

# Community Options

## Post Hospital Support Programs (PHSP):

### *Continuity of Care Program (COCP) and Transitional Support Program (TSP)*

#### Program Information

- Community Options administers two Post Hospital Support Programs: Continuity of Care Program (COCP) and Transitional Support Program (TSP). The PHSP referral process provides clients' access to services under the COCP and TSP. Clients' access to services is subject to needs assessment and meeting program eligibility requirements.
- To access services under the COCP, clients must meet the following eligibility and other requirements: (a) recent hospital admission or procedure; (b) ACT residence (may be short-term); (c) Home and Community Care (HACC) target group: older and younger people with moderate, severe or profound disabilities and their carers; (d) require short-term support to assist in recovery; (e) safe discharge from hospital, i.e. client discharge is approved by hospital.
- To access services under the TSP, clients must meet the following eligibility and other requirements: (a) recent hospital admission or procedure; (b) ACT residence (may be short-term); (c) may or may not be within HACC target group; (d) safe discharge from hospital, i.e. client discharge is approved by hospital; (e) complex care needs and other "risk" factors, such as living alone, single parent with young dependent children, clients with mental health issues and physical disabilities.
- The TSP is a short-term case management program targeted at people with complex needs and/or having other "risk" factors.
- The COCP is a short-term quick response program targeted at clients with low level support requirements following discharge from hospital. The COCP is not a case management program. Therefore, hospital social workers/discharge planners may need to make referrals to other service providers for case management and/or long-term services, as appropriate.
- Community Options manages client information in accordance with privacy and confidentiality standards and legislative requirements. As a condition of receiving Government funding to provide support services, Community Options is required to provide the Government with data in relation to the type and volume of provided services and demographic data (e.g. age, gender, ethnicity, etc) of people who receive these services. This data is provided in a format that does not allow the individual to be identified. If service recipients have questions or concerns about these data collections, or would like further information, they will need to contact Community Options to discuss concerns or to request to have their data withheld from these collections.

## Referral Guidelines

*The referral form has 2 pages: page 1 requires client details and page 2 requires information on referring agency, other client details and client/legal guardian's consents. Please note that this referral form will be revised in line with changes to referral processes and additional information required to ensure safety and quality of provided services. In the meantime, the Addendum to PHSP Referral Form must also be completed. Although pre-referral discussions are no longer mandatory, you are welcome to contact Community Options to discuss any relevant issues.*

- Due to COCP's short-term and rapid response nature, clients' needs assessments are conducted on the basis of information received from referrers. Therefore, it is very important that all relevant and accurate information is provided. Both the PHSP Referral Form and the Addendum must be completed. Please note that incomplete referrals will not be accepted. Social workers/discharge planners may have other assessment documents completed. In addition to Community Options PHSP Referral Form and the Addendum, copies of other assessment documents can be submitted to Community Options.
- The PHSP Team Manager determines clients' eligibility to Post Hospital Support Programs and program allocation (i.e. allocation to TSP or COCP).
- It is important to explain to clients that information relevant to service provision will be provided to Community Options and its supplier agencies (brokered agencies). It is essential that client or a legal guardian's (enacted Enduring Power of Attorney) consent to release of information to Community Options and its supplier agencies is obtained (please see page 2 of the Referral Form). Please note that Community Options will not be able to act on a referral without an appropriate consent. In extenuating circumstances, a verbal consent can be accepted.
- It is essential to explain to service recipients that Community Options charges Client Contribution Fees for services provided under the PHSP on the basis of a standard scale. Clients or legal guardians need to sign consent for client contribution (page 2 of the Referral Form). In extenuating financial situations, contribution fees can be negotiated.
- When planning to make a referral to Community Options, it is important to allow for at least two business days for Community Options to arrange for appropriate services post client's discharge from hospital.
- You are welcome to provide this program and referral information to clients.
- Community Options PHS Team will formally advise you about the outcome of referral.
- If you have any questions, please do not hesitate to contact Community Options Post Hospital Team on (02) 6295 8800.