



Description of the organisation

COMMUNITY OPTIONS ILLAWARRA is an incorporated association managed by a Board of Management and has provided Home And Community Care (HACC) services for 22 years, Community Aged Care Packages for people from Culturally and Linguistically Diverse (CALD) backgrounds for 10 years, and health discharge services for 9 years and disability services for 3 years. We are a viable and growing organisation with the management experience and expertise to provide case management and brokerage services for people with disabilities, people of frail age, people with dementia, people with mental health issues and illnesses and their carers. Community Options Illawarra has always been linked with innovative approaches to service provision and is involved in working parties and committees to progress community services for people of frail age, people with disabilities and their carers.

COMMUNITY OPTIONS ILLAWARRA has always been involved in working cooperatively with other organisations and has developed pilot programs and services in conjunction with other organisations to provide increased service options for people in the HACC target group. An example of this is a program that is run for people with high support needs and intellectual disability on Saturdays for social support to enable centre – base activities and supervised community access. This program was a co-operative partnership with Community Options Illawarra, Interchange Illawarra and the Department of Ageing, Disability and Home Care Disability Support Service and was operational for seven and a half years until it was funded and taken over by another organisation, the Disability Trust. Another similar program has taken its place for young people with Autism with the same partnership arrangements.

A brief history of the organisation shows that it commenced in April 1988 with a pilot for Wollongong Community Options program, which was designed to provide for 100 people from the Home and Community Care (HACC) target group with case management and brokerage services according to the Community Options' Guidelines. Since that time there has been an increase in Community Options' services across NSW that continues to this day.

At that stage the organisation was managed by Wollongong City Council, which continued to be the auspice body until 31 June 2000, when auspice was handed over to the Management Committee (now Board of Management of Community Options Illawarra Inc.) of the Incorporated



Community Options Illawarra Inc

Community Options - Quality Options

Association of Wollongong Community Options Inc. The financial management of the organisation was managed by the association from January 1999.

In March 2000 the organisation was funded for 10 Community Aged Care Packages for people of frail age from non-English speaking backgrounds in the Wollongong LGA. This commenced the diversification of the organisation with subsequent funding from the Illawarra Area Health Service for the Facilitated Discharge Program following a pilot project under the Winter Bed Strategy in 2001, with annual funding subsequently and continued by the South Eastern Sydney and Illawarra Area Health Service with the health system amalgamation in 2004.

Transition Care funding was attached to the Facilitated Discharge Program to follow-up services when it was difficult to refer to other service providers and also for episodic support when service needs change. The funding is provided by the Department of Ageing, Disability and Home Care (DADHC) from 2003 onwards and is now recurrent funding with Ageing, Disability and Home Care (ADHC) service of the NSW Department of Human Services.

A further increase in funding occurred in 2003 with the ComPack program funding following a pilot project in 2002 for supporting people in the HACC target group being discharged from NSW Public Hospitals. This funding is guaranteed to end of June 2011.

In 2006 and 2007 Community Options Illawarra carried out a pilot project for Veterans' case management and brokerage for services not provided through Veterans' Home Care or Veteran's Nursing Services. To all intents this was a successful pilot project as it has increased access to Veterans into the HACC service system to support needs that were not being met through Veterans' Home Care or Veterans' Nursing Services.

Two new programs were funded by DADHC in May 2006: Case Management & Brokerage for people from CALD (Culturally & Linguistically Diverse) backgrounds and Case Management & Brokerage Service for people with Dementia. Both these programs cover the Wollongong, Shellharbour, Kiama and Shoalhaven LGAs

Further expansion occurred in 2006 with Community Options Illawarra receiving funding for a 2 – year Disability Service Program aimed at supporting Older Parent Carers of People with Disabilities. This has now become recurrent funding.



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Community Options - Quality Options

In November 2007, Community Options Illawarra Inc. took over the auspice of Shoalhaven Community Options Program from the Home Care Service after a successful tender process again increasing the size and scope of the organisation.

Recently, we have been successful in tendering for case Management and brokerage for people with dementia in the Illawarra area and for the Community Options Programs in the Upper Lachlan and Palerang areas.

The organisation commenced with staffing of a Manager/ coordinator and 2 full-time coordinators and a full-time administration person.

The increase in programs has led to the following staff levels:

- 1 Chief Executive Officer
- 1 Operations Manager
- 2 Senior Case Managers
- 11 Full-time case managers
- 6 Part-time case managers
- 1 full-time Financial Administrative Officer
- 2 Part-time Administrative Officers

We are also recruiting for 5 new case managers in Shoalhaven, Wollongong, Upper Lachlan and Palerang areas currently and in the near future.

We have operational offices in Wollongong, Shellharbour, Nowra and Milton. One or two new offices will be established in the Upper Lachlan and Palerang areas towards the end of 2010.

The organisation's vision, mission and values were reviewed at the Strategic Planning in April 2009 and are as follows:

VISION

COMMUNITY OPTIONS - QUALITY OPTIONS

MISSION

Community Options Illawarra will provide access to services to maintain and enhance the quality of life for people of frail age, people with disabilities and their carers.

VALUES



For our clients we value /believe

- The right of people to make choices in their own lives
- The right of people to dignity, respect, privacy and confidentiality
- The right of people to be valued as individuals
- The right of people to access services on a non – discriminatory basis
- The right of the community to accountable and responsive services.

For our staff we value /believe

- That they are committed, caring professionals
- Non discriminatory
- We value working as part of a team
- We value diversity and awareness of cultural issues
- Should be supported by the organization
- We value professional development

For Community Options Illawarra we value / believe

- The philosophy of Community Options Illawarra
- Working co-operatively with other service providers
- Effective communication between clients, staff and management
- Equity of access of service