

s22

From: s22
Sent: Thursday, 19 December 2024 10:20 AM
To: s22
Subject: FW: Uber fees - seeking response [SEC=OFFICIAL]

FYI

Kind regards

s22

A/g Director – Home Care Operations Section

Home Support Operations Branch | Access and Home Support Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care
 T: 02 5132 s22 and s22 | E s22 [@health.gov.au](mailto:s22@health.gov.au)
 Location: Level 7.N., Yaradhang Building
 PO Box 9848, Canberra ACT 2601, Australia

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From: s22 <s22@Health.gov.au>
Sent: Thursday, 27 April 2023 11:05 AM
To: s22 <s22@health.gov.au>
Cc: s22 <s22@Health.gov.au>
Subject: RE: Uber fees - seeking response [SEC=OFFICIAL]

We have already have SW on transport so no need to add anything to SW 😊

s22

A/g Assistant Director – Home Care Operations Section

Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care

From: s22 <s22@health.gov.au>
Sent: Wednesday, 26 April 2023 7:25 PM
To: s22 <s22@Health.gov.au>
Cc: s22 <s22@Health.gov.au>
Subject: RE: Uber fees - seeking response [SEC=OFFICIAL]

Hi

Yes I think for COP that is enough. In enquiries or min corro we might need more of a lead in sentence about transport being an exclusion, but we've got some words in the FAQs from memory.

I'll respond to s22 with this.

Thanks!

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 s22 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, 26 April 2023 2:43 PM
To: s22 @health.gov.au>
Cc: s22 @Health.gov.au>
Subject: RE: Uber fees - seeking response [SEC=OFFICIAL]

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*.

Is this enough?

s22

A/g Assistant Director – Home Care Operations Section

Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care

From: s22 @health.gov.au>
Sent: Wednesday, 26 April 2023 9:25 AM
To: s22 @Health.gov.au>
Cc: s22 @Health.gov.au>
Subject: FW: Uber fees - seeking response [SEC=OFFICIAL]

Hi s22

Have we got any similar responses on uber/ride share companies?

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 s22 and s22 | E: s22 @health.gov.au
Location: Level 7.N., Sirius Building
PO Box 9848, Canberra ACT 2601, Australia

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By The Department Of Health And Aged Care

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care

s22

From: s22
Sent: Thursday, 19 December 2024 10:21 AM
To: s22
Subject: FW: Enquiry to the Department of Health and Aged Care CCEMS s47F
 [SEC=OFFICIAL]
Attachments: Activus enquiry response_02052023 CP edits v3.docx

FYI

Kind regards

s22

A/g Director – Home Care Operations Section

Home Support Operations Branch | Access and Home Support Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care
 T: 02 5132 s22 and s22 | E: s22 @health.gov.au
 Location: Level 7.N., Yaradhang Building
 PO Box 9848, Canberra ACT 2601, Australia

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From: s22 @health.gov.au>
Sent: Thursday, 4 May 2023 11:17 AM
To: s22 @Health.gov.au>; s47E(d) @health.gov.au>;
 s22 @health.gov.au>
Cc: s47E(d) @health.gov.au>; s22 @Health.gov.au>; s22
 s22 @Health.gov.au>
Subject: RE: Enquiry to the Department of Health and Aged Care s47F [SEC=OFFICIAL]

Thanks added some changes.

I think we need an overarching statement, that the response provided is based on aged care legislation and requirement for HCP providers to do due diligence (so not unreasonable for providers to want to have service agreements or the like in place with Activus), but noting the allegations of greedy misconduct Activus may also wish to raise their concerns with the ACCC. More information is at [Home care services | ACCC](#)

s22

From: s22 @Health.gov.au>
Sent: Thursday, 4 May 2023 10:42 AM
To: s47E(d) @health.gov.au>; s22 @health.gov.au>;
 s22 @health.gov.au>
Cc: s47E(d) @health.gov.au>; s22 @Health.gov.au>; s22
 s22 @Health.gov.au>
Subject: RE: Enquiry to the Department of Health and Aged Care s47F [SEC=OFFICIAL]

Hi All,

I have made a few edits to this just to align with our existing SW and the manual. I also tightened up the wording around transport services through the HCP as companies such as Activus are likely not to meet Aged Care Quality Standards and therefore excluded. Generally HCP funds can only be used for taxi vouchers.

Again, thank you so much for taking the lead on this. We appreciate it and there's some good wording in here that can apply to most queries around third party services.

s22 – might also be worth you sense checking this.

Thanks

s22

A/g Assistant Director – Home Care Operations Section

Home and Residential Division | Ageing and Aged Care Group
Australian Government Department of Health and Aged Care

From: s47E(d) @health.gov.au>
Sent: Tuesday, 2 May 2023 2:23 PM
To: s22 @Health.gov.au>; s22 @health.gov.au>
Cc: s47E(d) @health.gov.au>; s47E(d) @health.gov.au>;
s22 @Health.gov.au>; s22 @Health.gov.au>
Subject: RE: Enquiry to the Department of Health and Aged Care s47F [SEC=OFFICIAL]

Good afternoon

Please find attached a suggested response to s47F from Activus Transport's enquiry. I'm happy for feedback/to discuss.

s22

s22

Home Care Policy Section

Home and Residential Division | Ageing and Aged Care Group
Home Care and Assessments Branch
Australian Government Department of Health and Aged Care
T: 02 6289 s22 E: s22 @health.gov.au
GPO Box 9848, Ngunnawal country (Canberra) ACT 2601

The Department of Health and Aged Care acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

From: s22 @Health.gov.au>
Sent: Wednesday, 26 April 2023 11:17 AM
To: s22 @Health.gov.au>; s22 @health.gov.au>
Cc: s22 @Health.gov.au>; s47E(d) @health.gov.au>; s47E(d)

s47E(d) [redacted] @health.gov.au>

Subject: RE: Enquiry to the Department of Health and Aged Care s47F [redacted] [SEC=OFFICIAL]

Thanks s22 [redacted]

Yes, s22 [redacted] will be draft response and we will put by Ops. I imagine some good standard words will eventuate out of this. 😊

Happy to help out.

Cheers

s22 [redacted]

A/g Director - Home Care Policy Section

Home Care and Assessment Branch | Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health
 M: s22 [redacted] T: 02 6289 s22 [redacted] | E: s22 [redacted] @health.gov.au
 Location: Level 5, Sirius Building
 PO Box 9848, Canberra ACT 2601, Australia

I work part time Monday to Thursday.

I am part of the Harassment Contact Officer network and am available to provide advice and support to employees in relation to harassment, bullying or discrimination. For more information please visit: [Harassment Contact Officers](#).

The Department of Health acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

From: s22 [redacted] @Health.gov.au>

Sent: Wednesday, 26 April 2023 10:25 AM

To: s22 [redacted] @health.gov.au>; s22 [redacted] @Health.gov.au>

Cc: s22 [redacted] @health.gov.au>; s22 [redacted] @health.gov.au>; s22 [redacted]

s22 [redacted] @Health.gov.au>; s47E(d) [redacted] @Health.gov.au>; s47E(d) [redacted]

s47E(d) [redacted] @health.gov.au>

Subject: RE: Enquiry to the Department of Health and Aged Care s47F [redacted] [SEC=OFFICIAL]

Just FYI,

s22 [redacted] had then sent this to our team separately to action so just looping in Ops inbox so my team know that policy will take the lead.

We would love to see the response when finalised and happy to assist ●

Thank you

s22 [redacted]

A/g Assistant Director – Home Care Operations Section

Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care

From: s22 @health.gov.au>
Sent: Wednesday, 26 April 2023 10:22 AM
To: s22 @Health.gov.au>
Cc: s22 @health.gov.au>; s22 @health.gov.au>; s22 @Health.gov.au>; s22 @Health.gov.au>
Subject: RE: Enquiry to the Department of Health and Aged Care s47F [SEC=OFFICIAL]

Yes thanks s22

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 s22 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, 26 April 2023 9:36 AM
To: s22 @health.gov.au>
Cc: s22 @health.gov.au>; s22 @health.gov.au>; s22 @Health.gov.au>
Subject: RE: Enquiry to the Department of Health and Aged Care s47F [SEC=OFFICIAL]

Hi s22

We're happy to pitch in and help you with this one, noting we are familiar with some of these concerns. Would you like us to lead as we have some capacity?

If so, s22 this could be a good one for you and s22 to work on.

Thanks

s22

A/g Director - Home Care Policy Section

Home Care and Assessment Branch | Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health
 M: s22 T: 02 6289 s22 | E: s22 @health.gov.au
 Location: Level 5, Sirius Building
 PO Box 9848, Canberra ACT 2601, Australia

I work part time Monday to Thursday.

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From: s47E(d) <[redacted]@health.gov.au>
Sent: Wednesday, 26 April 2023 9:28 AM
To: s22 <[redacted]@health.gov.au>; s22 <[redacted]@health.gov.au>; s22 <[redacted]@Health.gov.au>; s22 <[redacted]@health.gov.au>; s22 <[redacted]@health.gov.au>
Cc: s47E(d) <[redacted]@health.gov.au>
Subject: Enquiry to the Department of Health and Aged Care s47F [SEC=OFFICIAL]

Hi team

Please see below email from s22 about the below request – for your further action.

Thanks

s22
 Executive Assistant to Julia Atkinson
 A/g Assistant Secretary

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 s22 | E: s22 <[redacted]@health.gov.au>
 Location: Sirius Building, Level 7 North
 GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.

From: s47E(d) <[redacted]@Health.gov.au>
Sent: Monday, 24 April 2023 6:24 PM
To: s47E(d) <[redacted]@health.gov.au>
Cc: s47E(d) <[redacted]@health.gov.au>; s47E(d) <[redacted]@Health.gov.au>
Subject: FW: Enquiry to the Department of Health and Aged Care s47F [SEC=OFFICIAL]

Hi s22 – grateful if you can have the team look into this – it's a bit curly so happy for any advice if not us.

Thanks
 s22

From: Enquiries <enquiries@health.gov.au>
Sent: Monday, 24 April 2023 4:22 PM
To: s47E(d) <[redacted]@Health.gov.au>
Subject: Enquiry to the Department of Health and Aged Care [SEC=OFFICIAL] s47F

Hi HRD Executive Team,

Please see the below email from s47F Are you able to assist?

If you could please respond directly to the email address provided, it would be much appreciated. If this

enquiry does not sit with you, please return it to us and advise which area it is relevant to. Thank you!

Kind regards,

Enquiries Team

Australian Government Department of Health and Aged Care

E: Enquiries@health.gov.au

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----- Original Message -----

From: s47F
Received: Tue Apr 18 2023 14:12:27 GMT+1000 (Australian Eastern Standard Time)
To: enquiries@health.gov.au <enquiries@health.gov.au>; Enquiries-Queue
 <enquiries@health.gov.au>;
Subject: Third party contacts in home care packages

Hi

I am the s47F of Activus Transport in Sydney, NSW.

We are delivering CHSP transport services under contract with TfNSW. We also deliver transport services for HCP, NDIS and various other state-derived programs and customers. We are fully compliant under Aged care legislation and are NDIS certified amongst numerous other compliance and legislations.

The issue I am constantly coming up against is the relationship with the Home care package(HCP) providers and their customers who want to use our services. There is a complete imbalance of power where we are dictated to by these HCP companies or they illegally tell their customer they are not allowed to use Activus even though this is against the aged care legislation.

That aside can you please answer the following:

1. Does an HCP provider have to have a signed service agreement in place with Activus Transport before we can deliver services to

a customer desperately in need of transport?
2. Is it the HCP provider's responsibility to get this service agreement in place at the request of the customer wanting to use Activus?
3. If Activus disagrees with some of the terms in that service agreement that are not related to aged care legislation can we ask for changes to be made?

4. Can an HCP provider refuse to accept Activus as an approved provider and stop service to a customer if they disagree with the changes requested by Activus if they have nothing to do with the Aged care legislation
5. Can Activus submit its own third-party service agreement version to the HCP provider or must it come from them to Activus?
6. Can an HCP refuse to pay Activus invoices directly if a service agreement is not in place? If yes please explain why?
7. If yes, why then is it ok for HCP providers to use taxi vouchers without any service agreement in place with those taxi companies to make sure they are compliant with the aged care legislation?
8. Is it against the legislation for HCP to tell its customer they cannot use Activus just based on the fact that the customer is now

receiving a Home care package even though the customer wants to use Activus services
9. Is Activus considered a Broker service or subcontractor under these conditions considering the customer is usually already using Activus transport under CHSP, and has requested our service directly including booking and service delivery interaction?

All the customers and Activus need is for the HCP providers to get out of the way and facilitate payment of Activus service from the customer's individual package budget as the customer is requesting.

I am struggling to deal with over 100 HCP providers who dictate to the customer and stand in the way of them receiving our services
in which they are choosing to receive.

It is under the legislation 'the care recipient's right to choose the type of service they need and how the HCP provides them'
and all this red tape is causing HCP providers to dictate terms to the customer and the service providers.

This has to end under the new 'Support at the Home program' and greedy HCP provider who are simply middlemen making 45% profit off admin. charges need to disappear forever.

I look forward to your answers.



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I acknowledge the Dharawal people, the First Peoples of Sutherland Shire where I live and work.

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care

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 client asking about Uber 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.

Admin-14 Community of Practice team

Jun 2023

HI 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 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 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?](#)

Community of Practice team

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Australian Government

Department of Health and Aged Care

Standard Words

MB23-001625

Version (1)

Date sent to MO: 5/06/2023

To: Minister Wells

Subject/Issue: Home Care Package consumers denied service from their 'provider of choice' and lack of transparent information

| | | | |
|--------------------|--------------------------|--|----------------------------------|
| Comments: | | | |
| Contact Officer: | <i>Russell Herald</i> | <i>Assistant Director, Home Support Operations Branch, Home and Residential Division</i> | Ph: (02) 6289 s22 Mobile: s22 |
| Clearance Officer: | <i>Nicholas Hartland</i> | <i>First Assistant Secretary, HRD Executive Branch, Home and Residential Division</i> | Ph: (02) 6289 s22 Mobile: s22 |

Issue:

- s 47G in Glen Waverley Victoria are a Commonwealth Home Support Programme (CHSP) provider. They are querying why care recipients receiving CHSP services who move to the Home Care Packages (HCP) Program cannot continue to receive the CHSP services s 47G offer.
- They believe care recipients should have choice over which services they receive and who provides those services.

Standard words:

- I would first like to clarify the difference between the Commonwealth Home Support Programme (CHSP) and the Home Care Packages (HCP) Program.
- The CHSP is an 'entry-level' program designed to provide relatively low intensity (small amounts) of a single service or a few services to a large number of older Australians. The CHSP is not designed for people with more intensive, multiple or complex needs.
- The HCP Program provides the second tier of support in the aged care system. A HCP provides a coordinated package of services to help people with more complex care needs to live independently in their own homes and gives them choice and flexibility in the way that care is provided within the intent and scope of the program. A HCP involves a unique care plan tailored to the individual person's assessed care needs.

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- With CHSP, the Australian Government pays the provider (in this case, your organisation) through a grant and care recipients make a contribution. For a HCP, the care recipient is allocated a subsidy, via an approved home care provider, to spend on the services and care they need.

Interaction between CHSP and HCP services

- If an existing CHSP care recipient moves to a HCP, that care recipient may continue to access some, but not all, existing CHSP services, but it remains under the same conditions as a CHSP care recipient. For example, Social Support Group activities may continue. That means, the HCP recipient continues to access CHSP but they will pay the client contribution fee privately as HCP funds cannot be used to pay this.
- For further information please refer to section 16 of the HCP Program Operational Manual for providers at: www.health.gov.au/sites/default/files/2023-01/home-care-packages-program-operational-manual-a-guide-for-home-care-providers.pdf
- s 47G is not considered an approved provider of the HCP Program . Under the Aged Care Quality and Safety Commission Act 2018 (Commission Act), the Commission is responsible for assessing and making decisions on applications from organisations seeking to become an approved provider. An approved provider is an organisation that has been approved by the Commission to deliver Australian Government subsidised home, residential or flexible care services to eligible older Australians. An organisation does not need to be approved by the Commission to provide services under CHSP. For more information please visit: www.agedcarequality.gov.au/providers/becoming-approved-aged-care-provider

HCP approved providers and sub-contracting

- Approved providers should, where possible, facilitate services being delivered by the person chosen by the care recipient. With Consumer Directed Care, if someone prefers a particular worker to deliver their services, they can ask the provider to engage that worker. However, HCP providers must balance their ongoing accountability with the care recipient's right to choose the types of services they need and how they are provided.
- HCP providers' responsibilities include ensuring quality of care and checking that third-party key personnel are suitable as well as confirming that the services meet all aged care legislative requirements. Each approved provider will also have their own terms which they are responsible for negotiating with third-party service providers.
- In some circumstances, the approved provider may not be able to accommodate the care recipient's preferences. This is considered on a case-by-case basis, based on what is reasonable in the circumstances. Examples of reasons that a provider may decline to use a third-party service can include:
 - The proposed service may cause harm or pose a threat to the health and/or safety of the care recipient or staff.
 - The proposed service is outside the scope of the HCP Program.
 - The home care provider would not be able to comply with its responsibilities under aged care legislation or other Australian Government or State/Territory laws.
 - The requested third-party service provider will not enter into a contract with the home care provider.

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- There have been previous difficulties or negative experiences with the requested service provider.
 - The cost of the service/item is beyond the scope of the available funds for the package.
- Where the approved provider is not able to give effect to the care recipient's preferences or request for services, the reasons must be clearly explained to them and documented in their home care agreement.
- Any service agreement between a HCP provider and a third-party is at the discretion of the HCP provider who must balance their ongoing accountability with the care recipient's right to choose their preferred workers and how their services will be delivered.
- As aged care funding in the HCP Program is regulated to ensure quality of service and protect the safety of older Australians in care, to manage this, approved providers are held responsible for how the package budget is spent and meeting all legal requirements. HCP providers are responsible for creating a care plan of care and services which meets the person's assessed care needs and goals, in line with the intent and scope of the program.
- When providing services to HCP recipients, an approved provider may opt to engage s 47G as a sub-contracted service provider. Approved HCP providers, not the sub-contracted provider, are legally responsible for services delivered by a third-party.
- 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 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 provider's discretion whether they are satisfied that s 47G meets the required criteria.

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| | |
|-------------------|---|
| Minister | Choose an item. |
| PDR Number | MB23-001625 |
| Subject | MIR - Home Care Package consumers denied service from their 'provider of choice' and lack of transparent information |
| Contact Officer | Russell Herald (02) 6289 s22 s22 |
| Clearance Officer | Nicholas Hartland (02) 6289 s22 s22 |
| Division/Branch | Ageing and Aged Care Home and Residential |

| | |
|-----------------------|---|
| Adviser/DLO comments: | Returned to Dept for: REDRAFT <input type="checkbox"/> NFA <input type="checkbox"/> |
|-----------------------|---|

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Australian Government

Department of Health and Aged Care

Ministerial Information Request

MB23-001680

Version (1)

Date sent to MO: 7/06/2023

To: Minister Wells

Subject/Issue: Transport assistance in home care packages vs "community transport"

| | | | |
|--------------------|-------------------|--|----------------------------------|
| Comments: | | | |
| Contact Officer: | Russell Herald | Assistant Secretary, Home Support Operations Branch, Home and Residential Division | Ph: (02) 6289 s22 Mobile: s22 |
| Clearance Officer: | Nicholas Hartland | First Assistant Secretary, HRD Executive Branch, Home and Residential Division | Ph: (02) 6289 s22 Mobile: s22 |

Background:

- **Purpose:** The office of Susan Templeman MP contacted your office regarding care recipients of aged care services seeking information on community transport services and if these services can be accessed by individuals who receive a Home Care Package (HCP).
- **Issue:** It is possible some of these care recipients have raised concerns because they were previously accessing community transport through the Commonwealth Home Support Programme (CHSP) and are now unable to use those services when moving to a HCP.
- **Solution:** Community transport services can be funded through the HCP Program but are considered a sub-contracted third-party service. The department recommends the care recipients discuss accessing these services with their HCP Provider as the provider is responsible for services delivered by a third party. Below are standard words to assist in addressing Ms Templeman's concerns.

Standard words:

- I would first like to clarify that there is a difference between the Commonwealth Home Support Programme (CHSP) and the Home Care Packages (HCP) Program.
- The CHSP is an 'entry-level' program designed to provide relatively low intensity (small amounts) of a single service or a few services to a large number of older Australians. The CHSP is not designed for people with more intensive, multiple or complex needs.

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- The HCP Program provides the second tier of support in the aged care system. A HCP provides a coordinated package of services to help people with more complex care needs to live independently in their own homes and gives them choice and flexibility in the way that care is provided within the intent and scope of the program. A HCP involves a unique care plan tailored to the individual person's assessed care needs.
- With CHSP, the Australian Government pays the provider through a grant and care recipients make a contribution. For a HCP, the care recipient is allocated a subsidy, via an approved home care provider, to spend on the services and care they need.

Interaction between CHSP and HCP services

- If an existing CHSP care recipient moves to a HCP, that care recipient may continue to access some, but not all, existing CHSP services, but it remains under the same conditions as a CHSP care recipient. For example, Social Support Group activities may continue. That means, the HCP recipient continues to access CHSP but they will pay the client contribution fee privately as HCP funds cannot be used to pay this.
- For further information please refer to section 16 of the HCP Program Operational Manual for providers at: www.health.gov.au/sites/default/files/2023-01/home-care-packages-program-operational-manual-a-guide-for-home-care-providers.pdf
- Community transport services are not considered an approved provider of the HCP Program. Under the Aged Care Quality and Safety Commission Act 2018 (Commission Act), an approved provider is an organisation that has been approved by the Commission to deliver Australian Government subsidised home, residential or flexible care services to eligible older Australians. An organisation does not need to be approved by the Commission to provide services under CHSP. For more information please visit: www.agedcarequality.gov.au/providers/becoming-approved-aged-care-provider

HCP approved providers and sub-contracting

- Approved providers should, where possible, facilitate services being delivered by the person chosen by the care recipient. With Consumer Directed Care, if someone prefers a particular worker to deliver their services, they can ask the provider to engage that worker. However, HCP providers must balance their ongoing accountability with the care recipient's right to choose the types of services they need and how they are provided.
- HCP providers' responsibilities include ensuring quality of care and checking that third-party key personnel are suitable as well as confirming that the services meet all aged care legislative requirements. Each approved provider will also have their own terms which they are responsible for negotiating with third-party service providers.
- In some circumstances, the approved provider may not be able to accommodate the care recipient's preferences. This is considered on a case-by-case basis, based on what is reasonable in the circumstances. Examples of reasons that a provider may decline to use a third-party service can include:
 - The proposed service may cause harm or pose a threat to the health and/or safety of the care recipient or staff.
 - The proposed service is outside the scope of the HCP Program.
 - The home care provider would not be able to comply with its responsibilities under aged care legislation or other Australian Government or State/Territory laws.

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- The requested third-party service provider will not enter into a contract with the home care provider.
- There have been previous difficulties or negative experiences with the requested service provider.
- The cost of the service/item is beyond the scope of the available funds for the package.
- Where the approved provider is not able to give effect to the care recipient's preferences or request for services, the reasons must be clearly explained to them and documented in their home care agreement.
- Any service agreement between a HCP provider and a third-party is at the discretion of the HCP provider who must balance their ongoing accountability with the care recipient's right to choose their preferred workers and how their services will be delivered.
- As aged care funding in the HCP Program is regulated to ensure quality of service and protect the safety of older Australians in care, to manage this, approved providers are held responsible for how the package budget is spent and meeting all legal requirements. HCP providers are responsible for creating a care plan of care and services which meets the person's assessed care needs and goals, in line with the intent and scope of the program.
- When providing services to HCP recipients, an approved provider may opt to engage community transport services as a sub-contracted service provider. Approved HCP providers, not the sub-contracted provider, are legally responsible for services delivered by a third-party.
- 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 provider's discretion whether they are satisfied that community transport services meets the required criteria.
- If care recipients are concerned about their aged care services and would like assistance understanding their HCP, they should contact the Australia-wide Older Persons Advocacy Network (OPAN). OPAN can be contacted on 1800 700 600 between 8am to 8pm, Monday to Friday and 10am to 4pm Saturday. Details about OPAN can also be found at: www.opan.org.au.

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| | |
|--------------------------|--|
| Minister | Minister Wells |
| PDR Number | MB23-001680 |
| Subject | MIR - Transport assistance in home care packages vs "community transport" |
| Contact Officer | Russell Herald (02) 6289 s22 s22 |
| Clearance Officer | Nicholas Hartland (02) 6289 s22 s22 |
| Division/Branch | Ageing and Aged Care Home and Residential |

| | |
|-----------------------|---|
| Adviser/DLO comments: | Returned to Dept for: REDRAFT <input type="checkbox"/> NFA <input type="checkbox"/> |
|-----------------------|---|

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s22

From: s22
Sent: Friday, 30 June 2023 12:31 PM
To: s22
Subject: RE: Uber Health Service - seeking response - exclusion [SEC=OFFICIAL]

Yep I think this looks good, could add this but not needed necessarily:

- 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 provider's discretion whether they are satisfied that Uber Health transport services meets the required criteria.

s22

A/g 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
 E: s22 @health.gov.au
 Location: Sirius Building, level 7

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From: s22 @health.gov.au>
Sent: Friday, 30 June 2023 11:55 AM
To: s22 @Health.gov.au>
Subject: RE: Uber Health Service - seeking response - exclusion [SEC=OFFICIAL]

Hi s22

Below is my proposed response. Anything further to add?

Cheers

s22

Hi s22

I see what you're saying. It's unclear from the post and the discussion on the post whether this question is about ride share services. Which if it is solely about ride share services then we know this is a clear exclusion. But if uber health is broader than ride share, I think then we refer them to the information about approved home care providers being responsible from a regulation sense to ensure any third party services can meet the obligations of the legislation. If providers are not satisfied they can then they shouldn't subcontract services to an organisation like that.

Proposed response:

With regards to third party services also known as sub-contracted services or brokered services there is further information available here, <https://www.health.gov.au/our-work/home-care-packages-program/managing/third-party-services>. There are a number of other posts on COP which provide information on the use of third party services:

s47F

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 such as Uber Health 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 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

s47F

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 s22 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, 30 June 2023 11:03 AM
To: s22 <[REDACTED]@health.gov.au>
Cc: s22 <[REDACTED]@Health.gov.au>; s47E(d) <[REDACTED]@Health.gov.au>; s22 <[REDACTED]@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 <[REDACTED]@health.gov.au>
Sent: Wednesday, 28 June 2023 4:02 PM
To: s22 <[REDACTED]@Health.gov.au>
Cc: s22 <[REDACTED]@Health.gov.au>; s47E(d) <[REDACTED]@Health.gov.au>; s22 <[REDACTED]@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.

s47F

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 s22 and s22 | E: s22 <[REDACTED]@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: Wednesday, 28 June 2023 3:54 PM
To: s22 <[REDACTED]@health.gov.au>
Cc: s22 <[REDACTED]@Health.gov.au>; s47E(d) <[REDACTED]@Health.gov.au>; s22 <[REDACTED]@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?

s47F

Hi all,

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

How is it different from services like Cabcharge? My understanding is Uk HCP fund.

created last reply 3 30 3 1
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 A 2 T W

s47F

Hi s47F

Interesting! I just read all about it on the website and checked whether it's From the FAQs and other stuff online, it looks like this is something that is managed through the uber Health dashboard, and the organisation has to do all the patient/healthcare provider thing, by the sounds of it. It's not something that they themselves do - it's the provider that has to manage the account and the data.

From an individual client perspective, Uber Health seems to be sort of irrelevant provider-managed way of transporting patients/clients around. Your client is probably using 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



s47F

yes it was interesting, I read the info on the website, that's why I am wondering for, since the drivers who provide the rides is not really "specially trained". The service provider having more control, as SP will be the one to do bookings (car it comes back to my question then: can Uber ride be paid for from HCP fund?



s47F

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 s22 | E s22 @health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

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Reimbursement of Uber Taxi Fee

s47F

Oct 2023

Hi,

We have clients that prefer 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

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

s22

From: s47E(d) @health.gov.au>
Sent: Monday, 22 January 2024 2:12 PM
To: s22
Cc: s22 ; s22
Subject: RE: QUERY: HCP Transport/Uber in Rural/Regional Areas [SEC=OFFICIAL]

Hi s22

Thank you for your enquiry to the Home Care Operations Section. Please see below our response to your query:

The intent of the Home Care Packages (HCP) Program is to deliver aged care services which best meet a care recipient's assessed ageing related care needs and goals.

The Quality of Care Principles 2014 lists those care and services that must not be included in the package, this includes using package funds as a source of general income. General income is defined as those expenses that all Australians must pay for themselves throughout their life, regardless of age.

Uber and rideshare services for transport are a program exclusion. The Aged Care Quality and 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*.

Private transport related costs such as petrol is also a program exclusion, and considered a general income purchase.

However, fuel card may be considered for care recipients who live in rural and remote areas (MMMs4-7) to support with transport related to an aged care need (e.g., visit to a health professional, social inclusion activities) where provider transport or taxis are not available. However, this service must not replace access schemes to hospitals funded by state and territory governments. For more information on MMMs, visit: www.health.gov.au/topics/rural-health-workforce/classifications/mmm.

Furthermore, some ageing related transport needs where transport is required to attend medical appointments can be met through the HCP by using taxi vouchers. The use of taxi vouchers should be well documented in the Home Care Agreement and the care plan, address the purpose of their use (e.g. medical appointments/social inclusion activities), with costs agreed to by the care recipient. It is important to note that care recipients can either access taxi vouchers through their HCP or through a state-based government program, but not use both services at the same time.

When making decisions on inclusions and exclusions, providers are expected to consult the 'Inclusions/Exclusions Framework' at Part 9 of the Home Care Packages Program Operational Manual at: www.health.gov.au/sites/default/files/2023-08/home-care-packages-program-operational-manual-a-guide-for-home-care-providers.pdf.

Kind Regards

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: s22 <@health.gov.au>
Sent: Wednesday, 10 January 2024 9:54 AM
To: s22 <@health.gov.au>; s22 <@health.gov.au>
Cc: s22 <@health.gov.au>; s22 <@Health.gov.au>
Subject: FW: QUERY: HCP Transport/Uber in Rural/Regional Areas [SEC=OFFICIAL]

Hello s22 and s22

As you would know, s22. s22 has taken on s22 role and I'm sure he will in touch in due course.

Our Vic North team have received a query from an ACCPA member regarding the use of Uber for transport services.

As outlined below, the exclusion is clear. s22 is leading a regular meeting with the Victorian ACCPA next Tuesday and additionally the Victorian HCP Provider network in early February. It is likely that this question will be brought up at those meetings as well.

Are you able to provide a response for s22 to speak to or is there any consideration of review of transport eligibility requirements, particularly for rural and remote regions where lack of transport availability is an ongoing issue.

Any advice appreciated.

Kind Regards

s22

s22

Senior Regional Officer
 North Regional Team - VIC TAS Branch

Service Delivery Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care
 T: 03 9665 s22 | E s22 <@health.gov.au>
 Location: 595 Collins Street, Melbourne VIC 3000

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From: s22
Sent: Monday, 8 January 2024 10:28
To: s47E(d) <@health.gov.au>
Cc: s22 <@health.gov.au>; s22 <@Health.gov.au>; s22 <@health.gov.au>
Subject: QUERY: HCP Transport/Uber in Rural/Regional Areas [SEC=OFFICIAL]

Good Morning

Happy New Year!

Please see below a query the Victorian team have had from a member of ACCPA regarding the use of Uber when no other reliable transport services are available in rural/regional areas.

The advice is clear In the HCP CoP reply that Uber services are currently not allowable. To meet care recipient needs, is there any consideration for exceptions to the policy for regions with little or no reliable transport services or consideration of a system of verification for Uber trip details and cost in these circumstances.

Any advice appreciated.

Kind Regards

s22

s22

Senior Regional Officer
North Regional Team - VIC TAS Branch

Service Delivery Division | Ageing and Aged Care Group
Australian Government Department of Health and Aged Care
T: 03 9665 s22 | E s22 @health.gov.au
Location: 595 Collins Street, Melbourne VIC 3000

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From: s47F @accpa.asn.au>
Sent: Friday, 5 January 2024 5:21 PM
To: s22 @health.gov.au>
Cc: s47F @accpa.asn.au>
Subject: advice please

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I have another query regarding use of Uber. I note that the HCP community of practice says it is an exclusion because the department is not satisfied it meets provider obligations, see [Is Uber fee acceptable under HCP? - Discussion / Home Care Operations - HCP Program Assurance Community of Practice \(hcpcommunity.com.au\)](#)

However, of late I've started to receive enquiries from rural and regional providers who are struggling with meeting the transport needs of clients. They say that their clients find taxis unreliable and in some areas few or non-existent. They were wanting to use Uber, as it would appear these types of services are available in their areas. Is there anything we can do to support Uber use, perhaps by checking details of the drivers etc? Or is it a matter of the benefit outweighing the risk?

Your advice would be very much appreciated.

I look forward to working with you this year.

s47F

s47F

Member Advisor Home & Community Care

Aged & Community Care Providers Association Ltd

p: 1300 222 721 d: s47F

e: s47F @accpa.asn.au w: accpa.asn.au

Suite 1, Level 9, 1 Oxford Street
DARLINGHURST NSW 2010

ACCP



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s22

From: home care operations
Sent: Friday, 31 May 2024 5:14 PM
To: s47F @seniorsrightsservice.org.au
Subject: HCP Funds and Transport [SEC=OFFICIAL]

Hi s47F

Thank you for your enquiry to the Department of Health and Aged Care regarding the Home Care Packages (HCP) Program.

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*.

To clarify, approved providers can meet care recipients aged care related transport needs using HCP funds to pay for Taxi vouchers. 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. 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.

I hope this information was of assistance.

Kind regards

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 @seniorsrightsservice.org.au>
Sent: Monday, May 6, 2024 4:21:50 AM (UTC+00:00) s47F
To: s47E(d) @health.gov.au>; s47E(d) @health.gov.au>
Subject: HCP Funds and Transport

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Good afternoon,

Could someone please inform me if home care package funds can be used for rideshare services such as Uber.

Kind Regards,

s47F

Aged Care Advocate, Metro Sydney

s47F

| 1800 424 079

SeniorsRightsService.org.au

Gadigal land

Suite 201 / 418A Elizabeth Street Surry Hills NSW 2010

**Seniors Rights
Service**

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s22

From: s22
Sent: Friday, 24 May 2024 3:41 PM
To: s22
Cc: s22
Subject: RE: Clearance : CoP post - taxis to attend social activities - 2842 [SEC=OFFICIAL]

Approved

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 s22 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, May 24, 2024 3:39 PM
To: s22 @health.gov.au>
Cc: s22 @Health.gov.au>
Subject: Clearance : CoP post - taxis to attend social activities - 2842 [SEC=OFFICIAL]

Hi s22

s22 has asked you please review the below CoP response and clear it prior to their team closing the thread.

s22 has added a line in red which is helpful (thanks s22)

Please let me know if the below response is cleared and we can advise s22

Kind regards,

s22 (She/Her)

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
 E: s22 @health.gov.au
 Location: Level 17 Ann St, Brisbane
Turrbal and Jagera Country

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From: s22 <[REDACTED]@Health.gov.au>
Sent: Friday, May 24, 2024 2:37 PM
To: s22 <[REDACTED]@Health.gov.au>
Subject: RE: Seeking further response to CoP post - taxis to attend social activities - 2842 [SEC=OFFICIAL]

Hi s22

I have reviewed the suggested response and I have added 1 minor edit (in red) that I think should be included next to 'social inclusion'. The provider is basically asking for a list of social inclusion activities which we do not have, nor do we specify. However, it does need to relate to ageing related care needs. This poster has been advised multiple times that CoP cannot provide specific examples via this forum and if they seek further advise they can contact agedcareenquiries@health.gov.au.

Let me know if you need anything else.

s22 (She/Her)

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
 E: s22 <[REDACTED]@health.gov.au>
 Location: Collins Street, level 16

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From: s22 <[REDACTED]@Health.gov.au>
Sent: Friday, May 24, 2024 2:18 PM
To: s22 <[REDACTED]@Health.gov.au>
Subject: FW: Seeking further response to CoP post - taxis to attend social activities - 2842 [SEC=OFFICIAL]
Importance: High

Hi s22

Can you please assist with the below review and please email me through any edits to me. Ill pass on to s22 to check also as s22 and s22 agreed to this.

Many thanks 😊

s22 (She/Her)

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
 E: s22 <[REDACTED]@health.gov.au>
 Location: Level 17 Ann St, Brisbane
Turrbal and Jagera Country

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From: s22 @Health.gov.au>
Sent: Friday, May 24, 2024 1:49 PM
To: s22 @Health.gov.au>; s22 @Health.gov.au>
Cc: s47E(d) @Health.gov.au>
Subject: FW: Seeking further response to CoP post - taxis to attend social activities - 2842 [SEC=OFFICIAL]
Importance: High

Hi s22

Lovely to meet you yesterday.

Following our meeting yesterday, there are minimal changes required for the email response to s22 regarding CoP 2842 [Taxis - Attend social activities part 2 - Discussion - HCP Program Assurance Community of Practice \(hcpcommunity.com.au\)](https://hcpcommunity.com.au).

Can you please review the revised response and, as you recommend, discuss it with s22 regarding the inquiry from the provider and the following correspondence with other providers concerning taxis and social activity's part 2.

We would like to respond to the provider. Once we receive the response, we will close the conversation thread.

Updated response:

The mentioned activities are not in accordance with the HCP framework. The Department of Health and Aged Care (department) has previously replied to this query; When making decisions on inclusions and exclusions, providers are expected to consult the 'Inclusions/Exclusions Framework' at Part 9 of the Home Care Packages (HCP) Operational Manual at: <http://www.health.gov.au/resources/publications/home-care-packages-program-operational-manual-a-guide-for-home-care-providers>. Section 9.2 of the HCP Operational Manual specifies the following as an inclusion: "Transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities". Section 37 of the HCP FAQ (p.17) advises that HCP package funds can be used to pay for taxi vouchers for aged care related transport needs. The HCP program can only fund transport and personal assistance to help a care recipient to shop, visit health practitioners or attend social activities that address the care recipients care needs and goals and are identified in their Home Care Agreement and care plan.

The department has also advised as the provider, you ultimately have the discretion to decide if care and services are required. The department trusts that consideration has been given based on a person's assessed care needs and your accountability in meeting legislative requirements regarding expenditure and is not privy to each care recipient's individual care related needs like a provider is. Given that the department is not in receipt of all the details relating to this home care recipient's assessed age-related care needs and other environmental and personal circumstances that impact on the agreed care plan we cannot make a judgement on individual care and services included in the care plan. Also, for privacy reasons, we can only provide general responses in this public forum.

For a response to a specific case and to enable a more individualised response, we encourage you to please contact agedcareenquiries@health.gov.au with the full care recipient details.

Snap shot of Cop POST : [Using taxi fare to cover transport between home-airports-holiday accommodation - Discussion - HCP Program Assurance Community of Practice \(hcpcommunity.com.au\)](#)

Taxis - Attend social activities part 2

 Discussion



s47F



Taxis - Attend social activities  Discussion

Hello Admin, Questions regarding the appropriate use of taxis have been asked several times with the department providing unspecific answers. Regarding Home Care Packages Program Inclusions and Exclusions – FAQs for Providers. Under what circumstances can transport costs be covered? • HCP packages can be used to pay for taxi vouchers for aged care related transport needs. • The program can only fund transport and personal assistance to help a carer.

Can I confirm the department endorses the use of government funds for interstate travel on a holiday, without limit, entirely on the basis of if the provider is in line with legislation? Legislation that does not define or attempt to define social activities/inclusion. And also that the department is unable to provide a response.



 Family carer using the taxi service for visiting the hospitalised client 5

created



27 Mar

last reply



1d

9

replies

242

views

4

users

4

likes

1

link



18 days later



s47F [REDACTED]

What kind of Social activities can be covered by HCP?
If a client frequently goes to Casino by herself and requested to rei
said going to Casino is to attend social activities, can HCP cover tr



s47F [REDACTED]

s47F [REDACTED]

I don't think the denartment has an answer. I think w

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Admin-12

Hi

s47F

There is no specified social inclusion list in the HCP Program, as long as the purchase is able to meet the legislative requirements. As the provider, you have discretion to decide if care and services are required, as the Department of (department) trusts that consideration has been given based on a person's and your accountability in meeting legislative requirements regarding expenditure. When making decisions on inclusions and exclusions, providers are expected to refer to the 'Inclusions/Exclusions Framework' at Part 9 of the Home Care Packages Operational Manual, available at <http://www.health.gov.au/resources/publications/home-care-packages-operational-manual-a-guide-for-home-care-providers>. Noting long-distance and general accommodation expenses are exclusions of the HCP Program as per Section 10.1 of the manual.

Further, providers ultimately have the discretion to decide the care and services provided based on a person's assessed care needs, goals and preferences, and their accountability to meet legislative requirements regarding expenditure. Providers need to work with the person to ensure that funding is used appropriately and transparently. Providers would need to ensure that what social inclusion activities are related to the care recipient's ageing related goals. It is the responsibility of providers to determine what they feel comfortable to justify if audited by the Aged Care Quality and Safety Commission on the time and consideration given to make this decision, forms part of your care responsibilities.

In respect of your comment on the department's assurance reviews, these are based on a risk-based approach. Further, the department adheres to the core principle of natural justice in all our program assurance reviews. For example, providers have an opportunity to provide draft reports (and specifically findings and recommended actions for provider response) and a management response is considered in good faith by the department before the final report. In addition, before commencing an assurance review the department provides a letter that details the scope of the review and associated timeframes. Please be aware that the department's assurance reviews are conducted in a fair and transparent manner.

s47F

D

@Admin-12

Can the department please confirm if there are circumstances that the follow transportation costs can be funded through a package, or if they can general exclusion in most circumstances?

1. Transportation to/from an airport for the purpose of a holiday/travel?
2. Transportation to/from a casino for the sole purpose of gambling?
3. Transportation while a client is on holiday? i.e. a client flies interstate for it to get from place to place

Thank you.

2 REPLIES ▾



This is the first time s47F has posted — let's welcome them to our comm



s47F

I have had this issue too.
 I have now sent an email to ACCPA. for their feedback.
 We have a client that uses in excess of \$1,000/month on taxi/Cab Charge. Th
 appointments, travel for social events and to pray at various temples.
 Recently the ACQSC requested random statements of our clients. They came
 the high amount of cab charges.
 I was told that \$400/month was excessive.



s47F

I have had feedback from ACCPA, and this is their response.

Understanding HCP and ACQSC Requirements:

- HCP can be used to fund taxi vouchers for aged care needs like meal shopping, and social activities. However, the focus is on prioritizing ensuring cost-effectiveness.
- ACQSC emphasises responsible use of HCP funds and may flag ext a potential concern.

Strategies for Managing Taxi Costs:

1. Prioritise Essential Medical Appointments:

- Ensure clear documentation of essential medical appointments in the plan.
- Explore alternatives for some appointments, such as:
 - Public Transport Training: If safe and feasible, can clients learn to use public transport with support?
 - Support Worker Assistance: Could support workers accompany appointments, promoting independence for others?
 - State Subsidised Vouchers: Investigate eligibility for subsidised taxi appointments.

2. Promote Independence and Social Connection:

- Consider reablement strategies like skills training or assistive technology to help manage daily activities independently, potentially reducing taxi dependence.
- Encourage participation in local social activities or events (closer to home or with social groups) to reduce travel costs.
- Explore carpooling options with other temple attendees or event participants.
- Investigate subsidised senior transportation programs for social outings. [Transport Subsidy Scheme | Service NSW](#).
- Explore virtual participation options for religious activities (if available).

3. Transparency and Communication:

- Openly discuss cost limitations and proposed alternative transportation options with the client and family. Their input and cooperation are crucial.
- Update the care plan with details of:
 - Reablement goals and strategies for reducing taxi dependence.
 - Essential trips with estimated costs using alternative options (if applicable).
 - Client's agreement to the revised plan.

4. Documenting Justification:

- If taxi vouchers remain necessary after exploring alternatives, clearly document the justification in the care plan.



s47F

@Admin-12 @Admin-14

You have linked to a non related post on  below post.

Please clarify directly if there are circumstances that the following specific can be funded through a package, or if they can generally be considered as circumstances?

1. Transportation to/from an airport for the purpose of a holiday/travel
2. Transportation to/from a casino for the sole purpose of gambling?
3. Transportation while a client is on holiday? i.e. a client flies interstate it to get from place to place



Using taxi fare to cover transport between home-airports-holiday accommodation

■ Discussion

We have a home care package client who want to fly from Canberra to Coo

The provider has now linked other posts

[Using taxi fare to cover transport between home-airports-holiday accommodation - Discussion - HCP Program Assurance Community of Practice \(hcpcommunity.com.au\)](#) which link it to the following post

[Funded transport to a family wedding - Discussion / Home Care Operations - HCP Program Assurance Community of Practice \(hcpcommunity.com.au\)](#)

[Funded transport to a family wedding - Discussion / Home Care Operations - HCP Program Assurance Community of Practice \(hcpcommunity.com.au\)](#)

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20 days later



Admin-14 Community of Practice team

Hi s47F

The HCP package funds can be used to pay for taxi vouchers for aged-care needs.

The HCP Program can only fund transport and personal assistance to help a shop, visit health practitioners or attend social activities.

HCP funds can pay the full fare if deemed reasonable and consistent with the

Taxi vouchers can be accessed through HCP funds **OR** through a state-based program, but not both services at the same time:

- package funds cannot be used to fund co-payment for state subsidised (pay the difference of the fare)
- where state subsidised travel is available for medical appointments, then the first instance.

The use of taxi vouchers should be well documented in the Home Care Agreement plan, addressing the purpose of their use (e.g., visits to the doctor/social incidents agreed to by the care recipient)

This topic keeps coming up, maybe it would be beneficial to prepare a News post on transportation etc.

Please do not hesitate to contact me.

Kind Regards

s22

Assistant Director – Program Assurance Engagement and Strategy Section

Program Assurance Branch

Quality and Assurance Division | Ageing and Aged Care Group

Australian Government Department of Health and Aged Care

T : 9263 s22 | E : s22 @health.gov.au

Location: Level 8, 260 Elizabeth Street

Surry Hills NSW 2010, Australia

From: s22

Sent: Thursday, May 23, 2024 10:33 AM

To: s22 @health.gov.au>

Cc: s22 @Health.gov.au>

Subject: FW: Seeking further response to CoP post - taxis to attend social activities - 2842 [SEC=OFFICIAL]

Importance: High

Dear s22

Happy to discuss this at today's meeting and have attached - advice from ACCPA.

I have consulted our review team to see if this topic has been found in their analysis or review findings.

We have taken both response into account and updated response that we hope will bring this discussion to a resolution.

Seeking your feedback or approval for the CoP post.

New Update response

The Department of Health and Aged Care (department) has previously replied to this query; When making decisions on inclusions and exclusions, providers are expected to consult the 'Inclusions/Exclusions Framework' at Part 9 of the Home Care Packages (HCP) Operational Manual at:

<http://www.health.gov.au/resources/publications/home-care-packages-program-operational-manual-a-guide-for-home-care-providers>. Section 9.2 of the HCP Operational Manual specifies the following as an inclusion: "Transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities". Section 37 of the HCP FAQ (p.17) advises that HCP package funds can be used to pay for taxi vouchers for aged care related transport needs. The HCP program can only fund transport and personal assistance to help a care recipient to shop, visit health practitioners or attend social activities.

The department has also advised as the provider, you ultimately have the discretion to decide if care and services are required. The department trusts that consideration has been given based on a person's assessed care needs and your accountability in meeting legislative requirements regarding expenditure and is not privy to each care recipient's individual care related needs like a provider is. Given that the department is not in receipt of all the details relating to this home care recipient's assessed age-related care needs and other environmental and personal circumstances that impact on the agreed care plan we cannot make a judgement on individual care and services included in the care plan. Also, for privacy reasons, we can only provide general responses in this public forum.

For a response to a specific case and to enable a more individualised response, we encourage you to please contact agedcareenquiries@health.gov.au with the full care recipient details.

Regards

s22

From: s22 <s22@Health.gov.au>
 Sent: Tuesday, May 21, 2024 3:29 PM
 To: s22 <s22@Health.gov.au>
 Cc: s22 <s22@Health.gov.au>; s22 <s22@Health.gov.au>; s22 <s22@Health.gov.au>; s22 <s22@Health.gov.au>
 Subject: RE: Seeking further response to CoP post - taxis to attend social activities - 2842 [SEC=OFFICIAL]

Hi s22

Short answer is yes, we have, and I've copied the notes from the meeting directly below.

Sorry to be a pain but we have to be cautious with this as the question raised mentions trips to the casino and it implies that the CR is going on their own which does not meet the 'pub test' of a social activity.

Maybe we could look at combining s22 words with some of the words directly below if you think it is appropriate to respond?- or as per below refer to the previous post on 3 November ?

s22

Section 9.2 of the HCP Operational Manual specifies the following as an inclusion: "Transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities".

Section 37 of the HCP FAQ (p.17) states that HCP package funds can be used to pay for taxi vouchers for aged care related transport needs. The HCP program can only fund transport and personal assistance to help a care recipient to shop, visit health practitioners or attend social activities. HCP funds can pay the full fare if deemed reasonable and consistent with their care plan. Taxi vouchers can be accessed through HCP funds OR through a state-based government program, but not both services at the same time.

Community of Practice (CoP) post (3 November) entitled '[Reimbursement of Uber Taxi Fee](#)' states that Uber and rideshare services for transport are a program exclusion, regardless of who arranges the service (e.g. care recipient or HCP provider). CoP post (27 April) entitled "[Is Uber fee acceptable under HCP](#)" further states 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.

From: s22 <s22@Health.gov.au>
Sent: Tuesday, May 21, 2024 12:20 PM
To: s22 <s22@Health.gov.au>; s22 <s22@Health.gov.au>
Cc: s22 <s22@Health.gov.au>
Subject: FW: Seeking further response to CoP post - taxis to attend social activities - 2842 [SEC=OFFICIAL]

Hi s22 and s22

Hope you are all well. The community of Practice platform has recently received posts from providers regarding transportation, specifically taxis for attending social activities, s47F

I was curious if this has been a topic that has arisen in your review analysis or findings.

If so, have you received any guidance or advice from HSOB on this matter? Your insights would be greatly appreciated.

Warm regards

s22

Assistant Director – Program Assurance Engagement and Strategy Section

Program Assurance Branch
 Quality and Assurance Division | Ageing and Aged Care Group
Australian Government Department of Health and Aged Care
T : 9263 s22 | **E :** s22 <s22@health.gov.au>
Location: Level 8, 260 Elizabeth Street
 Surry Hills NSW 2010, Australia

From: s22 <[REDACTED]@health.gov.au>
Sent: Friday, May 17, 2024 2:51 PM
To: s47E(d) <[REDACTED]@Health.gov.au>
Cc: s22 <[REDACTED]@Health.gov.au>; s22 <[REDACTED]@Health.gov.au>; s22 <[REDACTED]@Health.gov.au>
Subject: RE: Seeking further response to CoP post - taxis to attend social activities - 2842 [SEC=OFFICIAL]

Hi team

I think a substantial answer has been provided. There is nothing more we can say in response and support shutting down that question for no further comments by solving and archiving this entry with the following post please.

The department is not in receipt of all the detailed facts relating to the home care recipient's assessed age-related care needs and other relevant environmental and personal circumstances that impact on the 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. Only general responses are appropriate in this public forum for privacy reasons.

For a response to a specific case, it may be more appropriate to contact agedcareenquiries@health.gov.au with the full care recipient details, to enable a more individualised response to be provided.

Regards

s22

a/g Assistant Director

Home Care Operations Section

02 6289 s22 | s22 <[REDACTED]@health.gov.au>
 Location: Sirius Building 7.N MDP: 7.N

From: s47E(d) <[REDACTED]@Health.gov.au>
Sent: Thursday, May 16, 2024 3:33 PM
To: s22 <[REDACTED]@health.gov.au>
Cc: s22 <[REDACTED]@Health.gov.au>; s47E(d) <[REDACTED]@Health.gov.au>
Subject: Seeking further response to CoP post - taxis to attend social activities - 2842 [SEC=OFFICIAL]
Importance: High

Hi s22

Following on from the comprehensive response you provided to this post on Monday:

s47F <[REDACTED]>, the provider has come back with further questions.

We note the examples the provider included in his response all appear to be general income expenses, however Chamandeep has asked for HSOB to provide a response to this. Following that, we will close the post off so no further replies can be made.

It would be greatly appreciated if this response can be prioritised.

Cheers,

s22

s22

Program Assurance Engagement and Strategy Section

Program Assurance Branch

Quality and Assurance Division | Ageing and Aged Care Group

Australian Government Department of Health and Aged Care

T: 02 6289 s22 | E: s22 @health.gov.au

The Department of Health and Aged Care acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

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