

## **Welcome to Home and Community Care (HACC)**

The HACC program supports frail older people, people with a disability and their carers. It aims to maximise their independence by supporting them to stay at home and stay connected to their community.

Supporting an individual in this way is a shared responsibility. Where appropriate clients, family and friends will be encouraged to be involved in preparing and maintaining a Care Plan that outlines actions required to achieve set goals.

## **Priority of Access**

Services are provided on the basis of eligibility, assessed need, and within service resources. Please note that priority will be given to those with the greatest need.

## **Referrals**

Referrals for Council's HACC services can be received from a range of sources including My Aged Care, doctors, aged care assessment service, health agencies, families and friends. Self-referral is also acceptable.

## **Assessment**

Where possible, an assessment will take place in your home at an agreed time. The purpose of the assessment is to gain an understanding of you and your carer's support needs, to remain living independently at home and active within your community.

## **How We Will Work Together**

### Listening

We start by listening to you and exploring:

- What you can do for yourself
- What you need help with to stay safe and well at home
- What you want to be able to do or keep doing

### Making a Care Plan

A care plan lists what you want to achieve and the supports and services available to help maintain and strengthen your ability to remain living at home and in your community.

### Setting Up Support

Depending on what is important to you and what is available in your local area, you may need HACC services or we can help connect you to other services and groups.

## **Our Services**

### Planned Activity Groups

These groups support an individual's ability to live at home and in their community by providing a planned program of activities promoting physical, intellectual and social stimulation. Participants can attend weekly, fortnightly or occasionally depending on the group.

### Carer Support

We have Carer Support groups to support carers, identify their needs and to meet these needs through a flexible and innovative approach.

### Meals on Wheels

Delivered meals are provided to eligible persons who have been assessed as being nutritionally at risk and/or have no other options available to support their nutritional needs.

### Domestic Assistance

Domestic assistance services are designed to work with individuals to complete various household activities as identified in the Care Plan.

### Personal Care

Personal Care services are designed to support people with a range of personal activities to maintain or maximise independence and enhance their quality of life.

### Respite Care

Respite care provides carers with the opportunity to attend to everyday activities and have a break from your caring role.

### Property Maintenance

The property maintenance service provides minor repairs and maintenance works that would usually be performed by the householder and can assist you to install independent living aids following an assessment and referral from an Occupational Therapist.

### Social Support Programs

Our social support program provides a range of volunteer programs to support frail older people, people with a disability and their carers.

## **For More Information**

Contact Baw Baw Shire Council HACC Assessment Team on 5625 0200, [email the Home and Community Care team](#) or visit one of our customer service centres at 1 Civic Place, Warragul or 33 Young Street, Drouin.