

The Importance of Approved Home Care Providers to Clients

When you have just received notification from the government about acquiring Home Care Package (HCP) funding, your next step is to find a suitable Home Care provider. In addition to considering charges and services offered by different providers, you should also check whether the Home Care Provider holds a government-recognised home care service license.

Role of the Home Care Providers:

- Declaring service content and fees to the government monthly on behalf of HCP clients.
- Responsible for providing quality and reliable care services for clients.
- Manage clients service fees and payments.
- Collecting clients health and service status, preparing reports, and applying for level upgrades for clients.



Home Care Providers Responsibilities:

- Subject to government supervision and must meet government quality standards.
- Properly managing clients funding.
- Adopt a personalised care approach within the scope of available government funding.



Unlicensed home care providers

Services provided by government approved home care providers are under a regulated standard. The services provided by companies without government supervision and integrity standards to clients involves great risk to clients, and they may not be able to implement the quality and safety standards required by the government. When problems arise with unregistered providers, clients may find it difficult to address and find resolutions, given the lack of proper compliance to regulations. This can greatly affect clients' care services and their physical and mental well-being.

***Lower quality service standards * Lack of transparency
*nowhere to complain**

Aged Care Quality and Safety Commission

The Aged Care Act of 1997 is the main law that covers Home Care providers for the elderly. Approved providers have responsibilities contained in the Aged Care Act. ACG adheres to these laws, and has passed the government assessment to become a government-registered home care provider. ACG understands that it is crucial to provide clients with effective management, as well as safe and high-quality elderly care services.

Elderly Living at Home or a Nursing Home ???



When elders in a family experience health problems due to their age, requiring more assistance, an important decision for elders, their families and/or caregivers is whether to choose to engage a live in nursing home or home care services. The best decision depends on several factors:

Location – Where is the most convenient place for the elderly family member to be cared for.

Assistance needs – what aspects of life does the elderly family member need the most assistance with (e.g. communication, shopping, general outings, medical care etc.).

Communication needs – What communication needs does the elderly family member have(e.g. personal safety alarm)?

Health status – What is the elderly family member's current physical and cognitive health status? Do they need a higher level of health care assistance?

Type of care – What type of care is required for the senior? For example, would it be a retirement village with limited care and supervision, or a nursing home with a high-care facility for example?

Family roles – What roles can family members and friends play in arrangements for caring for the elder person receiving care?

Finances – How much of a budget has been set aside for aged care services? What would be a reasonable fee amount to be paid monthly or annually?

Care Arrangements – Does the elder currently have any current care arrangements? What care environment sustainably suits their needs?

Work/life balance – What care environment will help caregivers achieve optimal work/life/care balance in supporting the elder person receiving care?

The most important considerations in selecting the type Aged Care service

The advantage of home care is that it helps the elderly person maintain their independence and is most suitable for those who can live safely at home, maintaining sufficient social contact through visits or video calls.

The advantage of living in a nursing home is that your living needs can be met under the same roof. This service facility is suitable for elderly people who find it difficult to live independently due to declining physical or mental health.



A Client Advisory Committee meeting was held at the ACG Box Hill office on Monday, 29th of April. We would like to thank all clients who attended and offered precious feedback. The meeting consisted of ACG clients and client representatives, with ACG Care Managers chairing the meeting. Discussions from the meeting focused on issues and feedback that most concerned clients.

ACG Client Advisory Committee meeting

In order to uphold client service quality and maintain safety requirements, and sustain our commitment to clients, ACG will hold these regular meetings to allow our clients and their representatives to provide their valuable opinion and/or concerns. This will help ACG gain more understanding of the experiences and any difficulties faced by clients.



"We-V-Visit" Volunteer Training (2nd Cycle)

"We-V-Visit" is a volunteer visiting service funded by the government and implemented by the Australian Senior Connected Care (AUSCC). Its main purpose is to provide volunteer visiting services to the older people in the state who are in need, to help them maintain connections with the community and improve their quality of life.

Four volunteer training days were held on March 14th, 21st, 28th, and April 4th, 2024, with a total of ten new volunteers attending and completing the training to officially become members of our "We-V-Visit" program.

Through the four days of training, volunteers not only learned some skills and considerations for volunteer services, but also gained knowledge of health-related information relevant to the seniors, including understanding cognitive impairment, grief therapy, elder abuse/mistreatment issues, communication skills and more. In addition, the training also included role-playing and group discussions to deepen volunteers' understanding and application of the topics.

While gaining honing their skills and knowledge, the training sessions offered the volunteers a chance to build new friendships and a sense of community with one another. Upon completion of training, volunteers will be fully equipped to begin individually visiting seniors, building rapport and providing connection with the community. Regular meetings and supplementary training will be held for volunteers to share tips and feedback for each other, and to help further develop their skills. AUSCC continues to recruit more volunteers, aiming to provide a wider range of volunteer services for seniors.



"We-V-Visit"



Parkinson's disease patients - living better



April is Parkinson's Awareness Month, and April 11 is the officially recognized "World Parkinson's Day"

People with Parkinson's disease (PD) may find that moving around no longer feels as natural as it once did. Staying active in your daily life is essential for people with Parkinson's disease in order to achieve a better quality of life. Consistent exercise can contribute to stabilising Parkinson's symptoms and boost self confidence.

Tips for Improving Mobility



- Add physical activity into your daily routine. Gardening, do housework or wash the car, if you are able to.
- Take a walk with a friend or family member. Exercising with another person is a great social activity and helps boost motivation.
- Attend a community exercise program. Call the Parkinson's Foundation Helpline at 1-800-4PD-INFO (1-800-473-4636) to find an exercise group near you.
- Move around often at home. If you watch TV, walk or ride on a stationary bicycle during commercials.
- Play some upbeat music and dance. Dancing is a fun way to stay active and express yourself.

A physiotherapist or occupational therapist can help you with this.

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 April 2024 a very happy birthday



Deadline for submission of invoices
13/05 & 27/05/2024 Before 12 PM

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

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