

## Meet a ComPacks client

Simon is 70, has arthritis, is unsteady on his feet and recently broke his wrist in a fall. As a result of the fall, Simon was admitted to hospital.

The social worker, ComPacks case manager, and Simon agreed that after his discharge home, he would need support with showering, dressing, cleaning the house, preparing meals and transport to his appointments.

After three weeks at home, Simon has regained confidence and some independence. The ComPacks service is reduced to assistance with cleaning and transport to appointments.

The case manager arranged for Simon to attend the local day centre one day per week to socialise. Simon is also referred to other community services that will provide ongoing assistance once the ComPacks has completed.



ComPacks supported Simon to return home quickly and safely.

### Contact Information on Discharge

#### Hospital Contact:

Name:

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.....  
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Phone: .....

#### ComPacks Service Provider:

Name:

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.....  
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Phone: .....

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For further enquiries, please contact your local ComPacks Provider.

Download an electronic copy of the ComPacks provider list from the ARCHI website:

<http://www.archi.net.au/resources/moc/community-moc/compacks/2>

# ComPacks

## Information for patients and families



## Supporting a safe return home from hospital

**ComPacks** is a short term package of community support services aimed at helping you manage a safe return home from hospital.

### A six-week package

A ComPacks package is available for up to **six weeks** following discharge from hospital. During this time, the ComPacks case manager will assess your ongoing needs and refer you accordingly.

### Eligibility

People who are in hospital who need case management and a combination of two or more community support services after discharge from hospital, are eligible for ComPacks Services.

### Getting a ComPacks referral

Hospital staff will work with you to identify if ComPacks is suitable for you. Staff who can refer include:

- Nurses
- Care Coordinators
- Social Workers
- Occupational Therapist / Physiotherapist
- Other staff delegated by hospital



### ComPacks provides

When you are referred to ComPacks, a case manager is allocated to you and is your key contact throughout the program.

The case manager can assist you to access services such as:

- **Meals** – assist with food preparation or link with meals on wheels
- **Domestic assistance** – house cleaning, washing and ironing
- **Personal care** – assist with bathing, dressing, or personal hygiene
- **Respite care** – short term in-house respite services
- **Transport** – to and from appointments
- **Social support** – assists with coordinating social interactions



### How much does ComPacks cost?

You will be asked to make a contribution towards your ComPacks package. If you have any concerns regarding your contribution, please discuss this with your ComPacks case manager.

### What happens when ComPacks finishes?

Before the ComPacks package finishes, the case manager will:

- Link you with any necessary ongoing services. This may involve a waiting time for available services.
- Provide you with information if you wish to engage services yourself at a later date.

### Questions

If you have any questions regarding a referral to ComPacks please contact your hospital staff.

Contact your ComPacks case manager if you have any questions or concerns while receiving your ComPacks service.

