

# Growing demand for at-home care amid COVID-19 aged care chaos

This is a true story from channel 9 "A Current Affair"

Shirley's health has been deteriorating of late and, after a nasty fall, she was placed into a nursing home by doctors.



Then the pandemic hit and Stuart was locked out from seeing his wife of nearly 70 years.

"Oh, it was just awful. I just couldn't take it," he told me.

So, with rising deaths from COVID-19 in aged care facilities and constant lockdowns, Stuart made the bold move to take his beloved wife out and bring her home.

"We're back together and no one will tear us apart again," said Shirley, who described her time in the nursing home as "just terrible".

Stuart and Shirley are among a growing number of senior Australians opting to stay at home rather than go into an aged care facility. "The longer someone can stay at home the more in control they will feel about their life. And for the taxpayer and the system ... it's actually cheaper," CEO of Older Persons Australia Network, Craig Gear said.

And so it is that the latest numbers coming out of Canberra show more people than ever before are staying at home than going into a facility.

The numbers are now about equal, but very soon there will be more older Australians in their own home than in nursing homes.

"The government has funded an extra 80,000 home care packages but it's not keeping up with demand from older people switching to receiving their care at home rather than by nurses or aged care workers in a facility," Mr Gear said.

The Federal Government's Aged Care Assistance package gives recipients all the help they would normally receive in a facility.

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**Active  
Community  
Group  
Home Care Provider**

**Must include the  
client's full  
name in English**



Prepare all  
your invoices  
before sending

- 1
- 2
- 3

**Choose one of the  
ways below:**



claims@activecg.com.au



WeChat



WhatsApp



As shown in the picture above, customers can choose one of the methods to transmit reimbursement documents

## Claims Processing Team

In the past few months, we have received some feedback regarding the procedure for reimbursement. In order to ensure that all clients can submit the reimbursement documents smoothly, we have proactively responded to the needs of our clients and immediately set up a Claims Processing Team to specifically collect and process reimbursement documents.

Customers used to send reimbursement receipts directly to their duty workers for processing. However, in consideration possible employee absence from work due to vacation or other reasons, the receipts may not be processed immediately and the reimbursement process may be affected. To streamline the process, "reimbursement processing team" is responsible for processing the customer's reimbursement documents to avoid double handling.

If you upgrade to a 22% Full Support Care Plan you will have a dedicated case manager who can comprehensively arrange planning for you, undertake the reimbursement submission for you, arrange home care packages or home and community care services, along with designing a monitored care plan and use your funding effectively. With this upgrade existing customers only need to pay 20%. Besides, We also have a comprehensive 28% Supreme Care Plan to consider.



## Reform to in-home aged care

<https://www.health.gov.au/health-topics/aged-care/aged-care-reforms-and-reviews/reform-to-in-home-aged-care>



We all have livers, but how often do we really think about them? Unlike your heart, your liver doesn't pound when you feel nervous. Unlike your stomach, your liver doesn't make growling noises when you get hungry.

Blood from the digestive system must first filter through the liver before it travels anywhere else in the body.

**The main roles of the liver include:**

support senior Australians to stay in their homes for longer.

This reform will mean better-targeted services for over one million senior Australians who are now receiving home care or residential respite services.

From July 2023, the new Support at Home Program will replace:

- Commonwealth Home Support Programme (CHSP)
- Home Care Packages (HCP) Program
- Short-Term Restorative Care (STRC) Programme
- residential respite programs.

## The Silent Organ(1)

<https://www.betterhealth.vic.gov.au/health/conditions-and-treatments/liver>

- removing toxins from the body
- processing food nutrients
- helping to regulate body metabolism.

Conditions that can prevent the liver from performing its vital functions include:

- fat accumulation
- alcohol misuse
- viral infection
- iron or copper accumulation
- toxic damage
- cancer

### Symptoms of liver disease:

- jaundice (the skin or whites of the eye turn yellow)
- dark urine
- nausea
- vomiting
- diarrhoea
- appetite loss
- weight loss
- general malaise
- fever
- bloated abdomen, swollen ankles
- abdominal pain in the upper right side
- changes in mental state – altered sleep pattern (awake at night),



ACG wish all of you who were born in May a very happy birthday

HAPPY  
BIRTHDAY



Bless every amazing mother

Happy Mother's Day!



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### Deadline for submission of invoices

**6th and 20th June, 2022  
( Before 5PM)**

Please send all your invoices to the "Claims Processing Team" to do reimbursement submission

**ACTIVE COMMUNITY GROUP**  
**10TH ANNIVERSARY**

For more details, please stay tune to future promotional leaflets

"Winter is the time for comfort, for good food and warmth, for the touch of a friendly hand and for a talk beside the fire.  
Winter is coming!"

— Edith Sitwell

**Christmas in July  
Morning Tea**

Please refer to next month Newsletter and leaflet for details

