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Is Uber fee acceptable under HCP?

S47F

Apr 2023

Client likes to use Uber for his transport and is opined that Uber is more convenient, instead of calling a taxi and use taxi vouchers. Is Uber acceptable for transportation when there is need for medical appointments and social inclusion activities?

[Skip to main content](#)

[🔗 Uber health service](#)[🔗 Reimbursement of Uber Taxi Fee](#)

s47F

Apr 2023

s47F

Under HCP funding you can provide taxi card/vouchers to clients. Cabcharge provide cards with client's name and this ensures that it used by the client and the journey can be tracked if required via CabCharge portal. To ensure the appropriate use of funding, the transport cost should be tied to an assessed care need and written in the care plan. Taxi's also have the advantage of providing maxi taxi for with lifts for wheelchairs/scooters. Under HCP funding Uber will not be considered as an acceptable mode of transportation.

Admin-13 Community of Practice team

Apr 2023

Hi s47F

Rideshare services for transport are a program exclusion. The Aged Care Quality and Safety Commission and the department are not satisfied that rideshare services align with provider obligations under the *Accountability Principles 2014*.

Community of Practice team

SUGGESTED

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Replies

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	Replies	Views	Activity
Purchase of treadmill	0	3	2h
Hire Car - Client in Wheelchair - Regional - Refusing Taxis	0	9	4h
Bread and Cake for Meal Delivery	1	24	4h
Wound care supplies through HCP	0	26	5h
Gates for inside the home	0	21	5h

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s22

Subject: FW: Uber fees - seeking response [SEC=OFFICIAL]

OldPM: RE: Uber fees - seeking response [SEC=OFFICIAL]

From: s22 @Health.gov.au>
Sent: Thursday, 27 April 2023 9:25 AM
To: s22 @health.gov.au>
Cc: s22 @Health.gov.au>; s22 @Health.gov.au>; PA Engagement <PAEngagement@Health.gov.au>; s22 @Health.gov.au>
Subject: RE: Uber fees - seeking response [SEC=OFFICIAL]

Thank you, s22 .

Regards

s22

From: s22 @health.gov.au>
Sent: Wednesday, 26 April 2023 7:27 PM
To: s22 @Health.gov.au>
Cc: s22 @Health.gov.au>; s22 @Health.gov.au>; PA Engagement <PAEngagement@Health.gov.au>; s22 @Health.gov.au>
Subject: FW: Uber fees - seeking response [SEC=OFFICIAL]

Hi s22

Here is a proposed response:

Uber and rideshare services for transport are a program exclusion. The Aged Care Quality Safety Commission and the Department of Health and Aged Care are not satisfied that rideshare services aligns with provider obligations under the *Accountability Principles 2014*.

Kind regards

s22

A/g Director – Home Care Operations Section

Home Care and Assessments Branch | Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care
 T: 02 6289 5819 and s22 | E: s22 @health.gov.au
 Location: Level 7.N., Sirius Building
 PO Box 9848, Canberra ACT 2601, Australia

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From: s22 <[REDACTED]@Health.gov.au>
 Sent: Friday, 21 April 2023 9:40 AM
 To: s22 <[REDACTED]@health.gov.au>
 Cc: s22 <[REDACTED]@Health.gov.au>; s22 <[REDACTED]@Health.gov.au>; s22 <[REDACTED]@Health.gov.au>; s22 <[REDACTED]@Health.gov.au>
 Subject: Uber fees - seeking response

Hi s22

We have a query regarding the use of Uber for care recipient transport. We couldn't find rideshare information in the FAQs, manual or standard words. Would you be able to let us know whether Uber is treated like taxi, please?

<https://www.hcpcommunity.com.au/t/is-uber-fee-acceptable-under-hcp/1547>

Client likes to use Uber for his transport and is opined that Uber is more convenient, instead of taxi and use taxi vouchers. Is Uber acceptable for transportation when there is need for medical appointments and social inclusion activities?



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last visit

s47F

s47F Under HCP funding you can provide taxi card/vouchers to clients. Cabcharge cards with client's name and this ensures that it used by the client and the journey can be track required via CabCharge portal. To ensure the appropriate use of funding, the transport cost shc tied to an assessed care need and written in the care plan. Taxi's also have the advantage of p maxi taxi for with lifts for wheelchairs/scooters. Under HCP funding Uber will not be considered acceptable mode of transportation.

If it is treated like taxis then we already have a [post](#) to link. Otherwise, could you please provide a response for us?

Regards

s22
 Assistant Director – Provider Education Section
 Program Assurance Branch

Quality and Assurance Division | Ageing and Aged Care Group
 Australian Government, Department of Health and Aged Care
 T: 02 6289 4581 | E s22 <[REDACTED]@health.gov.au>

Location: Sirius 9.South

PO Box 9848, Canberra ACT 2601, Australia

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by the Department of Health and Aged Care.

s22

Subject: FW: Uber Health Service - seeking response - exclusion [SEC=OFFICIAL]

OldPM: FW: Uber Health Service - seeking response - exclusion [SEC=OFFICIAL]

From: s22 @health.gov.au>

Sent: Friday, 30 June 2023 12:37 PM

To: s22 @Health.gov.au>

Cc: s22 @Health.gov.au>; PA Engagement <PAEngagement@Health.gov.au>; s22

s22 @Health.gov.au>; s22 @Health.gov.au>; s22

s22 @Health.gov.au>

Subject: FW: Uber Health Service - seeking response - exclusion [SEC=OFFICIAL]

Hi s22

s47C

Proposed response:

With regard to transport services, care recipients may have transport provided as part of their care plan to help the care recipient shop, visit health practitioners or attend social activities. This includes the provision of taxi vouchers where the taxi company meets the provider's legislated requirements. It should be noted that the whole taxi fare can be covered by the person's HCP budget, the care recipient may only be asked to contribute if they do not have sufficient funds in their HCP budget. It is at the provider's discretion how they meet the assessed needs of care recipients as they are responsible for the delivery of services.

Private transport related costs and transport through companies such as Uber or Rideshare are exclusions as the Aged Care Quality Safety Commission and the department are not satisfied that these services align with provider obligations under the *Accountability Principles 2014*. It is at the approved home care provider's discretion whether they are satisfied that Uber Health transport services meets the required criteria.

Please note, the approved provider, not the sub-contracted service provider, remains responsible for meeting all regulatory responsibilities. These regulatory responsibilities include ensuring that all police checks, and key personnel suitability requirements are met, as well as all obligations under the legislation. If the approved home care provider is not satisfied that a service can meet the legislative requirements of the program then the approved home care provider should not sub-contract services to this organisation or use this model of services and supports.

For more information on third party services please visit: www.health.gov.au/initiatives-and-programs/home-care-packages-program/managing/third-party-services

Providers ultimately have the discretion to decide the care and services required, based on a person's assessed care needs, goals and preferences, and their accountability in meeting legislative requirements regarding expenditure. Providers need to work with care recipients to ensure that funding is used appropriately and transparently. Care recipients should be actively involved in deciding how their package funds are spent. This includes due consideration

of exclusions from the package as identified in the legislation or in departmental guidance (as per Section 9.3 of the HCP Program Operational Manual).

With regards to Uber or rideshare which are clear exclusions please refer to this previous post

<https://www.hcpcommunity.com.au/t/is-uber-fee-acceptable-under-hcp/1547>

Kind regards

s22

A/g Director – Home Care Operations Section

Home Support Operations Branch | Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care
 T: 02 6289 5819 and s22 E: s22 @health.gov.au
 Location: Level 7.N., Sirius Building
 PO Box 9848, Canberra ACT 2601, Australia

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From: s22 @Health.gov.au>
Sent: Friday, 30 June 2023 11:03 AM
To: s22 @health.gov.au>
Cc: s22 @Health.gov.au>; PA Engagement <PAEngagement@Health.gov.au>; s22 @Health.gov.au>
Subject: RE: Uber Health Service - seeking response - exclusion [SEC=OFFICIAL]

Morning s22

Regarding this, the Uber Health service seems bit different than the actual Uber. I don't know if this will cover their question?

Regards

s22

From: s22 @health.gov.au>
Sent: Wednesday, 28 June 2023 4:02 PM
To: s22 @Health.gov.au>
Cc: s22 @Health.gov.au>; PA Engagement <PAEngagement@Health.gov.au>; s22 @Health.gov.au>
Subject: RE: Uber Health Service - seeking response - exclusion [SEC=OFFICIAL]

Hi

Using Ubers is a clear exclusion. Please refer to this previous post.

<https://www.hcpcommunity.com.au/t/is-uber-fee-acceptable-under-hcp/1547>

Kind regards

s22

Assistant Director – Home Care Operations Section

Home Support Operations Branch | Home and Residential Division | Ageing and Aged Care Group
Australian Government Department of Health and Aged Care
T: 02 6289 5819 and s22 | E s22 @health.gov.au
Location: Level 7.N., Sirius Building
PO Box 9848, Canberra ACT 2601, Australia

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From: s22 @Health.gov.au>

Sent: Wednesday, 28 June 2023 3:54 PM

To: s22 @health.gov.au>

Cc: s22 @Health.gov.au>; PA Engagement <PAEngagement@Health.gov.au>; s22 @Health.gov.au>

Subject: Uber Health Service - seeking response

Hi s22

Regarding the post below on Uber Health. This is an interesting one. It appears this is more than just a Uber service. Could you please assist us to respond to this one?

[Uber health service - Discussion - HCP Program Assurance Community of Practice \(hcpcommunity.com.au\)](https://hcpcommunity.com.au)

Hi all,

has anyone heard of, or is using Uber Health service for their HCP clients. We have a potential client asking about Uber Health <https://www.uberhealth.com/au/en/> 2

How is it different from services like Cabcharge? My understanding is Uber ride cannot be paid for with HCP fund.

  ...  REPLY

created last reply 3 30 3 1
A 5d T 2d replies views users link A² T W

S47F

5d


Hi S47F

Interesting! I just read all about it on the website and checked whether this is operating in Australia. From the FAQs and other stuff online, it looks like this is something that the organisation organises through the uber Health dashboard, and the organisation has to do all the bookings. It's very much a patient/healthcare provider thing, by the sounds of it. It's not something the client organises for themselves - it's the provider that has to manage the account and the dashboard on a scalable level. It's also very much in its infancy here in Australia.

From an individual client perspective, Uber Health seems to be sort of irrelevant, because it's a provider-managed way of transporting patients/clients around. Your client is probably just wanting to use general uber instead of taxis to get to doctors appointments or something like that.

If you have a read through the info yourself, I'm sure this will become more clear.

 1

   ...  REPLY

From an individual client perspective, Uber Health seems to be sort of irrelevant, because it's a provider-managed way of transporting patients/clients around. Your client is probably just wanting to use general uber instead of taxis to get to doctors appointments or something like that.

If you have a read through the info yourself, I'm sure this will become more clear.



1



REPLY

s47F

4d

yes it was interesting, I read the info on the website, that's why I am wondering whether this can be paid for, since the drivers who provide the rides is not really "specially trained". The benefit i can see is the service provider having more control, as SP will be the one to do bookings (care coordination).

it comes back to my question then: can Uber ride be paid for from HCP fund?



REPLY

s47F

2d

Uber and rideshare has been previously responded to as an exclusion



Is Uber fee acceptable under HCP?

Home Care Operations

Client likes to use Uber for his transport and is opined that Uber is more convenient, instead of calling a taxi and use taxi vouchers. Is Uber acceptable for transportation when there is need for medical appointments and social inclusion activities?



1



REPLY

s22

Program Assurance Engagement and Strategy Section – Program Assurance Branch

Quality Assurance Division | Aging and Aged Care Group
 Australian Government, Department of Health and Aged Care
 T: 02 6289 4997 | E: s22@health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

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Reimbursement of Uber Taxi Fee

hcp-operations

s47F

Oct 2023

Hi,

[Skip to main content](#) refer using Uber to attend medical appointments and social activities, they
think Uber is more convenient. And they would like to reimburse with the Uber receipt later by

using HCP program.

I have read the previous posts on arranging Uber taxi for the client as a third-party suppliers which is not acceptable. How about the client arranging Uber themselves under their own names and reimburse the Uber taxi fee later? Is this acceptable?

s47F

Nov 2023

Interesting question!

We have a client who prefers to use Uber too.

One thing I am concerned about is that Uber allows clients to link their half-price taxi card to their Uber account and automatically charges it for payment.

I feel it would be very hard to monitor the double dipping that could go on in these situations.

I am interested to know the answer!

Admin-13 Community of Practice team

Nov 2023

Hi s47F and s47F

Please see link to previous post below:

- **Is Uber fee acceptable under HCP?**

Rideshare services for transport are a program exclusion, regardless of who arranges the service.

Community of Practice team

[Skip to main content](#)

SUGGESTED	✦ RELATED	Replies	Views	Activity
Purchase of treadmill		0	2	2h
Hire Car - Client in Wheelchair - Regional - Refusing Taxis		0	8	3h
Bread and Cake for Meal Delivery		1	24	4h
Wound care supplies through HCP		0	25	4h
Gates for inside the home		0	21	5h

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Uber health service

s47F

Jun 2023

Hi all,

has anyone heard of, or is using Uber Health service for their HCP clients. We have a potential

[Skip to main content](#) er Health <https://www.uberhealth.com/au/en/>

How is it different from services like Cabcharge? My understanding is Uber ride cannot be paid for with HCP fund.

✓ Solved by [Admin-14](#) in [post #5](#)

Hi s47F and s47F With regard to transport services, care recipients may have transport provided as part of their care plan to help the care recipient shop, visit health practitioners or attend social activities. This includes the provision of taxi vouchers where the taxi company meets ...

s47F

[Jun 2023](#)

Hi s47F

Interesting! I just read all about it on the website and checked whether this is operating in Australia. From the FAQs and other stuff online, it looks like this is something that the organisation organises through the uber Health dashboard, and the organisation has to do all the bookings. It's very much a patient/healthcare provider thing, by the sounds of it. It's not something the client organises for themselves - it's the provider that has to manage the account and the dashboard on a scalable level. It's also very much in its infancy here in Australia.

From an individual client perspective, Uber Health seems to be sort of irrelevant, because it's a provider-managed way of transporting patients/clients around. Your client is probably just wanting to use general uber instead of taxis to get to doctors appointments or something like that.

If you have a read through the info yourself, I'm sure this will become more clear.

[Skip to main content](#)

yes it was interesting, I read the info on the website, that's why I am wondering whether this can be paid for, since the drivers who provide the rides is not really "specially trained". The benefit i can see is the service provider having more control, as SP will be the one to do bookings (care coordination).

it comes back to my question then: can Uber ride be paid for from HCP fund?

s47F

Jun 2023

Uber and rideshare has been previously responded to as an exclusion

Is Uber fee acceptable under HCP?

Client likes to use Uber for his transport and is opined that Uber is more convenient, instead of calling a taxi and use taxi vouchers. Is Uber acceptable for transportation when there is need for medical appointments and social inclusion activities?

Admin-14 Community of Practice team

Jun 2023

Hi s47F and s47F

With regard to transport services, care recipients may have transport provided as part of their care plan to help the care recipient shop, visit health practitioners or attend social activities. This includes the provision of taxi vouchers where the taxi company meets the provider's legislated requirements. It should be noted that the whole taxi fare can be covered by the person's HCP ent may only be asked to contribute if they do not have sufficient funds in

[Skip to main content](#)

their HCP budget. It is at the provider's discretion how they meet the assessed needs of care recipients as they are responsible for the delivery of services.

Private transport related costs and transport through rideshare companies is an exclusion, as the Aged Care Quality Safety Commission and the department are not satisfied this service aligns with provider obligations under the *Accountability Principles 2014*. It is at the approved home care provider's discretion whether they are satisfied that transport services meet the required criteria.

Please note, the approved provider, not the sub-contracted service provider, remains responsible for meeting all regulatory responsibilities. These regulatory responsibilities include ensuring that all police checks, and key personnel suitability requirements are met, as well as all obligations under the legislation. If the approved home care provider is not satisfied that a service can meet the legislative requirements of the program then the approved home care provider should not sub-contract services to this organisation or use this model of services and supports.

For more information on third party services please visit: www.health.gov.au/initiatives-and-programs/home-care-packages-program/managing/third-party-services

Providers ultimately have the discretion to decide the care and services required, based on a person's assessed care needs, goals and preferences, and their accountability in meeting legislative requirements regarding expenditure. Providers need to work with care recipients to ensure that funding is used appropriately and transparently. Care recipients should be actively involved in deciding how their package funds are spent. This includes due consideration of exclusions from the package as identified in the legislation or in departmental guidance (as per Section 9.3 of the HCP Program Operational Manual).

With regards to rideshare which is a clear exclusion please refer to this previous post [Is Uber fee acceptable under HCP?](#).

[Skip to main content](#) » team

SUGGESTED	✦ RELATED	Replies	Views	Activity
Purchase of treadmill		0	3	2h
Hire Car - Client in Wheelchair - Regional - Refusing Taxis		0	9	3h
Bread and Cake for Meal Delivery		1	24	4h
Wound care supplies through HCP		0	26	5h
Gates for inside the home		0	21	5h

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From: s22
To: s22; [MEL.COL.16.S.524](#)
Subject: s22 | Message count: 9 | Room id: Y2IzY29zcGFyazovL3VzL1JP100vYjJiNzNiZjAtM2E1OC0xMwVILThmNjktYTU4YjBjYTY5NjA0

April 17 at 12:36 PM AEST | s22 @health.gov.au: That was wrong

April 17 at 12:36 PM AEST | s22 @health.gov.au: I have undetermined items for s47G(1)(a) and s47G(1)(a)

April 17 at 12:36 PM AEST | s22 @Health.gov.au: Are you free?

April 17 at 12:36 PM AEST | s22 @health.gov.au: Yep

April 17 at 12:36 PM AEST | 806596ba-084e-4fea-8abe-8e5261784aea@rooms.webex.com: Participant Entered | MEL.COL.16.S.524

April 17 at 12:43 PM AEST | 806596ba-084e-4fea-8abe-8e5261784aea@rooms.webex.com: Participant Left | MEL.COL.16.S.524

April 17 at 02:06 PM AEST | s22 @health.gov.au: s22 I've put the Uber / Rideshare services as exclusions under "Services, goods or supports that people are expected to cover out of their general income throughout their life regardless of age" as there doesn't appear to be a better fit anywhere else. Not sure if that aligns with what others have done?

April 17 at 02:39 PM AEST | s22 @Health.gov.au: That's where I put my 2 taxis, so I think that's the best option

April 17 at 05:04 PM AEST | s22 @health.gov.au: Cya s22 Catch you Friday

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s22

From: s22
Sent: Friday, 26 July 2024 8:50 AM
To: s22
Cc: s22
Subject: FW: HCP Policy [SEC=OFFICIAL]

Importance: High

Good morning, s22

Please see HSOBs response for s47F .

s22 , I will catch up with you very soon to review our draft response email. 😊

Regards

s22

From: home care operations
Sent: Friday, July 19, 2024 3:16 PM
To: s47F
Cc: Aged Care Enquiries
Subject: RE: HCP Policy [SEC=OFFICIAL]

Dear s47F

Thank you for your correspondence of 21 June 2024 to the Department of Health and Aged Care (the department) regarding the Home Care Packages (HCP) Program.

Noting you would like to speak with someone about your enquiry, I would recommend in the first instance you call My Aged Care on 1800 200 422 between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays, local time.

I would like to advise that the department is not in receipt of all the detailed facts relating to the assessed ageing related care needs and other relevant environmental and personal circumstances that impact on this agreed care plan. Therefore, it is generally inappropriate for the department to make a judgement on individual care and services included in the care plan. However, I can provide general information to assist with your concerns.

As you may be aware, a HCP may include services and supports to keep care recipients:

- 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.

As such, transportation services for ageing related care needs are an inclusion under the HCP Program. However, the Aged Care Quality and Safety Commission and the department are not satisfied that rideshare services align with provider obligations under the *Accountability Principles 2014*. As such, Uber and rideshare services for transport are a program exclusion.

It is important to note when delivering services the approved provider, not the sub-contracted service provider, remains responsible for meeting all regulatory responsibilities. These regulatory responsibilities include ensuring that all police checks, and key personnel suitability requirements are met, as well as all obligations under the legislation. If the approved home care provider is not satisfied that a service can meet the legislative requirements of the program then the approved home care provider should not sub-contract services to this organisation or use this model of services and supports.

For more information on third party services please visit: www.health.gov.au/initiatives-and-programs/home-care-packages-program/managing/third-party-services.

However, a provider can use the HCP to pay for taxi vouchers to meet aged-care related transport needs. Taxi vouchers are used in other Government programs such as the Commonwealth Home Support Programme and other state based government programs and schemes to support older people. However, it is important to note that care recipients can either access taxi vouchers through HCP funds OR through a state-based government program, but not use both services at the same time. The use of taxi vouchers should be well documented in the Home Care Agreement and care plan, address the purpose of their use (e.g. visits to the doctor/social inclusion activities), with costs agreed to by the care recipient.

A provider may also wish to engage community transport services as a subcontracted service provider, if they do not offer community transport services. As above, approved HCP providers, not the sub-contracted provider, are legally responsible for services delivered by a third-party.

To assist with future queries, the 'Home Care Packages Program Operational Manual: A guide for Home Care Providers' is available for further understanding of the program and what care and services can be provided. This document can be accessed at: www.health.gov.au/resources/publications/home-care-packages-program-operational-manual-a-guide-for-home-care-providers.

I encourage you to first read through Section 9 of the Program Manual to search for answers on inclusions and exclusions, then use the 'Inclusions/Exclusions Framework' in Section 9.7 of the Program Manual to work through the listed considerations and come to a decision.

I trust this information will be of assistance to you.

s22

Home Support Operations Branch

Australian Government Department of Health and Aged Care

***** If you have further queries please contact My Aged Care on 1800 200 422. Providers and assessors please call 1800 836 799 *****

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From: s47F

Sent: Friday, June 21, 2024 4:20 PM

To: Aged Care Enquiries <AgedCareEnquiries@health.gov.au>

Subject: RE: HCP Policy

REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

To Whom it may concern,

Please help, are Home Care Package Recipients able to use services such as Uber Assist for transportation?
I would like to discuss this with someone ASAP please.

Kind Regards

s47F

s47F

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by the Department of Health and Aged Care.