



Home Care Packages (HCP) Program provider webinar: inclusions and exclusions

This webinar is for providers and peak bodies



Acknowledgement of Country

I would like to acknowledge the Traditional Owners and Custodians of the vast lands on which we meet today and pay my respects to Elders past, present and emerging. I am presenting to you from Ngunnawal country.

I would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples joining us today.

Introductions

- Julia Atkinson – A/g Assistant Secretary, Home Care and Assessment Branch
- Stephanie O'Halloran – Director, Home Care Operations



This webinar will cover

1. Program overview
2. Program Manuals
3. Legislation
4. Inclusions
5. Exclusions
6. Frequently Asked Questions
7. Next steps

Program overview

The policy intent of the HCP Program



Consider the policy intent when making decisions on inclusion and exclusions

Providers need to determine whether services will maintain care recipient's capabilities to be:

- **well and independent** – including personal care, nursing services, allied health
- **safe in their home** – including cleaning, home maintenance and modifications specific to ageing related capabilities, assistive technology
- **connected to their community** – including transport, social support services.

Age-related functional decline

- Age-related functional decline is reduced ability to perform activities of daily living (e.g., self-care activities) due to a decrease in physical and/or cognitive functioning associated with ageing.
- Older Australian's who are not eligible for the National Disability Insurance Scheme (NDIS) may also use HCP for supports related to their disability needs.

Program Manuals

When and how are they updated?



Consultations on the manual updates

- Consultations on the manuals commenced in November 2021
- Establishment of the Home Care and Assessments Operations Working Group
 - Membership included provider and consumer peaks and representatives
 - Draft manual circulated in February 2022, receiving 60 written submissions
 - Internal consultations and with Aged Care Quality and Safety Commission

Manual updates in January 2023

- Clarify inclusions and exclusions
- Capping on care and package management charges
- Pricing guidance
- Unspent funds
- Interface with other programs
- Serious Incident Response Scheme (SIRS)



Feedback on the updates

We have received and collated feedback from the following sources:

- General enquiries
- Provider and consumer peaks
- Internal feedback
- Services Australia
- Aged Care Quality & Safety Commission
- Ministerial correspondence
- Participation in provider forums
- HCP Program Assurance Community of Practice (COP)

Legislation

Inclusions and exclusions are established in legislation

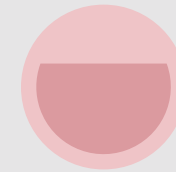


Legislation types

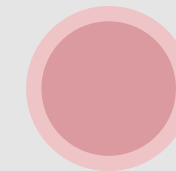
- *Quality of Care Principles 2014*
 - Inclusions/exclusions
 - Aged Care Quality Standards
- *User Rights Principles 2014*
 - Charter of Aged Care Rights



Principal legislation



Legislative instruments



Determinations

Quality of Care Principles 2014

Part 3—Home care services

12 Purpose of this Part

For paragraph 54-1(1)(a) of the Act, this Part specifies the care and services that an approved provider of a home care service must provide to a care recipient.

13 Care and services that must be provided

- (1) An approved provider of a home care service must provide, to a care recipient to whom the approved provider provides home care through the home care service, a package of care and services that includes:
 - (a) care management (as specified in item 1 of the table in clause 1A of Schedule 3);
and
 - (b) at least one other service that is specified in Part 1 of Schedule 3 or agreed under subsection (2).

<https://www.legislation.gov.au/Details/F2023C00114>



Quality of Care Principles 2014

Schedule 3—Care and services for home care services

Note 1: See section 13.

Note 2: The care and services specified in this Schedule must be provided in a way that complies with the Aged Care Quality Standards set out in Schedule 2 (see subsection 13(5)).

Part 1—Care and services

1 Care services that may be provided

The following table specifies the care services that an approved provider of a home care service may provide.

Care services		
Item	Column 1 Service	Column 2 Content
1	Personal services	Personal assistance, including individual attention, individual supervision and physical assistance, with: (a) bathing, showering including providing shower chairs if

<https://www.legislation.gov.au/Details/F2023C00114>



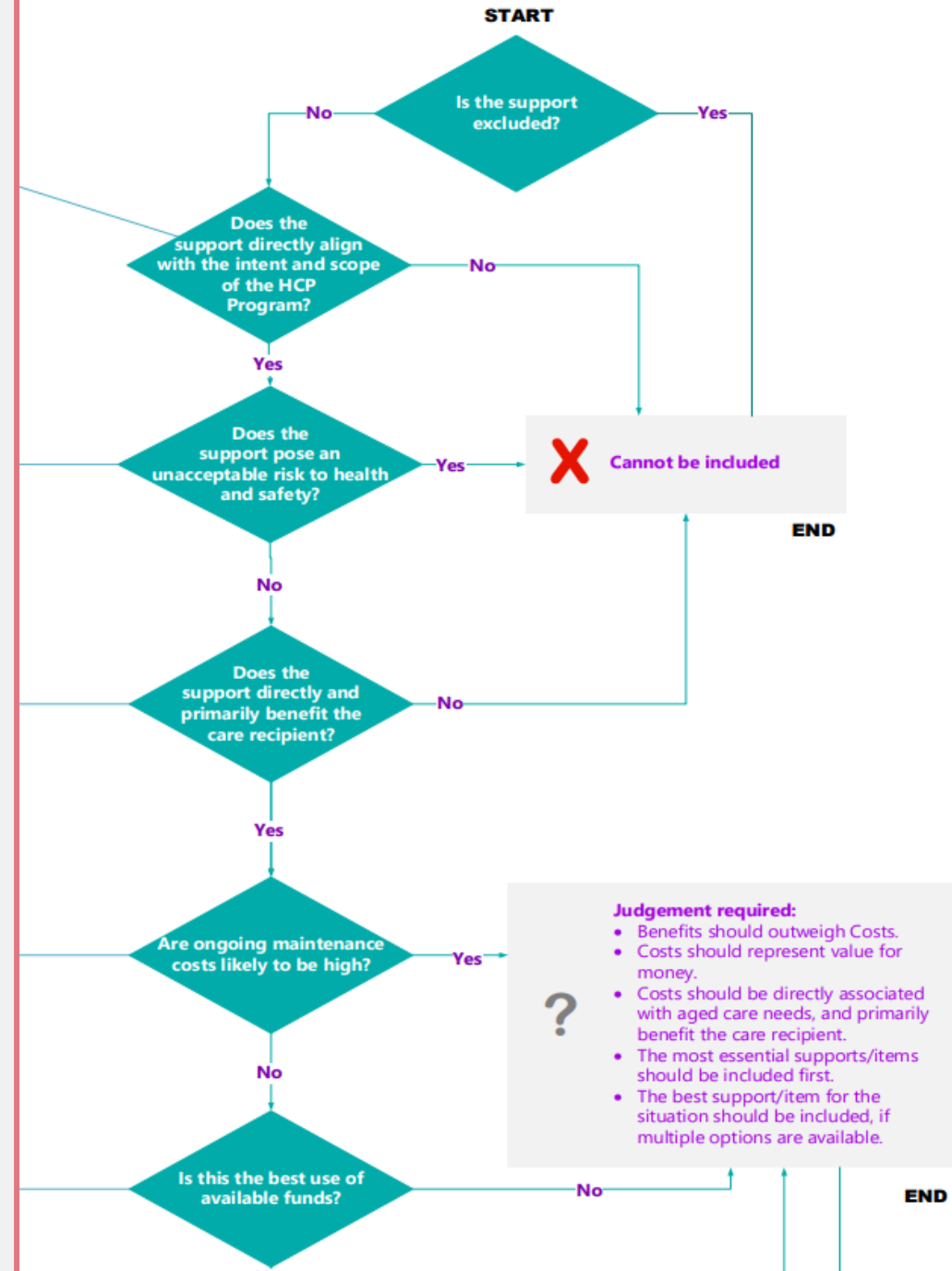
Inclusions

Supports and services covered by the program, if aligned with assessed care needs

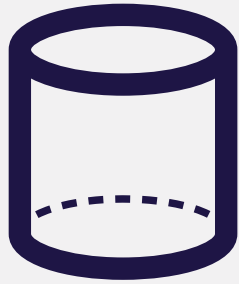


Inclusions/exclusions framework

- Page 73 of the Provider Manual
- Providers should ask how does the support:
 - align with the intent and scope of the program?
 - align with assessed care needs?
 - balance risks, costs and benefits?
- What alternative supports exist (i.e. other Commonwealth, State/Territory Government programs)?



The following items may be inclusions



Specialised
foods



Allied Health



Goods, equipment
& assistive
technology (GEAT)

Inclusions – specialised foods

Must be listed under:

- Food standards 2.9.5 food for special medical purposes
 - E.g. dysphagia or cognitive impairment
- Food standards 2.9.3 only formulated supplementary food

These products are designed to address situations where the intake of energy and nutrients may not be adequate to meet an individual's requirements and are intended for the dietary management of a disease, disorder or medical condition that cannot be achieved without the use of the item.



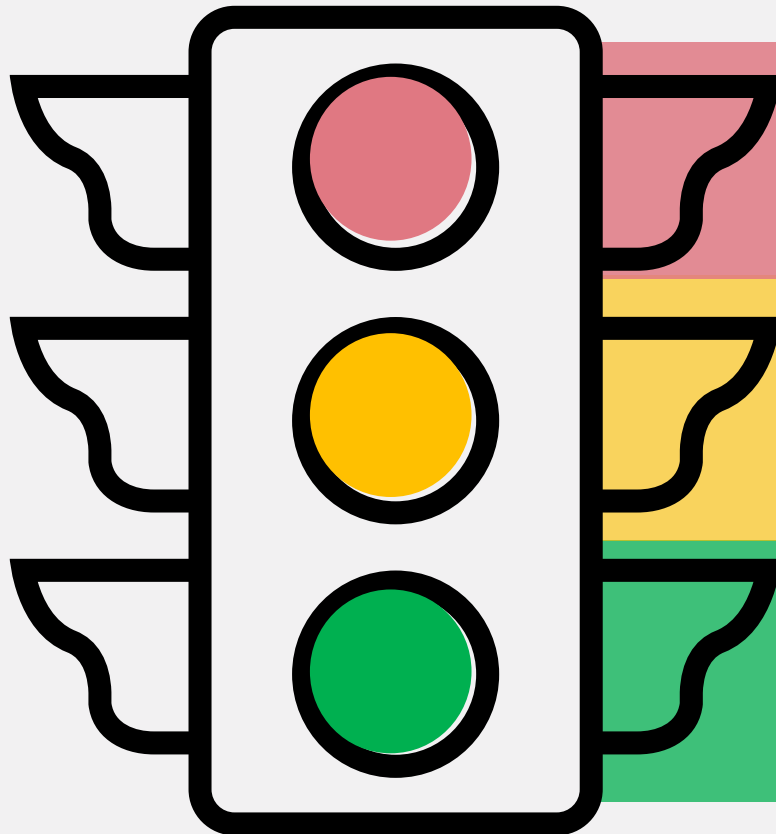
Inclusions – allied health

- Allied health services such as the following may be included:
 - podiatry,
 - physiotherapy,
 - chiropractic, and
 - Hydrotherapy.

Allied health professionals must be registered with Australian Health Practitioner Regulation Agency (Ahpra) or self-regulated by another national professional association.



Inclusions – Goods, Equipment and Assistive Technology (GEAT)



Prescribed GEAT

Bed transfer rails, walking frames, scooters

Under advice GEAT

Toilet frames, shower chairs, kitchen stools, magnifiers, personal alarms

Low risk GEAT

Jar openers, long handled shower sponges, long handled dustpan and brush, sock aids, large print calendar

[an-introduction-to-low-risk-at---pt1.pdf \(ilaustralia.org.au\)](https://ilaustralia.org.au/an-introduction-to-low-risk-at---pt1.pdf)

Exclusions

Supports and services NOT covered by the program, with some exceptions



Exclusions



Excluded items

Item	Column 1	Column 2
1	Excluded items	<p>The following items must not be included in the package of care and services provided under section 13:</p> <ul style="list-style-type: none">(a) use of the package funds as a source of general income for the care recipient;(b) purchase of food, except as part of enteral feeding requirements;(c) payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent;(d) payment of home care fees;(e) payment of fees or charges for other types of care funded or jointly funded by the Australian Government;(f) home modifications or capital items that are not related to the care recipient's care needs;(g) travel and accommodation for holidays;(h) cost of entertainment activities, such as club memberships and tickets to sporting events;(i) gambling activities;(j) payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.



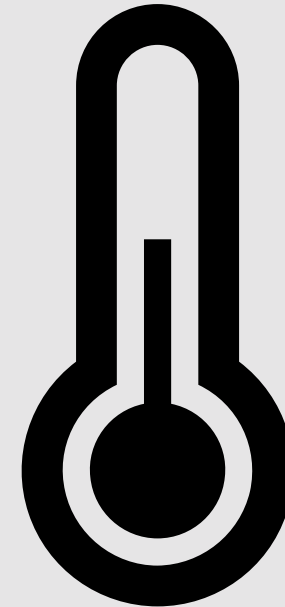
Exclusions – medication, vitamins and supplements

- HCP Program does not fund medications of any kind:
 - Medicare Benefit Scheme (MBS) & Pharmaceutical Benefits Scheme (PBS) covered medications – not duplicate services
 - non-PBS medications are excluded
- Alternative options for care recipients:
 - Public hospitals (state & territory funding)
 - Private health insurance



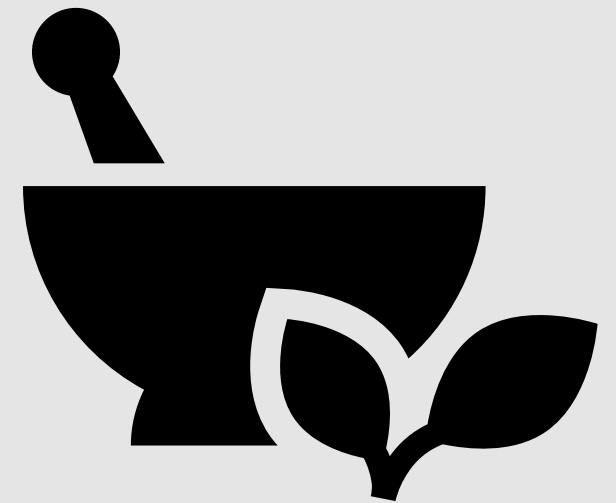
Exclusions – heating and cooling

- The program does not cover general income expenses that all Australians are expected to cover regardless of age.
- Alternative options for care recipients:
 - Energy rebate tool
www.energy.gov.au/rebates
 - No interest Loan Scheme



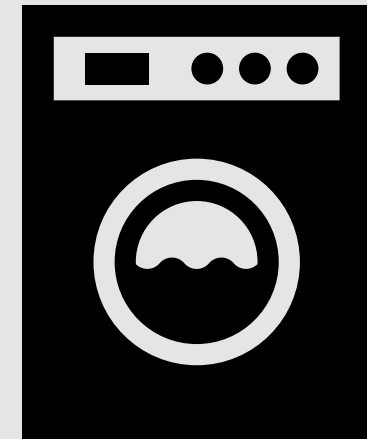
Exclusions – natural therapies

- Natural or alternative therapies that are not classified as allied health modalities by Ahpra, or a department recognised National Board, are excluded.
- More information about the Natural Therapies Review can be found at:
www.health.gov.au/topics/private-health-insurance/private-health-insurance-reforms/natural-therapies-review-2019-20



Exclusions – home appliances

- General household appliances and white goods, including television and refrigerators.
- Exceptions to this rule:
 - Items designed for frailty (e.g. tipping kettle)
 - When hygiene is impacted with severe and permanent incontinence, washing machines and dryers may be considered.



Exclusions – major home maintenance & specialist cleaning

- More extensive home maintenance services (such as those requiring a tradesperson) are typically the responsibility of the homeowner.
- More specialised cleaning is excluded except in cases of severe and permanent incontinence or one-off hoarding remediation.

Inclusions – minor home maintenance & regular cleaning

- Minor home maintenance services may be provided where the care recipient was previously able to carry out the activity themselves but can no longer do so safely.
- Regular cleaning is an inclusion: dusting, vacuuming, mopping, making beds, ironing and laundry.

Question & Answers

Commonly asked questions about inclusions and exclusions.

Thank you for submitting.



What home modifications can be included?

Must meet the following criteria:

- Ageing related care needs
- Safety and accessibility
- Building Code of Australia
- Qualified tradespeople
- Documented, planned and budgeted for in the care plan.

Why is pet care excluded?

Pet care is a general income expense.

- Exceptions may be considered for some costs for assistance dogs:

www.healthdirect.gov.au/assistance-dogs

Can HCP funding be used to cover gap payments for Medicare or the PBS or other programs e.g. state funded?

No, HCP does not cover the gap on Commonwealth or state government programs



What is considered 'light' gardening?

- Maintaining access pathways through a property
- Lawn mowing
- Weeding established garden beds
- Yard clearance where there are safety and access issues
- Essential pruning

Are electronics included e.g. laptop, phone?

- Laptops, phone and similar electronics are typically excluded.
- Do exceptions exist?
 - Homelessness
 - Medication management
 - Social isolation

Why are hearing aids excluded?

- Pensioner Concession Card holders may access subsidised hearing aids through the Hearing Services Program.
- Hearing aids may be funded under HCP if the client is ineligible for the Hearing Services Program.

Is remedial massage an inclusion or exclusion?

- Remedial massage can be funded by HCP under the following circumstances:
 - there is an assessed care need
 - it is required due to age-related (or disability related) decline
 - it is delivered by an accredited provider.

If you have further questions

- Read the Frequently Asked Questions
- Leave your questions in the Slido
- Email us on hcpmanualsfeedback@health.gov.au

Next steps

1. Read and share resources
2. Talk with your care recipients
3. Stay up to date



Stay up to date

- FAQs and Fact Sheets will be released soon
- Iterative updates to Provider and Consumer Manuals
- Subscribe to the [Your Aged Care Update newsletter](#)



Talk to your care recipients

- Let them know about the OPAN webinar on Tuesday 18 April at 1-2pm
- Once released, share the care recipient fact sheet
- Have a conversation about why supports are excluded under their package.
- Encourage them to subscribe to the monthly [EngAged newsletter](#)



Thank you for joining us



agedcareengagement.health.gov.au



1800 200 422 (My Aged Care's free call phone line)



hcpmanualsfeedback@health.gov.au