



# **Self-Managed Care: Together with Five Good Friends**

## **Member Guidelines**

L2, 179 North Quay  
Brisbane City QLD 4000

1300 787 581  
[fivegoodfriends.com.au](http://fivegoodfriends.com.au)



five.good.friends

# Welcome to Five Good Friends.



When we started Five Good Friends, we could see the challenges the home care sector was facing. We wanted to ensure we designed a completely different service. One that people would love. One that truly had the customer and their family in the centre.

To do this, we started by asking a different question and built our customer experience, service and technology around the answer.

*Why do people live wonderfully long, engaged and rich lives in the homes and communities they love?*

There are only a few places on earth where people live longer, happier and healthier lives. The people living in these zones share a key thing in common: **friendship**. The power of friendship is believed to contribute to a better quality of life as we grow older.

This understanding is not only reflected in our name - it is our guiding philosophy.

Our mission is to help people live vibrant lives in their own homes, connected to the friends, family and communities they love. By focusing on these fundamentals, we aim to ensure that every Five Good Friends member is able to achieve their goals and live the life they desire.

We look forward to helping you and your family.

Warm regards,  
**Simon Lockyer**

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# Introduction

Thank you for joining Five Good Friends as a self-managed member.

More than ever before, our mission to help you to live vibrant lives in your own home, connected to the friends, family and communities you love.

The **self-managed membership guideline** outlines how we at Five Good Friends can work together with you to support you and your loved ones' needs.

When you join Five Good Friends as a member, this guide will help you understand how we can assist with your care and support and we will walk you through the information. If you have any questions at any time, please feel free to call our Member Services team on **1300 787 581 Option 1** to clarify any concerns.

We look forward to continuing to help you live a long, engaged and rich life in the home and community you love in 2021.



# Self-managed care

Self-managed care provides you with the tools, support and the opportunity to manage key aspects of your own care for lower fees without compromising on quality.

Our Five Good Friends team can support you in a variety of ways including:

- Assistance with self-care activities
- Social and community participation
- Assisted domestic support
- Domestic support
- Yard maintenance
- Community nursing
- Allied health services
- Aids and equipment

As your needs may change over time, keep in mind that we also offer a range of other plans that can be found on our website or you can speak with our Five Good Friends Care Advisors on **1300 787 581 Option 2** to find out more information.



# More control over your care

With self-managed care, you and your authorised representative will have more control to manage your care and the services you receive under your package.

You or your authorised representatives will be able to:

- **Access your account using our Five Good Friends app on your smartphone or on the web browser of your computer.** Our Five Good Friends app and technology have been designed to allow you easy access to your information and visiting schedule.
- **Organise Helper matches through our Five Good Friends app on your smartphone or on the web browser of your computer.** You or your authorised representative will be able to shortlist and match verified Helpers onboarded with Five Good Friends in your community. All of your Helpers must be using our Five Good Friends app properly for each visit so that we can work together to provide you with quality care.
- **Organise product deliveries or allied health services through our Supplier MarketPlace.** Call our Member Services team on **1300 787 581 Option 1** and let them know what you need to organise for delivery and from which supplier. If the supplier has not been verified by Five Good Friends, we will contact the supplier and onboard them so that they can be paid using your Home Care Package.

As a self-managed member, you will be required to act in accordance with the Aged Care Quality Standards and the Home Care Agreement.

If you have any questions, you can call our Member Services team any time during business hours on **1300 787 581 Option 1**.

# We're here to support you

As your partner, Five Good Friends also has an number of obligations and responsibilities.

These include that Five Good Friends will:

- Collaborate on the development of your help plan that includes the your goals and each party's roles.
- Provide an individual budget to support the help plan.
- Manage the process of onboarding referred Helpers into our systems to ensure their compliance and your safety through ongoing monitoring of up-to-date verifications and training.
- Ensure the provision of the Five Good Friends app to you and any nominated authorised representatives, any nominated sharers and all Helpers.
- Make payment to suppliers that provide invoices in the acceptable format for approved services within 2 weeks.
- Ensure provision of insurance and medical malpractice insurance for verified workers on the platform.
- Manage competency assessments of all Helpers as deemed relevant as part of the your help plan.
- Maintain our compliance with the Aged Care Quality Standards as required.
- Respond to monitoring and automated analysis of Helper observations via **Lookout™**.
- Ensure investigations by a health professional of any alerts triggered by **Lookout™** within 48 hours.

- Provide telephone access to our Member Services team for advice or escalation in times of distress.
- Provide access to nursing support as required.
- Arrange for help plan reviews by our community nursing team annually or upon serious observation of alerts being raised.
- Provide monthly statements of your Home Care Package or account in our Five Good Friends app, showing all activity and any surplus or deficit amounts.
- Review and update your help plan, at a minimum annually.
- Monitor your expenditure according to your individual budget to ensure spending stays within the budget.
- Raise concerns about your ability or the suitability to self-manage including assisting you to move to full-managed if ever required.

# How do I access my account?

When you are added as a member, authorised representative or sharer on Five Good Friends, you will receive an email inviting you to activate your account.

## To activate your account:

1. Open the email from Five Good Friends with the subject line, “*You’re invited to activate your Five Good Friends account*”.
2. Press the “Active your account” button in the email.
3. Enter a password of your choice and press submit.

## I already have an account?

When you are added as a member, authorised representative or sharer on Five Good Friends, you will receive an email inviting you to activate your account. You can sign into your account at <https://app.fivegoodfriends.com.au>.

## I did not receive an account invitation?

If you are a member, authorised representative or sharer and have not received an invitation to activate your account, please get the authorised representative or member to talk to a Member Services team member on **1300 787 581**.

## My invitation has expired?

You can receive a new invitation email by going to [https://app.fivegoodfriends.com.au/password\\_reset](https://app.fivegoodfriends.com.au/password_reset) and entering your email address or you can speak to our Member Services team on **1300 787 581 Option 1** and they will be able to send you a new activation link.

### I've forgotten my password?

If you have forgotten your password, you can reset it by going to the **Forgotten Password link** at [https://app.fivegoodfriends.com.au/password\\_reset](https://app.fivegoodfriends.com.au/password_reset) and entering the email you signed up to Five Good Friends. Sometimes the reset email gets caught in spam, so be sure to check your spam folder if it does not arrive in your inbox.

# Accessing your account

You or your authorised representative can access your account via the Five Good Friends app on smartphone or computer. The Five Good Friends app is available on the Apple App Store and the Google Play Store. You can also access your account via a web browser at  
<https://app.fivegoodfriends.com.au>.

## I already have an account?

Follow the relevant links above on your smartphone or:

### For iPhone users:

1. Find and open the App Store app on your iPhone.
2. Press on Search in the tab bar at the bottom of the screen.
3. Type in “Five Good Friends” in the search input.
4. Press the Get button next to the Five Good Friends app listing to download the app.
5. Once the download is complete, the Five Good Friends app will appear on your iPhone home screen.

### For Android users:

1. Find and open the Google Play Store app on your Android smartphone.
2. Tab the Google Play search bar at the top of the page.
3. Type in “Five Good Friends” in the search input.
4. Tap on the Five Good Friends app listing and tap Install.
5. Once the download is complete, the Five Good Friends app will appear on your iPhone home screen.

### Don't have a phone to access your account?

If you don't have a phone, you can still access our Five Good Friends app on your computer. Type <http://app.fivegoodfriends.com.au> at the top of your web browser to access our Five Good Friends app and you will be able to access your account after logging in.

You will need to have received an activation email and activated your account before you can sign into our Five Good Friends app on your smartphone or computer.

If you need support accessing your account on your smartphone or computer, call our Member Services team on **1300 787 581 Option 1** anytime during business hours.



# Your help plan

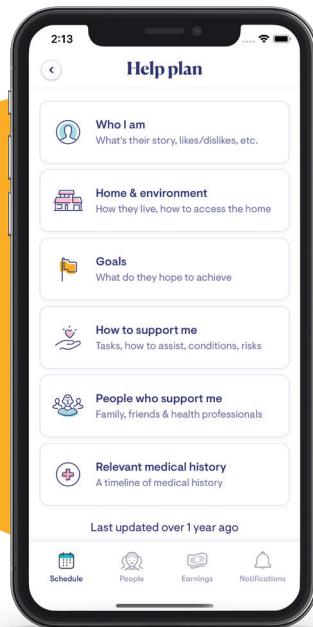
At Five Good Friends, you talk, we listen. That's why you only need to tell us your story once.

Your story, goals, and expectations are captured in a living document known as your **help plan**. It should outline what's expected of us, what we should be doing with and for you, as well as anything we need to be aware of to deliver great outcomes for you.

## Accessing your help plan.

To view your help plan, you need to:

- Open the Five Good Friends app on your smartphone, or login via a web browser at <https://app.fivegoodfriends.com.au>.
- Click on your avatar in the top left-hand side if you're using the smartphone app, or the top-right if using a web browser.
- A menu will appear, navigate to your account area or your loved one, and select help plan.



## How do I change my help plan?

You are strongly encouraged to be a part of writing your help plan. The best help plans are the ones you help write. Your help plan can be updated by a Five Good Friends representative during a review.

Once we start, you will have an annual review scheduled. However, if you would like to update your help plan sooner, please contact our Member Services team on **1300 787 581 Option 1** and the team can arrange an earlier consultation either in person, over the phone or via video call.

## Who can access my help plan?

Your Helpers and your authorised representatives (if you have one) can also access your help plan. Helpers who are no longer matched with you will no longer be able to access your help plan.

Sharers, billing recipients, and emergency contacts will never be able to gain access to your help plan.

## How can I find out when my help plan was last updated?

The help plan that you access via your account on the app or via the web is always the most up-to-date. If you scroll to the bottom of the help plan you'll see a timestamp indicating the last time your help plan was updated.

## Can you email me or post my help plan instead?

Yes, we can. Get in touch with us on **1300 787 581, Option 1** or email [members@fivegoodfriends.com.au](mailto:members@fivegoodfriends.com.au) and we can send you a PDF of your help plan or arrange for a hard copy to be mailed out.

# Budgets and statements

## Staying informed and in control.

Research tells us that people receiving support in the home and their families want transparency and to stay informed and in control. This importantly includes controlling and understanding their finances. That's why we built the Accounts feature to give families access to transactions, current balance and the ability to download monthly printable statements.

Your statements outline your current available funds and transactions that occurred over the past month. You can choose to receive your statements via mail (please give us a call on **1300 787 581**), or you can access them online when you log in to your account via the website or in our app.

## Viewing available funds and transactions in the app

You and your authorised representatives can view their transactions and statements in the app:

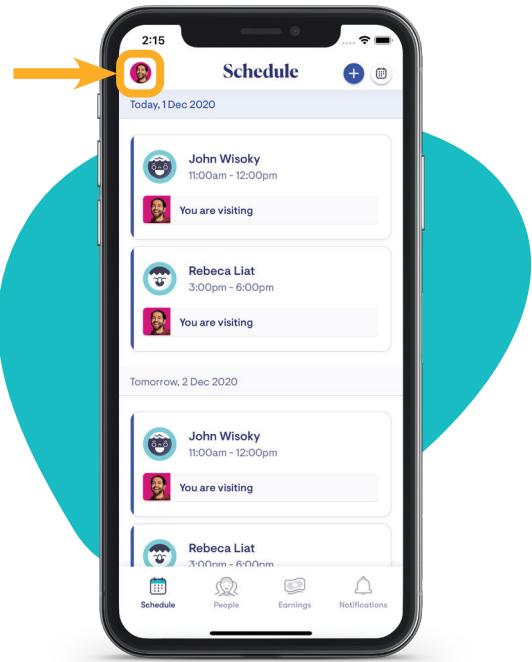
- Tap on your avatar in the top left-hand side of the smartphone app or top right-hand side of the web browser.
- A menu should appear. Select your loved one and scroll down to find a section labelled **Home Care Package** and select **Account**.



## Viewing and downloading statements in our app.

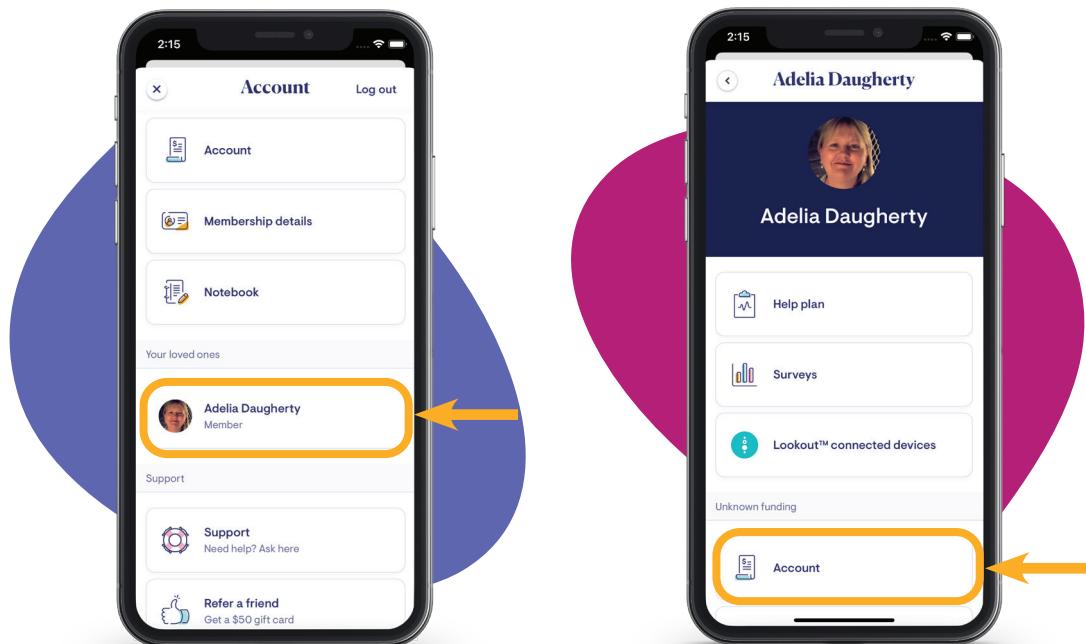
### Step 1

Click on **your avatar** in the top left-hand side of the smartphone app or the top right-hand side of the web browser.



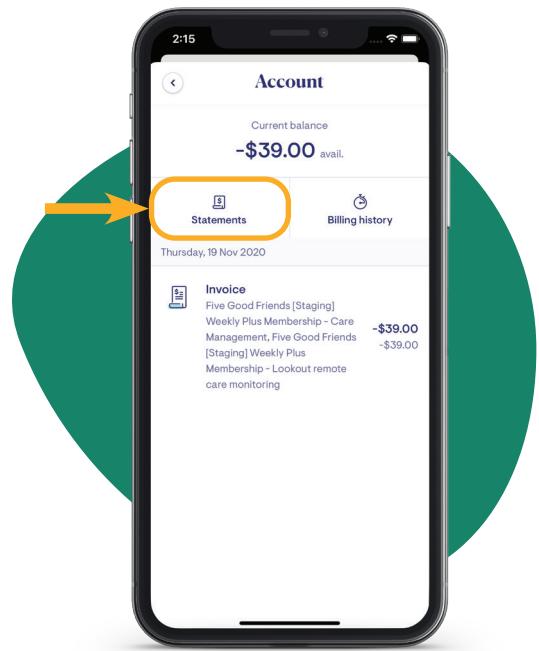
### Step 2

A menu will appear. Select your name and scroll down to find a section labelled **Home Care Packages** and select **Account**.



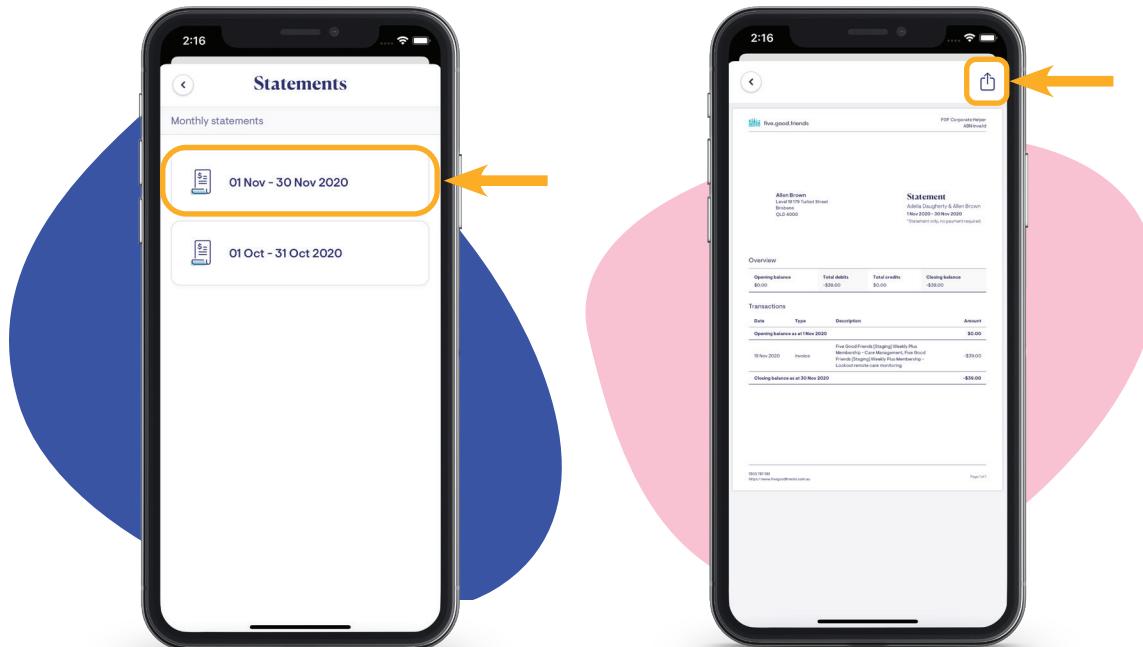
## Step 3

A screen named **Account** will appear. Tap on the button labelled **Statements**.



## Step 2

A list of your monthly statements will appear. Select whichever period you'd like to view. A PDF statement will display which you can choose to download or share, whichever way you wish.



## Glossary

**Opening balance** - The balance carried over from the previous month.

**Total debits** - This is the total amount debited from your account for the period. These debits are a combination of invoices from Helpers and third party providers as well as reimbursements to Helpers for expenses.

**Total credits** - This is the amount deposited into your account from your Home Care Package funds help by the government, and any of your own personal contributions to your account.

**Closing balance** - The currently available funds (debit or credit) at the end of the statement period.

# Frequently asked questions about budgets and statements

## What transactions are included?

All transactions associated with Home Care Package members including visits, third party invoices (e.g. allied health services), reimbursements, and deposits from their packages and personal contributions.

## How “up-to-date” is it?

It's almost real time. Helper and third party invoices are processed weekly and so transactions appear on Mondays. Funds received require a few working days to process before they appear in the account.

## When will I know a new monthly statement is available?

The new monthly statement will automatically be available on the first day of the following month (e.g. Your October statement will be available on the 1st of November). You can access it at any time. You will receive a weekly email with the current balance on your account and links to your statements and transaction history.

## Why is my account in deficit?

Home Care Package deposits from the government will be added to your account in the last few days of each month. This may mean some members may appear to be in deficit at some point throughout the month until the deposit is received and is added to the account. So long as the deficit is less than your normal monthly deposit, you have nothing to worry about.

### **Can I still get paper statements mailed to me?**

If you have previously received paper statements, this will continue. If you would like to receive paper statements by mail, please give us a call on **1300 787 581 Option 1.**

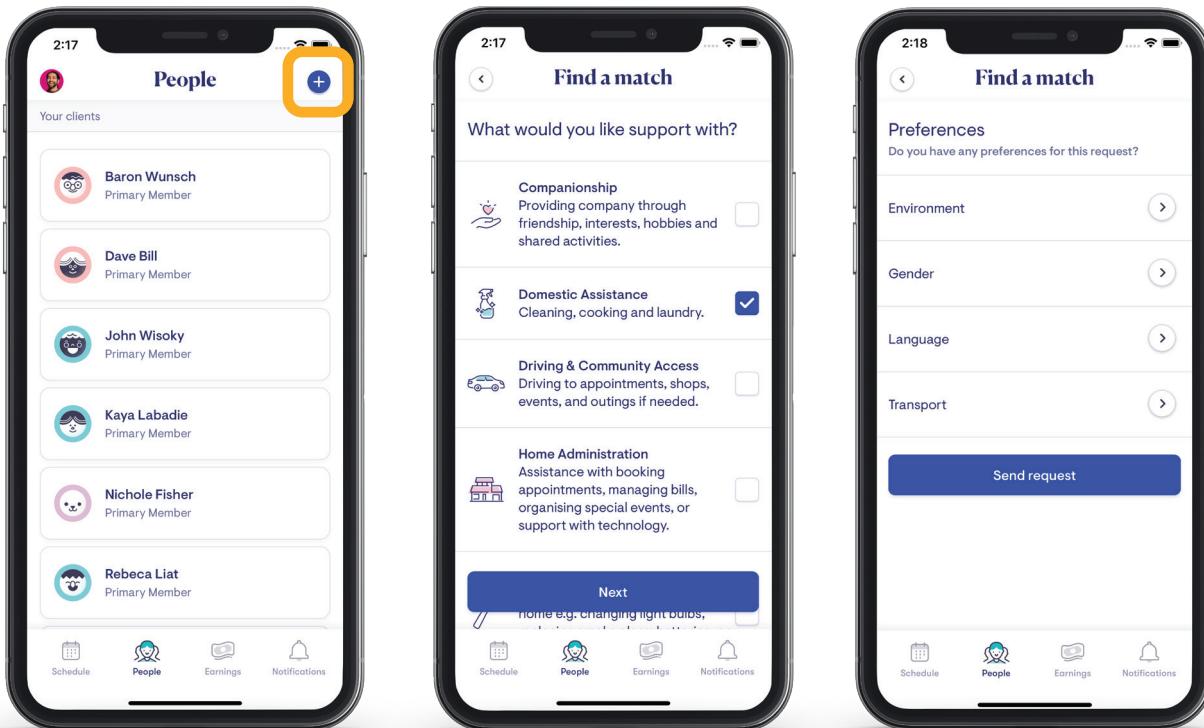
If you have any questions, please don't hesitate to call us on **1300 787 581.**

# Finding the perfect Helper

**Stay in control with our help.**

You can find Helpers to match with via our app on your smartphone or the web browser on your computer at any time with **Helper Requests**. To make a request, you need to:

- Open the Five Good Friends app on your smartphone or on your computer or login via the web at <https://app.fivegoodfriends.com.au>.
- Navigate the tab labelled **People** and select the “+” button in the top right-hand side of the screen.
- You’ll then be able to describe what kind of services and support you’re after and select preferences for the Helper you’d like to be matched with, then submit your request.



## What happens after I send a request to a Helper?

This will alert us that you've shortlisted a Helper and we will get in contact with both you and any Helpers you've shortlisted to organise next steps. We'll arrange with you a meet-and-greet so you can decide whether you're happy to include them as part of your care team who can be rostered on for visits with you.

You can always keep tabs on the progress of your requests by visiting the **People** area. This is also the area where you'll be able to find your Helpers and contact them once you've been matched and a contract has been created between the both of you.

## One match at a time.

Keep in mind, a request is for one match at a time. You could require that the one Helper be able to do everything you're after, e.g. cleaning, tidying up your yard and providing transport, but you are also welcome to make a separate request if you'd prefer these services be provided by different people. It is no problem to create multiple specific requests or one broad request to find a Helper/s.

If you have any questions or concerns, we are here to help anytime during business hours on **1300 787 581** or contact us via the app on your smartphone or computer.

## Negotiate the right rate with your Helper.

You and your Helper can negotiate the rate, and we are always here to assist you with this. You can contact our Member Services team on **1300 787 581 Option 1**, who will be able to provide with support.

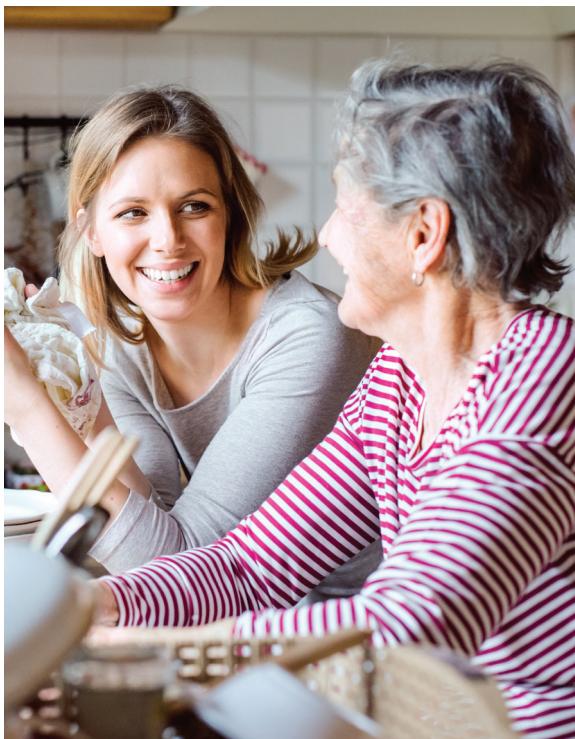
# Getting to know your Helper

Once you've selected a shortlist of Helpers that you're happy with, our Member Services team will be notified that you're ready to proceed with a meet-and-greet.

A **meet-and-greet** is short, informal meeting that allows you and the Helper to meet in person, over the phone or via a video chat (whichever works best) to ensure that you're comfortable with each other.

There may be a short delay in responding while our Member Services team first contacts the Helper to confirm their availability for the meet-and-greet and that the Helper remains available and willing to take on a new match.

If you have any questions or concerns, call our Member Services team anytime during business hours on **1300 787 581 Option 1**.

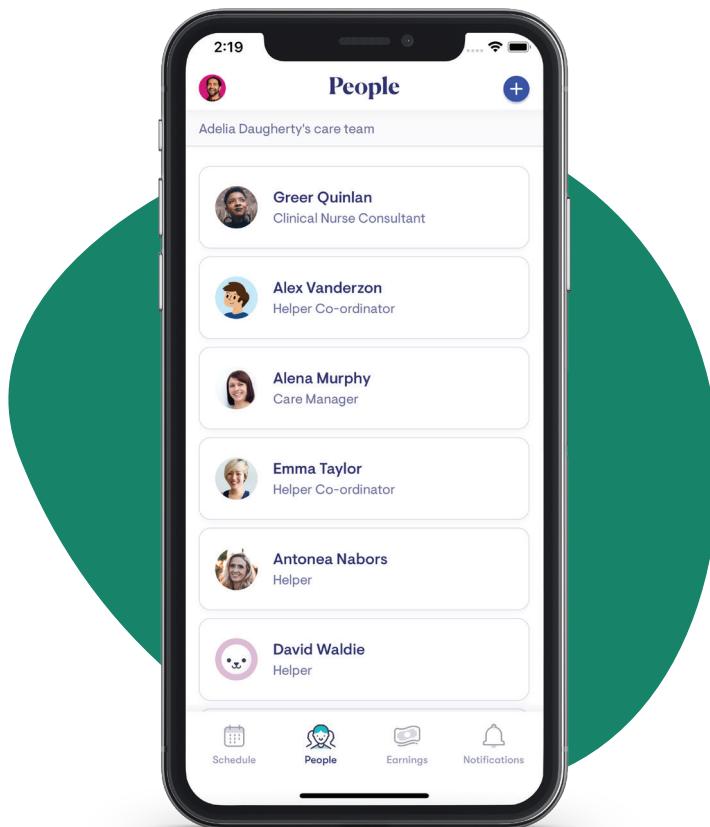


# Self-managed, but you're not alone

To find and get in contact with the Helpers on your care team, go to the area labelled **People**. Here you'll find a list of all the Helpers you've matched with. You can tap on any of them to view their profile and contact them.

**You're not forgotten and we're always here to help.**

You can also contact our Member Services team on **1300 787 581 Option 1** during business hours should you need to speak directly with a representative from Five Good Friends.



# We know things can change

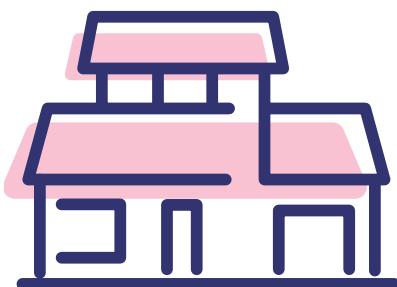
We understand that sometimes your plans can change and you may need to add, cancel, extend or reschedule a Helper visit. With self-managed care, you will have more control over updating your visit schedule and communicating directly with your Helpers.

You can view your Helper visits through our app on your smartphone or computer and set up or make changes to your visit schedule by directly calling a Helper on your primary Helper team. A Helper must be added to your primary Helper team before you can arrange scheduled visits with them.

Helpers on your primary care team can manage all of these tasks. If you don't have their phone number, this is accessible via our app on your smartphone or computer. Their phone number can be found by selecting their visit or by looking at their Helper profile within your primary Helper team.

If your Helper is having trouble adding or editing a visit, you can direct them to their online support resource below for guidance or call our Member Services team anytime during business hours on **1300 787 581 Option 1**.

**<https://support.fivegoodfriends.com.au/en/articles/1024483-how-can-i-add-reschedule-or-cancel-a-visit>**



# Advertising for additional Helpers

If you are struggling to find a Helper to meet your needs in your area, you can always advertise or ask around for qualified workers that we can bring on to the Five Good Friends platform to help. Great places to begin your search include:

- Local newspaper/classifieds;
- Local medical practices/hospital notice boards;
- Community groups and societies; and
- Online job listing platforms e.g. Seek.

We recommend placing direct, simple adverts that articulate the services you require and that the Helper will need:

- A reliable, smartphone with data;
- An Australian Business Number (ABN) or willing to obtain one;
- Skills, licenses qualifications and/or experiences relevant to the services they would be providing; and
- Be an Australian resident or provide evidence that they can work legally in Australia.

Once you have found a relevant Helper, we will double-check their particulars as part of our priority Helper referral process and then match them to your primary Helper team.

# Already have a preferred Helper?

If you have an existing relationship with a Helper that you would like to utilise with Five Good Friends, we have set up a priority referral pathway for self-managed members to refer these Helpers for priority approval and matching.

You can do this by:

1. Directing the priority Helper to complete a referral request online using the form at:  
<https://www.fountain.com/fivegoodfriends/apply/none-fast-track-helper>
2. You will need to provide the Helper with your **customer identifier number** to correctly identify your referral and match that Helper to your profile.

For your safety and fellow Helpers, all Helpers will need to have their qualifications and supporting documents vetted and verified by our Five Good Friends team before they can be safely approved for use.

Helpers must utilise the Five Good Friends platform to manage all visits and billing with a Five Good Friends self-managed member. This is how we work together to provide high quality outcomes to support you.



# Choosing a supplier from our Supplier MarketPlace

Suppliers in our Supplier MarketPlace have been through a thorough onboarding process prior to becoming an approved supplier for our Five Good Friends members. This process ensures the suppliers in our Supplier MarketPlace have been verified, agreed to our strict service delivery terms, and their compliance documentation has been checked, approved and kept on record. This is to ensure your safety and that you receive high quality service delivery from trusted, insured providers.

You will find a printed version of our current Supplier MarketPlace catalogue included in your sign-up pack. We will reissue the catalogue as required when details change.

You can view and search a digital version of this catalogue on our website at:

<https://www.fivegoodfriends.com.au/marketplace/catalogue>

## Can't find a supplier that you need?

No worries! Call our Member Services team during business hours on **1300 787 581 Option 1** and let them know what you need. Our team can help you find a supplier and information about the required service delivery. They will liaise directly with you to help you manage your order.

### Do you have a preferred supplier?

If you require a service delivery and you have a preferred supplier, contact our Member Services team on **1300 787 581 Option 1**.

If your preferred supplier has not been verified by Five Good Friends, our Member Services team will contact the supplier and will onboard them.

Our Member Services team are always here to help you manage your orders. If you have any questions or concerns, call them anytime during business hours on **1300 787 581 Option 1**.



# Placing an order through our Supplier MarketPlace

You can place an order through our Supplier MarketPlace by:

1. Calling our Member Services team on **1300 787 581 Option 1** or
2. Placing an order online, utilising the form at  
**<https://www.fivegoodfriends.com.au/marketplace/orderrequest>**

You will need to use your **customer identifier number** when placing the order so we can correctly identify you.

Your order requests will still need to be reviewed by our team to ensure that they match the expectations agreed upon as part of your help plan and budget.

If an order is deemed to meet those expectations it will be placed on your behalf and you will be contacted by our MarketPlace team.

If an order is deemed outside those expectations you will be contacted by a member of our Member Services team who will discuss the reasoning and provide you with alternate options.

## Placing an order but don't have a quotation?

Our MarketPlace team will source a quotation for you if one has not been provided by you or your authorised representatives. Once received, our Member Services team will contact you or your authorised representatives to share and discuss the quotation. If you approve the total cost of the quotation, Five Good Friends will contact the supplier to place the order on your behalf.

### **Placing an order with quotations you already sourced.**

If you have contacted suppliers to source quotations and have received them, call our Member Services team on **1300 787 581 Option 1** to let them know. They will review the quotations with you, and if the quotation has been accepted, Five Good Friends will contact the supplier to place the order on your behalf.

### **Scheduling a delivery date and time for your order.**

If the supplier needs to organise a suitable service delivery date and time, the supplier will be notified to contact you or your authorised representatives directly to set this up. Alternatively, if the supplier cannot make contact with you, they will notify our Member Services team, who will be able to organise a suitable time with you.

### **Some orders will not require scheduling a delivery date and time.**

If the supplier does not need to schedule a specific date and time for a service delivery, such as the delivery of wound care products, our Member Services team will communicate the supplier's standard delivery time frame.



# Have your own preferred supplier?

No problem! If you would like Five Good Friends to add a particular supplier to our approved catalogue, you can make a priority referral as a self-managed member.

1. Directing the priority supplier to complete a referral request online using the form at:  
<https://www.fivegoodfriends.com.au/marketplace/newsupplier>
2. You will need to provide the supplier with your **customer identifier number** when placing the order so we can correctly identify your referral and match that supplier for your use.

## Why does my preferred supplier need to be registered and approved?

At Five Good Friends, we believe it is important to ensure the safety of you and your Helpers, and that you receive high quality product and service delivery. To manage this, we onboard suppliers through our thorough registration process to make sure that they have the necessary insurances and police checks in place, and that Five Good Friends meets the Aged Care Quality Standards as an Approved Provider of aged care and disability support services.

We have taken the time to get to know some verified suppliers and have been able to negotiate exclusive agreements such as discounts and package deals for our Five Good Friends members. While you have control over your supplier of choice, we encourage you to take a look at our current MarketPlace catalogue to fulfill your supplier orders.

Call our Member Services team on **1300 787 581 Option 1** to find out more about these exclusive deals.

# Our preferred partners

We have taken the time to get to know some verified suppliers and have been able to negotiate exclusive agreements such as discounts and package deals for our Five Good Friends members with suppliers we call our preferred partners.

While you have control over your supplier of choice, we encourage you to take a look at our current Supplier MarketPlace catalogue to fulfill your orders requests, and to find out more about special deals from our preferred partners exclusively for our Five Good Friends members by calling our Member Services team on **1300 787 581 Option 1**.



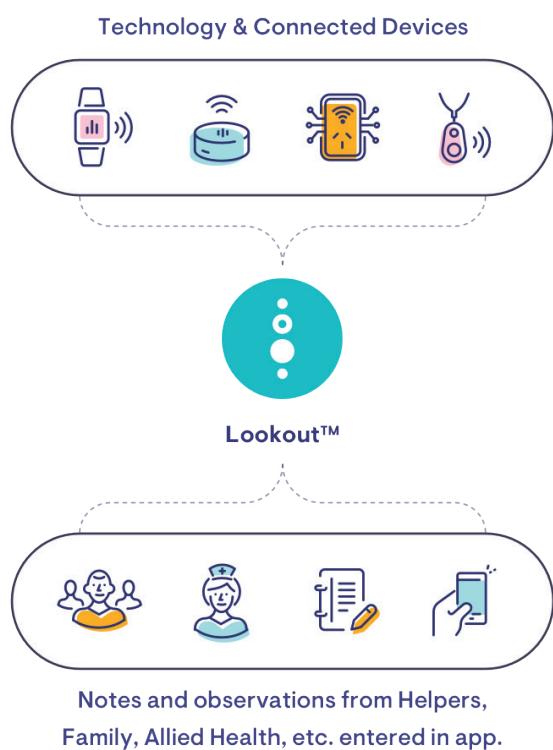
# Remote care monitoring

Five Good Friends is the first home care and disability support provider in Australia to combine a skilled care team with its own technology so people can remain living in the homes they love for as long as possible.

Not only will have more control over the services you receive, you will have access to our remote care monitoring software called **Lookout™**. The non-obtrusive 24/7 technology works to collect observations and is analysed by the software to identify whether you need additional or proactive care, providing you and your authorised representatives with peace of mind.

## Early intervention means we can deliver better health outcomes.

If an observation is raised and it's deemed to be of concern, our Member Services team will be in contact with you and your identified primary contact to discuss possible options and provide recommendations for intervention. If you have any questions or concerns, you can call our Member Services team anytime during business hours on **1300 787 581 Option 1**.



# Contacting Five Good Friends

We understand that sometimes you may have some questions or need assistance with managing your own care. You can call **1300 787 581** anytime during business hours to talk to our Member Services team, who will be able to provide support and clarify any of your concerns.

You can also go to our website and click the **chat icon** in the bottom right-hand corner on any page to chat with a team member online, or contact us via our app on your smartphone and computer.

