



# Home Care Packages (HCP) Program Assurance Reviews

## Review 4 - Excluded Items

**Introduction:**

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## Background and purpose of HCP Program assurance reviews:

- Enhanced transparency and accountability.
- Confidence and integrity of Program expenditure.
- Support continuous improvement of providers.
- Support/benefit older people.



# Government's continued commitment to HCP

## HCP Program funding:

- 2023-2024 - \$7.7 billion
- 2024-2025 - further \$531.4 million  
= additional 24,100 packages



# What is an excluded item?

- A purchase of an item or service “*which cannot be included as part of a care recipient’s home care package*”.
- The *Quality of Care Principles 2014* list those care and services that must not be included in a package.
- Inclusions and Exclusions Framework - Part 9 of the [HCP Provider Manual](#)

# Why was this review undertaken?

1. Previous review findings.
2. Ongoing sector confusion.
3. Support current Program delivery and future policy.



# Key questions of the Excluded Items review

- Are HCP Program funds being used for care and services that are excluded?
- How widespread is the issue?
- Why was there expenditure on excluded items?

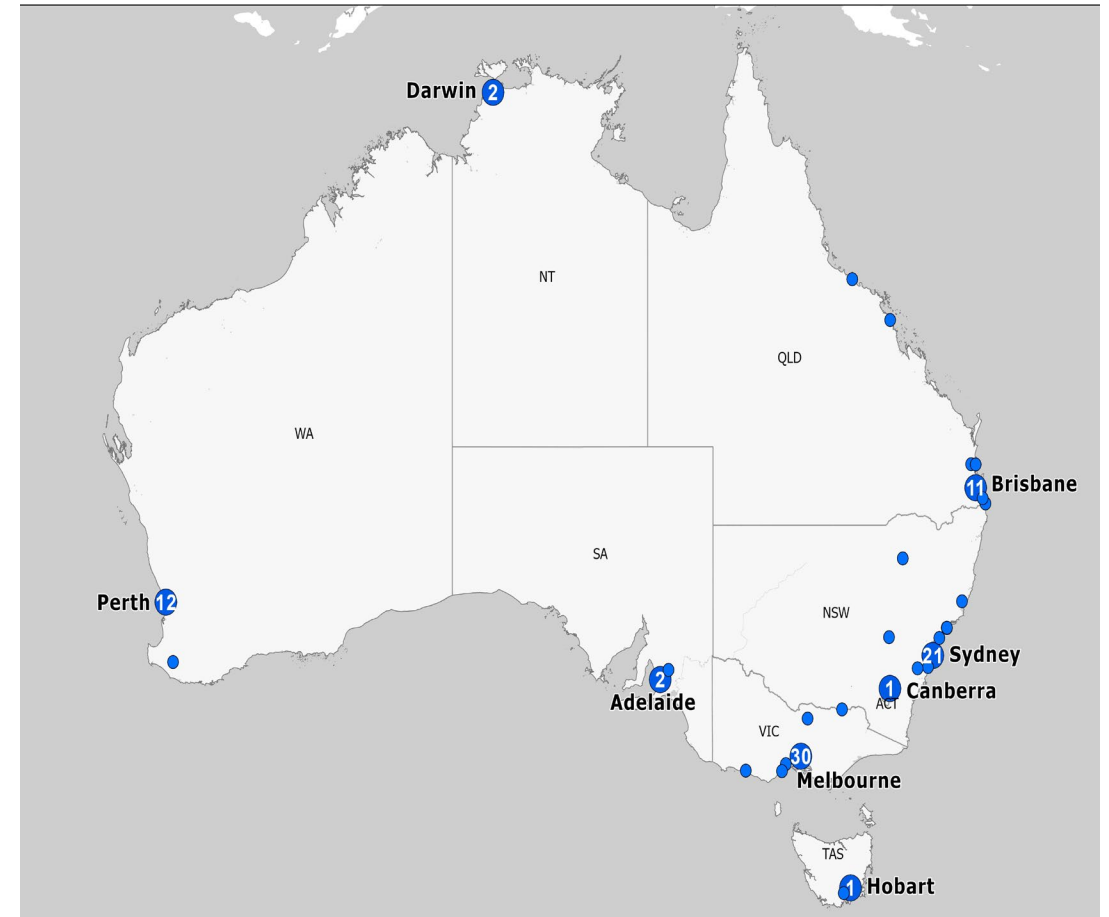


# Selection process and procedural fairness

As part of this review, we **selected**:

- 103 providers
- 1,824 care recipients
- 5,472 monthly statements

**Procedural fairness** was afforded to all selected providers.



# HCP funds are being spent on excluded items

## Findings:

- 377 excluded items identified
- 62 of the 103 reviewed providers had spent Program funds on excluded items
- total value = **\$124,466**
- Per care recipient = **\$68**





# What might this look like across the broader sector?

Funds spent on excluded items during the review period  
= **\$68.24** per sampled care recipient  
April-June 2023

Estimate of Program spending on excluded items over 3 months for all Program care recipients  
=  $\$68.24 \times 258,374$  care recipients  
= **\$17,630,908\***

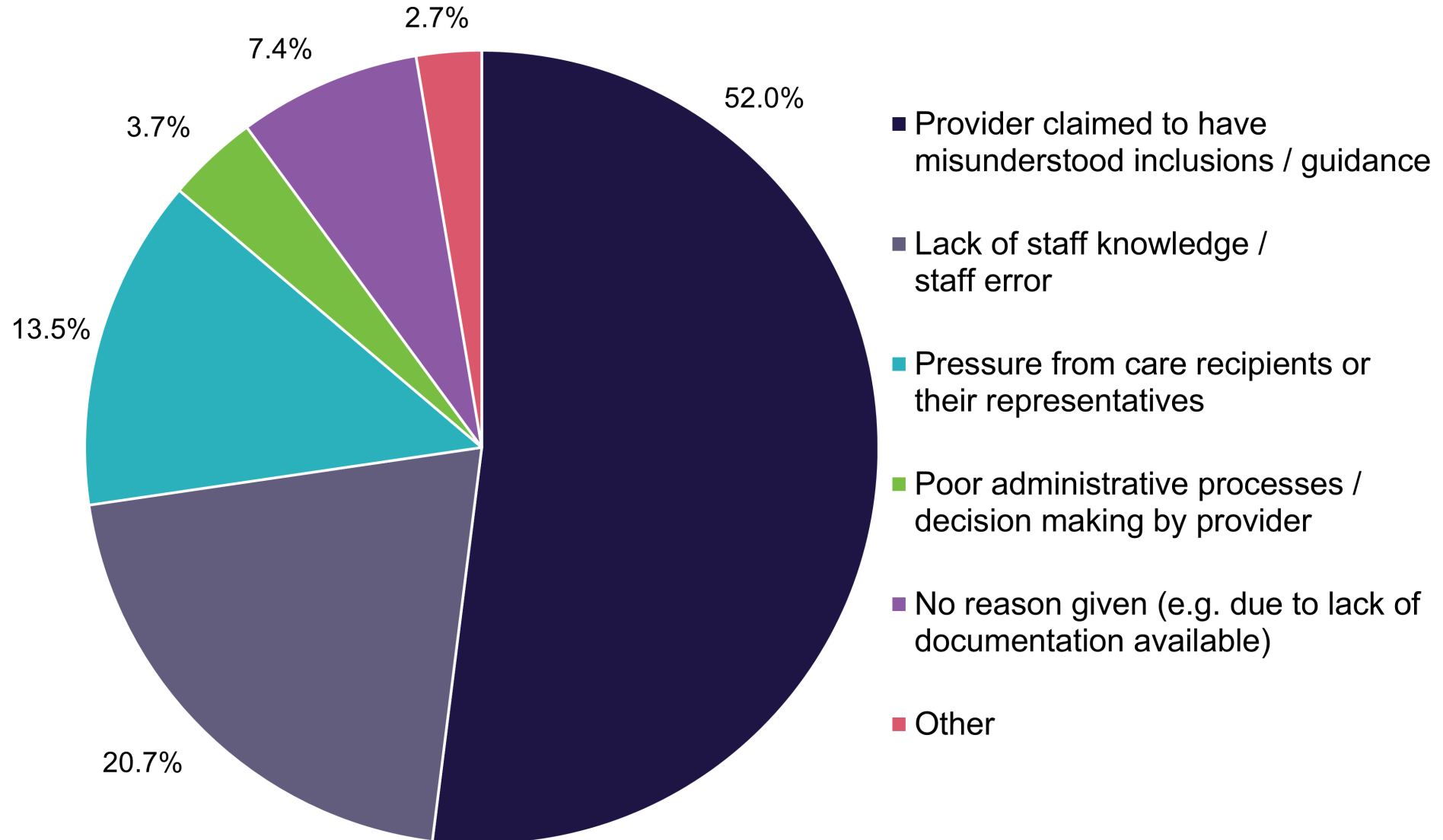
Estimate of potential leakage of Program funds on excluded items for 12 months =



**\$70,523,632\***






\*Calculations come with limitations.

# Why was there expenditure on excluded items?








# Top 5 most commonly identified exclusions

### Top 5 exclusions by number of exclusions

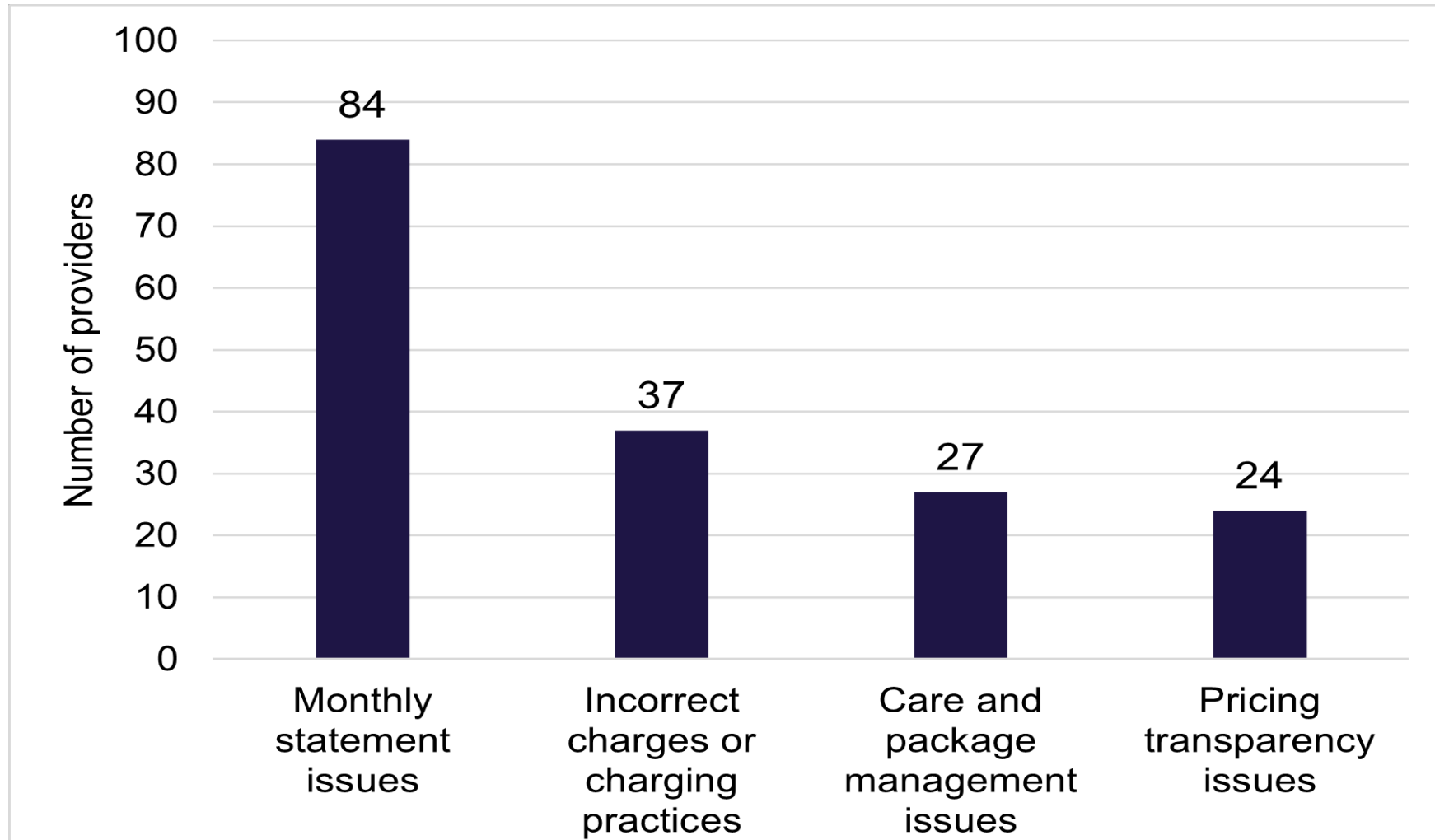
-  Medications, vitamins and supplements – 65 items (17.2%)
-  Food and water – 54 items (14.3%)
-  Gardening and landscaping – 47 items (12.5%)
-  Phones and tablets – 24 items (6.4%)
-  Minor home maintenance – 21 items (5.6%)

### Top 5 exclusions by dollar value

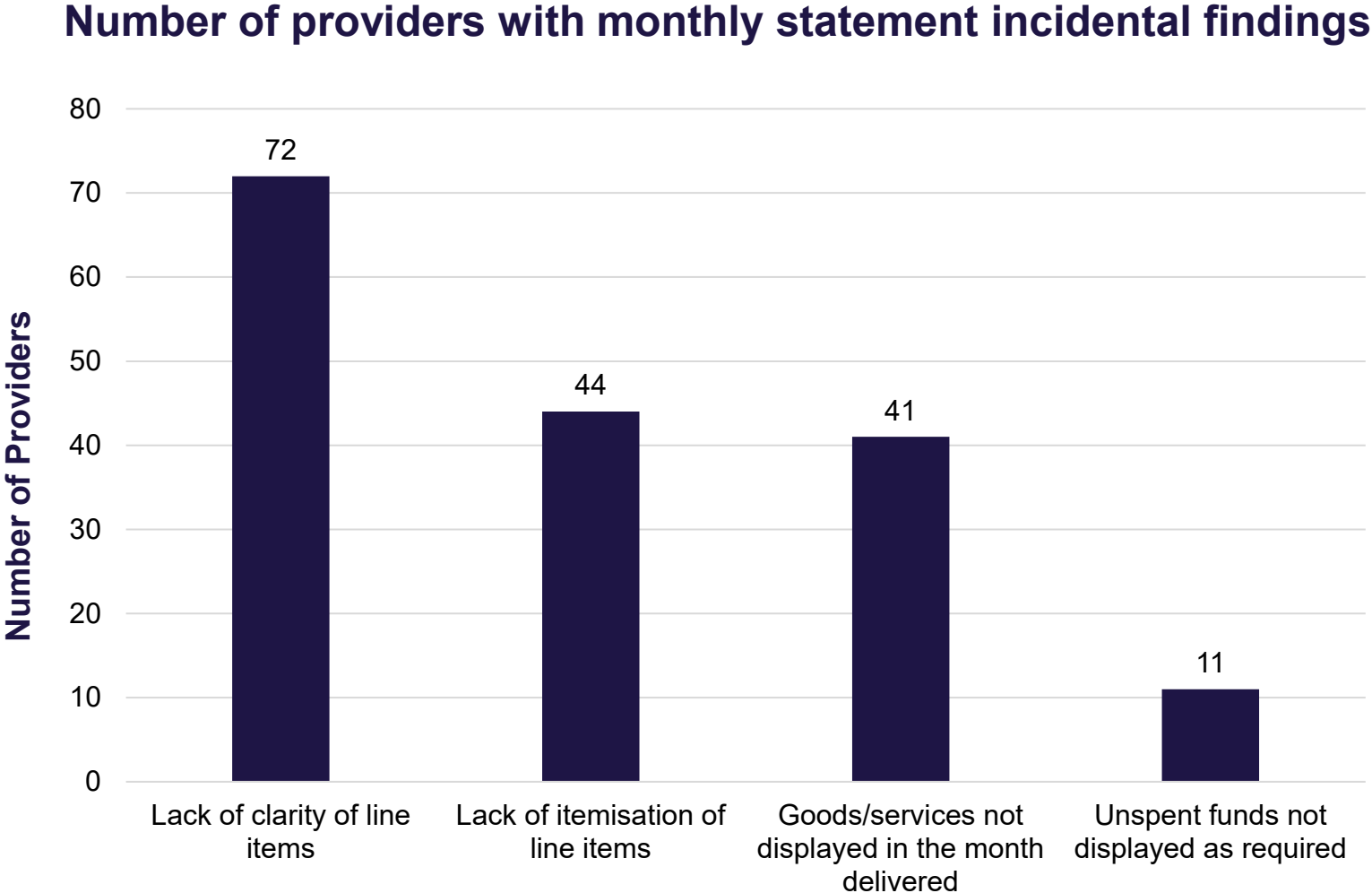
-  Home modifications / major maintenance – \$44,300 (35.6%)
-  Household appliances - \$15,900 (12.8%)
-  Gardening and landscaping – \$14,200 (11.4%)
-  Minor home maintenance – \$8,400 (6.8%)
-  Phones and tablets – \$7,800 (6.3%)

# What additional findings did we identify?

Number of providers with one or more incidental findings



# What are the key issues with monthly statements?



# Guidance for care recipients - monthly statements

- [Home Care Packages Program - Additional guidance for care recipients](#)

Check that your monthly statement:

- Is clear so you understand the charges.
- Itemises the goods/services delivered or received in the month.
- Shows your unspent funds balances.
- Charges for care management and package management within the cap.
- Does not show a negative balance.



## Follow up for providers → positive review outcomes

- Provision of excluded items ceased.
- New organisational practices and governance checks.
- Refunded HCP accounts.
- Staff training.
- New software to assist with monthly statements.
- Improvements to processes with third-party suppliers.
- Uplifted provider knowledge.



# Feedback from providers

The review was:

- *‘educative and informative experience’*
- *‘excellent process and provided learnings for our organisation’*
- *‘The report was easy to read and follow, it was good that references were provided to support conclusions, there was clear communication throughout the review and this was reflected in the report.’*
- *Need to provide clearer guidance during the Review process.*



# Key contacts

HCP assurance reviews: [hcpassurancereviews@health.gov.au](mailto:hcpassurancereviews@health.gov.au)

Aged Care Quality and Safety Commission:

**hotline:** 1800 951 822 **email:** [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

Fraud:

**hotline:** [1800 829 403](tel:1800829403) **website:** [Report suspected fraud form](#)

**email:** [reportfraudorcorruption@health.gov.au](mailto:reportfraudorcorruption@health.gov.au)

# HCP Program Assurance Community of Practice (CoP)

- Link to signing up with the CoP:  
<https://www.hcpcommunity.com.au>

## HCP Program Assurance Review - Excluded Items

■ News ■ sep-23-excluded-items

Sep 2023 - Hi everyone HCP Program Assurance Review 4 - Excluded Items started on 6 September 2023. The department is currently issuing Notices to selected providers. The purpose of the review is to: determin...

## Update on Review 4 – Excluded Items

■ News

15 Jan - The review of excluded items is progressing well. The Review Team would like to thank providers for their ongoing engagement. The Review Team shared some early findings in a previous post found her...

## Update on Review 4 – Excluded Items – HCP monthly statements

■ News

14 Jun - All providers in the Home Care Packages (HCP) Program **Excluded Items Review** have now received their final reports. To share de-identified findings with the sector and the publ...

## Early findings of Review 4 – Excluded Items

■ News

Dec 2023 - The review of excluded items is well underway. The intent of this HCP Program Assurance Review is to confirm that HCP funds are used for the purpose intended to support older people to remain livin...

## Update on Review 4 – Excluded Items – Whitegoods

■ News

8 Mar - The Review of HCP excluded items is in the draft provider report writing stage. The review has identified that Home Care Packages (HCP) Program subsidy has been used for the purchase of whitegoods ...

More...



# Conclusion

- The webinar recording, will be available at [Webinars for the aged care sector | Australian Government Department of Health and Aged Care](#)
- HCP assurance reviews: [hcpassurancereviews@health.gov.au](mailto:hcpassurancereviews@health.gov.au)



# Aged Care Reforms Sector Pulse Survey

We want your feedback on implementing the changes to aged care. Tell us how things are going and what support you need from us.

Survey closes Friday 13 December 2024.



<https://AgedCareEngagement.health.gov.au/engagement/aged-care-reforms-sector-pulse-survey/>





# Webinar survey

Thank you for attending today's webinar.

Please provide your feedback by answering 3 short questions:

