



COMBINED PENSIONERS AND SUPERANNUANTS

ASSOCIATION OF NEW SOUTH WALES INC.

Founded 1931.

Serving pensioners of all ages, superannuants and low-income retirees.

Consumer Protection Awards – 2002, 2003, 2004

FACT SHEET

Last Updated April 2005

Community Aged Care Packages

The following information has been compiled to assist people who require assistance to remain living in their own home. For further information please phone CPSA on (02) 9281 3588 or 1800 451 488 (country callers) or refer to the organisations listed.

What is a Community Aged Care Package (CACP)?

- Community Aged Care Packages (CACPs) are planned and managed packages of community care services which allow older people with complex care needs to remain living in their own home.
- Each package is individually tailored to meet specific needs.
- Service provision is flexible and can change to meet your changing needs.
- The service provider will review your situation regularly to ensure your changing needs are being met.
- If your needs increase beyond what can be provided by a CACP you may need to consider other options.
- In January 2005, the government announced an additional 1990 CACPs nationwide.

What types of services are available?

- Laundry
- Meal preparation
- Transport
- Assistance with bathing and dressing
- Housework
- Temporary in-home respite
- Home maintenance
- Social activities

Who is eligible?

- CACPs are designed for people with complex care needs or who require a range of services in order to remain living in their own home.
- You must be assessed by an ACAT in order to determine your level of need.

What costs are involved*?

- You may be required to pay a fee for the services you receive. Any fees charged will be documented in an agreement between you and the service provider.
- If you receive the maximum amount of pension, the fees you are charged must not exceed 17.5% of that pension.
- People receiving a higher level of income may be asked to pay more but this will be limited to 50% of any income above the maximum rate of pension.
- Inability to pay is no reason to deny a service.
- GST is not payable on CACPs.
- The maximum care recipient contribution is \$5.73 per day.

Do I have rights?

Yes. The following are your rights when receiving a CACP:

- To be involved in the decision-making process.
- To have your lifestyle, cultural and religious preferences respected.
- To be able to take part in social activities as you wish.
- To be treated with dignity and have your privacy respected.
- To be able to complain about services without fear of reprimand.
- To choose an advocate to act or speak on your behalf.

FOR FURTHER INFORMATION

- **Aged Care Complaints Resolution Scheme** – Phone 1800 550 552.
- **Commonwealth Carelink Centres** – Phone 1800 052 222 or visit the website www.commcarelink.health.gov.au
- **Australian Government Department of Health and Ageing** – Phone (02) 9263 3757 (Community Aged Care Packages) or visit the website www.health.gov.au.
- **Aged and Community Care Information Line** – Phone 1800 500 853 or visit the website www.seniors.gov.au

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* Fees quoted are from Australian Government Department of Health and Ageing as at March 2005.