



ComPacks and the value of case management

Helen Carter
State Manager NSW & QLD

Fiona Dunphy
Team Leader ComPacks

27 March 2015

About Care Connect

Our Purpose

To enable people to live their life, their way. We do this by empowering people to build choice, ability and confidence. Our approach is defined by My Life, My Choice, My Way®.

Services

- Transition care
- Aged care
- Disability
- Mental health
- Carer support



Highlights 2013-14

Our staff

337+ staff



154+

Client Services staff nationally

Partnered with

80+ organisations



15 offices nationally



Our clients

Served

12,000+ clients



105,600+ client contacts

Supported clients speaking

37 different languages

(mainly Arabic, Cantonese, Croatia, Greek, Italian, Spanish, Turkish, Vietnamese, French, Maltese)

Website 23% growth in website traffic



Social media

64%

increase in Twitter followers



Awards

Won

5 awards



Finalist in

2 awards



Conferences

Presented at

9 conferences nationally



ComPacks and case management

Case study 1: Sally*

Initially referred for transport and domestic assistance

Care worker reported problematic hoarding

CA discovered life changing medical, mental health, and accommodation issues

Involved PIR SF to plan and engage longer term supports

Case management expertise enabled effective assessment and planning for Sally's longer term needs – crisis averted

Multi-disciplinary approach to complex needs

Case Study 2: Mary

Referred for transport to medical appointments – northern beaches location

Lumpectomy and on waitlist for further major surgery

Domestic assistance, shopping and transport – enabled her to focus on health

Mary is stronger, better able to cope and face new challenges

Linked with services to support her after the surgery

Case management supported Mary's preparation for a major health and life event – crisis averted

Pro-active approach to client needs

Case Study 3: Hussain

Referred for complex support needs

Spinal injury at work, previously high functioning professional

Client in distress about uncertain future

My Life, My Choice, My Way® implemented to determine flexible supports

CA worked with OT to assess supports

CA worked with workers' comp case manager to fund longer term support – crisis averted

Case management enabled assessments and linkages to flexible longer term supports

Themes

Complexity of needs and circumstances

Often discovered after discharge

Cross-team, multi-disciplinary approach

Hidden issues addressed = good for client and tax payers

Beds available = effective use of acute resources

Skills of case managers

Case management and My Life, My Choice, My Way®
focuses on client's specific situation

Crisis averted - happiness is being at home!

Thank you

