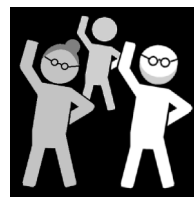
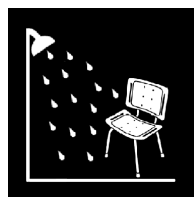


Key messages for **General Practice Clinics** about **services and packages** for frail **aged** and people with a **disability**

What are HACC Services and Home Care Packages?

Home and Community Care (HACC) services assist frail aged, people with a disability and their carers to remain living at home and in their community as independently as possible. Home Care Packages (previously Community Care Packages) are designed for frail aged people who need a coordinated package of care.

When you refer a patient to community services, comprehensive screening and assessment is conducted by health professionals to determine your patient's support needs and goals. Your patient is then referred on to those services for which they are eligible and which will assist them meet their assessed needs.



Services in your area commonly provide patients with support to:

- Stay involved in the community;
- Manage personal care, including access to allied health, and home nursing;
- Remain living safely at home including accessing equipment such as mobility aids and personal alarms;
- Perform household tasks, shopping and cooking;
- Access friendly visiting, Telelink, and transport provided by volunteers;
- Take a break from caring (respite).

All community services use a goal oriented approach



- Services aim to maximize patient independence, and promote capacity building. They are goal oriented and may be time limited.
- The preferences and values of the patient are key considerations in determining the type of support they receive.

Patients with multiple or ongoing support needs will have a care plan

- A community services care plan shows who is involved in their care, the patient's main challenges, agreed goals and planned actions.

Patients will be advised of any costs at the time of assessment

- No patient will be denied a service due to inability to pay.
- Patients are assessed for their ability to pay for services. Following assessment they may be fully supported, or they may be asked to make a contribution to the cost of services.
- The cost of items such as independent living equipment, wound dressings, and locked medication boxes are not automatically covered by service providers.



Community service providers will communicate with GPs

- Community service providers are working to improve their communications with GPs. They aim to routinely provide the following information: acknowledgement of referral, care plan summaries and discharge information.

Use the GP Referral Tool to refer to any community service

- The GP Referral Tool is now available for use. The electronic version of the tool will soon replace the Victorian Statewide Referral Tool (VSRF).
- The comprehensive information you provide allows Community Service providers to better screen, assess and refer your patient to appropriate support services.
- Provision of comprehensive referral information reduces duplication.
- Available at:

www.docs.health.vic.gov.au/docs/doc/General-practice-referral

Who to contact:

For information or to discuss a referral contact your local assessment services:

For **HACC (Home and Community Care)** services:

- Brimbank City Council, Ph: (03) 9249 4494
- Maribyrnong City Council, Ph: (03) 9688 0103
- Hobsons Bay City Council, Ph: (03) 9932 1530
- Wyndham City Council, Ph: (03) 8734 4514
- Melton City Council, Ph: (03) 9747 7200
- Royal District Nursing Service, Ph: 1300 33 44 55



For **Home Care Packages**:

- Aged Care Assessment Service (ACAS) Western Metro Region: 8345 1246