

重要通知**26.9.2025**

如果需要申請報銷，請於 2025 年 10 月 31 日前提交收據

尊敬的消費者 / 照顧者：

敬請注意：您目前的家居護理配套服務（Home Care Package）將於 2025 年 10 月 31 日結束，並將於 2025 年 11 月 1 日起由“居家支援計劃”（Support at Home Program）取代。為了順利過渡，我們需要在 10 月底前向政府提交您使用家居護理配套服務資金購買的所有物品和服務的支出。換句話說，您現有的家居護理配套服務需要報銷的賬單不能在新的居家支援計劃內報銷。

為確保您需要報銷的申請能在現時家居配套服務結算前完成，請您配合以下事項：

1. 將所有未提交的發票或收據，在 2025 年 10 月 15 日前提交。
2. 10 月份服務或購物的發票或收據，在 2025 年 10 月 31 日前提交。

請注意，在以上截止日期之後提交的任何報銷申請將無法處理，因為您的居家護理配套服務賬戶屆時已經被關閉並完成結算。

如果您有使用第三方承包商服務（例如：物理治療師、清潔工、園丁、針灸師、按摩治療師），請**提醒**他們在上述截止日期前將發票提交給我們。我們也已經向他們發出通知。

從 2025 年 11 月 1 日起，您所接受的任何服務將由您新的“居家支援計劃”資金賬戶支付，請放心，您的**資金額度和服務將繼續保持不變**。

感謝您的關注和配合。如有任何疑問，請致電 (02) 9784 0840 與我們聯系。

祝

健康、平安

居家支援服務經理

甄敏恒謹啟

IMPORTANT NOTICE**26.9.2025****Action Required: Submit Your HCP Reimbursement Claims Before 31 October 2025**

Dear Consumer / Carer,

This is an important reminder that the **Home Care Package (HCP) Program will end on 31 October 2025** and will be replaced by the **Support at Home Program (SAH)** from 1 November 2025. To support a smooth transition to the new program, we need to finalise your claims from the government for services and products purchased under HCP by the end of October. We cannot carry over the claims for services used and products delivered under HCP to the new SAH program.

To ensure all your **reimbursement** claims are submitted under the current HCP, we request your cooperation as below:

1. **Send us all outstanding invoices or receipts for reimbursement by 15 October 2025.**
2. **Send us invoices or receipts for services delivered in October as soon as you receive them and no later than 31 October 2025.**

Unfortunately, we **cannot process any reimbursement claims submitted after these dates**, as your HCP account will be closed and reconciled.

If you engage any **third-party contractors** (e.g. physiotherapist, cleaners, gardeners, acupuncturist, massage therapist), please **remind** them to send their invoices to us by the same deadlines mentioned above. We have also sent them a notice.

From 1 November 2025, any services you receive will be paid from your new Support at Home funding account, and **your funding level and service will continue**.

Thank you for your attention. If you have any questions, please contact us at (02) 9784 0840

Best Regards,



Madeline Yan

Support at Home Manager



ANHf
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

September 2025

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



New QR Code for Third-Party Service

With the commencement of the upcoming Support at Home Program, ANHF is introducing a new QR code service recording system from November. Each client will receive two identical copies of their unique QR code card in the coming weeks, either by post or delivered by our staff.

When services are provided by third-party providers (Associated Providers), such as physiotherapists, podiatrists, massage practitioners, or gardeners, they should scan your QR code to create a record of the visit.

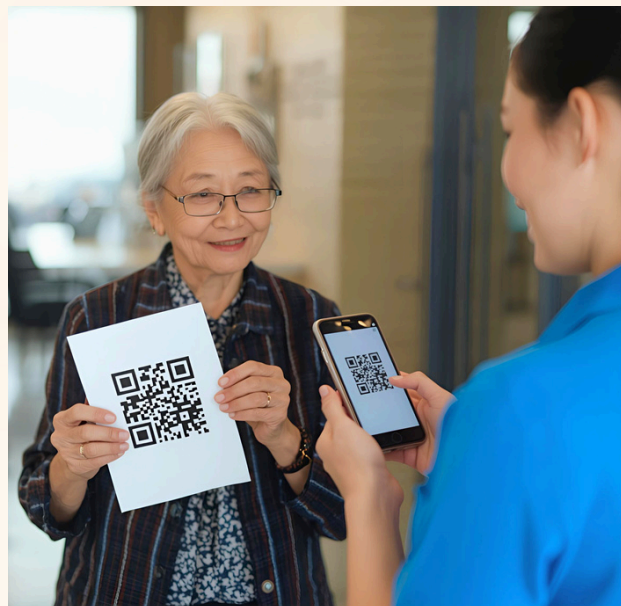
This system helps us keep track of services provided to you by our third-party providers.

What you need to do:

Display your QR code in a visible and easily accessible place – for example, near your front door for most providers, and near your backyard gate for gardeners.

If your services are provided at the provider's clinic, please bring your card with you and ask the practitioner to complete the record online as well.

If you need further information, please contact your Care Advisor or call our office at (02) 9784 0840. Thank you for your cooperation in helping us keep your service records accurate and compliant.



Daylight Saving Gentle Reminder



Daylight Saving Time in NSW begins on Sunday, 5 October 2025.

Remember to set your clocks forward by one hour at 2:00 AM (to 3:00 AM).

Follow Us – Stay Updated



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

Review Your My Aged Care Representative

From 1 November 2025, the new Aged Care Act will replace the current regular and authorised representative roles in My Aged Care with the new registered supporter role.

This is a good time to review who is listed as your representative in My Aged Care. If you are happy for your current representative to continue supporting you, you don't need to do anything – they will automatically become your registered supporter on 1 November.

If you would like to change or remove your representative, or if you're unsure who is currently listed, you can contact My Aged Care on 1800 200 422 for help.

Taking a few minutes to review your representative ensures your My Aged Care record reflects your wishes.



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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

2025 年9月

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

新二維碼措施，記錄第三方機構服務

隨著即將推出的居家支援計畫，澳華養老將於 11月 推行新的二維碼服務記錄措施。每位客戶在未來幾週內將透過郵寄或由職員送達的兩張相同、並且專屬於您的二維碼卡。當第三方服務機構（合作服務公司）例如物理治療師、足病治療師、按摩師或園丁，為您提供服務後，請要求他們掃描您的二維碼卡並填寫服務記錄。



此系統有助驗證並保存第三方服務提供者的服務紀錄，確保資料準確無誤。

請您協助我們：

- 將您收到的二維碼卡放置在明顯且易於取得的位置，例如，張貼在前門附近，或就近後園方便園丁掃描。
- 如果您的服務是在診所進行，也請攜帶您的二維碼卡，並請提供服務的人士完成記錄。

如需更多資訊，請聯絡您的護理顧問 或致電辦公室 (02) 9784 0840。感謝您的合作，協助我們符合政府的要求，也更準確地維持您的服務記錄。



溫馨提醒：夏令時間快開始



新南威爾士州的夏令時間將於 2025 年 10 月 5 日（星期日）開始。請記得在凌晨 2:00 將時鐘撥快一小時（調至 3:00）。

檢查您在「我的養老服務」登記的代表

按照新的《老人護理法案》，自 2025 年 11 月 1 日起，您在「我的養老服務」My Aged Care 登記的恆常授權代表，將自動成為「註冊支持者」的角色，繼續成為您的代表。

現在正是檢視您在「我的養老服務」系統中代表人選的時候：

關注我們：隨時掌握最新消息



WeChat Official Account
微信公眾號



ANH F WeChat
微信小助手



Facebook
臉書



ANH F YouTube Channel
澳華養老頻道



ANH F Website
澳華養老網站



Red Note
小紅書

- 如果您希望目前的代表繼續協助您，您無需採取任何行動——他們將自動轉為您的註冊支持者。
- 如果您想更換或移除現時的代表，或者不確定目前登記的是誰（有可能是多年前一些機構協助您申請服務時的職員），請致電 1800 200 422 向「我的養老服務」查詢。

花幾分鐘查核誰正在代表您，可保障您在「我的養老服務」上的紀錄符合您的意願。

紫藤花園漫遊

品味飲茶之樂

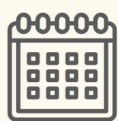
Bloom & Dine: Wisteria Gardens & Yum Cha

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



22/10/2025 (Wed星期三)
10:15 - 15:15



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
14/10/2025

****家居護理用戶有足夠預算 並有良好行動能力, 可獨立行走**
****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