

2.1 WHAT IS THE HOME AND COMMUNITY CARE PROGRAM?



The Home And Community Care (HACC) Program aims to fund a range of basic support services to frail older people and younger people who have functional disabilities and live in the community. In recognition of the valuable role of carers of these people, HACC also funds a range of services which support carers. The Commonwealth and State and Territory Governments jointly fund HACC. In the Northern Territory, the NT Department of Health and Community Services administers the Program.

GOALS OF THE HACC PROGRAM

The broad goals of the HACC Program are outlined in the HACC Agreement (2000) between the Commonwealth and Northern Territory Governments and encompass the following objectives:

- to promote the provision of a comprehensive, co-ordinated and integrated range of basic support and maintenance services for frail older people, younger people with disabilities and their carers, to enhance their independence in the community and prevent premature or inappropriate admission to long term residential care;
- to ensure that effective planning, monitoring and accountability processes are in place with mechanisms to facilitate input from consumer and service providers to plan at the regional and Territory-wide levels;
- to ensure that, within available resources, services are delivered in a manner which is cost-effective, achieves integration, promotes independence and avoids duplication;
- to ensure that, within available resources and within the broader service network, services are provided equitably between regions, responsive to regional differences, targeted to those who would benefit most and/or are most in need of those services and that access to all groups within the target population is achieved;
- to promote an integrated and co-ordinated approach between the delivery of home and community care and related health and welfare programs, including programs providing residential care; and
- to expand and develop high quality home and community care services through the joint co-operation of the Commonwealth, Territory, Local Government and community sectors.

The National Program Guidelines for HACC provide further information on the national operation of the HACC Program, and are available from the Department of Health and Community Services.

2.2 HACC IN THE NORTHERN TERRITORY

In 2002/03, the total HACC budget is \$6.635 million.

As at July 2002, HACC services were provided to approximately 1,700 clients by 81 projects across the Northern Territory.

The main services reported as being received by clients in the NT are meals, domestic assistance and social support, with case planning and assessment also commonly reported.



It is important to understand that HACC services are provided on the basis of **need**: people do not qualify for assistance because of their age - rather because they have difficulties in carrying out tasks, and require assistance. The carer's eligibility is based on their need for assistance in their care giving role.

2.3 THE MAIN TYPES OF SERVICES HACC CAN PROVIDE

There are the different ways HACC can assist people who are frail aged or younger with a disability or a carer. The following are descriptions of the services that can be offered.

1. DOMESTIC ASSISTANCE

Domestic Assistance may include doing jobs such as house cleaning, dishwashing, cooking, clothes washing and ironing, cleaning up rubbish and so on. It might mean collecting firewood for the fire, or, in some cases, keeping a camping area tidy.



2. SOCIAL SUPPORT



This is usually carried out in the person's home but may mean taking the client out to help them with necessary chores. It may mean: visiting people; doing banking for them or helping in cashing their cheques; paying bills; helping with telephone calls or writing letters; taking them shopping or the clinic; and other odd jobs.



If the client accompanies the worker during an activity it should be recorded as Social Support. (If the client does not accompany the worker, these activities should be recorded as Domestic Assistance).

3. NURSING CARE

Home nursing is care provided in a person's home, paid for and provided through the HACC service to support frail aged and younger people with a disability to remain at home.

In some states, such as the Northern Territory, it is a policy that the relevant Department takes direct responsibility for home nursing rather than the HACC program.



4. ALLIED HEALTH CARE

Your HACC service may be funded to provide a wide range of specialist services for your clients, including:

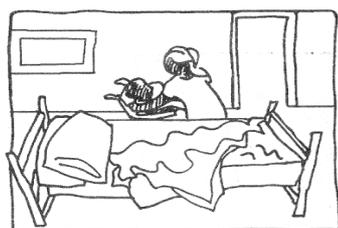
- Occupational therapy
- Physiotherapy
- Spinal Care
- Speech Pathology
- Continence Advisor
- Respiratory Worker



These services can be provided at home or at a community centre.

5. PERSONAL CARE

Providing personal care means helping people do things like showering, bathing, toileting, dressing, eating, helping them with medicine, getting in and out of bed and moving about the house.



6. CENTRE BASED ACTIVITIES

Centre Based Activities refers to any group activity organised for the clients - either in a centre based setting or as an organised outing.

- A **Day Care Centre** is a place that provides care and activities for a person for part or all of a day. A HACC service may run such a centre as a sociable, peaceful, interesting, caring place for people



to attend and be with others during the day. People might go to it either regularly or just from time to time. The people may do activities such as craft, painting, play cards or watch videos.

- **Group Activities**

The HACC service might arrange for the people to go on a hunting, food gathering or fishing trip, or a picnic.



7. FOOD SERVICES

Food services can vary. They may be either '**Meals**' or '**Other Food Services**':

MEALS

Meals at home

This is the service most often known as meals on wheels. These are prepared meals or food delivered to a person's home.



Meals at a Centre

These are meals which a day-care centre, run by the HACC service, cooks for people who eat at the centre.



8. OTHER FOOD SERVICES

This type of assistance includes preparing meals in the client's home, and/or providing advice on nutrition or better ways for people to store and protect their food. It may also include food parcels or food orders that are provided by your service.

Assistance with meal preparation may also be part of Domestic Assistance received by the client. Other Food Services is the service type recorded when assistance with meal preparation is the main reason for visiting the client.

9. RESPITE



Respite care gives the carer a break by having someone else look after the person for a short time.

Respite care can happen:

- in a person's home
- in another person's home
- in a special respite or caring centre

Respite care gives a chance for the full-time carer(s) to have a break from an often very demanding job.

It also gives the person who has a disability or is frail a chance to have a holiday away from home and a break from their carers.

10. ASSESSMENT

Assessment refers to how it is decided whether a person is able to receive HACC services. The



assessment (and re-assessment) activities can be undertaken by the coordinator, health worker or nurse. The assessment looks at the client's need for assistance and their ability to undertake tasks of daily living. This may also include an Occupational Health and Safety (OH&S) check of the client's home for safe service delivery.

Not all these activities are necessarily undertaken face-to-face with the client but should be done with the full involvement of the client as well as family members or carers.

11. CASE MANAGEMENT



HACC services may provide case management services to clients. This type of service is usually undertaken by Community Options or Linkages projects and refers to the assistance received by a client with complex care needs from a formally identified agency worker. This person will coordinate planning and delivery of services from more than one agency.

12. CASE PLANNING / REVIEW AND COORDINATION

This is the planning and coordination of service delivery for one person. It is when you take time to decide what changes need to be made to the type of help that you are providing to each person. This includes the development, monitoring and review of a person's service plan or care delivery.



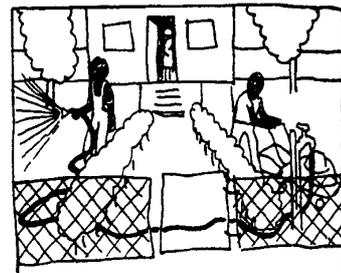
Your organisation should record the time taken to organise and coordinate all the activities that your service provides to your clients.

13. HOME MAINTENANCE

This kind of service is for essential repairs and maintenance of a house, garden, yard, shelter, or living area, to keep it in a safe condition.

Home maintenance includes:

- minor repairs such as changing light bulbs, fixing taps, basic carpentry and painting;
- maintaining the garden, yard or camp surroundings, and removing rubbish;
- minor repairs necessary to allow the person to remain independent in their home - such as changing cupboards, benches or bathroom fittings, repairing a floor, or fixing a roof.

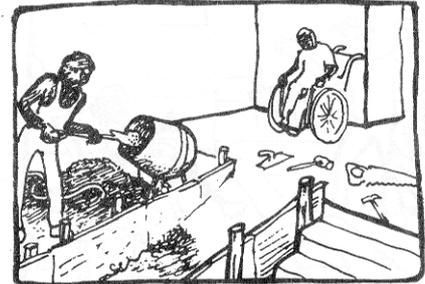


14. HOME MODIFICATION

This means assistance with modifications or renovations to the person's home to help them cope with a disabling condition.

Home modification includes:

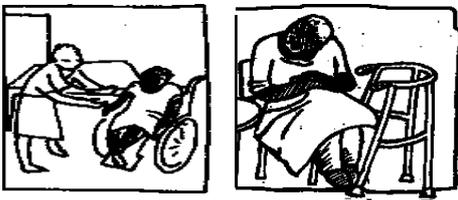
- installing hand rails, wheelchair ramps, shower and toilet rails;
- providing other modifications to make a home more liveable and easy to get around for someone who has a disability or is frail and finds it difficult to move easily around the house and use its facilities.



If the HACC client lives in a Territory Housing property approach them first to see if they will make the necessary changes to the home. Also the Territory Independence & Mobility Equipment Scheme (TIMES) may be able to assist the client in some way. See *Section 4 DHCS HACC Contacts and Roles for TIMES contact details in your region.*

15. PROVISION OF GOODS AND EQUIPMENT

Your HACC service may have goods and equipment that help the client with their mobility, communication, reading, personal care or health care.



This may include: walking frames, wheelchairs, commodes, or dressing aids. It may even include purchase of firewood from CDEP. These items may be loaned to the client by your service.

16. FORMAL LINEN SERVICE

This is when the service provides linen for a client as well as regularly changing and washing the linen. Washing could be done away from their home or at the hospital. Linen could include sheets, pillowslips, blankets etc as well as airing and cleaning their mattresses.

Normal washing of clothes would be recorded under Domestic Assistance; it is only when the linen is also provided that it comes under Formal Linen Service.



17. TRANSPORT SERVICES

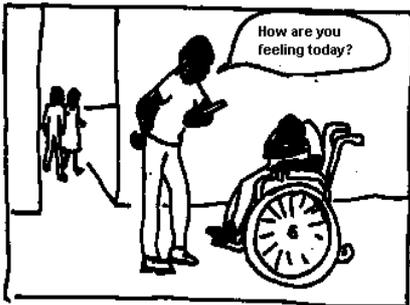
A transport service is:

- Where the HACC service has a bus or other vehicles and helps to transport people, say to a clinic, hospital or shops.
- Where the HACC service arranges for someone else, such as a taxi, dial-a-bus, or some other community transport to assist people to access basic support services such as a doctor, hospital, shopping, etc.



18. COUNSELLING / SUPPORT, INFORMATION AND ADVOCACY

Counselling/Support, Information and Advocacy covers a number of support services which help the client and/or carer deal with the situation of caring. It also includes support to individual clients in accessing general community services (advocacy).



Assistance includes:

- dementia support and counselling;
- carer support and counselling;
- one-to-one training or advice to assist with coping with a situation (eg training a carer on safe ways to lift a person);
- provision of information to a client or carer (eg about other services available in the area).

These services are usually provided on a one-to-one basis with the client or carer.