

Everything begins with the perfect match.

We take the time to understand your needs and preferences so we can select the best Helpers that match these criteria. We not only verify skills, training, and references - we look for people who are willing to go that extra mile and form a genuine connection. We also understand that continuity and consistency of care matters. We ensure you're scheduled with the same familiar faces week-on-week.

Great care is not an individual job.

It takes a committed Care Team working together to deliver our Members truly exceptional care.

Care Managers are here to ensure the care and help we provide is aligned to your goals and changing needs.

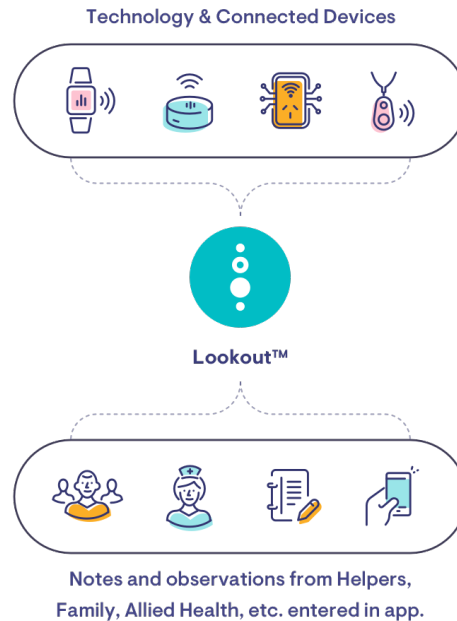
Community Nursing Consultants provide nursing help and support.

Helper Coordinators ensure you have the best Helpers matched to you providing the same consistent help and care day-in, day-out.

Helpers provide the day-to-day support and help around the home.

Technology makes us more human.

Five Good Friends is the only home care business in Australia with a dedicated software team building technology to enhance our Member's lives directly. We've developed an app that offers more control that's simple and transparent. You can see your care schedule, who's visiting the home, and view weekly statements at any time via the app.



Every visit concludes with your Helpers leaving a note in the app about the visit. These notes are analysed by our remote care monitoring technology, Lookout™. It works by alerting Care Teams and families when things don't seem right.



Membership options.

Home Care Packages.



Call 1300 787 581

www.fivegoodfriends.com.au

Our plans

	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Care management The amount charged to your package to manage the design, care and co-ordination of your care.	\$29 per week	\$49 per week	\$99 per week	\$139 per week
Package management The amount charged to administer your package funds.	\$22 per week	\$41 per week	\$95 per week	\$139 per week
Lookout™ remote care intelligence Lookout™ analyses and alerts us to changes in your health and wellbeing.	✓	✓	✓	✓
	Only with Five Good Friends. Included with care management.			
Basic daily fee	\$0	\$0	\$0	\$0
Exit fee	\$0	\$0	\$0	\$0
Total fees	30% of package	30% of package	30% of package	28% of package
You'll get Based on a standard hourly rate of \$42.90 per hour, this is how much care you can receive each week. Exact hours may vary based on services type, rates and any changes to government subsidy.	3 hours / week 70% of your package for services.	5 hours / week 70% of your package for services.	11 hours / week 70% of your package for services.	17 hours / week 72% of your package for services.

Are you self managed? Call us on **1300 787 581** to find out about self-managed options.

Helper rates

Recommended hourly rate

The recommended rate our Helpers charge for their services per hour.

\$42.90

12 Hour Overnight Block

Ideal for people who need on-call care through the night.

\$250

24 Hour High Care Block

For care needs that require round-the-clock attention.

\$490

*Rates may vary depending on individual circumstances.

Other fees

There are a number of other fees that may be charged to government packages by providers:

- Basic daily fees** - The Government allows providers to ask for an additional contribution from their members to go towards their Home Care Package.
***Five Good Friends do not charge this fee.**
- Income-tested fee** - This fee is determined by Centrelink based on your individual income. People with incomes above certain thresholds will be asked to contribute extra which Five Good Friends must collect.
- Transport** - If transport is required, Helpers may charge that at 78c per kilometre.