

Meals

Meal services refer to the preparation and delivery of meals or other food items which contribute to meeting the service user's daily nutrition requirements.

Examples of meals services include:

Providing of a range of meal types – including a meal delivered daily or frozen meals which the service user may heat at their convenience.

Heating and serving the delivered meal ready for the person to eat and cleaning up afterwards.

Prompting or assisting with eating and drinking – if not part of a personal care service.

Ensuring access, wherever possible, to a range of different meal types – including culturally appropriate meals for Aboriginal people and people from culturally and linguistically diverse backgrounds, vegetarian meals and meals which meet specific dietary requirements.

Other Food Services

Other food services refer to other support activities which contribute to the person's capacity to meet their daily nutritional requirements. Examples of other food services include:

Assistance with the preparation and cooking of food in the service user's home.

Advice about nutrition, menus and special diets.

Information about food handling and storage.

Bulk food shopping which is delivered and stored at the service user's house.

Why do people need HACC services?

HACC services help people who would otherwise be prematurely or inappropriately admitted to residential care to live independently in their own home and the community.

Who is eligible for HACC services?

Frail older people
People with a disability
Their carers

Getting HACC services

People can access HACC services in a range of ways, such as:

1. Direct contact with HACC service providers, who will assess eligibility.
2. Through the local Area Health Service or Aged Care Assessment Team (ACAT), who will undertake an assessment and make a referral to the appropriate service provider.
3. Through GPs, other medical practitioners, hospitals, rehabilitation facilities or Commonwealth Carelink.

What does it cost?

The HACC Program subsidises costs but service users are asked to make a financial contribution towards their services according to their means.

HACC services are required to have a fees policy with the flexibility to reduce or waive fees according to the service user's financial situation. The fees will be discussed with the service user and carer prior to the delivery of services.

Service users will not be refused assist