



Social Support Day

Fresh and Relax at Museum (Cantonese Group)



ACTIVE COMMUNITY GROUP

2024 JULY, ISSUE 26

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Understanding your care plan

When you successfully sign a contract with Active Community Group, your care manager's primary task is to create a personalised care and budget plan for you. This plan is based on your current health and lifestyle situation, as well as the level of subsidy funding approved for your Home Care Package (HCP). Your assessment, goals, care plan, and budget are all interconnected, which guides the allocation of your monthly subsidy funding.

Your care plan must include the following:

1. Your care goals and needs
 2. Types of services required
 3. Who provides the services
 4. When the service will be provided, such as frequency, dates and time
 5. Care management arrangements
 6. Next care plan review date
- ACG must work in partnership with you to develop and agree on the care plan goals and actions.
 - Your package level and budget is matched to your care needs and is meant to be fully utilised to meet the assessed needs.
 - Your ACAT assessment and our care assessments are the joint foundations for your care plan development.

Other important things to know about your care plan:

- Clients must receive a copy of their initial care plan within 14 days of commencing a home care package agreement.
 - Your goals, needs and preferences should be reflected in your care plan
 - It must be reviewed and updated at least once every 12 months or as your needs change.
- Your Care Plan must be kept up to date and used according to your budget and in line with your assessed level. Care Managers need to be kept informed of any changes to your situation. It is important that you contact your Care Manager immediately if there are any updates.

One phone call Professional arrangement



In the June Monthly Newsletter, it was mentioned that the government's new "Support at Home" program will be implemented from 2025. This program will replace the current level-based Home Care package. Instead of the current Level of 1 to 4, the subsidy funding will be provided based on the elderly person's health and lifestyle situation, as well as the services they currently need and use. Therefore, ACG has reminded clients that if they have a significant amount of unspent funding or have not been using any services, it is a wise decision to start using your service funding within this year to avoid a reduction in subsidy funding in the future.

The service arrangements should be regular, rather than one off. For example, personal care or meal preparation arrangements once a week, home cleaning or physiotherapy every fortnight, and so on. These regular and stable service arrangements will be highlighted in your personal care needs records.

You don't need to worry about this, as your care manager is the one who understands your situation and needs and will assist you. Just make a phone call to your care manager to discuss your service arrangements and they will arrange them for you as soon as possible. Whether it's personal care, domestic assistance, meal preparation, transport assistance, or specialized therapy services, remember we are only one call away.

"Your needs are our priority"



Terms that clients may forget



The Cancellation Policy is a written agreement between AGC and our clients that clearly states the result of a client cancelling an appointment, including fees. This fee can be a percentage of the total cost of the service or a fixed amount. However, this term is often overlooked by clients,

Why do we need a Cancellation Policy?

1. Resource management:

In order to provide you with quality services, the company needs to manage resources effectively, such as required staff, time, and materials.

In the case of a client cancelling services at the last minute, the cancellation policy ensures that scheduled staff are protected from a loss of income due to the client's unexpected cancellation, affecting their livelihood.

2. Protecting the financial functioning of the Company:

This ensures the company receives appropriate compensation after providing/arranging services, avoiding losses caused by clients cancelling services with short/no notice.

3. Ensuring operational stability:

The cancellation policy can reduce the impact of sudden changes on overall business operations.

4. Fairness: Ensures that the rights and interests of both parties are protected. By understanding and agreeing to the cancellation clause, clients can avoid potential disputes in the future.

5. Legal compliance: Many industries and regions have legal requirements regarding cancellation clauses. By implementing a cancellation policy, the company ensures that its operations comply with legal requirements.

The cancellation policy is as follows:

- The full fee will be charged if a service is cancelled with less than 24 hours' notice.
- Full payment is required if cancellation is given within 3 business days in advance of the event date.

It is important that clients must understand the terms and conditions clearly before scheduling service times or participating in activities. It is advised not to make arbitrary changes unless strictly necessary.



Prime Garden
Your Life. Your Choice

Prime Garden

Mont Albert North

Daycare / short and long term respite & accommodation

Prime Garden is located at Mont Albert North. Prime Garden aims to provide compassionate and personalised care to residents in a warm and welcoming environment. Their vision is to create a nurturing space that feels like home, ensuring the highest standards of comfort and support. They offer a wide range of services, including specialised Dementia care, Diversional Therapy, and daily living assistance. These services are delivered by a team of highly trained and dedicated professionals led by their geriatrician.

At Prime Garden Mont Albert North, supporting the carers and using non-pharmacological behavioural management of the residents with Dementia are at the heart of everything they do. Prime Garden focus on various enriching diversional activities designed to engage and entertain the residents with Dementia.

Please contact ACG Care Manager for more information or to arrange a visit

New procedure for reimbursements \$\$\$ (Effective from August 2024)

- Clients must obtain approval from the Care Manager before using services and purchasing any items.
- After clients receive any invoices, they are to be sent directly to your allocated care manager.
- The care manager will immediately review whether the invoices submitted are valid and will send them internally to the claims processing team.
- Under the new procedure, the claims processing team's WeChat and WhatsApp accounts will not be used anymore.
- The reimbursement cycle remains unchanged with fortnightly payments.

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 due date.

Failure to do so will create outstanding **debts**. If you have questions about this fee, please contact your Care Manager as soon as possible.

ACG wishes all of you who were born in July a very

HAPPY BIRTHDAY!

