

North West Hospital and Health Service Home and Community Care Fact sheet—information for clients and families

Transition of Home and Community Care services

In accordance with the *Blueprint for better healthcare in Queensland*, the North West Hospital and Health Service (NWHHS) has undertaken a review of healthcare services to ensure they are providing the best services, at the best time and in the best place.

HACC services were reviewed and it was identified that savings and efficiencies could be found if these services were delivered by an alternative provider. This change will result in better value for money for health consumers and see savings reinvested in to local hospitals and core health services.

HACC services will no longer be provided by NWHHS, however funding will be provided, by the State and Australian Government, to an alternative service provider within the North West area.

When will this change take affect?

There will be no immediate change. Once a new service provider has been appointed we will notify you in writing.

What will happen to my care?

Your care will be transitioned to an alternative care provider and you will see little or no change to your service.

HACC is an area where non-government organisations perform exceptionally well and have the necessary expertise and standards to provide a high-level of service.

Will my service be removed from HACC?

You will continue to receive your current HACC services.

Will I receive the same quality of care?

It was identified through this review that a realignment of HACC services to an alternative provider would ensure that a high quality services continue for all HACC clients as this service would now be more closely aligned with the core business of this new provider.

Will my HACC carer change?

As with your current service your carer changes frequently and this may continue to happen.

What if I don't like my new carer?

Every organisation has a complaints management procedure. If you are not able to resolve you concern with your new provider the Australian Government has an Aged Care Complaints Investigation Scheme available to anyone who has a complaint or concern about Australian Government subsidised aged care services.

What happens to my personal information?

We will provide all relevant documentation to your new service provider to ensure your care is continued with minimal interruption.

I have a number of pre-booked appointments, can I keep these?

All information regarding pre-booked appointments will be shared with your new service provider to assist with a smooth transition of care.

How can I find out further information?

For further information about the transition please contact Marek Klein, Executive Director, Community and Primary Health Care, on (07) 4744 7102 or email nwhacc@health.qld.gov.au .