



Your rights and responsibilities

As a person receiving services you have a number of **rights**. We recognise your right to:

1. be treated with respect, dignity and courtesy
2. be informed and to be consulted
3. be included in decisions and choices about your care
4. receive high-quality services
5. privacy and confidentiality, and to access all personal information kept about you by our service
6. have another person of your choice support you and advocate on your behalf
7. have your comments valued and to provide feedback if you are happy or not happy with the services you receive.

While you have **rights** as a client, you also have some **responsibilities** to the people providing care to you.

We ask that you:

1. treat staff with respect and courtesy, for example, by letting them know as soon as possible if you cannot keep an appointment.
2. provide a safe work environment for staff and help them to provide you with services safely
3. take responsibility for the results of any decisions which you make with staff about your care.



About Community Options Australia

Community Options Australia – Who we are

The vision for Community Options Australia is to provide high quality, accessible care choices.

From our establishment as a not-for-profit representative organisation in 1996, Community Options became recognised as a leader in the development and delivery of packaged care solutions to a wide range of people.

Our core network of community care organisations is deeply committed and connected to local communities across NSW.

The commitments that drive us:

Choice: providing information and building accessible and equitable approaches to service delivery.

Innovation: being courageous and trialling new ways to deliver care choices.

Community: engaging with and respecting the uniqueness of communities.

Relationships: investing and enhancing relationships that help build care choices.

Get in touch

Community Options Australia

e: customercare@communityoptions.net.au

t: 1300 768 028 **w:** www.communityoptions.net.au

ComPacks

Supporting a safe return
home from hospital



What is ComPacks?

ComPacks is a package of care to help people to live safely at home and regain independence following a stay in hospital. It may include short term services such as **domestic assistance**, personal care, meal preparation and transport to and from appointments.

Access to a ComPacks requires a referral from the staff at a participating New South Wales Public Hospital. Depending on your needs, the duration of a package may be up to 6 weeks from the time of your transfer home.

What services may you receive?

A Community Options Australia Case Manager will have discussed your needs and work within the scope of the program to develop a package of care suitable for you.

Services may include:

- Domestic Assistance: for example includes light assistance with house cleaning and washing
- Personal Care: assistance with bathing, dressing, grooming
- Social Support, Assisted shopping
- Transport: to and from medical appointments
- Meals: meal preparation or link to Meals on Wheels or other food services

What does it cost?

The NSW Ministry of Health subsidises ComPacks. You will be asked to pay a weekly fee of \$10. If you can't afford to pay or have any concerns regarding payment, please discuss this with your Case Manager.

“ ComPacks is a package of care to help people to live safely at home and regain independence following a stay in hospital. ”

What happens after a ComPacks?

As you come to the end of your package, and if ongoing services are required, your Case Manager can help to make appropriate referrals which may involve a waiting period for available services. Alternatively, if you wish to engage services yourself at later date information is provided.



Case Management is at the heart of ComPacks.

Your Case Manager will work with you to ensure you receive a package of care that meets your needs. Your journey will include assessment, care planning, and delivery of supports where you, your Case Manager and carers work to build on your strengths, capacity and goals to maximise your independence and autonomy.

Contact

t: 1300 768 028 e: customer@communityoptions.net.au
w: www.communityoptions.net.au



Privacy and confidentiality

Community Options Australia has obligations under provisions of the Privacy Act 1988 and the Australian Privacy Principles, as well as other applicable laws protecting privacy, including State and Territory health information legislation. The Privacy Act regulates how we handle your personal and health information, and the Australian Privacy Principles (APP) govern standards, rights and obligations around the collection, use and disclosure of personal information.

If your privacy is not respected, please let us know by phoning us on **1300 768 028** or by contacting the Office of Australian Information Commissioner: e: website@oaic.gov.au
t: 1300 768 028

Complaints and compliments

We want to continue improving our services and need your help. If you are pleased with the services received, let us know via the Client Satisfaction Survey provided to you by your Case Manager.

We also know sometimes all does not go as planned. When this happens, we also want to hear about it.

Please let us know either by advising your case manager or calling us on **1300 768 028**

If our complaint management is unsatisfactory, or if you would like to speak to someone from outside our organisation, contact: Health Consumers NSW on (02) 9986 1082 or e: info@hcsw.org.au