



ANH F
澳華養老

HOME CARE SERVICES 家居護理服務

NEWSLETTER 會訊

Editors 編輯: Maggie Pan 潘穎、Madeline Yan 甄敏恆、Suet Yee Cheung 張雪儀

October 2025

413-425 Beamish Street, Campsie (02) 9784 0840 homecareadmin@anhf.org.au www.anhf.org.au

Your Care, Your Rights – Changes Coming November 1

The new Aged Care Act and the Support at Home (SAH) Program will both commence on November 1. These changes will affect how you receive and pay for government-funded aged care services.

Because of these changes, we need to review your current agreement and budget under the new service model and pricing structure.

You should have received your new agreement and your first SAH budget plan (November–December) either by email or by post. Please review, sign, and return them to us by email, or contact us via email / SMS to confirm your acceptance. Your Care Advisor will collect your original signed copy during the next home visit.



We have created short videos to help you understand these changes and your rights. Please refer to the separate sheet to scan the QR codes. If you need more information, please contact your Care Advisor.



Reminder: QR Code Service Recording Starts in November
Starting in November, all third-party providers (e.g. physiotherapists, podiatrists, massage therapists, gardeners) will begin using your QR code card to record services once they are delivered. Please ensure your QR code card is available for access or displayed at home so providers can easily scan and log the service for tracking.

If you have any questions or need assistance, please contact your Care Advisor or call our office at (02) 9784 0840. Thank you for your cooperation in helping us maintain accurate and compliant service records.

Annual Survey Postponed, But Feedback Always Welcome

Each year, we conduct an Annual Consumer Experience Survey to gather your valuable feedback and help us improve our services. This survey is typically held in October, with results shared by the end of the year.

However, due to the ongoing transition to the new Support at Home Program and the many changes we need to implement and discuss with you over the coming months, we have decided to postpone the survey to early next year.

In the meantime, we continue to welcome your feedback. Your insights are important to us and help enhance the quality of care we provide. Please feel free to contact your Care Advisor directly or submit your feedback via the form on our website: www.anhf.org.au.

Thank you very much for your continuous support!

Follow Us – Stay Updated



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微信公眾號



ANH F WeChat
微信小助手



Facebook
臉書



ANH F YouTube Channel
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ANH F Website
澳華養老網站



Red Note
小紅書



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您的照護，您的權利 —— 11月1日起居家服務新面貌

新的《老年護理法》和「居家支援（SAH）計劃」將於11月1日開始實施。這些變革將影響您接受和支付政府資助的老年護理服務的方式。由於這些變革，我們需要根據新的服務模式和定價結構，重新制訂您當前的協議和預算。

相信您已經透過電子郵件或郵寄收到了您的新協議和首個SAH預算計劃（11月至12月）。請您查閱、簽署並透過電子郵件將其返還給我們，或透過短訊（SMS）聯繫我們以確認您的接受。您的護理顧問將在下次家訪時收取您的原始簽署副本。如果您需要更多資訊，請聯繫您的護理顧問。

我們會盡力支援您順利完成這項重要的過渡。我們製作了簡短的视频，以幫助您了解這些變革和您的新權利。如需觀看以下影片，請掃描另一張紙上的QR碼：

- 過渡至居家支援計劃（粵語 | 國語 | 英語）
- 權利聲明（粵語 | 國語 | 英語）



溫馨提醒：二維碼服務記錄系統於 11 月開始使用

從11月開始，所有第三方服務提供者（例如物理治療師、足病治療師、按摩治療師、園丁等）將開始使用您的二維碼卡來記錄已提供的服務。請確保您的二維碼卡放置在家中明顯位置，以便服務提供者能夠輕鬆掃描並記錄服務，保障您的利益。

如有任何疑問或需要協助，請聯絡您的護理顧問，或致電我們的辦公室 (02) 9784 0840。感謝您配合我們，協助維護準確且合規的服務記錄。

關注我們：隨時掌握最新消息



WeChat Official Account
微信公眾號



ANHf WeChat
微信小助手



Facebook
臉書



ANHf YouTube Channel
澳華養老頻道



ANHf Website
澳華養老網站



Red Note
小紅書

年度調查延期，意見回饋隨時歡迎

我們每年都會進行一次客戶服務意見調查，以收集您對我們服務的寶貴意見，幫助我們持續改進服務品質。這項調查通常在十月進行，並於年底公布結果。

然而，由於我們正處於「居家支援計劃」（Support at Home Program）過渡期，未來幾個月將有許多變更需要與您溝通與實施，因此我們決定將意見調查延至明年初進行。

在此期間，我們仍然非常歡迎您的意見回饋。您的想法對我們至關重要，有助於提升我們的護理服務。您可以直接聯絡您的護理顧問，或登入我們的網站填寫意見表：

www.anhf.org.au

非常感謝您一直以來的支持！

SHORT VIDEOS

短片解說

To help you better understand your new rights and the upcoming changes, we've created two short videos available in multiple languages. Please scan the QR codes to watch them.

為了幫助您更好地了解您的新權利和即將到來的變更，我們製作了兩段簡短的影片，並提供多種語言版本。請掃描二維碼觀看。

Statement of Rights

權利聲明



MANDARIN
普通話視頻



Transition to Support at Home Program

居家支援服務過渡簡介



MANDARIN
普通話視頻



CANTONESE
廣東話視頻



CANTONESE
廣東話視頻



ENGLISH
英語視頻



ENGLISH
英語視頻



If you have any questions, please contact your care advisor.

如有疑問，請與您的護理顧問聯絡。



Important Notice – Service Cancellation

Starting 1 November 2025, if you wish to cancel a scheduled service, please provide at least **48 business hours** notice. Otherwise, a full service fee may apply.

This policy follows the Department's guidelines and is outlined in the new Service Agreement.

We appreciate it if you can contact our Rostering Team on (02) 9784 0868 or email rostering@anhf.org.au, and copy your Care Advisor in the cancelling service request.

When notifying us, please include the following details:

- Client ID and Client's name
- Date and time of the cancelled service

Thank you very much for your understanding.

Support at Home Program

關於取消服務的重要通知

自 2025 年 11 月 1 日 起，如果您希望取消已預約的服務，**請提前至少 48 小時辦公時間內**通知我們。否則，可能會收取**全額服務費**。

此政策遵循政府部門的指引，並已列明於新的**服務協議**中。

如要取消服務，請與我們的排班部聯絡，電話 (02) 9784 0868 或電郵 rostering@anhf.org.au，並在郵件中 **抄送您的護理顧問**。

通知我們時，請提供以下資訊：

- 客戶姓名及號碼 ID
- 取消服務的日期與時間

非常感謝您的理解與配合。

居家支援服務部謹啟

漫步昌萊園

中式飲茶樂

Stroll through Chang Lai Yuan & Enjoy Traditional Yum Cha

優先考慮首次報名參與社交郊游活動的客人

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



助行器及輪椅使用者
需有護理人員陪同
Seniors on
4WW/Wheelchair
will require escort
service by care
worker



19/11/2025 (Wed星期三)
10:30 - 15:30



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



活動收費:4小時 郊游活動
Activity Charge: 4 hours Outing

報名請電 Call to register
(02) 9784 0840

截止日期 Register By
11/11/2025



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****家居支援計劃用戶有足夠預算 有良好行動能力 可獨立行走**

****For Support At Home 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