



What is the HACC program?

Overview of the Home and Community Care (HACC) program

The HACC program has been providing care in the community to older people, young people and adults with disabilities and their carers throughout Australia, since 1985.

Who uses HACC services?

More than 290,000 people received a HACC service in 2011-2012 and the number of people receiving HACC services is growing by about 10,000 each year.

Of the people who receive HACC services:

- 63% are 70 years or older
- 37% range in age from birth up to 70 years
- 63% are women
- 42% live alone.

One per cent of people receiving HACC services are Aboriginal or Torres Strait Islander. About 23 per cent of HACC clients were born overseas in a non-English speaking country, including clients from 85 non-English speaking countries.

What are HACC services?

Volunteers often work with HACC services such as:

- social support, working with one person or a group of people
- Meals on Wheels (also called Delivered meals)
- Planned Activity Groups (or PAGs).

Other HACC services include:

- home help
- home nursing
- personal care for people who need assistance with tasks such as showering and dressing
- property maintenance, helping people with jobs around the house, such as changing light globes
- respite services that let carers take a break from their caring role
- allied health, such as physiotherapy and podiatry.



home and community care

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Most people use only one HACC service, some use two services and a smaller group receives three or more services.

Which organisations provide HACC services?

About 470 organisations provide HACC services in Victoria. These include councils, the Royal District Nursing Service and non-government organisations.

How do people get HACC services?

HACC services are for people who need assistance to continue living at home.

Anyone can contact a HACC organisation to enquire about getting services. Often family members or doctors refer people.

To get a HACC service, people must be assessed. A trained assessor visits the person at home to see how they are getting along, what they would like and what their goals are. The assessor works out if the person is eligible for the service. A small fee may be charged for services, but fees are kept as low as possible.

Words and terms in HACC

There are a lot of terms and acronyms used in HACC. Here are a few terms that you may hear:

Assessment or Living at Home Assessment (LAHA) - This is when an assessor visits someone at home to see if they are eligible to receive HACC services. Most people receive an assessment before being accepted into a HACC service.

Carer - This is the person who supports the client. Most often carers are family members. They might live with the client or they may not. About 30 per cent of clients have a carer.

Client - This is the person who is receiving the HACC service.

A lot of acronyms are used in the HACC program. Here are a few:

ATSI	Aboriginal and Torres Strait Islander
CALD	Culturally and linguistically diverse
CHC	Community health centre
HACC	Home and Community Care
PAG	Planned Activity Group

For further discussion

What words or acronyms have you come across since you started volunteering?

Did you realise how many different organisations provide HACC? What are some new organisations you have come across as a volunteer in HACC?

Besides the organisation you volunteer with, how many other organisations in your local community provide HACC services?