

Excerpt from the Quality of Care Principles 2014 (revised 2018)

Part 1—Care and services

1 Care services

The following table specifies the care services that an approved provider of a home care service may provide.

Care services		
Item	Column 1 Service	Column 2 Content
1	Personal services	Personal assistance, including individual attention, individual supervision and physical assistance, with: (a) bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids; and (b) toileting; and (c) dressing and undressing; and (d) mobility; and (e) transfer (including in and out of bed).
2	Activities of daily living	Personal assistance, including individual attention, individual supervision and physical assistance, with communication including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles and assistance in using the telephone.
3	Nutrition, hydration, meal preparation and diet	Includes: (a) assistance with preparing meals; and (b) assistance with special diet for health, religious, cultural or other reasons; and (c) assistance with using eating utensils and eating aids and assistance with actual feeding, if necessary; and (d) providing enteral feeding formula and equipment.
4	Management of skin integrity	Includes providing bandages, dressings, and skin emollients.
5	Continence management	Includes: (a) assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas; and (b) assistance in using continence aids and appliances and managing continence.
6	Mobility and dexterity	Includes: (a) providing crutches, quadruped walkers, walking frames, walking sticks and wheelchairs; and (b) providing mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses; and (c) assistance in using the above aids.

2 Support services

The following table specifies the support services that an approved provider of a home care service may provide.

Support services

Item	Column 1 Service	Column 2 Content
1	Support services	<p>Includes:</p> <ul style="list-style-type: none">(a) cleaning; and(b) personal laundry services, including laundering of care recipient's clothing and bedding that can be machine-washed, and ironing; and(c) arranging for dry-cleaning of care recipient's clothing and bedding that cannot be machine-washed; and(d) gardening; and(e) medication management; and(f) rehabilitative support, or helping to access rehabilitative support, to meet a professionally determined therapeutic need; and(g) emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the care recipient and carer, if appropriate; and(h) support for care recipients with cognitive impairment, including individual therapy, activities and access to specific programs designed to prevent or manage a particular condition or behaviour, enhance quality of life and provide ongoing support; and(i) providing 24-hour on-call access to emergency assistance including access to an emergency call system if the care recipient is assessed as requiring it; and(j) transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities; and(k) respite care; and(l) home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security; and(m) modifications to the home, such as easy access taps, shower hose or bath rails; and(n) assisting the care recipient, and the homeowner if the home owner is not the care recipient, to access technical advice on major home modifications; and(o) advising the care recipient on areas of concern in their home that pose safety risks and ways to mitigate the risks; and(p) arranging social activities and providing or coordinating transport to social functions, entertainment activities and other out-of-home services; and(q) assistance to access support services to maintain personal affairs.
2	Leisure, interests and activities	<p>Includes encouragement to take part in social and community activities that promote and protect the care recipient's lifestyle, interests and wellbeing.</p>

3 Clinical services

The following table specifies the clinical services that an approved provider of a home care service may provide.

Clinical services

Item	Column 1 Service	Column 2 Content
1	Clinical care	Includes: (a) nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services; and (b) other clinical services such as hearing and vision services.
2	Access to other health and related services	Includes referral to health practitioners or other related service providers.

Part 2—Excluded items

4 Items that must not be included in package of care and services

The following table specifies the items that must not be included in the package of care and services provided under section 13.

Excluded items

Item	Column 1	Column 2
1	Excluded items	The following items must not be included in the package of care and services provided under section 13: (a) use of the package funds as a source of general income for the care recipient; (b) purchase of food, except as part of enteral feeding requirements; (c) payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent; (d) payment of home care fees; (e) payment of fees or charges for other types of care funded or jointly funded by the Australian Government; (f) home modifications or capital items that are not related to the care recipient's care needs; (g) travel and accommodation for holidays; (h) cost of entertainment activities, such as club memberships and tickets to sporting events; (i) gambling activities; (j) payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.
