



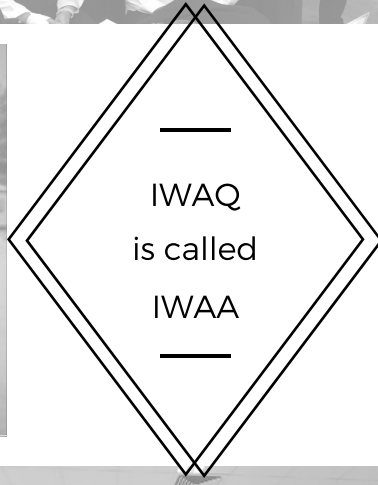
CLIENT CARER  
NEWSLETTER- MARCH 2017  
[www.iwaq.org.au](http://www.iwaq.org.au)

07 3208 6333

# 25 YEARS OF COMMUNITY SERVICES



- \*INCREASING CHOICE IN HOME CARE
- \*SERVICES FOR PEOPLE OVER THE AGE OF 65
- \*OUR EXPANSION TO SYDNEY
- \*NAME CHANGE FROM IWAQ- ISLAMIC WOMEN'S ASSOCIATION OF QLD- TO IWAA -ISLAMIC WOMEN'S ASSOCIATION OF AUSTRALIA



**IWAQ IS  
EXPANDING  
TO SYDNEY**



# MESSAGE FROM AGED CARE SERVICES MANAGER

I would like to welcome you to our first newsletter for 2017. This year has already started very strongly. IWAQ has expanded to Sydney and we are changing our name to reflect our national existence. IWAA is the new name for IWAQ, it stands for Islamic Women's Association of Australia.

I am very proud to witness and be a part of such growth.

Our current focus is to continue to improve on the quality of the culturally appropriate services we specialize in and have successfully been delivering to our clients for the last 25 years.

There have been so many changes in the funding and structure of the aged care sector in the last few year, Starting form the introduction of CDC Home Care Packages, centralizing referral through My Aged Care to the latest change Increasing Choice in Home Care.

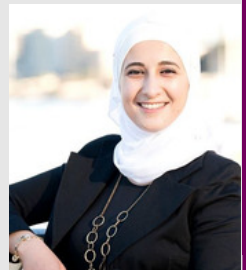
We would never have been able to achive what we have done without your trust in us to serve you and your dedication towards our passion to bridge a gap for multicultural communities access to services.

I feel very privileged to work in the Community Services sector and I would like to thank you for your direct and indirect contribution to my personal and professional growth.

I also would like to thank all of our Home Care Employees who are the face of IWAA and the first and most important line in the service delivery process.

Unfortunately, as everything in life changes and ends, my chapter working for IWAA as a Client Care Services Manager will end in March 2017. I think I will miss IWAA's clients the most.

I will leave with a strong team who will do their best to continue services in the best possible quality.



# ACCESSING COMMONWEALTH HOME SUPPORT PROGRAM

My Aged Care FREE

phone number

1800 200 422

للحديث بالعربية , na bosanskom jeziku

For Translation and Interpretation

13 14 50

## FOR REFERRALS

- Contact My Aged Care on the number above.
- Regional Assessment Services will conduct an assessment and they will develop a care plan.
- Your referral will be sent to your preferred provider according to their availability

## للحصول على خدمة

- اذا كنت بحاجة لخدمات رعاية المسنين قم بالاتصال على رقم رعاية المسنين المرفق أعلاه
- سيتم تقييم حالتك الصحية من قبل موظفي رعاية المسنين وبصحة مترجمين قانونيين و تحديد خطة الرعاية الخدمة
- سيتم ارسال خطة الخدمة الى المؤسسة التي تختارها (اذا كان لدى المؤسسة شواغر في الخدمة لتلبية طلبكم)

## ZA REFERRAL

- Kontaktirajte My Aged Care na gornji broj.
- Servis za Regionalne Procjene će izvršiti procjenu vasih potreba i razviti plan usluga.
- Vaš referal će se proslijediti organizaciji po vasem izboru te u skladu sa njihovim dostupnim uslugama

# INCREASED CHOICE IN HOME CARE

Summary of changes starting 27th February 2017:

1) Portability (your package follows you)

•Which means if you decide to change your service provider you will be able to do so without the fear of losing your package and organizations will have to transfer the balance of funds remaining in your account to the new service provider

•Exit fees may apply if you choose to transfer your package to a different provider.

2) National Prioritization Queue has been created to keep a waiting list of clients who are approved for a Home Care Package and they are not receiving services from the package approved due to the lack of availability previously. The Government will be releasing packages and they will send you a notification letter when you reach the front of the national waiting list and you are assigned a package.

**DO YOU  
WANT TO  
MOVE  
YOUR CDC  
PACKAGE  
TO IWAA  
CALL US**

هل تريد نقل  
الحقيبة الخدمية  
لأيوا؟  
قم بالاتصال بنا  
على الرقم المبين  
ادناه

**ŽELITE LI  
PRENIJETI  
VAŠ CDC  
PAKET I  
PRIMATI  
SERVIS SA  
IWAA,  
JAVITE SE**



I W A A

CLIENT CARER DINNER  
FEB 2017



YOUNG  
AND  
OLD  
WE ARE  
WALKING  
THIS  
JOURNEY  
TOGETHER



CLIENT CARER DINNER  
AUGUST 2016

BRISBANE 07 3208 6333  
SYDNEY 0403 415 575



**TOOWOBA TRIP**



**OUR LADIES  
PAMPERING DAY**



**MOUNT TAMBORINE FEB 2017**



**GREEN THUMBS**



# OUR AGED CARE SERVICES

- Domestic Assistance
- Respite Care
- Meal Preparation
- Transport
- Social support (shopping, medical appointments, etc)
- Social Support Groups and Outings
- Overnight Respite Centre

## WE CAN ALSO ORGANIZE

- Lawn mowing and gardening
- Spring cleaning & window cleaning
- Exterior home cleaning
- Nursing care, Occupational therapy & allied health
- Mobility and home medical equipment
- Home modifications



BRISBANE 07 3206 6333

SYDNEY 0403 415 575