **Department of Ageing, Disability and Home Care** – visit the website at [www.dadhc.nsw.gov.au](http://www.dadhc.nsw.gov.au)
- **Australian Government Department of Health and Ageing** – visit the website [www.ageing.health.gov.au/commcare/hacc.htm](http://www.ageing.health.gov.au/commcare/hacc.htm)

This information was correct at the time of printing.

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