

Complaints

If you have a complaint:

In the first instance, raise your complaint with your Care Coordinator. If you do not feel comfortable to do this, raise it with the program manager who can be contacted on (02) 60517400.

If you are unable to raise your complaint with Albury Wodonga Health Wodonga Campus or you are dissatisfied with the outcome, you can also raise your complaint with other organisations, which include:

- Aged Care Complaints Resolution Scheme
1800 550 552
- The Health Services Commissioner
1800 136 066
- Residential Care Rights (National Aged Care Advocacy Program)
1800 700 600

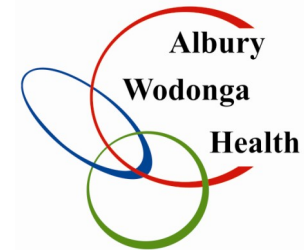
The Transition Care Program is an initiative of the Commonwealth Department of Health and Ageing and the Victorian Department of Health

For further information
contact:

Transition Care Program

Office hours:
Monday - Friday
8.30am to 5.00pm

Telephone: (02) 6051 7400



TRANSITION CARE PROGRAM

Albury Wodonga Health

A collaboration between the Aged Care Sector, Public Hospitals and the community, to improve care and options for Older People.



What is the Transition Care Program?

The Transition Care Program (TCP) provides care and restorative services for a short period (up to 12 weeks) for older people who are ready for discharge from hospital.

The aim is to assist older people who are at risk of unnecessarily long hospital stays or premature admission to a residential facility.

TCP services can be provided either in your own home or in a community bed-based service.

The Transition Care Team include:

The Transition Care Coordinator, medical specialist, nursing and therapy staff.

Other services are provided as needed.

Referrals are accepted from:

Hospitals within the region.

Care Planning

A Care Coordinator will assist you in managing your care. They will meet with you and your family / carer to discuss, plan and manage your care. In consultation, the Care Coordinator will develop a care plan that describes your needs and outlines the services to be delivered, such as:

- Nursing
- Personal and home care
- Respite care

The period of time that you will need to be on the program will be discussed with you at admission, throughout, and on discharge from the program. The services provided may change as your care needs change.

Who should I talk to if I want more information about TCP?

You can ask either the nursing or allied health staff looking after you on their ward for more information about the program. They will ensure somebody who knows about the program can provide you with more information.

All major metropolitan public hospitals and selected country hospitals are participating in this program. More detailed information is also available in the TCP Client Information Pack.

What will happen?

If you agree to participate, hospital staff will contact the TCP Team along with the Aged Care Assessment Service (ACAS).

The TCP Team and ACAS will assess what your immediate needs are, discuss with you and your family / carer a plan of care and determine if the program can assist.

Your rights and responsibilities will be discussed with you and your family / carer by your case manager.

Will I need to pay?

Yes, you will need to pay the normal daily care fee for aged care client services. The fee payable will be discussed with you and your family / carer.