



Taxi Companies Overcharging Customers?

A Cabcharge Fast Card is a multi-use card, suitable for both NDIS recipients or other people eligible for this card, including home care provider clients.

It works like a regular credit card, but it's designed specifically for paying for taxi transport services. When you use a Cabcharge card, the cost of your taxi is charged directly to the card. You don't need to pay the driver directly, and you don't need to worry about carrying cash.

In recent months, customers have reported that taxi drivers charge a large amount of fares, and newspaper news or current channel-related conditions have been reported.

New technology will make it harder for taxi drivers to disregard the meter

The country's largest taxi payment provider, Cabcharge, is introducing new technology which will link cab drivers' payment terminals with their meters. Under the current system the two are not connected, meaning dishonest drivers can simply disregard the distance and accrued fee on the meter and input an exorbitant fee on the payment terminal to charge passengers.

How ACG Clients can avoid unpleasant experiences?

If a client complains to a taxi company about a fare issues, it usually takes several months for them to investigate and resolve the dispute. How can clients protect yourselves when new technologies are not yet fully implemented? You can refer to the following points:

- Tell your care manager of your taxi travel itinerary first. However, if this is not possible it is also helpful to tell it later. Your care manager will help record the approximate driving time and kilometers so you can know the approximate fare.
- Check the payment invoice - It is best to check the price displayed on the meter before using the cabcharge card. If you have any objections, you can seek advice from your care manager.
- Submit invoices - Clients should collect invoices from the taxi drivers after each trip, we encourage you to show them to your Care Manager.
- Care Manager inquiries and records - Care Managers have the obligation and a duty to ask clients about the circumstances of each trip, and the destination.)

ACG takes care of client needs TRANSPORT ASSISTANCE

ACG hopes that clients will not have to worry about mobility and transport issues whether they are going to the hospital for a check-up, seeing a doctor, or participating in community activities. We want to ensure that our clients are safe.

The main purpose of the home care package plan is to provide clients with nursing and general care services. ACG clients safety is of utmost importance to us and ACG encourages clients to arrange transportation assistance services through their care manager. Our personal care assistants will provide door-to-door pick-ups and drop-off services. They have received professional training and have relevant certificates. This not only avoids fraud by taxi drivers, but also ensures that clients reach their destination safely. You and Your carer can travel with peace of mind!

CHANGES TO AGED CARE

The Australian Government is making positive changes to aged care. These changes known as the aged care reforms will improve aged care in Australia now and into the future. Many of these changes are in response to the recommendations of the Royal Commission into Aged Care Quality and Safety. Our vision is to deliver the highest quality person-centred care for clients, where and when they need it

Some of the changes include:

- capping care management and package management fees for Home Care Packages at 20% and 15% of the respective package levels to improve transparency and accountability around home care pricing and fees.
- the introduction of face-to-face support in Services Australia service centres to help older people and their families and carers access the aged care system.
- ensuring specialisations on My Aged Care are independently verified to help older people from diverse groups choose an aged care provider best suited to their needs.
- expanding the National Aged Care Mandatory Quality Indicator Program with 6 additional quality indicators including consumer experience and quality of life of older people.
- the introduction of a Code of Conduct for Aged Care to help ensure that services are delivered to older people in a safe, competent and respectful manner.

Furthermore, the Australian Government is establishing a new Single Assessment System from 1 July 2024 to simplify and improve access to aged care services.

The new Single Assessment System will simplify and improve access to aged care services by providing a flexible system that can quickly adapt to older people's aged care needs.

ACG HOME CARE PACKAGE FEES

A Home Care Package is a personalized support program designed to help individuals maintain their independence and quality of life in their own home. ACG clients to enjoy more support and services such as personal care, home assistance, home modifications, nursing and allied health services, the management fees charged by ACG are at a medium to low level. Our Full Support Management Care Plan at 26% is a flat, reasonable fee with no hidden fees.

The level of home care package the federal government assigns to you is based on your care needs. The subsidy funds at each level are updated on July 1, 2023 are as follows:

(Note: The subsidy funds are not money in a client's bank account that can be used at will; nor are they used to support the elderly's daily living expenses. HCP 1-4 Level funding only supports home care services for the seniors).

Package level	Level of care needs
Level 1 Basic care needs –	\$10,271.10 a year
Level 2 Low care needs –	\$18,063.85 a year
Level 3 Intermediate care needs	\$39,310.50 a year
Level 4 High care needs –	\$59,593.55 a year

"We-V-Visit" Volunteer Recruitment (3rd 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.

With the support of the government, ACG & AUSCC are authorized to promote the Aged Care Volunteer Visitors Scheme (ACVVS). Visits are for seniors receiving home care packages (HCP), especially for CALD Group Senior (Culturally and Linguistically Diverse Group) provides free visitation services.

If your family or friends are interested in serving seniors from different cultural backgrounds in the community, they are welcome to join the "We-V-Visit" and become a part of us!

For more information please contact AUSCC:
(03) 9123 4568 or email them at general@auscc.org.au

Full Support Management (ACG)

Package Level	Government Recommended Maximum Daily Prices (x15%)	ACG Daily Prices for Package Management	Government Recommended Maximum Daily Prices (x20%)	ACG Daily Price for Care Management
	Package Management Fee		Care Management Fee	
Level 1	\$4.22	\$3.66	\$5.63	\$3.66
Level 2	\$7.42	\$6.43	\$9.90	\$6.43
Level 3	\$16.16	\$14.00	\$21.54	\$14.00
Level 4	\$24.49	\$21.23	\$32.65	\$21.23

According to the ACG fee schedule shown in the picture above, it can be clearly seen that the fees at all levels are lower than the government upper limit requirements. ACG insists on low administrative and management fees, hoping that clients will understand that we put clients first, and hope that our senior clients will have more budget to spend on important long-term services or increase their nursing and general care hours.

365Wellbeing Allied Health TOWEL EXERCISE



The towel exercise program was organized by the Physiotherapist at the Box Hill Clinic on four consecutive Tuesdays in April. The program which was led by 365Wellbeing Allied Health Specialty Team was highly praised.

Participating in regular exercises such as towel exercise has many benefits for the elderly, including: improving joint health, muscle strength muscle flexibility, enhanced cardiovascular capacity, nerve stimulation and balance.

The program also included blood pressure measurement and complimentary lunch.



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

If clients need to pay income tested care fees, they must pay them in full as required on the bill and before the payment date, which will create outstanding debts that can lost track of. If you have questions about this fee, please contact your Care Manager as soon as possible.

ACG WISH ALL OF YOU WHO WERE BORN IN MAY 2024 A VERY HAPPY BIRTHDAY



Deadline for submission of invoices
10/06 & 24/06/2024 Before 12 PM

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