

## How much will I have to pay?

Any fees charged will form part of the agreement between you and our organisation. We will consult with you and explain the fees you may pay. People on the maximum basic rate of pension, fees will not exceed 17.5% of that pension.

## What if I have a complaint?

You have the right to complain without fear of losing services, or being disadvantaged in any way. You may lodge a complaint first to the Manager of The Tripoli and Mena Association on 9758 1366. If the problem has not been resolved then you can contact the **Aged Care Complaints Investigation Scheme on 1800 550 552**

## Advocacy may be able to help you

Advocacy services provide recipients of CACPs and their representatives with information about their rights and responsibilities and support them at any stage during the complaints process. For information on advocacy services contact the **National Aged Care Advocacy Line on 1800 700 600**.

## Translating & Interpreter Service

If an interpreter is required, you can call the **Translating & Interpreter Service on 131 450** and they will assist you in contacting the service you need.

## For more information

If you have any questions or require more information about accessing services you can contact the CACP program Co-ordinator.



## Tripoli and Mena Association

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## Community Aged Care Packages - CACP

For the Arabic Muslim Aged Community

*The Tripoli and Mena Association is funded by the Department of Health and Ageing to co-ordinate and deliver Community Aged Care Packages (CACPs) to the Arabic Speaking Muslim Community in the South West, South East, Inner West and Western regions of Sydney.*



*Your Choice of Quality Care*



## Who is Tripoli and Mena Association?

The Tripoli and Mena Association is a not for profit community based organisation that has been servicing the Arabic speaking community since 1975. It provides a broad range of services and activities including: welfare, children, youth and Aged services, educational, social, and cultural activities.

## What are Community Aged Care Packages (CACPs)?

For the Arabic speaking Muslim community, growing older and living in the comfort of their own home is vital. Community Aged Care Packages (CACPs) are planned and co-ordinated packages of care services to help older people with complex care needs, remain living in their own home. They are designed for each individual and are based on their particular needs.

## What help is available?

The type of services that may be provided as part of a package include:

- Personal Care;
- Social Support;
- Transport to Appointments;
- Home help;
- Meal Preparation; and
- Garden maintenance.

The services provided are very flexible and can change as your needs change.

## How can I access a Community Aged Care Package?

To be eligible to receive a Community Aged Care Package, you must be assessed by an Aged Care Assessment Team (ACAT).

Information on ACATs is available from doctors, hospitals and community centres or by phoning the **Aged Care Information Line on 1800 052 222**.

The assessment is free of charge.

## How is an Aged Care Package arranged?

If an Aged Care Package is available and you are assessed as eligible, the assessment team will arrange your package with our organisation.

We will then:

- Provide you with enough information to help you make informed choices about the services you receive;
- Offer you a written agreement which clearly sets out your rights and responsibilities, and our rights as a provider; and
- Discuss with you your individual needs in order to develop a suitable care plan and give you a copy of the written care plan

