
Home and Community Care (HACC)

Call your local council or community health centre. They will meet you to discuss your needs. This will usually be in your home. You may want a family member, friend, interpreter or advocate with you.

The sort of services you require and how often they are needed will be discussed. There is a process for complaints or grievances should you have any at any time.

A range of services is available

Services are provided by many organisations. You can get support depending on your needs, for example:

Help around the home

- Housekeeping - including regular or 'spring' cleaning and laundry
- Home maintenance - such as cleaning gutters and spouts
- Minor works - such as the installation of grab rails and smoke alarms.

Personal, nursing and health care

- Personal care - such as assistance with mobility, showering, grooming, dressing and undressing, toileting, eating, prescribed exercise and monitoring of prescribed medication.
- Nursing care and therapy, and information on the management of health problems like diabetes or incontinence.
- In some areas, allied health services - such as dietetics, occupational therapy, physiotherapy, podiatry and speech therapy - are available.

Help to get out and about

- Assistance with shopping, cooking, paying bills and attending appointments
- Delivered meals and group meals at senior citizens' centres or community venues
- Friendly visiting and group activities via the telephone.
- Day groups sharing the company of others.

A break for everyone

- Planned and overnight respite in the home or in the community. This provides a break or an outing for the person who is being cared for and a break for the carer.
- Information and referral to other services.

Help for people with complex needs

- Additional services to help people with complex needs which cannot be met by mainstream HACC services alone are provided by Linkages programs.

Regular assessments ensure changing needs are met

Assessments are conducted to help people and their families or carers to identify their needs, identify services and to ensure people receive the appropriate mix of services. A care plan is developed, monitored and reviewed to ensure services continue to meet consumer needs and maximise their independence.

Where to get help

- Your local council
- Your local community health centre
- Nursing services.

Things to remember

- Help is available.
- Help will be provided depending on your needs.
- Ask for help when you need it.

This page has been produced in consultation with, and approved by:

Department of Health - Ageing and Aged Care

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