



ACG staff regular training and Christmas party

Care managers experienced new 2025 service for the elderly - Massage Therapy

ACG 2024 Review: Achievements and Outlook

2024 has been a year of milestones and growth for Fu Wah Community Center. Despite challenges, we have achieved significant progress and laid a solid foundation for future development through a series of key accomplishments and collaborations.

Securing Government Funding to Expand CHSP Services

One of the major breakthroughs in 2024 was obtaining government funding to expand the scope of services under the Commonwealth Home Support Program (CHSP). The addition of home cleaning and transportation services has enabled us to assist more seniors in maintaining a comfortable home environment while improving their mobility and quality of life.

Collaboration with AuSCC for Multicultural Seniors Visiting Service

In 2024, ACG partnered with the Australian Senior Connected Care (AuSCC) to participate in the Australian Community Volunteers Visiting Scheme (ACVVS). This service aims to provide companionship and psychological support to seniors from diverse cultural backgrounds, addressing loneliness and social isolation. ACG served as a cultural bridge in this program, with our volunteers undergoing professional training to enhance their language and cultural sensitivity, better meeting the needs of seniors.

2024 ACG Staff Training and Christmas Gathering



ACG is dedicated to providing the most professional and compassionate services. To ensure our team stays well equipped with the latest knowledge and skills, we conduct regular staff training sessions each year.

Successfully Passing Rigorous Government Audits

As an organisation dedicated to providing high-quality home care services, we understand the importance of compliance and transparency. This year, ACG successfully passed stringent industry audits, which validated the professionalism and reliability of our services and strengthened trust with our clients and the community. This achievement reflects the ACG team's unwavering commitment to service standards and operational excellence.

Looking Ahead

Reflecting on 2024, each accomplishment of ACG has been made possible by the hard work of our team and the trust of our clients. Looking forward, we will continue to prioritize client-centered care, drive service innovation, and seek more collaborative opportunities to support seniors in living comfortably and safely at home.

ACG is dedicated to provide the most professional and compassionate services. To ensure our team stays well equipped with the latest knowledge and skills, we conduct regular staff training sessions each year.

After the training, we hosted our annual Christmas staff gathering to celebrate the team's hard work and collaboration. In a warm and joyful atmosphere, everyone shared laughter, strengthened bonds, and discussed goals and challenges for the upcoming year.



The Vital Role of Dietitians in Chronic Disease Management and Elderly Care (Part 1)

As people age, their health needs become increasingly complex, particularly in managing chronic diseases and maintaining proper nutrition. In this context, dietitians play a crucial role. However, many seniors are unfamiliar with nutrition science and its professional applications, making them unaware of the importance of seeking help from dietitians.



SOS Allied Health Dietitian Jeffrey

**Need Professional Advice from a Dietitian?
Schedule an appointment with your Caring Manager today.**

The Severe Issue of Malnutrition Among Seniors

Malnutrition is a widespread and serious health problem, especially among the elderly. It can lead to:

Weakened Immunity: Increased risk of infections and illnesses.

Reduced Physical Strength: Higher likelihood of falls and fractures.

Worsened Chronic Conditions: Such as diabetes, hypertension, and cardiovascular diseases.

The Expertise of Dietitians

Effectively addressing malnutrition in seniors begins with simple nutritional screenings. Standardised questionnaires can be used to assess indicators such as weight changes, eating habits, and the impact of diseases. These screenings help quickly identify potential nutritional risks and recommend consultations with professional dietitians.

Dietitians provide personalised dietary plans tailored to individual health conditions, types of chronic diseases, and lifestyles, including:

1. Chronic Disease Management: Designing low-sugar diets for diabetes patients, low-sodium diets for hypertension patients, and more.
2. Nutritional Supplement Guidance: Offering alternatives for seniors with poor appetite or swallowing difficulties.
3. Nutrition Education: Raising awareness about the relationship between diet and health among seniors.



Australian Government
Department of Health and Aged Care

Message for Existing Home Care Recipients

The Australian Government Department of Health and Aged Care will soon release information to assist seniors, their families, and caregivers in transitioning to the new **Support at Home** program.

Current home care service providers (such as ACG) will transition to become service providers under the Support at Home program. These providers will serve as an essential bridge for seniors to access information. During this transition period, seniors are encouraged to stay in touch with their current service providers and discuss any questions they may have.

Services Australia will continue to conduct income assessments. The results will be sent to seniors and their home care service providers, informing them of their cost-sharing obligations.

**Home Care Subsidies
New Rates of payments
effective at 1 January
2025**

Home care package level	Daily subsidy rates
Level 1	\$29.28
Level 2	\$51.49
Level 3	\$112.07
Level 4	\$169.90

ACG wish all of you who were born in October 2024 a very

HAPPY BIRTHDAY!



Public Holiday Service Arrangements Reminder



Deadline for submission of invoices

06/01 & 20/01/2025 Before 12 PM

Please send all your invoices to your Care Manager directly



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.