

Are you caring for someone at home?

Caring for a frail older person or a person with a disability can be very hard, and you may at times need a rest. If you are caring for someone who has a disability or mental or chronic illness who is unable to look after him/herself, you may be eligible for a HACC service. This service is called Respite.

Respite can give you a break while a trained worker looks after the person you care for in either their home or by taking them on an outing. In most cases respite is planned ahead, but it may be provided as an emergency service.

There is information and support available to help you find temporary residential respite accommodation if you need to have a longer break.

Where is more information for carers available?

Carers Victoria:

Offers carer support groups, carer counselling, free resources such as an information kit full of advice on caring at home in community languages, training and information.

Contact the Commonwealth Carer Resource Centre 1800 242 636 (free call during business hours).

Where is more information available?

Seniors Information Victoria:

Can be contacted on 1300 13 50 90.

If you would like an interpreter, the service can organise one to assist with your enquiry.

Home and Community Care (HACC) Program

The Home and Community Care (HACC) Program provides a range of basic support services to frail older people and people with disabilities who are experiencing difficulties in managing daily tasks but who wish to continue living at home. The Program also supports their carers and families.

The HACC Program targets its services to those who have the greatest need for them and/or the greatest capacity to benefit from them. Agencies providing services will assess your needs and provide you with information about your choices. After assessment, agencies decide what services can be allocated to you. It is important to understand that in many places there are more people wanting services than there are services available. It is agencies' responsibility to make sure services are allocated fairly and on the basis of need.

HACC services are provided by local councils, community health centres and some community organisations including Aboriginal and ethno-specific organisations.



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

What type of help is available in my home?

- A home carer can come to your house to help with cleaning, washing clothes, shopping and cooking. **(Home Care)**
- A personal carer can come to your home and help you with having a shower, getting dressed and eating. **(Personal Care)**
- A volunteer or worker from Council or other food services agency can deliver meals ready to eat or re-heat to your home or sometimes to a community venue. **(Delivered Meals and Centre Based Meals)**
- A home maintenance worker can help with small jobs around your home to improve your safety such as installing handrails, changing light globes and checking smoke alarms. **(Property Maintenance)**
- A registered nurse can give you advice about managing health problems such as diabetes, incontinence and arthritis. **(Nursing)**

- A trained volunteer can visit you at your home and spend some time with you. **(Volunteer Co-ordination)**

- You can be linked up with other people for regular chats over the phone. **(Telelink)**

What type of help is available in my community?

- **Planned Activity Groups** are designed to help you keep well and active. Activities include participating in physical activity exercises (eg strength training, walking groups, tai chi, aqua-aerobics), arts and crafts, dancing and relaxation programs, talking with friends and receiving advice on nutrition, health and wellbeing.

- An allied health professional can provide advice and treatment in relation to problems you may have with movement **(Occupational and Physiotherapy)**, foot care/walking **(Podiatry)**, diet **(Dietetics)**, speaking and communicating **(Speech Pathology)**.

Would I be able to get HACC services?

You may be able to access HACC services if you are:

- Frail and having difficulty doing all the things you need done at home to keep you living safely and independently; or a family carer of a person with a moderate to severe disability

You, your doctor, a family member or friend can contact your local council, community health centre or ethnic community organisation to ask about HACC services.

Before you can receive a HACC service, the staff will discuss with you and determine if you are eligible. If eligible an assessment worker will come and talk over with you what help you might need and what help might be available.

Will I have to pay for a HACC service?

Most services charge a fee. Your income level and ability to pay are considered. Special consideration is given to people with limited finances.