



1 September 2026

Dear Aged Care Participant,

We hope this letter finds you well.

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

We completed the July claim on 28 August 2026, and every July statement went live on the app as soon as that was done. Section 3 of this letter explains why statements arrive on that cycle and it is worth a read if you have ever wondered why a statement covers a month that has already finished.

Following on from our previous letters in May and July, we are also writing about the survey we sent you on 1 July 2026. Thank you for telling us honestly what is working and what is not. **We have listened, and we are already acting on what you told us.** Thank you to every one of you who took the time. This letter goes to everyone we support, whether you answered the survey or not, because what was said applies to all of us.

In short, this letter covers an easier way to read your statement, how to sign up to the Lookout app, how your quarterly budget works, a change from 1 October 2026 that means you will pay nothing for personal care, an explanation of assistive technology and home modification funding, what to do when you cannot reach us or a service does not happen on time, and what is happening with your Service Agreement and Price Guide. Three short guides are enclosed, and there is a form at the back **for your completion.**

What you told us

Most of you said our staff treat you with respect and listen to you, and that you would recommend us. Thank you, we have passed those comments on to the people you named.

You also told us four things clearly:

- Assistive technology and home modification funding is not explained well enough.
- Statements are hard to follow, and some of you have not been able to get to them at all.
- You are not always sure how much is in your quarterly budget or how it works.
- Sometimes we take some time to get back to you.

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All four are things we take responsibility for fixing.

Here is what we have done about each one.

1. How to read your statement - Guide

Enclosed with this letter is a two-page guide called ‘**How to read your statement**’. It shows a sample statement marked up line by line and explains what every part of it means. If you have ever looked at a statement and not known what something meant, that guide is for you.

Three things worth knowing before you open it:

- **Your statement is not a bill.** It shows what was spent from your budget. If you owe a participant contribution, that is invoiced to you separately.
- **“Budget remaining” is the number to watch.** If it is still high and the quarter is nearly over, call your Care Partner – you may be about to lose funding you could have used.
- **The “your contribution” column is the part you pay.** Clinical services show \$0.00 there, because nursing and allied health are fully funded.

If your statement still does not make sense, start with your Care Partner. If you would rather not, or you want a second explanation, call 1800 434 002 and ask for the Support at Home Team Leader. They will go through it with you, line by line, for as long as it takes. Tick the box on the form below and we will call you.

And if you have not received a statement at all, please tell us. Some of you told us that in the survey and we are working through it. It is almost always because we do not have a current email address or mobile number for you. We would much rather you told us than went without.

2. Signing up to the Lookout app

Your statements, your live budget, your care plan and your roster are all in the Lookout app. You do not have to wait for a statement to find out where your budget is up to – the app updates as services happen.

Setting it up takes about fifteen minutes and there is no charge for it:

- **Give us your email address** if you have not already – call 1800 434 002, tell your Care Partner, email info@pfhcare.com.au, or write it on the form at the back.
- **Look for the invitation email** from Lookout. It comes to the email address you gave us.
- **Download the app** – search for Lookout in the App Store (iPhone or iPad) or Google Play (Android). You can also use it in a web browser on a computer aswell.

Set your password using the link in the invitation, then sign in. Your care plan, budget, roster and statements will be there. Here is a link to the Lookout How-To Guide, which shows you how to set up the application, step by step:

Lookout App Guide for Clients (Members) & their loved ones

We will do it with you if you would like. In person, over the phone, or with a family member or representative present – and we can give them access too, with your consent. Tick the box on the form and we will arrange it.

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If you would rather not use the app, that is completely fine. We can send your statement to you by password-protected text message, or by email. If a screen will not work for you at all, we can have a printed copy ready for you to collect from our Essendon Fields office, or read your statement to you over the phone. We are not able to print and post statements, so please tell us on the form which of these suits you.

3. Your quarterly budget

Your funding is managed in quarters, not for the whole year at once. A few things are worth knowing:

- Your budget resets at the start of each quarter.
- Only 10% of your quarterly budget, or \$1,000 – whichever is greater – can be carried into the next quarter. Anything above that goes back to the government funding pool.
- In practice this means your funding is **use it or lose it**. It does not stay with you and it cannot be claimed back later, so it is worth planning your services across the whole quarter.
- Ten per cent of your quarterly budget is set aside by the Government for care management. That figure is set by the Government, not by us.

The principle to remember is use it or lose it. Your Care Partner can sit down with you and plan the quarter so nothing is wasted. If you would like that, tick it on the form.

When will you see your statement?

This is worth explaining properly, because some of you have told us you thought your statements were arriving late. They are not. It is how claiming works under the Support at Home program, and every approved provider works to the same cycle.

Under the program we are only permitted to claim for a service after it has been delivered.

Payment is made in arrears, not in advance - that sits in the Aged Care Rules and the Support at Home Operations Manual and applies to every provider. The government does not hand us your budget to hold, we claim against it once the work is done, and we are paid after that.

Once a month has finished, we then have to:

- receive and check the invoices for that month - from our own workers, and from third-party suppliers such as gardeners, cleaners, tradespeople and equipment providers;
- query anything that does not look right, which sometimes means going back to a supplier and waiting for them;
- lodge the claim for that month through the government's portal; and
- wait for the government to release the funds.

That normally takes about 30 days from the end of the month. Your statement is produced once all of that is complete, which is why it always covers a period that has already finished. July is the example: we finalised the July claim at the end of August – on 28 August – and the July statements went into Lookout on 1 September.

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So a statement that arrives a month after the period it covers is not a late statement – it is a finalised one. We would rather give you one that is complete and correct than a quick one we have to amend.

If you want to know where you are up to right now, do not wait for the statement. The live budget in the Lookout app updates as services happen, so it is always the most current picture of your funding.

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

This is a change we are pleased to pass on. From 1 October 2026, personal care – help with showering, dressing and grooming – moves from the Independence category to Clinical Supports.

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. If you would like it explained, your Care Partner can walk you through it.

5. Assistive technology and home modifications – the one most of you asked about

This was the thing most of you told us you did not understand. Here is the short version, and the fuller answers are in the enclosed guide Your questions answered. In brief:

- Assistive technology means equipment that helps you stay independent and safe – things like a shower rail, a walker, a bed or a chair.
- Home modifications mean changes to your home, such as ramps, grab rails or bathroom changes.
- This funding is separate from your quarterly service budget. Using it does not reduce the funding available for your usual services.
- An assessment is completed before any work is done, so that what is recommended actually suits you and your home. That assessment is a clinical service, so it costs you nothing.

You choose who does the work. For anything over \$1,000 we will give you more than one quote so you can compare, and you can nominate your own provider rather than using one of ours. If you do, we will arrange the compliance checks and coordinate it for you.

Sourcing equipment and services – how it works

We work best with contractors and suppliers who are already engaged with us. That is because under the aged care standards we have to be able to verify their legitimacy, their insurance and their ability to deliver safe care, and hold the paperwork on file. When we manage the process, we can do all of that for you, and we remain responsible if something goes wrong.

If you have a provider you would like to keep using, tell your Care Partner and we will run the compliance checks and formally onboard them. Once they are set up with us, everything flows much more smoothly for you – and we would far rather do that than process reimbursements one at a time.

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Reimbursements are the exception, and they must be approved before you spend. If you want to be reimbursed for something you have bought yourself, speak to your Care Partner first and get approval. We may not be able to approve a reimbursement if:

- it was not approved by your Care Partner before it was bought or booked;
- it is not an allowable support under the Support at Home Operations Manual;
- it was delivered more than 30 days ago; or
- there is not enough left in your budget to cover it.

If a one-off reimbursement is approved, we will need:

- a detailed invoice from the provider, showing what was purchased and the cost;
- the provider's details — their name, business registration details, and any relevant qualifications or certifications;
- proof that you paid for it, such as a receipt or bank statement showing the payment; and
- written confirmation from you that the equipment is for your use and meets your needs.

We will review it and let you know whether it meets the requirements. If it is approved, the invoice is reimbursed from your budget and our charge for processing it is 10% of the invoice, as set out in our price guide.

If you are currently waiting on equipment, please tell us on the form. Some of you told us in the survey that you had been waiting a long time, and that is not acceptable to us. Every request is now logged with a date and followed up until it is delivered. If you have been waiting more than four weeks and nobody has updated you, call 1800 434 002 and say it is an outstanding equipment request. If you are unsafe in the meantime, say that too, it changes how quickly we act.

6. When you cannot reach us, or a service does not arrive

The most common thing you told us was that we sometimes take too long to get back to you. That is fair, and it is the thing we are working on hardest.

What you can expect from us:

- If you leave a message, we will call you back within 1-3 business day.
- If a worker cannot attend, we will let you know as early as we can and offer a replacement.
- If a worker does not turn up, or leaves before the end of your booked time, tell us and we will look into it. You should not be charged for time you did not receive.
- If you ask for something that is going to take a while, we will keep you updated along the way so you do not feel forgotten.

If you are not getting anywhere, ask for someone else. Call 1800 434 002 and ask for the duty Care Partner, or for the Support at Home Team Leader. You can do that at any time, about anything, and you do not need to give a reason.

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If you would like to see a face, we visit you at home on request and at least twice a year — ask and we will arrange one. We can also meet you by Zoom, Microsoft Teams or WhatsApp video, with your family or representative joining from wherever they are, or you can come in and sit down with someone at our Care Partner office at Tenancy 5, Level 1, 15 Vaughan Street, Essendon Fields.

7. Your Service Agreement and Price Guide

We are updating your Service Agreement and Price Guide to reflect the 4.75% wage increase for care workers.

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 — based on your feedback we are rewriting the price guide so it is easier to read, and so you can see what each service costs and what that price covers.

You should receive both by the end of this month. Nothing in this letter changes what you pay today, other than the personal care change in section 4, which reduces it.

We have also enclosed **Your questions answered** — the thirty questions you ask us most, with straight answers. If your question is not in there, call us and we will answer it and add it.

Would you like a say in how we do things?

We are forming a Consumer Advisory Group — people we support, and their family members or representatives, who meet with us three times a year to give us honest feedback on our Support at Home and Commonwealth Home Support Programme services. Your feedback goes directly to our Board of Directors, who will reply to your suggestions and let you know what they are doing with the information you provide and how we are changing in response.

Meetings are held in person at our community hub at Essendon Fields (VIC) and online via Teams for those who cannot attend in person or live interstate. A member of our Board will attend to help create a safe space for you to discuss your experience. Meetings are followed by refreshments so we can enjoy each other's company.

You do not need any special background, only a willingness to say what you think, including when it is critical.

Tick the box on the form, email compliance@pfhcare.com.au, or tell your Care Partner.

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. Use it for anything — something we did well, an idea, or something that has gone wrong.
- **Translating and Interpreting Service (TIS National)** — 131 450, 24 hours a day, to speak with us in your language.

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Thank you to everyone who completed the survey. Telling us what is not working is the most useful thing you can do for us, and we would rather hear it than not.

Kind regards,

The People First Healthcare Team

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How to read your statement

Enclosed with our letter of 1 September 2026. Below is a sample statement with the important parts numbered. The next page explains what each one means.

Support at Home statement • November 2026

To: Ms Jane Sample, 2 Example Street, Craigieburn VIC 3064

My Aged Care ID: AC 1234 5678 • Care recipient ID: 1-234567890 • Provider ID: 27392

1 Financial summary — November 2026

This is not an invoice. No payment is required from this document. Any participant contribution you owe is billed to you separately.

Budget	Amount
2 Ongoing quarterly home support — 1 Oct to 31 Dec 2026	
Spending from previous month(s)	\$2,165.14
3 November 2026 expenditure	\$1,770.00
4 Budget remaining as at 30 November 2026	\$1,135.86
5 Home Care Account — government-held unspent funds	\$3,550.64

6 **Carry-over:** only \$1,000 or 10% of your quarterly budget — whichever is greater — carries into the next quarter. The rest returns to the government on 1 January 2027.

7 Ongoing quarterly home support — services this month

Date & time	Service	Qty	Unit cost	Total	8 Gov. subsidy	9 Your contribution
Fri 7 Nov 1:15pm–3:15pm	Visit by Fadi K. Direct transport (driver and car provided) — over 20 km	2.0	\$150.00	\$300.00	\$285.00	\$15.00
Tue 11 Nov 10:00am–3:00pm	Visit by Huwayda S. Meal preparation	5.0	\$120.00	\$600.00	\$495.00	\$105.00
Tue 18 Nov 12:30pm–3:30pm	Visit by Fadi K. Direct transport (driver and car provided) — over 20 km	3.0	\$150.00	\$450.00	\$427.50	\$22.50
Mon 24 Nov	10 Third-party supplier — Inv #61436 Gardening services (SERV-0004)	1.0	\$180.00	\$180.00	\$148.50	\$31.50
Wed 26 Nov 11:30am–1:30pm	Visit by Bashar J. Direct transport (driver and car provided) — up to 20 km	2.0	\$120.00	\$240.00	\$228.00	\$12.00
Services subtotal				\$1,770.00	\$1,584.00	\$186.00

11 Ongoing care management

Service	Unit	Qty	Unit cost	Total	Your contribution
Home support care management	Hours	1.0	\$180.00	\$180.00	\$0.00

Care management is drawn from the 10% care management portion of your quarterly budget. It is a clinical support, so no co-contribution applies.

This is an example only. The name, address, ID numbers, dates and amounts above are made up to show you the layout. Your own statement will show your real details and your own services.

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Your statement explained

What each numbered part of the sample statement on the previous page is telling you.

- 1 Financial summary.** A one-box picture of your quarter. **Your statement is not a bill.** If you owe a participant contribution, it is invoiced to you separately — do not pay anything from this document.
- 2 Your budget and its period.** Support at Home budgets run in three-month quarters, not months. This tells you which quarter you are in and when it ends.
- 3 This month's expenditure.** The total value of the services you received this month. It is the sum of the "Total" column further down.
- 4 Budget remaining.** What is left in this quarter's budget. **This is the number to watch.** If it is high and the quarter is nearly over, call your Care Partner — you may be about to lose funding you could have used.
- 5 Home Care Account.** Unspent funds carried over from an old Home Care Package, held by the government. It is used only after your quarterly funding runs out, or upfront for assistive technology and home modifications.
- 6 The carry-over rule.** Only \$1,000 or 10% of the quarterly budget — whichever is greater — moves into the next quarter. Everything above that goes back to the government. In practice: use it or lose it.
- 7 Your services, line by line.** Every visit and every purchase, with the date, the time, who attended and what they did. If you do not recognise a line, that is exactly the sort of thing to call us about.
- 8 Government subsidy.** The part the government pays. For most people this is the great majority of the cost.
- 9 Your contribution.** The part you are asked to pay, worked out as a percentage set by Services Australia. Clinical services show \$0.00 here — nursing and allied health are fully funded. See below.
- 10 Third-party invoices.** Work done by someone other than our own staff shows the supplier and the invoice number, so you can check it against the job that was done.
- 11 Care management.** The work of your Care Partner and clinical team. It comes from the separate 10% care management part of your budget, not from your 90% service funds.

The principle to remember — use it or lose it

Your budget resets every quarter. Only **\$1,000 or 10% of your quarterly budget — whichever is greater** — carries into the next one. Everything above that goes back to the government; it cannot be claimed back later. That is why **"budget remaining" is the number to watch** — if it is still high and the quarter is nearly over, call your Care Partner and plan how to use it.

If a line does not look right

Email feedback@pfhcare.com.au with the date and the line, or call **1800 434 002**. We come back to you within 1 to 2 business days, and if we charged you for something that did not happen we correct it and credit your budget. Ask for the **Home Care Manager** or the **Finance Manager** if you want a second explanation.

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Setting up the Lookout app

Enclosed with our letter of 1 September 2026. Your care plan, live budget, roster and every statement since November 2025, in one place.

What you can see in it

- **Your care plan** — the services you are approved for and how often
- **Your live budget** — what you have spent this quarter and what is left, updated as services happen
- **Your roster** — which worker is coming, on what day, at what time
- **Every statement** — this month and every previous month back to November 2025

You do not have to wait for the end of the month to find out where your budget is up to. That is the main reason we moved to it.

Getting set up

1. **Give us your email address** if you have not already. Call **1800 434 002**, tell your Care Partner, or return the form we sent you.
2. **Look for the invitation email** from Lookout. It comes to the address you gave us.
3. **Download the app** — search for **Lookout** in the App Store (iPhone/iPad) or Google Play (Android). You can also use it in a web browser on a computer.
4. **Set your password** using the link in the invitation.
5. **Sign in**, and your care plan and budget will be there.

A step-by-step guide is on our website, and your Care Partner can walk you through it on the phone or at your next home visit.

Would rather not use an app?

That is completely fine. You have two other options, and neither costs you anything:

By text message. We send your statement to your mobile, password protected, through DocuSign. Just tell us this is what you want.

By email. Give us an email address and we will send it there.

On paper. We are not able to print and post statements. If you would like a printed copy, we can have one ready to **collect from our office** — call ahead on **1800 434 002**. Please do not go without a statement because a screen does not suit you.

Someone can do this for you

If you have a family member, carer or representative who helps you with paperwork, they can be given access too. Tell your Care Partner who they are and we will set it up with your consent.

If you get stuck

Forgot your password	Use “forgot password” on the sign-in screen, or call us
Never got the invitation	We may have the wrong email — call 1800 434 002
Cannot find the app	Call us and we will walk you through it, step by step
A figure looks wrong	Call us. Do not assume it is you — we would rather check

Statements can be confusing. That is normal.

If your statement is hard to follow, you are not alone and you are not expected to work it out yourself. We will go through it with you, line by line.

Start with your Care Partner. If you would rather not, or you want a second explanation, call **1800 434 002** and ask for the **Home Care Manager** or the **Finance Manager**. Either will take you through it.

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Frequently asked questions

Enclosed with our letter of 1 September 2026. These are the questions you ask us most, including the ones that came up in the July survey.

Statements and money

I have never received a statement. What do I do?

Call **1800 434 002**. It is almost always because we do not have a current email address or mobile number for you. We will fix that on the call and send you every statement you have missed, back to November 2025.

Do I have to pay the amount on my statement?

No. Your statement is **not an invoice**. It shows what was spent from your budget. If you owe a participant contribution, you receive a separate invoice for it.

There is a charge I do not recognise.

Call us with the date and the line. We will investigate and come back to you within 1 to 2 business days. If it is our error we correct it and credit your budget.

My worker only stayed one hour but two hours are billed.

Tell us. Some services have a two-hour minimum booking, which is why the booking shows two hours — but the worker should be with you for the time booked. If they are not, that is a problem we need to know about. Call **03 7305 1740**.

Why does the statement show a nursing review I did not ask for?

Every participant receives a quarterly review by a Registered Nurse. It is part of the clinical oversight required of us under the Aged Care Act. It is a clinical service, so it costs you nothing.

What happens to money I do not spend?

Only \$1,000 or 10% of your quarterly budget — whichever is greater — carries into the next quarter. The rest returns to the government. **Use it or lose it.**

Fees and contributions

Why am I being charged a co-contribution at all?

Because the government pays us the cost of your services **less** your co-contribution, and makes us responsible for collecting that difference from you. It is not a fee added on top — it is the share Services Australia has decided is yours, worked out from information the government already holds. We apply the rate we are given and we cannot change it.

Does the government give you my money to hold?

No, and we never hold it. Your budget is an entitlement, not a bank account we look after. **The government pays us nothing up front.** We claim after a service has been delivered, and only for what was actually delivered. If we do not claim it, nothing is paid to anyone.

I cannot afford it.

Tell your Care Partner straight away. Financial hardship assistance is available through the government, we will help you apply, and we can arrange a payment plan in the meantime. Do not cancel your services over this.

Will I be hit with a big lump sum later?

No. Your contribution is calculated service by service, appears on each statement, and is invoiced as it falls due. If you are ever unsure what you owe, call us and we will tell you the exact figure.

How are your prices worked out?

Every price is built from the same components: **labour** (wages and the award loadings for evenings, weekends and public holidays, plus superannuation, insurance and workers compensation), **package management, administration** (records, claiming, screening, clinical oversight and audit), **travel**, what we pay any **third-party provider** who does the work, and a **margin** covering the cost of the capital used to deliver the service.

We commit to four things on price: it is **reasonable**, **transparent** (published in our price guide), **agreed with you before the service is provided**, and **consistent** — you are charged what the guide says, whoever does the work.

Have your prices gone up?

Any change to our prices is notified to you in writing before it takes effect, with the new price guide enclosed. If you have not had a letter, nothing has changed.

Services and workers

Can I have a worker who speaks my language?

Yes, wherever we can match you. Tell your Care Partner which language you prefer. If you have asked before and it has not happened, say so — just ask.

Can I change my worker or my Care Partner?

Yes. It is a normal request, you do not need to give a reason, and it will not affect your services.

Can I choose my own provider for a service?

Yes. Tell your Care Partner and **we** will vet and onboard them and pay them directly on your behalf — we remain responsible for the work of every provider engaged for you, so the arranging stays with us. Please do not book and pay them yourself: reimbursements are the exception and have to be approved in advance.

How quickly will someone get back to me?

We aim to respond within 1 to 2 business days. If you have heard nothing, do not keep waiting — call **1800 434 002** and ask for the duty Care Partner.

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Frequently asked questions — continued

Equipment and your home

How do I get equipment, and who pays?

Tell your Care Partner what the difficulty is. An occupational therapist assesses and prescribes it — that assessment is clinical, so it is free. The equipment itself comes from your AT-HM funding, which is separate from your quarterly budget. See the enclosed assistive technology sheet.

I have been waiting months for a piece of equipment.

Call **1800 434 002** and say it is an outstanding equipment request. Every AT-HM request is now logged and followed up until delivery. **If you are unsafe while you wait, say so** — it changes how quickly we act.

Can I use my funding for anything I like?

No. It has to be a service in your care plan and allowable under the Support at Home program — and it should be arranged by us, not bought by you. Ask before you buy: if a purchase has not been approved in advance, we may not be able to claim it and you could be left out of pocket.

I paid for something myself — can I be reimbursed?

Sometimes, but it is the exception. **Approval from your Care Partner has to come before you spend.** We may decline a reimbursement if it was not approved in advance, is not an allowable support under the Support at Home Operations Manual, was delivered more than 30 days ago, or there is not enough left in your budget. Arranging services is our job — call us first.

The app and your information

What is the Lookout app and do I have to use it?

It is where your care plan, live budget and every statement live. You do not have to use it — you can have your statement sent by password-protected text message instead. Just tell us.

Can my daughter/son manage this for me?

Yes. Tell your Care Partner who they are and we will set up their access with your consent.

Who can see my information?

Only the people involved in your care, and only what they need. Your information is handled under the Australian Privacy Principles. A copy of our Privacy Policy is available from your Care Partner on request.

Do I need to sign a new Service Agreement?

Not unless we write to you and say so. If we ever ask you to sign something, you are entitled to time to read it, to have it in your language, and to have someone go through it first.

Having your say

How do I make a complaint?

Call **03 7305 1740** or email feedback@pfhcare.com.au. You can also go straight to the Aged Care Quality and Safety Commission on **1800 951 822** without coming to us first.

Will complaining affect my care?

No. It is protected under the Aged Care Act, and it is genuinely how we find problems. You can also complain anonymously, or have an advocate do it for you.

Can I join your consumer advisory body?

Yes, and we would like you to. Our consumer advisory body brings participants and carers together to advise our board on how care is delivered. Email compliance@pfhcare.com.au to register your interest.

You surveyed us — what happened to the results?

They were analysed and reported to our Operations and Compliance teams and to our board, and the themes have driven changes including this pack. Where you asked for a call back, you should have received one — if you have not, call us.

Leaving, pausing or changing

I need to cancel or change a visit.

Call your Care Partner or **1800 434 002** as early as you can. Cancellation terms are set out in your Service Agreement — ask us to go through them with you if you are unsure.

I am going away / going into hospital.

Tell your Care Partner as soon as you know. We will pause your services, pick them up when you are home, and make sure your budget is not spent while you are away.

Can I change provider?

Please speak to our Home Care Manager first — if something has gone wrong we would like the chance to put it right. If you still want to move, you can change provider at any time without our permission. We ask for **14 days' notice in writing**, in line with your Service Agreement, to info@pfhcare.com.au. We will transfer your information and work with your new provider. Be aware the **transfer of funds between providers can take up to 70 days** — a government process, not ours. If you would rather self-manage, ask your Care Partner about Partner With Care.

What if my needs increase?

Tell your Care Partner. We can support you to request a reassessment through My Aged Care, which is what decides whether your classification level goes up.

Still not answered? Call **1800 434 002** and ask — no question about your own care or your own money is too small.

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Reply form – what would help you?

Tick anything you would like, then send it back to us. Email a photo or a scan to info@pfhcare.com.au, or post it to Tenancy 5, Level 1, 15 Vaughan Street, Essendon Fields VIC 3041 – we will refund your postage, just send us a photo of the receipt or ask your Care Partner. Or call us on 1800 434 002 and we will fill it in with you over the phone.

Your name		Best phone number	
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Statements

- ☐ I have not received a statement. Please look into it.
- ☐ Please help me install and use the Lookout app.
- ☐ I would rather not use the app. Please send my statement by password-protected text message.
- ☐ Please email my statement to me. My email is: _____
- ☐ Please have a printed statement ready for me to collect from your Essendon Fields office.
- ☐ Please read my statement to me over the phone.
- ☐ Please go through my statement with me. I would like the Support at Home Team Leader or Finance Manager to call.

Your budget and services

- ☐ Please sit down with me and plan my quarterly budget.
- ☐ I would like to talk about getting more or different services.
- ☐ I am waiting on equipment or a home modification. Please find out where it is.
- ☐ Please explain assistive technology and home modification funding to me.
- ☐ I would like a home visit.

Getting in touch

- ☐ I have had trouble reaching someone. Please call me about it.
- ☐ I would like to speak to the Support at Home Team Leader.
- ☐ I would like to speak with someone in my own language. My language is: _____
- ☐ I would like documents in large print or another accessible format.

Having a say

- ☐ I am interested in the Consumer Advisory Group. Please tell me more.

Anything else you would like us to know



Important Information Summary

English

Summary: Your July statements are now available in the Lookout app – we completed the July claim on 28 August 2026. We surveyed our participants on 1 July 2026 and 95 of you responded. Most of you said our staff treat you with respect and listen to you. You also told us that assistive technology and home modification funding is not explained well enough, that statements are hard to follow and some of you have not received one, that the quarterly budget is unclear, and that we sometimes take too long to reply. Enclosed with this letter are a plain-English guide to reading your statement and an explanation of assistive technology and home modification funding. From 1 October 2026 you will pay nothing for personal care – it becomes fully funded. We can help you set up and use the Lookout app, or send your statement by text message or email instead. Please complete and return the reply form so we can help you. If you would like this information in your language, please contact us on 1800 434 002.

ARABIC (العربية)

الملخص: سألناكم في 1 يوليو 2026 وأجاب 95 منكم. قلتم أن الموظفين يعاملونكم باحترام ويستمعون لكم. كما قلتم أن لا تشرحون لنا بشكل واضح عن المساعدات التكنولوجية والمساعدة لتعديل البيت. قلتم أن الفواتير والحسابات يصعب فهمها وأن البعض منكم لم يستلم الفواتير. قلتم أيضاً أن الميزانية الشهرية غير واضحة وأنكم تستغرقون وقتاً طويلاً للرد عليكم. أرسلنا لكم شرح سهل لكيفية قراءة الفاتورة وشرح عن المساعدات التكنولوجية والبيت. يمكننا مساعدتكم. يمكننا تعليمكم استخدام تطبيق Lookout. أو إرسال الفاتورة برسالة نصية أو بالبريد. الرجاء ملء النموذج وإرساله لنا حتى نتمكن من مساعدتكم. إذا تريدون هذه المعلومات بلغة أخرى، اتصلوا بنا: 1800 434 002

TURKISH (Türkçe)

Özet: Sizi 1 Temmuz 2026'da sorular sorduk ve 95 kişi cevap verdi. Söylediniz ki personelimiz size iyi davranıyor ve dinliyor. Ayrıca söylediniz ki teknoloji yardımı ve ev değişiklikleri hakkında açık bir şekilde anlatılmıyor. Hesap belgeleriniz anlaşılması zor ve bazılarınız hesap belgesi almadı. Aylık para anlaşılıyor ve cevap vermemiz çok uzun sürüyor. Size hesap belgesini nasıl okuyacağınızı gösteren kolay bir rehber verdik. Teknoloji yardımı ve ev değişiklikleri hakkında açıklama da verdik. Biz yardımcı olabiliriz. Lookout uygulamasını kullanmanıza yardım edebiliriz. Hesabınızı kısa mesajla veya postayla gönderebiliriz. Lütfen formu doldurup gönderin. Böylece size yardım edebiliriz. Eğer başka dilde bilgi istiyorsanız, bizi arayın: 1800 434 002

ITALIAN (Italiano)

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Riassunto: Vi abbiamo fatto domande il 1° luglio 2026 e 95 di voi hanno risposto. Avete detto che i nostri dipendenti vi trattano bene e vi ascoltano. Avete anche detto che non spieghiamo bene l'aiuto per la tecnologia e i lavori in casa. I vostri conti sono difficili da capire e alcuni di voi non hanno ricevuto il conto. Avete detto che il vostro denaro mensile non è chiaro e che rispondiamo troppo lentamente.

Vi abbiamo mandato alcuni fogli di aiuto. Un foglio facile vi mostra come leggere il vostro conto. Un altro foglio spiega l'aiuto per la tecnologia e i lavori in casa. Possiamo farvi sapere come usare l'app Lookout. Possiamo anche inviare il conto per SMS o per posta, come preferite.

Compilate il modulo e inviatelo a noi. Così possiamo aiutarvi meglio. Se volete queste informazioni in un'altra lingua, chiamateci: 1 800 434 002

GREEK (Ελληνικά)

Περίληψη: Σας ρωτήσαμε στις 1 Ιουλίου 2026 και 95 από εσάς απαντήσατε. Είπατε ότι το προσωπικό μας σας αντιμετωπίζει καλά και σας ακούει. Είπατε επίσης ότι δεν εξηγούμε καλά την τεχνολογία και τις εργασίες στο σπίτι. Τα ψηφία στο χαρτί είναι δύσκολα να καταλάβετε και κάποιοι από εσάς δεν πήραν το χαρτί. Τα χρήματα κάθε τρεις μήνες δεν είναι ξεκάθαρα και απαντάμε πολύ αργά.

Σας στείλαμε πράγματα για να σας βοηθήσουμε. Σας στείλαμε έναν εύκολο οδηγό για το χαρτί σας. Σας στείλαμε και εξήγηση για την τεχνολογία και τις εργασίες στο σπίτι. Μπορούμε να σας βοηθήσουμε να μάθετε την εφαρμογή Lookout. Μπορούμε να σας στείλουμε το χαρτί με μήνυμα ή με ταχυδρομείο, όπως θέλετε.

Συμπληρώστε το χαρτί και στείλτε το σε μας. Έτσι μπορούμε να σας βοηθήσουμε καλύτερα. Αν θέλετε αυτά στη δική σας γλώσσα, καλέστε μας: 1 800 434 002

MACEDONIAN (Македонски)

Резиме: Ви поставивме прашања на 1 јули 2026 и 95 од вас одговорија. Кажавте дека нашите луѓе добро ве третираат и ве слушаат. Кажавте и дека не објаснуваме добро за технологијата и работите во домот. Вашите сметки се тешки за разбирање и некои од вас не добија сметка. Парите на секои три месеци не се јасни и одговараме премногу бавно.

Ви испративме нешто за да ви помогнеме. Ви испративме лесен водич за вашите сметки. Ви испративме и објаснување за технологијата и работите во домот. Можеме да ви помогнеме да ја научите апликацијата Lookout. Можеме да ви ја испратиме сметката преку порака или по пошта, како што сакате.

Пополнете го листот и испратете ни го. Така можеме подобро да ви помогнеме. Ако сакате ова на вашиот јазик, јавете ни се: 1 800 434 002

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