



UNDERSTANDING SUPPORT AT HOME PROGRAM

The Home Care Consumer Forum successfully took place on 8 May 2025. Over 50 participants attended and raised various queries. Key questions and concerns are highlighted below for your information:

Q: Will I lose my unspent funds?

A: You keep your unspent Home Care Package (HCP) funds when transitioning on 1 July 2025. These funds are not lost on reassessment or time-limited and can be used for extra services or approved assistive technology/home modifications if your quarterly budget is fully allocated.

Q: Do I keep the same package level?

A: Your Support at Home funding will match your current HCP level. If your needs have increased, your Care Advisor can help request a reassessment for a higher level. If it is approved, your funding will be changed to SAH classification. Your unspent fund will not be affected.

Q: I am waiting for equipment purchases and home modifications. Will I still be able to receive these?

A: If you have been saving up for equipment, products or home modifications under your HCP or you have already purchased these and are waiting for them to arrive or be completed, you should be able to continue with your purchase. If you have unspent funds under your HCP, you will need to use those funds for the purchase before you can use the AT-HM Scheme funding.



A Little Help from You, Quicker Responses from Us

When you contact us about our services or register for activities, please have your Client ID number ready and include it in your email or mention it during phone calls. This helps our staff identify you quickly and accurately.

You can find your Client ID on the cover page of your home folder. If you are unable to locate it, please ask our staff for assistance. Once found, we recommend saving it in a convenient place for future reference.

Thank you for helping us to assist you!

Q: Do I need to pay contribution?

A: If approved for an HCP on or before 12 September 2024, your contributions will either be the same, lower, or none. If approved after 12 September 2024, full pensioners pay 5% of the hourly rate for independence services and 17.5% for everyday living services. Part pensioners or self-funded retirees' contributions will be assessed by Services Australia. According to the department, an online calculator will be available on the My Aged Care website.

For more details, visit the Department website:

<https://www.health.gov.au/resources/publications/support-at-home-letters-frequently-asked-questions-for-older-people?language=en>



With flu season approaching, please book an appointment with your GP to receive this year's flu vaccine and protect yourself. Don't wait—take action now!



澳華養老
ANHF 澳華療養院基金
AUSTRALIAN NURSING HOME FOUNDATION

HOME CARE SERVICES 家居護理服務

NEWSLETTER 會訊

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5月 May 2025

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認識改革後的居家支援服務

家居護理客戶論壇已於2025年5月8日完滿舉行，超過50位參與者出席。與會者提出了一系列問題和疑慮，特別是關於即將於2025年7月1日生效的「居家支援服務」(Support at Home Program, SAH)。以下是主要問題和回應：

問：我未使用的資金會取消嗎？

答：您未使用的居家護理配套 (HCP) 資金可以過渡到2025年7月1日以後。這些資金不會因重新評估或時間限制而作廢，如果您的季度預算不足，這些資金可用於額外服務或經批准的輔助科技/家居改造。

問：我會保留相同的護理配套級別嗎？

答：您的居家支援服務 (SAH) 資金將與您目前的家居護理配套 (HCP) 級別相符。如果您的護理需求增加，您的護理顧問可以幫助您申請重新評估以獲得更高級別。如果獲得批准，您的資金將更改為居家支援服務類別。您未使用的資金將不會受到影響。

問：我正在累積資金購買設備和家居改造。我還能得到這些服務嗎？

答：如果您打算利用家居護理配套 (HCP) 的資金購買設備或產品，請與您的護理顧問討論您的計劃。一旦政府公佈「輔助科技和家居改造 (AT-HM) 計劃」的申請流程細則，他們將幫助您申請該計劃下的資金。但是，您需要首先使用任何未使用的家居護理配套 (HCP) 資金。



您的小幫忙 我們大改進

當您需要聯絡我們或報名參加活動時，不論是透過電子郵件或電話，請告知職員您的客戶編號。這有助我們快速準確地識別您的身份。

您的客戶編號，可以在您的服務文件夾封面頁上找到。如果您找不到，請向我們的職員查詢，並請記下。我們建議您將其保存在方便找到的地方，以備將來致電時可以即時告知職員。

感謝您的幫忙，讓我們做得更好！



流感高峰期即將來臨，請與您的家庭醫生預約，接種今年的流感疫苗，保護自己，請即行動！

Q: 我需要支付供款嗎？

A: 如果在2024年9月12日或之前獲批家居護理服務 (HCP)，您的供款金額將會相同、更低或無需支付。如果是在2024年9月12日之後獲批，領取全額養老金人士需要為與「支援獨立生活」有關的服務，支付每小時費用的5%；與「日常生活」有關的服務，支付17.5%。領取部分養老金或自費退休人士的供款額將由澳洲民政服務局 (Services Australia) 評估。

根據該部門的公布，「我的養老服務」(My Aged Care) 網站上將提供一個線上計算器，可以估算您的供款額。

如需更多詳情，請瀏覽部門網站：

<https://www.health.gov.au/resources/publications/support-at-home-letters-frequently-asked-questions-for-older-people?language=en>



26 May 2025

Dear Home Care Participants,

Upcoming Changes to Your Home Care – We're Here to Help

You may have recently received a letter from the Australian Government about upcoming changes to home care services. From 1 July 2025, the government will introduce a new program called Support at Home (SAH), which will replace the current Home Care Package program.

In the coming months, your Home Care Advisor will be in touch to:

- Help you understand how SAH works
- Discuss the new Support at Home Agreement
- Go through the updated pricing schedule
- Review your service plan to ensure it continues to meet your needs

We encourage you to read the Q&A section in our May newsletter, which provides answers to common questions you may have. We understand that change can sometimes feel overwhelming, but please be assured that we are here to guide and support you every step of the way.

At this stage, the government is still finalising details of the new program, so there may be further updates. We will continue to keep you informed of any changes and what they mean for you.

If you have any immediate questions or concerns, please don't hesitate to contact your Home Care Advisor.

Yours sincerely,

Jenny Chua

General Manager, Care Services

Ageing Well with Grace and Dignity

60 Weldon Street, Burwood NSW 2134 T: (02) 8741 0218 E: info@anhf.org.au W: www.anhf.org.au



親愛的居家服務客戶

居家服務即將改變 —— 我們將全力協助您

您可能已經收到澳洲政府寄發的信件，通知您即將對居家照顧服務進行變更。從 2025 年 7 月 1 日起，政府將推出一項名為 居家支援（Support at Home）的新計劃，取代現行的家居配套（Home Care Package）計劃。

在接下來的幾個月內，您的居家服務顧問將會聯絡您：

- 以幫助您了解 居家支援（Support at Home）計劃的運作方式
- 與您討論新的居家支援服務協議
- 說明更新後的收費標準
- 與您討論您的服務計劃，確保它仍然符合您的需求

我們鼓勵您閱讀 5 月份的通訊中的問答部分，該部分對許多常見問題提供了說明。

目前政府仍在設定新計劃的細節，因此可能還會有進一步的更新。我們會持續向您通報最新情況及其對您的影響。我們將全力協助您過渡過渡至新計劃。

如果您有任何疑問或顧慮，請隨時聯絡您的居家服務顧問。

此致

蔡葉德君女士

總經理（護理服務）

2025 年 5 月 26 日

Ageing Well with Grace and Dignity

60 Weldon Street, Burwood NSW 2134 T: (02) 8741 0218 E: info@anhf.org.au W: www.anhf.org.au

《澳洲养老一点通》是澳华养老全新推出的华语电台节目，专为华人长者及其家人提供最新、最实用的澳洲高龄服务信息。节目内容涵盖澳洲政府最新养老政策、服务申请流程、照护资源及日常生活小贴士，让您轻松掌握与长者生活息息相关的重要信息。

播出时间：

逢星期一早上8点首播

星期五下午3点半及星期六早上10点重播

澳华养老YouTube频道 澳华养老微信视频号



或



AC 878 24小時澳洲華語FM電台



关注AC 878 FM电台
收听/收看节目

也可以通过扫描
左侧二维码观看节目

澳洲养老 一点通

澳华养老 陪你安老



參觀新州藝術館

陶冶藝術情操

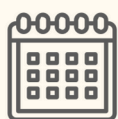
Enjoy a day at NSW Art Gallery

午餐: 飲茶

Followed by a Yum Cha lunch

優先考慮首次報名參與社交活動的客人

Priority will be given to participants joining our social outings for the first time



18/06/2025 (Wed星期三)
10:00 - 15:00



錢梁秀容頤康苑 集合
Meet at Lucy Chieng Gardens
413 Beamish Street Campsie 2194



活動收費: 2.5小時
Activity Charge: 2.5 hours

報名請電 Call to register
(02) 9784 0840

截止日期 Register By
10/06/2025

****家居護理用戶有足夠預算 並有良好行動能力**

****For Home Care Consumers with enough budget and good mobility.**

交通接送另計、提供簡單膳食 Transportation excluded; light lunch is provided

社交支援活動 僅限家居護理客戶 Social Support Group Activity for Home Care Consumers only

取消需要提前一週通知 Cancellation requires one week's advance notice

額滿即止 報名從速 Limited spots available; register early



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樂思社

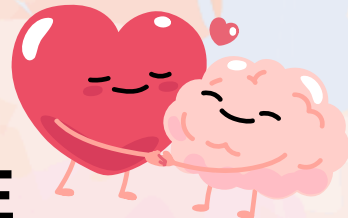
Mindful Club

為了迎接腦退化症的挑戰，我們家居護理將會推出Mindful Club (樂思社)。這是一個專門針對腦退化症的支持小組。該小組將每兩周在金匙區Campsie和伊士活Eastwood兩個地點舉行，我們將提供支持記憶和認知健康的活動。

Embracing the challenge of dementia, our Home Care Services is introducing the Mindful Club, a dementia-specific support group. The group will meet fortnightly at 2 locations, Campsie and Eastwood, offering activities that support memory and cognitive health.

2025

活動日期 PROGRAM DATE



CAMPSIE 星期二
(TUESDAY)

10:30 AM -2:30 PM

2/F, 413-425 Beamish St., Campsie 2194

EASTWOOD 星期五
(FRIDAY)

10:30 AM -2:30 PM

14-16 Lakeside Rd., Eastwood 2122

七月
JULY

1/7, 15/7, 29/7

11/7, 25/7

八月
AUGUST

12/8, 26/8

8/8, 22/8

九月
SEPTEMBER

9/9, 23/9

5/9, 19/9

十月
SEPTEMBER

7/10, 21/10

3/10, 17/10, 31/10

十一月
NOVEMBER

4/11, 18/11

14/11, 28/11

十二月
DECEMBER

2/12, 16/12

12/12



活動收費：2 小時

Activity Charge: 2 hours



查詢 Enquiry: 0488 152 223 陳姑娘Eliza Chan

請向你的家居護理顧問報名

Please contact your home care advisor for registration.



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交通接送另計、提供膳食 Transportation excluded; lunch is provided

社交支援活動 僅限家居護理客戶 Social Support Group Activity for Home Care Consumers only

取消需要提前兩個工作天通知 Cancellation requires 2 working days in advance



社區媒體 Social Media



ANHFA
澳華養老



微信公眾號



微信小助手



Facebook



YouTube



澳華養老網站



小紅書



請掃一掃，關注我們

定期了解澳洲最新福利 及 澳華養老最新消息

