



# **In-Home Aged Care Service List – Survey Results**

August 2022



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# Acknowledgements

We thank the older Australians, their informal carers and families, providers and professionals who completed the In-Home Aged Care Service List Survey. We appreciate the time taken and thoughtful contributions.

We acknowledge the Aboriginal and Torres Strait Islander people who participated in the survey and pay our respects to their elders, past, present and emerging.

## Purpose of this paper

Earlier this year, the Department of Health and Aged Care (the department) published a survey asking what services should be included in the new in-home aged care program (the new program) starting July 2024. The survey was open from April 2022 to May 2022 on the [Ageing and Aged Care Engagement Hub](#).

The department received 1,755 responses from aged care providers, professionals, older Australians and their informal carers and families (survey respondents). The survey questions and draft service list are included in Attachment A – Survey Information.

This paper gives an overview of the common themes and recommendations from the survey responses, and what the department will do next.

## What is the service list?

Currently, older Australians can access in-home care services through a number of programs, including the Commonwealth Home Support Programme (CHSP) and Home Care Packages (HCP). The CHSP has an established [service catalogue](#) which outlines the services that may be provided as part of the program. HCP providers display prices for some common services, however there is no service list. Instead, older Australians and providers refer to the [Aged Care Act 1997](#) and program guidance, which do not provide comprehensive details of what can and cannot be provided.

The new program is expected to use a service list to inform older Australians and providers of the services that may be provided in the program. Services included in the service list will be available to older Australians at a Commonwealth Government subsidised cost. Providers may choose to offer additional services to older Australians; however, these will not receive Commonwealth Government funding and will be at the person's own cost.

# Key findings and recommendations

Overall, survey respondents were happy with the inclusions of the service list. Their key recommendations were:

## Service categories

Remove the service categories (e.g. Independence at Home, Health and Specialised Support, etc) and have the service types as the highest level of categorisation.

Providers told us some services within the same category (such as nursing and personal care) should not be in the same category, be funded the same way, or be interchangeable.

Survey respondents were concerned that fixed categories may not provide enough flexibility and choice for older Australians in deciding how to use their funding.

## Service delivery rules

Services should include if a service is ongoing or ad hoc (i.e. weekly cleaning versus a one-time 'spring clean').

The service information should include the minimum worker qualifications required to meet quality and safety standards.

The service information should give guidance for older Australians and providers to know when to access some types of services through other funding schemes. For example, nursing care may be available from Medicare for certain health conditions, and some older Australians are eligible for the Continence Aids Payment Scheme.

## Care management

The definition of care management must reflect who can deliver care management and prescribe the role of a care manager, including where the service should be provided by a worker with clinical qualifications.

# Other findings

In addition to the service list, survey respondents gave feedback about other aspects of current in-home care programs and the new program.

## Goods, equipment and assistive technology and home modifications

Survey respondents asked for clear rules and requirements for prescribing and purchasing goods, equipment and assistive technology (GEAT) and home modifications.

Home modifications may not always be a value for money investment. Where this applies, alternative solutions, such as relocation assistance, should be available.

The new program must better support older Australians to access the GEAT and home modifications they need.

## Funding

- a. Providers are concerned their overheads and administrative costs will not be fully covered by efficient (fixed) pricing for services.

Older Australians and their carers want assurance that they will not receive less funding under the new program. The new program should account for minor or expected variable needs without requiring re-assessment. For example, because the need for care management can change from week to week, funding for this service type should be flexible to ensure providers can deliver increased care management when needed and not be out of pocket.

## Workforce

- b. Providers reported workforce availability and not enough funding for education and training as their most significant challenges for delivering home care.

Providers and professionals were concerned with who was delivering services, such as, not expecting personal carers to provide cleaning assistance and ensuring therapies and health needs are delivered by appropriately trained staff.

Regional providers reported lack of affordable housing as a barrier to hiring and retaining workers.

## Transition

Providers highlighted the importance of supporting older Australians and their families who currently access CHSP services or have a HCP to understand changes under the new program and how they will transition.

# Outcomes of the survey

## Older Australians and their carers

We received 342 (19.5%) responses from informal carers and 289 (16.5%) responses from older Australians.

## Service importance

The survey asked respondents to rank the most important services to them.

The services older Australians ranked as most important were:

- house cleaning – heavy
- house cleaning – light
- assistance with self-care
- allied Health
- home maintenance
- transport.

The services informal carers ranked as most important were:

- assistance with self-care
- house cleaning – heavy
- house cleaning – light
- respite
- nursing – high care
- assistance with medications.

Please see Table 1: Services that older Australians and informal carers ranked as most important for more detail.

We also looked at how often a service was selected as important to the respondent.

The services older Australians selected most frequently were:

- house cleaning – heavy
- gardening
- home maintenance

- house cleaning – light
- transport
- allied health.

The services informal carers selected most frequently were:

- house cleaning – heavy
- assistance with self-care
- house cleaning – light
- gardening
- allied health
- home maintenance.

Fourteen per cent of informal carers and 17% of older Australians shared examples of services that they felt were missing from the list. The top responses were:

- pet care assistance
- counselling and bereavement support
- administrative assistance.

Please see Table 2: Services that older Australians and informal carers selected as important most often for more detail.

### **Exclusions**

The survey asked older Australians and informal carers if they thought there were any current or proposed goods or services which should be excluded from the service list. Most respondents (94%) said there was nothing that should be excluded.

Of the respondents who felt some current or proposed goods or services should be excluded from the list. The most frequently suggested service exclusions were:

- home repairs
- non-clinical goods
- home maintenance
- aged care providers shopping for, and delivering food, where using supermarket online shopping and delivery services is the most cost-effective option.

Many older Australians and carers would like administration costs providers can charge to be fixed under the new program.

Some carers also felt it would be appropriate to have limits for certain types of supports, such as gardening and cleaning, to ensure there is enough funding left in the package for personal care.

### **Which services require more information to understand?**

Informal carers and older Australians were asked to select service types they need more detail about to understand what is available under the new program.

The top six service types that carers and older Australians identified as needing more information to understand were:

- digital monitoring – education – and support

- home maintenance
- digital technologies
- specialised supports
- home modifications
- GEAT (non-digital).

Please see Table 3: Services that older Australians and informal carers felt they needed more detail to understand, for more detail.

### **Providers and professionals**

The department received 1,124 responses (64%) from providers and professionals.

### **Inclusions**

Eleven per cent of providers and professionals reported that services they/their organisation provides were missing from the list. The top requested inclusions were:

- dementia support
- multidisciplinary care management
- mental health support
- palliative care
- spiritual care
- system navigation assistance.

Note: In some instances, services listed above were included in the survey list using different terminology.

Thirty-eight per cent of providers and professionals felt there were services missing from the list that they/their organisation do not directly provide. The top requested inclusions were:

- service navigation assistance
- social support – one on one
- specialised dementia services
- social support – group
- multidisciplinary care management
- assistive technology.

### **Exclusions**

The survey asked providers and professionals if they thought there were any current or proposed goods or services which should be excluded from the service list. Most respondents (90%) said there was nothing that should be excluded.

Of the respondents who felt some current or proposed goods or services should be excluded from the list. The most frequently suggested improvements were:

- There need to be clearer rules around what can be delivered under any home care program, particularly around non-clinical goods and equipment and home modifications and maintenance.
- Gardening and lawn mowing that is not directly related to patient safety should be excluded.

## **Implementation challenges**

Providers and professionals were asked if they saw any challenges in implementing the example service list. Fifty-nine per cent said survey said 'yes' to this question.

Most responses were about workforce, funding and transition. Please see 'other findings' for more detail.

## **Next steps**

The survey feedback received from older Australians, their informal carers and family members, aged care providers and professionals will help inform the service list, and other aspects of service design (e.g., pricing, worker qualifications), for the new program starting July 2024.



# Attachment A – Detailed survey responses

Table 1: Services that older Australians and informal carers ranked as most important

Service Type	Care Recipients		Informal Carers	
	Responses	Ranking	Responses	Ranking
House cleaning – heavy	83	1	56	2
House cleaning – light	33	2	27	3
Assistance with self-care	29	3	73	1
Allied health	16	4	10	10
Transport	14	5	10	10
Home maintenance	14	5	6	18
Other 1	11	7	14	4
Gardening	11	7	8	14
Care management	10	9	12	7
Goods, equipment and assistive technology	9	10	6	18
Home modifications	8	11	10	10
Meal delivery	6	12	8	14
Meal preparation	6	12	8	14
Social support – shopping	5	14	7	17
Nursing – standard	4	15	11	9
Social support – individual	4	15	6	18
Nursing – high care	3	17	13	6
Social support – visiting in person	3	17	10	10
Respite (in-home, community, centre, host family or cottage based)	2	19	14	4

Service Type	Care Recipients		Informal Carers	
	Responses	Ranking	Responses	Ranking
Assistance with medications	2	19	12	7
Social support – group	2	19	4	21
Shopping delivery	2	19	3	22
Specialised support – vision and hearing services	2	19	3	22
Specialised support – continence advisory services	1	24	3	22
Other 4	1	24	2	25
Residential respite	1	24	2	26
Digital technology	1	24	1	27
Linen services	1	24	1	27
Specialised support – behavioural intervention	1	24	1	27
Specialised support – psychosocial recovery coaching	1	24	1	27
Digital monitoring	1	24	No responses	31
Sign language and interpreting	1	24	No responses	31
Squalor and hoarding supports	1	24	No responses	31

Note: 'Other' service types – respondents were able to list and rank services missing from the list.

**Table 2: Services that older Australians and informal carers selected as important most often**

Service Type	Care Recipients		Informal Carers	
	Responses	Ranking	Responses	Ranking
House cleaning – heavy	999	1	913	1
Gardening	602	2	396	4
Home maintenance	598	3	376	6
House cleaning – light	511	4	512	3
Transport	371	5	370	7
Allied health	349	6	377	5
Assistance with self-care	303	7	744	2
Home modifications	297	8	350	8
Goods, equipment and assistive technology	241	9	211	16
Meal delivery	233	10	270	10
Social support – shopping	152	11	242	12
Other 1	148	12	179	19
Shopping delivery	143	13	136	21
Care management	133	14	205	17
Social support – individual	130	15	227	13
Meal preparation	129	16	276	9
Digital technology	121	17	54	27
Nursing – standards	101	18	191	18
Social support – group	93	19	122	23
Specialised support – vision and hearing services	84	20	107	24
Digital monitoring	75	21	60	26

Service Type	Care Recipients		Informal Carers	
	Responses	Ranking	Responses	Ranking
Social support – visiting in person	71	22	218	14
Specialised support – continence advisory services	62	23	89	25
Respite (in-home, community, centre, host family or cottage based)	61	24	260	11
Nursing – high care	48	25	175	20
Other 2	41	26	38	31
Linen services	40	27	45	28
Residential respite	38	28	122	22
Specialised support – psychosocial recovery coaching	38	29	41	30
Assistance with medications	33	30	217	15
Squalor and hoarding supports	25	31	21	33
Specialised support – behavioural intervention	21	32	41	29
Other 3	16	33	24	32
Other 4	15	34	18	34
Sign language and interpreting	11	35	9	35

Note: 'Other' service types – respondents were able to list and rank services missing from the list.

**Table 3: Services that older Australians and informal carers felt they needed more detail to understand**

Service Type	Older Australians			Informal Carers		
	Number of responses	Percentage of total responses	Ranking	Number of responses	Percentage of total responses	Ranking
Digital monitoring – education and support	53	11%	1	65	11%	1
Home maintenance	53	11%	2	42	7%	5
Digital technologies	51	10%	3	40	7%	7
Domestic assistance	43	9%	4	38	6%	8
Home modifications	43	9%	5	41	7%	6
Goods, equipment and assistive technologies (non-digital)	37	8%	6	47	8%	3
Specialised supports	35	7%	7	53	9%	2
Allied health	26	5%	8	26	4%	14
Transport	23	5%	9	27	4%	13
Meals	21	4%	10	24	4%	15
Respite (in-home, community, centre, host family or	21	4%	11	29	5%	10

Service Type	Older Australians			Informal Carers		
	Number of responses	Percentage of total responses	Ranking	Number of responses	Percentage of total responses	Ranking
cottage based)						
Care management	19	4%	12	45	7%	4
Social support	19	4%	13	29	5%	11
Assistance with care and housing	18	4%	14	29	5%	9
Personal care	11	2%	15	18	3%	17
Residential respite	10	2%	16	28	5%	12
Nursing	6	1%	17	21	3%	16

# Attachment B – Survey information

## Overview

The Royal Commission into Aged Care Quality and Safety (the Royal Commission) recommended the Australian Government make changes to how aged care is delivered in a home setting.

The department is consulting on the types of services that should be supported through in-home aged care.

The aim of the survey is to consult with consumers (senior Australians, their carers and family members), providers and professionals who work in aged care about the proposed Service List to ensure their feedback is captured.

The survey asks senior Australians, their carers and family members to consider services they currently receive (or being received by the person they are caring for) to ensure vital aged care support services are not lost from the new and compare these to the proposed service list.

## Survey questions

Are you: [will take person to relevant survey stream questions dependent on answer]

- Someone who receives aged care services in your home and/or a senior Australian?
- A family member or a person who helps or cares for a senior Australian? (not a paid professional/aged care worker)
- A provider or professional? (e.g., Aged care worker, allied health, medical professional, etc.)

## Consumers/senior Australians only

1. Please select the program/s you are currently receiving services through:
  - Commonwealth Home Support Programme (CHSP)
  - Home Care Packages Program (HCP)
  - Short Term Restorative Care (STRC)
  - National Aboriginal and Torres Strait Islander Flexible Aged Care Program
  - Multi-Purpose Services Program (MPS)
  - Community Visitors Scheme (CVS)
  - I am receiving aged care services but I'm not sure which program it is
  - National Disability Insurance Scheme (NDIS)
  - Department of Veteran Affairs (DVA)
  - I'm not receiving services in the home
  - Other, please specify:
2. How would you rank the services on the service list, from most important to least important, for helping you remain living independently and safely in your home? This includes dementia-related services and services for people with diverse needs.

3. If you need other services that aren't listed, please add them, and rank them. Please also add a short description of how any additional service suggestions help you to live independently at home.
- Care management
  - House cleaning – heavy (examples are, changing bed linen, hanging out washing)
  - Linen services
  - Social support – individual
  - Squalor and hoarding supports
  - Specialised support services – behavioural intervention support
  - Specialised support services – vision and hearing services
  - Shopping delivery
  - Social support – visiting in person
  - Allied Health (including Aboriginal and Torres Strait Islander health worker, dietician, occupational therapist, physiotherapist, podiatrist, psychologist, music therapy, osteopathy, other)
  - Assistance with self-care (bathing, toileting, dressing, etc)
  - Meal preparation
  - Nursing – high care
  - Assistance with taking medications
  - Nursing – standards
  - Sign language and interpreting supports
  - House cleaning – light (examples are, washing dishes, making bed, fold and put clothes away)
  - Digital monitoring, education and support services
  - Specialised support services – continence advisory services
  - Goods, equipment and assistive technologies (non-digital GEAT)
  - Home modifications
  - Social support – group
  - Residential respite
  - Meal delivery
  - Gardening
  - Digital technology
  - Home maintenance and repairs
  - Specialised support services – psychosocial recovery coaching
  - Transport
  - Social support – accompanied shopping
  - Respite (includes day and night in-home, community and centre based, host family and cottage-based respite)
  - Other



4. Do you think there are any goods or services currently accessed through aged care or in the draft service list which should be excluded from the new service list?

[not mandatory]

- No
- Yes – please explain which services you believe should be excluded and why.

5. Please select any service types you need more detail on to understand.

**[Drop down list of services types – allows selection of multiple options]**

6. Please provide any other comments regarding the example service list.

Informal carers only

7. Please select the program the person you care for is receiving services through:

- Commonwealth Home Support Programme (CHSP)
- Home Care Packages Program (HCP)
- Short Term Restorative Care (STRC)
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program
- Multi-Purpose Services Program (MPS)
- Community Visitors Scheme (CVS)
- I am supporting someone receiving aged care services, but I'm not sure which program it is.
- National Disability Insurance Scheme (NDIS)
- Department of Veteran Affairs (DVA)
- I am not supporting anyone receiving services in the home
- Other, please specify:

8. How would you rank the services on the example service list, from most important to least important, to help the person you care for remain living independently and safely at home? This includes dementia-related services and services for people with diverse needs.

If there are any other services that aren't listed, please add them and rank them. Please also add a short description of how any additional service suggestions help the person you care for to live independently at home.

- Specialised support services – behavioural intervention support
- Home modifications
- Social support – group
- Nursing – high care
- Squalor and hoarding supports
- Meal preparation
- Residential respite
- Goods, equipment and assistive technologies – non digital GEAT
- Digital monitoring, education and support services

- Respite (includes day and night in-home, community and centre based, host family and cottage-based respite)
- Assistance with self-care (bathing, toileting, dressing, etc)
- Care management
- Transport
- House cleaning – light (for eg. washing dishes, making bed, fold and put clothes away)
- Meal delivery
- House cleaning – heavy (for eg. change bed linen, hang out washing)
- Assistance with taking medications
- Gardening
- Social support – visiting in person
- Specialised support services – vision and hearing services
- Allied health (including Aboriginal and Torres Strait Islander health worker, dietician, occupational therapist, physiotherapist, podiatrist, psychologist, music therapy, osteopathy, other)
- Social support – accompanied shopping
- Specialised support services – continence advisory services
- Linen services
- Sign language and interpreting supports
- Social support – individual
- Digital technology
- Shopping delivery
- Home maintenance and repairs
- Specialised support services – psychosocial recovery coaching
- Nursing – standard
- Other

Do you think there are any current or proposed goods or services which should be excluded from an in-home aged care service list?

- No
- Yes

Follow up question if yes – please explain which services you believe should be excluded and why

Please select any service types you need more detail on to understand. Please provide any additional comments on which services you need more detail on to understand.

Please provide any other comments on the example service list.

### **Professionals/providers only**

What best describes your role in home care services? [allows multiple selections]

- CHSP provider
- HCP provider

- STRC provider
- National Aboriginal and Torres Strait Islander Flexible Aged Care provider
- Multi-Purpose Services (MPS) provider
- Community Visitors Scheme (CVS) provider
- Other type of provider
- Aged care worker (personal carer, cleaner, gardener, driver, etc)
- Nurse
- Allied health professional
- Assessor
- Peak body
- Medical professional
- Other

Are the services you provide / your organisation provides included in the example service list, including those related to dementia support and services for people with diverse needs?

- Yes
- No

Follow up question if no – Please explain which additional services should be listed and why.

Are there services missing which you don't provide but think should be included on an in-home aged care services list?

- No
- Yes

Follow up question if yes – please explain which services you believe should be included and why.

Do you think there are any current or proposed goods or services which should be excluded from an in-home aged care service list?

- No
- Yes

Follow up question if yes – please explain which services you believe should be excluded and why.

Do you see any challenges in implementing the example service list?

- No
- Yes, please list the challenges and what could help to manage this.

Do you have any other comments on the service list? We would welcome your response in the text box below or by uploading a document.

### **Demographic questions**

All questions are optional.

[Questions for consumer/senior Australian]:

- Where do you live? State/territory and in which area (city, regional city, rural or remote)

- What is your age? [break down as follows: Under 44, 45 -49, 50-54, 55-59, 60-64, 65-69,70-74, 75-79, 80-90, 90-100, 100+]
- Cultural identity/heritage: Do you identify as: Aboriginal and/or Torres Strait Islander person; from a culturally and linguistically diverse background; live in a rural or remote area; experience financial or social disadvantage; a veteran; homeless or at risk of becoming homeless; a care-leaver; separated from your parents or children by forced adoption or removal; lesbian, gay, bisexual, transgender and intersex people.
- Do you live with dementia?
- Do you have a family member or friend who provides you with help or care (without pay)?
- [Questions for carer/family/friends of senior Australians]:
- Where do you live? State/territory and in which area (city, regional city, rural or remote)
- What is your age? [break down as follows: Under 44, 45 -49, 50-54, 55-59, 60-64, 65-69,70-74, 75-79, 80-90, 90-100, 100+]
- What is the age of the person you care for? [break down as follows: Under 44, 45 -49, 50-54, 55-59, 60-64, 65-69,70-74, 75-79, 80-90, 90-100, 100+]
- Does the person you care for identify as: Aboriginal and/or Torres Strait Islander person; from a culturally and linguistically diverse background; live in a rural or remote area; experience financial or social disadvantage; a veteran; homeless or at risk of becoming homeless; a care-leaver; separated from their parents or children by forced adoption or removal; lesbian, gay, bisexual, transgender and intersex people.
- Does the person you care for live with dementia?

**[Questions for providers and professionals]:**

- Where do you provide services? State/territory and geographical location.

**End of survey**

**Draft service list shared as part of survey**

Service category	Service types	Sub-categories	Description	Service available in			Potential new service types
				CHSP	HCP	STRC	
1 Independence at Home	Domestic assistance	General house cleaning, Linen services, Shopping delivery	Supports the care recipient with domestic chores to maintain their capacity to manage everyday activities in a safe, secure and healthy home environment.	✓	✓	✓	
	Home maintenance	Gardening Maintenance and repairs	Assists care recipients to maintain their home in a safe and habitable condition. Includes services such as repair of flooring, yard maintenance such as pruning and clearance, gutter cleaning.	✓	✓	✓	
	Meals	Meal delivery Meal preparation	Provides access to nutritional meals for care recipients. Also includes support to increase knowledge, skills, confidence and or safety.	✓	✓	✓	
	Digital monitoring, education, and support	Digital remote monitoring Digital education and support services	Education, assistance or advice to support consumers to use digital technologies effectively, or subscription- based monitoring of consumers using digital technologies.				NEW – proposed service type to enable remote monitoring

Service category	Service types	Sub-categories	Description	Service available in			Potential new service types
				CHSP	HCP	STRC	
2 Social Connections	Social support	Visiting in person Accompanied shopping Accompanied attendance at appointments & social engagements Group social activities	Services that support a person's need for social contact and or company and participation in community life.	✓	✓	✓	
	Transport	Direct Transport (driver and car provided) Indirect Transport (supported though supply of taxi vouchers)	Includes group and individual transport services to connect Older Australians with their usual activities such as accessing the community or medical appointments.	✓	✓	✓	
3 Personal Care	Personal care	Assistance with self-care Assistance with client self-administration of medications	Assistance with activities of daily living and self-care tasks to help maintain appropriate standards of hygiene and grooming. Includes support with eating, bathing, toileting, and dressing.	✓	✓	✓	

Service category	Service types	Sub-categories	Description	Service available in			Potential new service types
				CHSP	HCP	STRC	
	Nursing	Nursing – high care Nursing – standard	Clinical care provided by a Registered Nurse, Enrolled Nurse or an Assistant in Nursing. Includes the assessment, treatment and monitoring of medically diagnosed clinical conditions. Includes wound care.	✓	✓	✓	
4 Health and Specialised Support	Allied health	Aboriginal and Torres Strait Islander Health Worker, Diversional Therapist, Exercise Physiologist, Dietitian, Occupational Therapist, Physiotherapist, Podiatrist, Social Worker, Speech Pathologist, Audiologist, Pharmacist, Psychologist, Assistants in Allied Health	To assist older people to regain or maintain physical, functional and cognitive abilities which support them to either maintain or recover a level of independence, allowing them to remain living in the community.	✓	✓	✓	
	Specialised supports	Continence advisory services Specialist behavioural intervention support	Specialised or tailored services for a specific condition. Supports the care recipient to manage these conditions and maximise independence. Includes direct services and expert advice.	✓			NEW – All specialised supports now available to all eligible home

Service category	Service types	Sub-categories	Description	Service available in			Potential new service types
				CHSP	HCP	STRC	
		Psychosocial recovery coaching Vision and hearing services Sign language and interpreting supports					care consumers
	Assistance with care and housing	Squalor and hoarding supports	Some existing CHSP housing supports to be provided by Care Finders.	✓			
<b>5 Care Management</b>	Care management	Care management	Coordination with multiple providers, connect to assistance outside of aged care and conduct check-ins.  Clinical oversight – monitor care needs, coordinate with the health system and conduct check ins.		✓	✓	NEW – Quarantined funding for care management
<b>6 Digital Technologies, Equipment, and Home Modifications</b>	Digital technologies	Digital technology	Acquisition and installation of digitally-enabled technologies that use software for the purpose of supporting consumer independence, care, monitoring,				NEW – digital technologies



Service category	Service types	Sub-categories	Description	Service available in			Potential new service types
				CHSP	HCP	STRC	
			functioning, risk management or social support.				
	Goods, equipment and assistive technologies (non-digital)	Short term and ongoing support through supply of equipment and aids to assist with mobility, communication, reading and personal care.	Goods, equipment and assistive technologies to assist with mobility, communication, reading and personal care, and maintain independence.	✓	✓	✓	
	Home modifications		Where clinically justified or required for safety, alterations to the home to improve safety and accessibility and maintain independence for the care recipient.	✓	✓	✓	
<b>7 Respite Care</b>	Respite	In-home respite (day and overnight), community and centre based respite, host family respite, cottage based respite.	Provides supervision and assistance to the care recipient by a person other than the care recipient's usual informal carer.	✓	✓	✓	

Service category	Service types	Sub-categories	Description	Service available in			Potential new service types
				CHSP	HCP	STRC	
	Residential respite		Respite provided in a residential aged care setting.				

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All information in this publication is correct as at August 2022

