

ComPacks

Information for hospitals

What is ComPacks?

A ComPacks is a **non clinical, short term** package of community care. It is available for **up to 6 weeks** after leaving hospital.

Why ComPacks?

ComPacks aims to give an individual a safe and supported return home and optimise access to community services.

What is provided and how? Case Management

On referral to ComPacks, a patient is allocated a case manager. They will be the key contact throughout the program and in most cases, visit the person while still in hospital to assess their needs. The case manager can link the patient with services such as:

Domestic Assistance

- House cleaning
- Washing and ironing
- Assistance with shopping
- Transport to and from appointments

Personal Care

- Assistance with bathing / dressing

Meals

- Assistance with meal preparation or links to Meals on Wheels or frozen meal services.

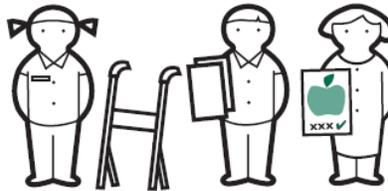
Who can refer patients?

Referrals must occur while the person is still in hospital and **as per hospital protocol**.

To ensure the use of a limited resource areas/Hospitals are responsible for identifying individuals or teams to coordinate and prioritise referrals to the ComPacks program.

How much does a ComPacks cost?

Clients are expected to contribute based on their current income assessed against standard income test criteria. Inability to pay will not exclude any client.



What happens after ComPacks has finished?

Clients need to be aware that ComPacks is only available for **up to 6 weeks**. Before the ComPacks finishes, the case manager links the client to any necessary ongoing services and/or arranges placement on waiting lists.

Funding

Commonwealth and State Health initiatives fund the program.

Allocation:

Local Health Network nominate hospitals to participate in the program. These are generally hospitals identified as having a significant demand.



For further information, please contact your relevant Local Health Network Representative or email Compacks@doh.health.nsw.gov.au

Who is eligible?

A person who requires **case management and a combination of community supports** in order to be **transferred home** from a **participating public hospital** in NSW.

A person who has short term, low level community care needs.

A person who is not already receiving community services that can provide the support that is required once transferred home e.g. DVA, HACC, CACP etc

How do I refer?

1. Ensure the person has been screened for eligibility by relevant health staff.
2. Contact the nominated ComPacks Provider to discuss client eligibility/availability of packages.
3. Complete a referral form (ONI). Must include the client's MRN.
4. Fax/email to nominated Provider.

When do I refer?

1. After Estimated Date of Transfer has been established.
2. The transfer of care destination of the patient has been determined as home or similar.