

What services can I access?



Need help?
1300 866 228

With Care Connect, you will have access to one of Australia's widest networks of services, offering flexibility to best suit you and your needs. Your Care Manager will work with you to tailor a personalised care plan to support access to these services.



Personal care services

Showering, going to the bathroom, dressing, getting in and out of bed, washing and drying hair, shaving, medication reminders, etc.



Transport & outings

Transport to and from activities, shopping, and social functions, medical appointments, etc.



Socialising & companionship

Company for shared activities such as conversations, board games, enjoying a morning tea together, etc.



Nursing & allied health services

General health assessments, wound care and management, administering medication, support with dementia, etc.



Cleaning & household tasks

Help with making beds, ironing, laundry, kitchen and bathroom cleaning, vacuuming, mopping, etc.



Gardening

Minor garden maintenance such as light weeding, watering, light pruning, lawn mowing, etc.



In-home respite

A care worker supporting you in your home for a short period of time if your usual carer is unavailable.



Meal preparation

Preparing meals, advice on nutrition and support etc.



Mobility aids & other

Mobility aids and other services and supports that align with your care plan goals and Government guidelines.

What other products and services are covered (or not) in my package?



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Home Care Package funds are to be used for a service or product that aligns with the goals outlined in your care plan. Your goals were designed to support you to live confidently, happily, and safely at home. Therefore all funding must be directed towards meeting those goals. As the Federal Government funds your package, they will refer to your care plan to ensure funding is spent appropriately.

Other services and products that may be covered include:

- ✓ Counselling, speech therapy or vision aids.
- ✓ Professional laundering or spring cleaning.
- ✓ Support to access technology or technology classes.
- ✓ Transport to appointments or other.
- ✓ Meal preparation, and support with delivery.
- ✓ Approved home modifications. (must relate to your assessed care needs).
- ✓ Support during community access, exercise and walks.
- ✓ Social outings.
- ✓ Allied health services including physiotherapy, occupational therapy and podiatry.

Services and products not covered may include:

- ✗ Food, except as part of enteral feeding requirements.
- ✗ Accommodation including assistance with a home, mortgage payments or rent.
- ✗ Home care fees.
- ✗ Care funded or jointly funded by the Australian Government.
- ✗ Travel and accommodation for a holiday.
- ✗ Entertainment, such as club memberships and tickets to events.
- ✗ Gambling or alcohol.
- ✗ Services or products covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

IMPORTANT: Please speak with Care Connect for tailored advice regarding the suitability of purchasing products & services as part of your funding. All products and services purchased within a package must align with your care plan. Penalties apply for misuse of Government funds.