

30 September 2026

Dear Aged Care Participant,

We hope this letter finds you well.

First, your August statements are now available in the Lookout app.

We completed the August claim on 15th September 2026, and every August statement went live on the app as soon as that was done. If you would like a reminder of why a statement always covers a month that has already finished, or what each part of it means, the two guides enclosed with our letter of 1 September explain both. Tell us and we will send you another copy.

This letter covers five things: the draft of our new Price Guide, which is enclosed and which we would like your thoughts on, how to make the most of your gardening visit, the change from 1 October 2026 that means you will pay nothing for personal care, a reminder about co-contributions, and a short survey we would like you to complete.

1. Our new Price Guide - and we would like your thoughts on it

In our previous letter, we told you we were rewriting the price guide so it is easier to read. A draft of it is enclosed with this letter. It is marked as a draft because it is not final yet - we want to hear from you first.

To be clear about what that means: our prices are not changing. They remain as already published on My Aged Care. What is changing is how clearly they are set out.

Every price is now shown as **one all-inclusive amount**. That single figure covers the service itself and everything that sits behind it - selecting the practitioner or trade, verifying their registration, insurance and compliance, rostering them, briefing them on your care plan, overseeing the work, checking the invoice against your plan and budget, an independent finance review, paying them, and reconciling it back to your budget.

What that means for you in practice:

- **What you see is what comes out of your budget.** Our costs are already inside the price. Nothing is added afterwards.
- **You arrange nothing and you pay nobody.** A provider you bring to us is still coordinated by us, and our costs are still inside the price.
- **Where there is no set price,** because the service is a one-off or we are buying an item for you, we confirm the full cost with you in writing before we order or proceed. You see the figure first, every time.
- **Nothing is a surprise.** Nothing appears on your statement that you have not already agreed to.

Two things we would like to know. First, is it clear - can you find a service, and understand what it costs and what that price covers? Second, does it look right - is the print big enough, is it easy on the eye, would you rather it was set out another way?

Tell your Care Partner, call 1800 434 002, or email feedback@pfhcare.com.au. The final Price Guide will follow once we have heard from you, and your new Service Agreement will follow from October 2026.

2. Gardening - how it is charged, and how to get the most from it

Gardening is charged at \$120 an hour. We agree with you how long the gardener will be at your home before the visit, and you are told the total before the work is booked. The rate covers the mowing and edging, the weeding and trimming, blowing down and cleaning up afterwards, and taking the clippings and green waste away.

While the gardener is with you, the time is yours. If they finish the lawn early, ask them to do more. Hedges, weeding, edges, tidying the beds, clearing a corner that has got away from you. Tell your Care Partner what you would like done and we will pass it on before the visit.

You can also change how often the gardener comes. Many people find that every six to eight weeks suits them better than monthly, because the lawn and the garden have had time to grow and there is more for the gardener to do while they are there. If you would rather that, tell your Care Partner and we will change your schedule.

3. From 1 October 2026, you will pay nothing for personal care

As we told you in September, from 1 October 2026 personal care - help with showering, dressing and grooming - moves from the Independence category to Clinical Supports.

On your statement, personal care is the grouping that covers these three services:

- Assistance with self care and activities of daily living
- Assistance with the self administration of medication
- Continence management (non clinical)

Those are the lines that change. If a service on your statement is not one of these three, it is not affected by this change.

What that means for you: no co-contribution applies to personal care from that date. If you have been paying a share of the cost of your personal care, that stops. It will be fully funded, whatever your income, in the same way as nursing and allied health already are.

You do not need to do anything. You will see the change on the statement covering October onwards.

4. Co-contributions

Participant co-contributions are a requirement under the new Aged Care Act as part of the Support at Home changes.

Where Services Australia has determined that a co-contribution applies to you based on your income assessment, you are required to pay it. **Not everyone will have a co-contribution, and the amount varies depending on your individual assessment.** The rate is set by Services Australia from information the government already holds - it is not a fee we add on top, and we cannot change it.

Your co-contribution, where one applies, is shown on your monthly statement along with a breakdown of the services you have received. Please refer to your statement in the first instance.

Our priority remains making sure you continue receiving the care and support you need without disruption. If you have any questions about your co-contribution or your individual circumstances, please speak with your Care Partner, who will be happy to help.

5. A short survey - please scan the code

There is a short survey we would like you to complete. It is similar to the July one and it asks about the things we have changed since then.

We are asking because the last one worked. Ninety-five of you answered it, and the guides enclosed with our September letter, the equipment follow-up system, and the price guide rewrite all came out of what you said. What we most want to know this time is whether those things have made a difference where you are, and what is still not right.



[Scan me](#)

Point your phone camera at the square code. Hold it steady for a moment, then tap the link that appears on the screen. That takes you straight to the survey.

Please put your name in the survey when it asks, so we know who to come back to.

If that does not work for you, call 1800 434 002 and we will go through the questions with you over the phone, in your own language if you would prefer - just ask. A family member or representative can help you or do it with you.

It takes about five minutes. Telling us what is not working is still the most useful thing you can do for us.

If you need help, or you are not happy

Your Care Partner is your first point of contact or call us on 1800 434 002. You can raise a concern or make a complaint at any time and it will not affect your services.

- **Feedback and complaints** - feedback@pfhcare.com.au, or 03 7305 1740. This goes to a dedicated team, not to the person you are complaining about.
- **Translating and Interpreting Service (TIS National)** - 131 450, 24 hours a day, to speak with us in your language.

Your questions answered is enclosed again - the questions you ask us most, with straight answers. We have sent it a second time because not everyone kept the first copy. If your question is not in there, call us and we will answer it and add it.

Where we get something wrong, we would rather find it, tell you, and fix it than have you find it yourself.

Kind regards,

Sarah Davy
Support at Home Manager

Andrew Wassef
NSW Business Unit Manager

Important Information Summary

English

Summary: Your August statements are now available in the Lookout app. A draft of our new Price Guide is enclosed - please tell us if it is clear and easy to read. Our prices are not changing. Each price will now be shown as one amount that includes everything we do to arrange the service.

Gardening is charged at \$120 an hour and we agree the hours with you before the visit. Ask your gardener to do more while they are there, or ask us to space your visits to every six to eight weeks.

From 1 October 2026 you will pay nothing for personal care - it becomes fully funded.

Please complete our short survey. Point your phone camera at the square code in the letter, or call us and we will do it with you. If you would like this information in your language, please contact us on 1800 434 002.

ARABIC (العربية)

المخلص: كشف حساب شهر أغسطس متوفرة الآن في تطبيق Lookout. مرفق مع هذه الرسالة مسودة دليل الأسعار الجديد. أخبرونا إذا كان واضحاً وسهل القراءة. أسعارنا لم تتغير. كل سعر سيظهر الآن كمبلغ واحد يشمل كل العمل الذي نقوم به لترتيب الخدمة.

خدمة البستنة سعرها 120 دولاراً في الساعة، واتفق معكم على عدد الساعات قبل الزيارة. اطلبوا من البستاني أن يعمل أكثر ما دام عندكم، أو اطلبوا منا أن تكون الزيارات كل ستة إلى ثمانية أسابيع.

من 1 أكتوبر 2026 لن تدفعوا شيئاً مقابل الرعاية الشخصية. ستصبح ممولة بالكامل.

الرجاء تعبئة استبياننا القصير. وجهوا كاميرا الهاتف إلى الرمز المربع في الرسالة، أو اتصلوا بنا ونعبئه معكم. إذا تريدون هذه المعلومات بلغة أخرى، اتصلوا بنا: 1800 434 002

TURKISH (Türkçe)

Özet: Ağustos hesap belgeleriniz artık Lookout uygulamasında. Yeni Fiyat Rehberimizin bir taslağı ekte - lütfen açık ve kolay okunur olup olmadığını bize söyleyin. Fiyatlarımız değişmiyor. Her fiyat artık hizmeti düzenlemek için yaptığımız her şeyi içeren tek bir tutar olarak gösterilecek.

Bahçe bakımı saati 120 dolardır ve saatleri ziyaretten önce sizinle birlikte belirliyoruz. Bahçıvan oradayken daha fazlasını yapmasını isteyin, ya da ziyaretlerin altı ila sekiz haftada bir olmasını bizden isteyin.

1 Ekim 2026'dan itibaren kişisel bakım için hiçbir şey ödemeyeceksiniz. Tamamen ücretsiz olacak.

Lütfen kısa anketimizi doldurun. Telefonunuzun kamerasını mektuptaki kare koda tutun, ya da bizi arayın, sizinle birlikte dolduralım. Bu bilgileri başka bir dilde istiyorsanız, bizi arayın: 1800 434 002

ITALIAN (Italiano)

Riassunto: I vostri conti di agosto sono ora disponibili nell'app Lookout. In allegato trovate una bozza della nostra nuova Guida ai Prezzi - diteci se è chiara e facile da leggere. I nostri prezzi non cambiano. Ogni prezzo sarà ora indicato come un unico importo che comprende tutto il lavoro che facciamo per organizzare il servizio.

Il giardinaggio costa 120 dollari all'ora e concordiamo con voi le ore prima della visita. Chiedete al giardiniere di fare di più mentre è da voi, oppure chiedeteci di distanziare le visite a ogni sei-otto settimane.

Dal 1° ottobre 2026 non pagherete nulla per la cura personale. Sarà completamente pagata.

Per favore compilate il nostro breve questionario. Puntate la fotocamera del telefono sul codice quadrato nella lettera, oppure chiamateci e lo compiliamo insieme a voi. Se volete queste informazioni in un'altra lingua, chiamateci: 1800 434 002

GREEK (Ελληνικά)

Περίληψη: Τα χαρτιά σας για τον Αύγουστο είναι τώρα στην εφαρμογή Lookout. Στο φάκελο υπάρχει πρόχειρος νέος Οδηγός Τιμών. Πείτε μας αν είναι καθαρός και εύκολος στην ανάγνωση. Οι τιμές μας δεν αλλάζουν. Κάθε τιμή θα φαίνεται τώρα ως ένα ποσό που περιλαμβάνει όλη τη δουλειά που κάνουμε για να οργανώσουμε την υπηρεσία.

Η κηπουρική χρεώνεται 120 δολάρια την ώρα και συμφωνούμε μαζί σας τις ώρες πριν από την επίσκεψη. Ζητήστε από τον κηπουρό να κάνει περισσότερα όσο είναι εκεί, ή ζητήστε μας να αραιώσουμε τις επισκέψεις σε κάθε έξι με οκτώ εβδομάδες.

Από 1 Οκτωβρίου 2026 δεν θα πληρώνετε τίποτα για την προσωπική φροντίδα. Θα πληρώνεται εξ ολοκλήρου.

Συμπληρώστε το σύντομο ερωτηματολόγιό μας. Στρέψτε την κάμερα του κινητού στον τετράγωνο κωδικό στο γράμμα, ή καλέστε μας και το συμπληρώνουμε μαζί σας. Αν θέλετε αυτές τις πληροφορίες στη γλώσσα σας, καλέστε μας: 1800 434 002

MACEDONIAN (Македонски)

Резиме: Вашите сметки за август сега се достапни во апликацијата Lookout. Во прилог е нацртот на нашиот нов Ценовник. Кажете ни дали е јасен и лесен за читање. Нашите цени не се менуваат. Секоја цена сега ќе биде прикажана како еден износ што ја вклучува целата работа што ја правиме за да ја организираме услугата.

Градинарството се наплаќа 120 долари на час и часовите ги договараме со вас пред посетата. Побарајте од градинарот да направи повеќе додека е таму, или побарајте од нас посетите да бидат на секои шест до осум недели.

Од 1 октомври 2026 нема да плаќате ништо за лична нега. Ќе биде целосно платена.

Пополнете го нашиот краток прашалник. Насочете ја камерата од телефонот кон квадратниот код во писмото, или јавете ни се и ќе го пополниме заедно со вас. Ако сакате овие информации на вашиот јазик, јавете ни се: 1800 434 002