

ComPacks



What is the program?

The ComPacks program supports you by providing community services at home for up to six weeks.

How is the program delivered?

Hospital staff will discuss the ComPacks program with you and your family and/or carer. A Care Connect Case Manager will then assess your eligibility whilst you are in hospital and develop a support plan. This plan will include referrals to mainstream services including Home and Community Care (HACC). These services will commence once you have been discharged from hospital.

What can I expect?

The ComPacks program provides flexible and individually tailored services and may include:

- case management
- domestic assistance
- personal care
- respite care
- social support
- assistance in accessing transport
- other services as required.

Who will be delivering the service?

A qualified Care Connect Case Manager will work with you to deliver the ComPacks program. Your Case Manager will monitor how you are managing at home with your allocated services and give you further referrals for support if required.

Am I eligible?

You are eligible for the ComPacks program if you:

- are about to be discharged from a participating public hospital
- are assessed by the hospital as requiring case management and a combination of at least two community services to safely return home from hospital.

What is the fee?

Fees are negotiable and can be discussed with Care Connect staff. You will not be refused service if you cannot pay.

Aged Care Services

About Care Connect

Care Connect is a major community care provider that supports frail aged people, people with a disability and carers to live independently at home and in the community.

Care Connect has offices nationally and is a not-for-profit, non denominational, registered charitable organisation.

Care Connect provides choice, guidance and information to support individuals to remain independent and engaged in their community.

Care Connect's approach is collaborative, inclusive and accessible. We are committed to providing a respectful service that values the rights of each individual and their support network.

Confidentiality

At Care Connect we are committed to the highest possible confidentiality and privacy standards. This ensures that any information shared with Care Connect is dealt with according to legislative and regulatory requirements.

This program is funded by the Australian Government under the Home and Community Care (HACC) Program.

How do I get more information?

For more information, please contact the Blacktown or Redfern Care Connect offices:

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