

ACG Client Advisory Committee

ACG began to prepare a Client Advisory Committee (CAC) last year. Through this committee, we enable ACG clients to ask questions relating to issues that need to be addressed and share your experiences on how services can be delivered appropriately for client needs. Through this process we want to ensure your voice is heard.

Clients joining the Client Advisory Committee (CAC) can help solve problems and improve care services for everyone. We provide you with the opportunity to chat and share your experiences of our service.

Come and join us !



Know your elder care rights

Do you need support or advice when seeking elderly care services, or have difficulties solving problems regarding delivery of services and where to get support in relation to this situation? ACG provides clients information on ways to seek assistance with elderly rights.

The Older Persons Advocacy Network (OPAN) is made up of nine state and territory member organizations that have helped thousands of elderly people and their families' issues with Australian government-funded aged care services.

For example, this organisation can help you make informed decisions regarding your care experiences, address issues that affect your ability to live independently at home, switch between services, and help to communicate with providers.

This organisation provides free, independent and confidential support and information to the elderly, their families and carers nationwide who are seeking to use or are already using Australian government-funded aged care services. Older Persons Advocacy Network (OPAN) can help you to find the right aged care services and understand and exercise your rights.

Please call 1800 700 600 for enquiries.

**Translation and interpretation services
(TIS) – 131 450**



OPAN Older Persons Advocacy Network

**Support for you
1800 700 600**

8am - 8pm Monday to Friday, 10am - 4pm Saturday.

We help you stay in control, exercise your rights and work through your aged care issues. For more information scan the QR code or visit: open.pub/04

ACG strives for perfection

ACG's business continues to expand its client base year by year. In order to maintain client service quality and safety requirements. ACG regularly provides training, workshops and case study opportunities for employees. Solving client needs and safety issues is our top priority.

Service Experience Feedback

When you receive a new service or a new support worker for the first time, the care manager will call clients to follow up on service quality and request feedback. At this time, you can directly report and give feedback to the care manager. We use this procedure to make improvements or any adjustments. You are welcome to express your opinions to relevant personnel during office hours.

Client and Family Feedback Procedure

When clients have any concerns regarding the company's handling of issues during the process of receiving or arranging care services, we encourage communication with care managers first.

The feedback procedure to pursue is as follows:

Step 1 - Speak to your Care Manager. (If issue has not been resolved go to step 2)

Step 2 - Email or call the Care Management Department - Department Leader. (If issue has not been resolved go to step 3)

Call: (03) 8820 0000
Email: info@activecg.com.au

Step 3 - Email or call the Complaints Officer (If issue has not been resolved go to step 4)

Call: (03) 8820 0000
Email: kchau@activecg.com.au



Clients can choose to fill out a feedback form. The form can be found in your care contract or you can ask your care manager to send one to you.

Step 4 - Email or call the Aged Care Quality and Safety Commission

Call: 1800 951 822
Email: info@agedcarequality.gov.au

All opinions, complaints and suggestions will be dealt with fairly, promptly and confidentially upon request. We will respond to this promptly.



AUSCC Lunar New Year Antique Bazaar Tour

AUSCC (Australian Senior Connected Care) hosted the first season of the Lunar New Year Antique Bazaar Tour for three consecutive weeks every Wednesday from February 14, 2024. This event attracted almost 60 seniors who embarked on a delightful antique market tour alongside members of AUSCC.

On the day of the event, everyone visited the Waverley Antique Bazaar, which featured a plethora of household items, collectibles from the 1960s and 1970s, as well as vintage era furniture and

clothing. Entering the market felt like stepping back in time to the 1960s and 1970s, with items that included old tools, radios, record players, furniture, clothing, toys, books, utensils, kitchenware, Asian handicrafts, accessories, and much more. This experience created an atmosphere rich nostalgia. Seniors strolled around, savouring the atmosphere and reminisced about the past. At the bazaar, clients marvelled at the unique aspect of various antiques and selected Lunar New Year gifts to take home.

After the tour everyone gathered for a Korean-style buffet lunch. Clients enjoyed delicious Korean cuisine while chatting and engaged in enjoyable conversation with each other.

The "Lunar New Year Antique Bazaar Tour" event enriched the lives of those involved in the tour, exposing them to new experiences beyond their usual activities. Participants felt that the event allowed them to engage with different cultural experience and gained new perspectives.



AUSCC Private Van

2024 ACG External Promotional Activities in February

10/2 - 11/2 Care & Ageing Well Expo

The two-day Ageing Well and Care Expo concluded successfully on February 11. We would like to thank ACG clients and all participants at this expo for their support.

The exhibition mainly promoted elderly care products and services to the public. Many elderly came to our booth that day to inquire about home care services.



17/2 ABAW Lunar New Year Festival

The Asian Business Association of Whitehorse Lunar New Year Festival is a major New Year celebration every year for the community. The event started at 11 am with many people coming to participate early in the morning.

ACG's booth was very popular that attracted many people to inquire about our home care services, along with adults and children playing the "Golden Dragon Pearls" game set up at our expo stall. The queue of people from forming early morning didn't dissipate until 10pm.

If you want to know more about this event, please Scan the QR code below



Do you need to pay the income tested care fee (ITCF)?

The Income Tested Care Fee (ITCF) is a mandatory contribution that goes towards the cost of care relative to Home Care Package (HCP) clients, which the government can require service users to pay if they are able, following an assessment of their personal financial circumstances. (Details of this can be found in the HCP Program Manual for Care Recipients, January 2023). The Income-Tested Care Fee (ITCF) is for elderly whose annual income is above the maximum amount for a full pensioner. If clients need to pay as a result of the ITCF assessment or has questions about this fee, please contact your care manager as soon as possible.

ACG wish all of you who were born in February 2024 a very happy birthday



Deadline for submission of invoices
04/03 & 18/03/2024
Before 12 PM

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

Want to receive more information about ACG instantly? Scan the QR code below to see it immediately



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