

HOW CAN I CONTACT COMMUNITY OPTIONS ILLAWARRA INC.?



Website: www.coi.org.au

Wollongong

193 Church Street

✉ PO Box 1433

WOLLONGONG NSW 2500

☎ 4226 3611

Shellharbour

✉ 10/75 Cygnet Avenue

SHELLHARBOUR NSW 2529

☎ 4297 7100

Nowra

90-92 North Street

✉ PO Box 1507

NOWRA NSW 2541

☎ 4421 4234

Milton

Shop 6/65 Princes Hwy

✉ PO Box 304

MILTON NSW 2538

☎ 4454 1701

Our office hours are:

Monday to Friday

8:30am to 4:30pm

Duty of Care

We have a duty to do everything reasonable and practicable to protect the safety of both clients and the staff.

VISION

Community Options-Quality Options

MISSION

Community Options Illawarra is committed to consistently providing high quality, flexible services to assist people who require support to remain at home. Priority is given to those who are disadvantaged or have special needs.

NSW HEALTH



NSW COPs

COMPACKS PROGRAM



Community Options Illawarra Inc.

Community Options - Quality Options

COMPACKS PROGRAM



ComPacks is a 6 week case management discharge program from acute hospitals, which aims to ensure that people returning home have appropriate care in place to meet their needs.

An assessment will be undertaken to determine eligibility for the program. A care plan will be developed to meet your needs and your Case Manager will facilitate access to mainstream community services.

Who is Eligible?

People living in the Wollongong, Shellharbour, Kiama and Shoalhaven local government areas, who:

- ◆ will be discharged home from a participating hospital
- ◆ have been assessed as requiring case management and two or more services on discharge.

Fees

A fee of \$60 is required for services. Other services may incur a cost as well e.g. Meals on Wheels, if required

What is Provided and How?

On referral, a client is allocated a Community Options Illawarra Inc. (COI) Case Manager who will be the client's key contact throughout the 6 week program, linking the client with services such as:

- ◆ personal care— assistance with bathing, dressing and medication monitoring
- ◆ domestic assistance— cleaning, washing and shopping
- ◆ short term transport to and from medical appointments
- ◆ links to other services

Confidentiality

All staff involved in the Community Options Illawarra Inc. ComPacks project have a responsibility to protect the confidentiality of their clients. Information exchange may need to occur between services in order to arrange assistance.

Clients Rights and Responsibilities Rights

- ◆ You have a right to access all information about you that is held by the organisation.
- ◆ Talk to your Case Manager if you have any concerns about the service you are receiving.
- ◆ Expect workers representing the service to treat you with courtesy and respect and to behave in a professional manner.

Responsibilities

- ◆ You are required to advise your case manager if you are not going to be home when a service is scheduled.
- ◆ Help to maintain safe working conditions for staff in and around your home.
- ◆ You agree to pay a fee for service as discussed with your case manager.

Ongoing Services

The case manager will discuss the need for ongoing services and make referrals as required.