

## Home and Community Care (HACC) Western Australia

# Support to remain independent in your home and community



## **What is the Home and Community Care (HACC) program?**

Our home and our local community are often the places we feel most comfortable; where we can exercise our control, make our own decisions, and be ourselves.

As we age, or if we have a disability, we may need support to continue living at home. This support often comes from family and friends and may also be provided by HACC.

HACC support is individually tailored for people to maintain their independence and to continue living the life that is important to them.

HACC understands that maintaining personal choice and control is essential to each person's well-being.

HACC also provides support to carers to assist them in their caring role.

The WA HACC program is joint funded by the Commonwealth and Western Australian Governments.

## **Who is eligible for support from HACC?**

You may be eligible for HACC support if you:

- are older and frail and having difficulty with everyday tasks
- have a disability
- are the carer of a frail older person or someone with a disability.



## How can HACC support you?

HACC may be able to support you with:

- access to social activities that support you to stay connected with your family, friends and local community
- assistance with everyday household tasks
- assistance with the preparation or delivery of meals
- minor work in your home or yard to maintain your safety, independence and access
- minor structural changes to your home to maintain your independence and safety
- nursing care such as wound care, insulin injections, and assistance with management of diabetes, continence and pressure care
- assistance with personal care activities such as showering, dressing and basic foot care

- assistance with essential activities such as shopping, banking and maintaining social contacts
- assistance to enhance strength, independence and safety
- assistance to attend appointments and travel within the community.

If you are a carer of a person who is eligible for HACC support you may be able to receive assistance with:

- information, counselling, support or advocacy from a carer support organisation
- planned respite to allow for a regular break from your caring role.

## **Who do I contact?**

The Regional Assessment Services (RAS) can be contacted directly. They will:

- provide you with information about HACC and other community care programs
- ask you some questions to determine the best way to assist you
- facilitate access to an assessment to explore your needs and develop a plan for supporting you.

A RAS assessor may visit you in your home to explore and agree on strategies that support you to maintain your independence and maximise your wellbeing.

If you have had a recent assessment of your support needs the assessor can use this information with your permission to avoid asking you the same questions.

## **What if I am not eligible for HACC support?**

If you are not eligible for HACC support the RAS, with your consent, can refer you to alternative community options.

If the RAS assessor determines that you are not eligible you can request that your assessment be reviewed by the Manager of the Regional Assessment Service or the Aged and Continuing Care Directorate at the Department of Health.

The Commonwealth Government My Aged Care call centre and website can also provide you with information about aged care services.



## **Will I be charged fees?**

You will be asked to pay fees as a contribution towards the cost of the support that you receive.

Your service provider will discuss the fees to be charged when your support plan has been finalised.

If you feel you cannot afford to pay the full fees you may request a fees reduction.

You will not be refused HACCC support if you are unable to pay the full fees.



## **Where do I find more information?**

For further information about community care in WA, including HACC, contact:

WA Regional Assessment Services  
Telephone 1300 785 415

For aged care information contact:

My Aged Care call centre  
FREECALL™ 1800 200 422\*  
(\*free from a land line only)

My Aged Care website:

<http://www.myagedcare.gov.au/>

The WA HACC Program website:

[www.health.wa.gov.au/hacc](http://www.health.wa.gov.au/hacc)

If you are receiving HACC services and you wish to access more information about your rights and responsibilities, WA HACC Fees Policy and complaints processes please refer to the Your rights and responsibilities brochure available from the Regional Assessment Service or HACC service provider.



This document can be made available in alternative formats on request for a person with a disability.

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