



How you can use your Home Care Package funds

Here at Southcare, we deliver your care your way inline with your assessed care needs and goals using government guidelines that include, but not limited to, Aged Care Quality Standards and the Home Care Package Program Operational Manual.

Below is a snapshot of the guidelines to what our caring hands can do and can't do. Refer to the Home Care Package Program Operational Manual for full inclusions and exclusions at <https://www.myagedcare.gov.au/publications/home-care-packages-manual>

What our caring hands can do

- ✓ Showering, toileting personal hygiene and grooming
- ✓ Assist with hearing, seeing or speaking difficulties, as well as communication activities eg. fitting and checking hearing aids, cleaning glasses and help using the telephone
- ✓ Preparing meals and helping you eat with utensils, or personal feeding
- ✓ Assessment for and, if required, provision of continence aids and equipment
- ✓ Nursing, allied health and therapy services eg. speech, podiatry, occupational and physiotherapy
- ✓ Referring you to other health professionals as needed
- ✓ Ongoing assessment and planning to ensure you continue to receive the best care in line with your needs

What our caring hands can't do

- ✗ Beauty therapy (e.g., manicures) and hairdressing
- ✗ Gym or pool memberships
- ✗ Pet care and associated costs such as pet food; registration; taxidermy, cremation
- ✗ Payment of fees and charges for care or services funded or jointly funded by the Australian Government
- ✗ Natural therapies including, but not limited, to bower therapy, homeopathy, naturopathy, pilates and yoga (except sessions supervised by an exercise physiologist or physiotherapist)
- ✗ Payment for services and items covered by the Medicare Benefit Schedule (MBS) or the Pharmaceutical Benefit Scheme (PBS) eg. medications, hospital costs, ambulance cover and private health insurance premiums

CARE



SOCIAL AND INTERESTS



- ✓ Encourage you to take part in social and community activities to promote wellbeing
- ✓ Arranging social activities and helping you access other support services to maintain your personal affairs

- ✗ Cost of entertainment activities, such as club memberships and tickets to sporting events
- ✗ Travel and accommodation for holidays

Below continued snapshot of the guidelines to what our caring hands can do and can't do. Refer to the Home Care Package Program Operational Manual for full inclusions and exclusions at <https://www.myagedcare.gov.au/publications/home-care-packages-manual>

What our caring hands can do

- ✓ Domestic assistance for basic household tasks to maintain hygiene, personal laundry services, light gardening, medication management, rehabilitative support
- ✓ Helping you to access support to meet a professionally determined therapeutic need
- ✓ Cognitive impairment support including access to therapy or referrals
- ✓ 24-hour on-call emergency assistance including personal alarms
- ✓ Transport and assistance with shopping, visiting health professionals and social activities,
- ✓ Respite care
- ✓ Assist with home and garden maintenance to keep your home safe. Basic home modification (e.g. easy access taps, shower hose or bath rails) and accessing technical advice on major home modifications, home safety advice to reduce risk

What our caring hands can't do

- ✗ Assistance with costs or payment of general home services that were never, or are generally not completed independently prior to age-related functional decline
- ✗ Home care, permanent residential care or residential respite fees
- ✗ Home purchase, mortgage, rent, home insurance, rates, water, sewage, gas, electricity, heating, cooling and food
- ✗ Whitegoods, electrical appliances, general household furniture and furnishings, general mattress and frame for bed
- ✗ Home maintenance and modifications that are not related to the care recipients ageing-related care needs eg. heating and cooling or hot water systems, home modifications that don't support ageing safely, major plumbing, major electrical work, replacement of entire floor and floor coverings
- ✗ Extensive gardening services eg. watering systems, landscaping, pruning trees, shrubs
- ✗ Private transport costs (registration, repairs, insurance, fuel etc)
- ✗ Public bus, ferry or train fares
- ✗ Funeral plans / insurance
- ✗ Internet and telephone costs

SUPPORT SERVICES



PRODUCTS AND AIDS



- ✓ Providing aids e.g. crutches, walkers, walking frames/sticks and wheelchairs and mechanical devices for lifting eg bed rails, slide sheets, sheepskins, tri-pillows and pressure relieving mattresses
- ✓ Assist with purchase of items designed specifically for frailty eg tipping kettle, pressure relieving mattress and electric bed

- ✗ Services, goods or supports that people are expected to cover out of their general income throughout their life regardless of age
- ✗ Payment of fees or charges for already government subsidised care and products eg prescription glasses, hearing aids, continence products if a participant of CAPS program
- ✗ Provision of cash debit cards or cash payments or gift cards to care recipients for any purpose