

Self-Management Manual

Home Care Packages



five.good.friends

Welcome to Five Good Friends.

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

Self-managed membership is all about providing you with the tools and opportunity to manage key aspects of your own care.

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.



Table of Contents

Your Customer Identifier	4
Contacting Five Good Friends.....	5
Member Obligations.....	6
Member Obligations.....	7
Five Good Friends Obligations.....	8
How do I access my account?.....	10
Installing the App	12
Your Help Plan	14
Budgets and Statements.....	17
Finding a Match with Helper Requests	22
Helper Meet-and-Greets	24
Your Care Team.....	25
Helper Visit Management	26
Advertising for Additional Helpers.....	27
Priority Helper Referral	28
MarketPlace of Approved Allied Health and Third Party Service Providers	29
Ordering from Our MarketPlace	30
Priority Referral for Additional Suppliers.....	31
Remote Care Monitoring.....	32

Your Customer Identifier

This will be a text entry identifier where the Five Good Friends representative will write the unique **customer identifier number** for the member.

Your customer identifier number is:



Contacting Five Good Friends

Call **1300 787 581** during business hours to contact us on the phone.
Select **Member Services** to talk to your care team.

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.



Member Obligations

Self-managed members...

- ...or an authorised representative of that member must be able to demonstrate they can successfully utilise the Five Good Friends app or web platform to complete all of their self management tasks including shortlisting Helpers, adjusting or adding visits and monitoring their package statements.
- ..must be able to successfully short-list and match with verified Helpers already on the Five Good Friends platform or responsibly advertise for any additional Helpers. Five Good Friends cannot recruit Helpers specifically for self-managed members. Additional Helpers must be successfully referred to the Five Good Friends platform and pass all of our safety, training and verification requirements before they can deliver services. All Helpers utilised must be on-boarded to, scheduled using and billed for services via the Five Good Friends app.
- ...must ensure Helpers use the Five Good Friends app properly for each visit. This includes leaving notes after each visit to ensure adequate record keeping, risk analysis and alerts are in operation and check in/check out.
- ...must be able to select from our existing MarketPlace of approved and verified third party or allied health suppliers. Five Good Friends cannot source third party or allied health suppliers specifically for self-managed members. Additional third party suppliers must be successfully referred to the Five Good Friends MarketPlace and pass all of our safety requirements before they can deliver services. If you wish to use suppliers not already registered and verified on our MarketPlace, a \$200 verification fee will apply.

- ...must place all third party or allied health orders via our Member Services and MarketPlace teams for appropriate billing, verification and tracking.
- ...must work constructively with our community nursing team to formulate and agree upon a help plan and budget.
- ...must only purchase items that are included in their individualised budget and agree to avoid account deficits or else risk having services paused or reduced.
- ...must respond to and allow Five Good Friends to schedule regular telephone wellbeing check-ins as part of the help plan to check on your wellbeing if there are no regular recurring visits in place for an extended period.

Five Good Friends Obligations

Five Good Friends will...

- ...collaborate on the development of a help plan that includes the member's goals and each party's roles.
- ...provide an individual budget to support the help plan.
- ...manage the process for on-boarding of referred Helpers into our systems to ensure ongoing monitoring that verifications and training remains up-to-date.
- ...ensure provision of the Five Good Friends app to the member, any nominated authorised representatives, any nominated sharers and all Helpers.
- ...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 member's 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 alerts being raised.

- ...provide monthly statements of your home care package or account in our app showing all activity and any surplus or deficit amounts.
- ...review and update your help plan, at a minimum annually.
- ...monitor the member's expenditure according to the member's individual budget to ensure spending stays within the budget.
- ...raise concerns about the member's ability or suitability to self-manage, including assisting the member to move to fully-managed if they can no longer self-manage.

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 this page and entering your email address or speak to our Member Services team on **1300 787 581** 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** 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.

Installing the App

All self-managed members must utilise the Five Good Friends app or access their account online. 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.

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.

You will need to have received an activation email and activated your account before you can sign into the App. If you don't have a phone, you can still access your account via a web browser.

Your Help Plan

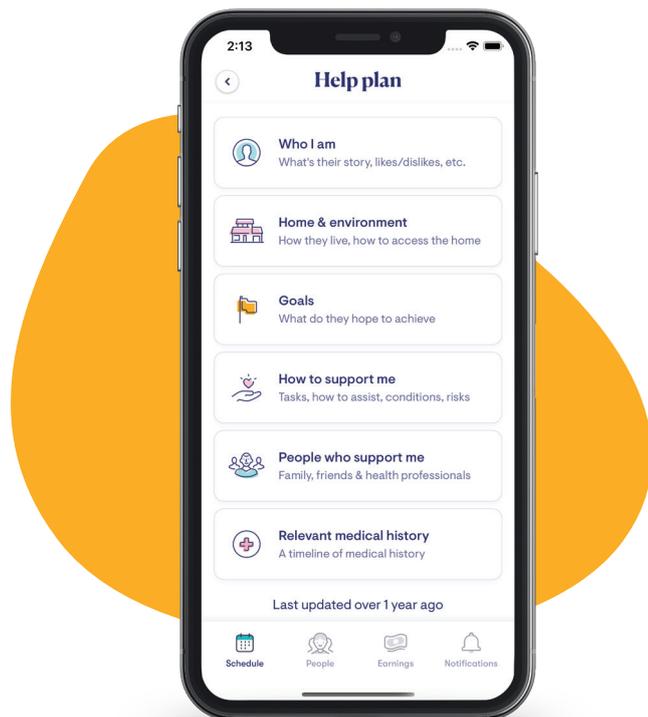
At Five Good Friends, you talk, we listen. That's why you only need to tell us your story once.

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. You should have an annual review scheduled - however if you would like to update your help plan sooner, please contact our Member Services team, who can arrange an earlier consultation either in person or over the phone.

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** 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

Members, authorised representatives and billing recipients can view their transactions and statements in the app:

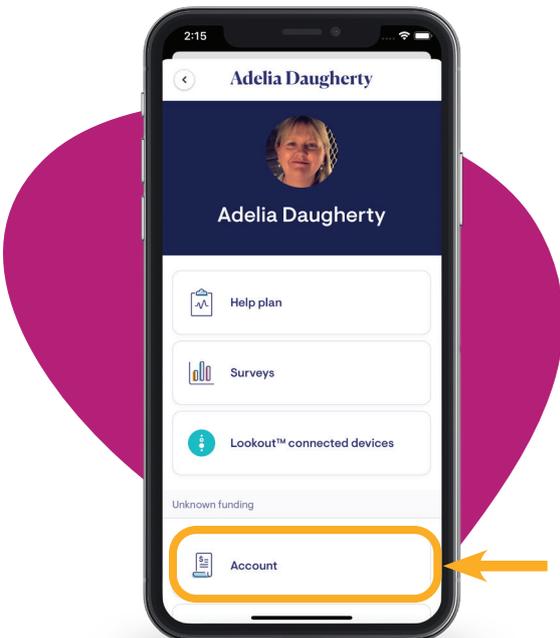
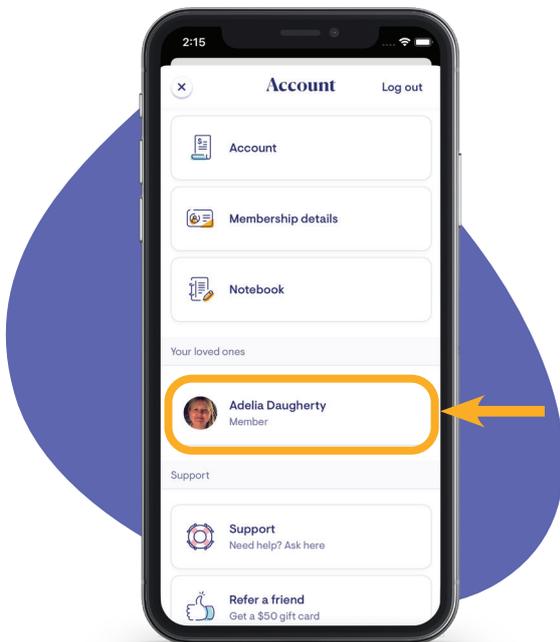
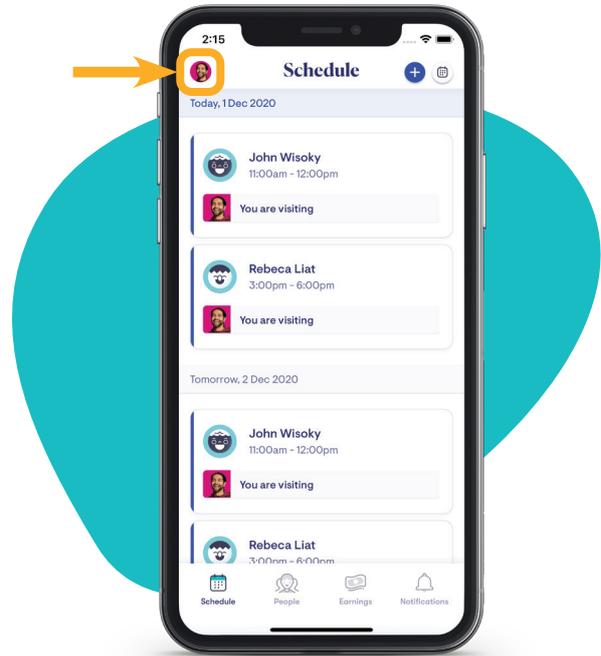
- Tap on your avatar in the top left-hand side of the smartphone app or top right-hand side of the web browser.
- A menu should appear. Select your loved one and scroll down to find a section labelled **Home Care Package** and select **Account**.



Viewing and downloading statements in the 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.

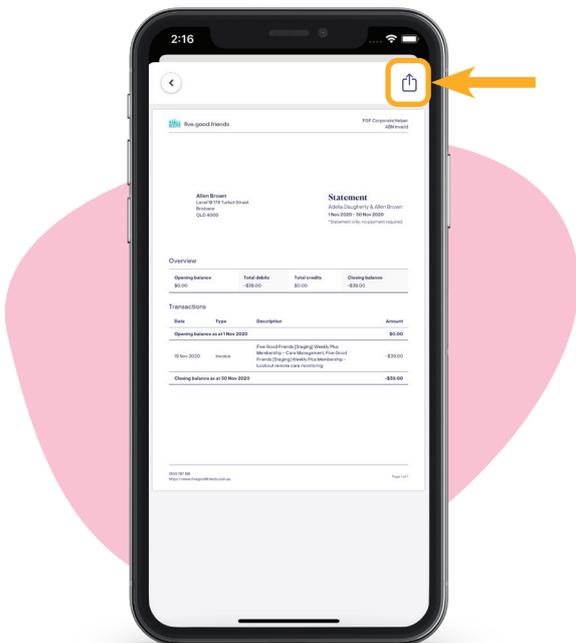
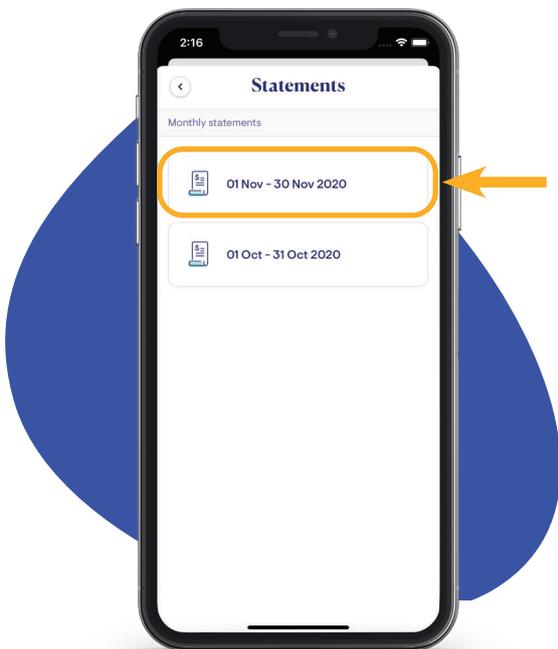
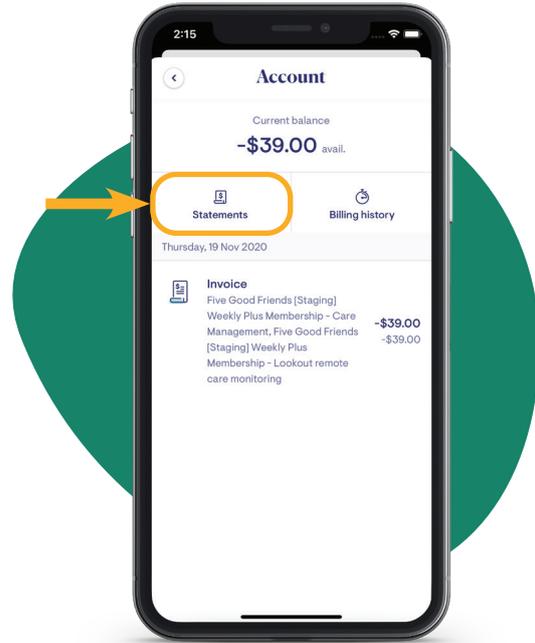


Step 2

A menu should appear. Select your loved one 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 4

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.

Structure of new and improved statements

The addressee of the statement

Who the statement is about and the dates the statement covers.

An overview outlining your opening and closing balance for that particular month.

A chronological list of transactions with descriptions of the invoices, credits or debits that occurred.

five.good.friends		FiveGoodFriends Pty Ltd ABN 87605031249	
Nichole Fisher 39 Market Place, Brisbane QLD 4000		Statement Nichole Fisher 1 Aug 2020 - 31 Aug 2020 *Statement only, no payment required.	
Overview			
Opening balance	Total debits	Total credits	Closing balance
\$0.00	-\$3,234.50	\$6,328.30	\$3,093.80
Transactions			
Date	Type	Description	Amount
Opening balance as at 1 Aug 2020			\$0.00
3 Aug 2020	Invoice	Home Care Standard Services for Nichole Fisher by Anita Redfern on Mon 27 Jul 2020 8:30 am (1.0 hr)	-\$42.90
2 Aug 2020	Invoice	Home Care Standard Services for Nichole Fisher by Alena Murphy on Mon 27 Jul 2020 3:30 pm (1.0 hr)	-\$42.90
1 Aug 2020	Invoice	Home Care Standard Services for Nichole Fisher by Anita Redfern on Tue 28 Jul 2020 9:30 am (3.0 hr)	-\$128.70
31 Oct 2020	Invoice	Home Care Standard Services for Nichole Fisher by Alena Murphy on Wed 29 Jul 2020 7 am (1.0 hr)	-\$42.90
30 Oct 2020	Invoice	Home Care Standard Services for Nichole Fisher by Alena Murphy on Thu 30 Jul 2020 1 pm (3.0 hr)	-\$128.70

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

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**.

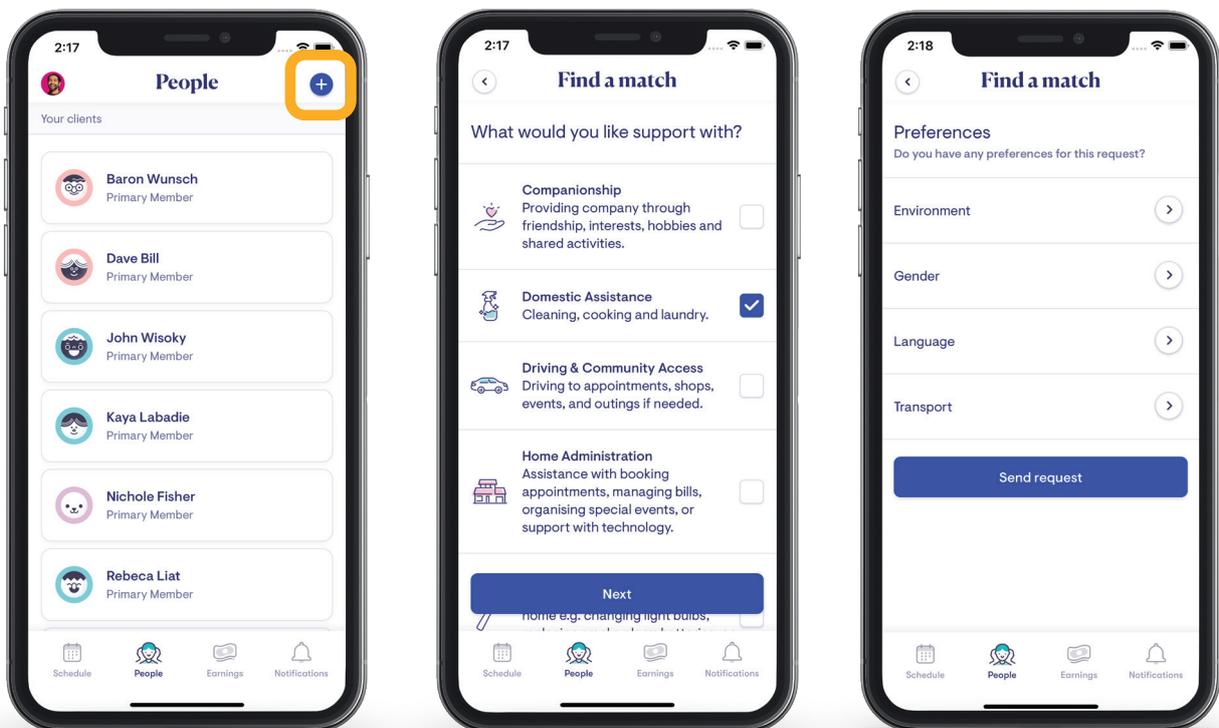
If you have any questions, please don't hesitate to call us on **1300 787 581**.

Finding a Match with Helper Requests

Creating a Helper Request

Members or authorised representatives can find Helpers to match with via our app at any time with Helper Requests. To make a request, you need to:

- Open the Five Good Friends app on your smartphone 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.



Within 24 hours, you will receive an email and/or app notification with the best matches based on your request. You can then view the Helpers we've recommended and decide if you'd like to send a request to any of them or not. You can always request we send more matches to you.

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.

Helper Meet-and-Greets

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

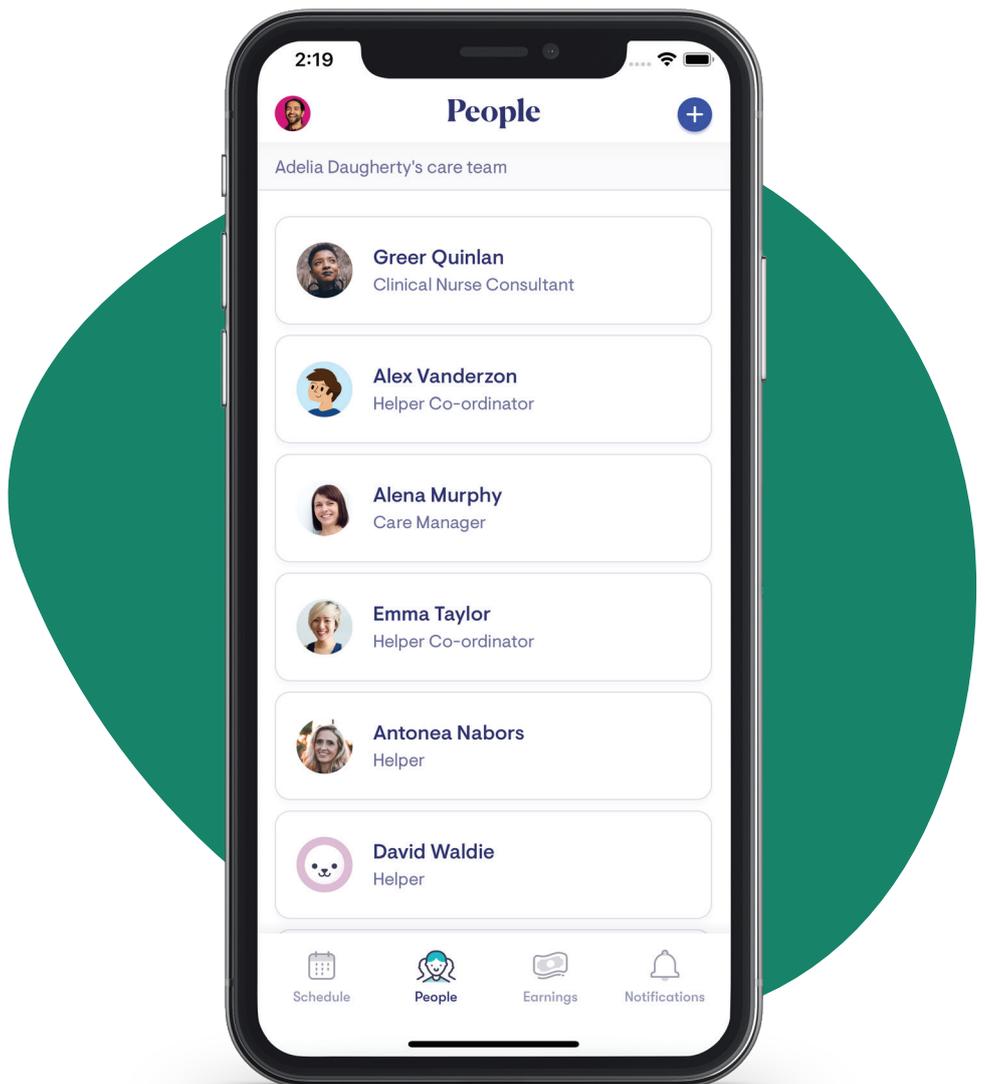
A meet-and-greet is short, informal meeting that allows you and the Helper to meet in person, over the phone or via a video chat (whichever works best) to ensure that you're comfortable with each other.

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.



Your Care Team

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.



Helper Visit Management

You can set up your visit schedule by directly communicating with a Helper in your primary Helper team.

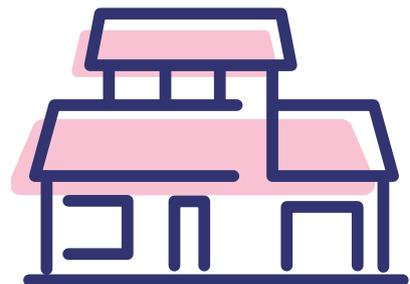
A Helper must be added to your primary Helper team before you can arrange visits and scheduling with them.

Adding, Cancelling, Extending or Rescheduling a visit?

Helpers in your primary care team can manage all of these tasks. If you don't have their phone number, this is accessible via our app. 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 here for guidance:

<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.



Priority Helper Referral

If you have an existing relationship with a Helper that you would like to utilise with Five Good Friends, we have a 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.

Please note that all Helpers will need to have their qualifications and supporting documents vetted and verified by our team before they can be safely approved for use. Helpers must also utilise the Five Good Friends platform to manage all visits and billing with a Five Good Friends self-managed member.



MarketPlace of Approved Allied Health and Third Party Service Providers

Our MarketPlace catalogue of suppliers has been through a thorough on-boarding process prior to becoming an approved supplier to Five Good Friends.

This process ensures that all MarketPlace suppliers have been verified, agreed to our strict service delivery terms, and their compliance documentation has been checked, approved and kept on record.

You will find a printed version of our current MarketPlace suppliers 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>



Ordering from Our MarketPlace

You can place an order through our MarketPlace by either:

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.

Order requests will still require review 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.



Priority Referral for Additional Suppliers

If you would like Five Good Friends to add a particular third party 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 unique identifier code when placing the order so we can correctly identify your referral and match that supplier for your use.

Not all of those that apply for our MarketPlace platform are approved. Around 52% of them don't meet our standards, as we believe that if we have authorised someone to go into your home, then we need to feel at home with them first.

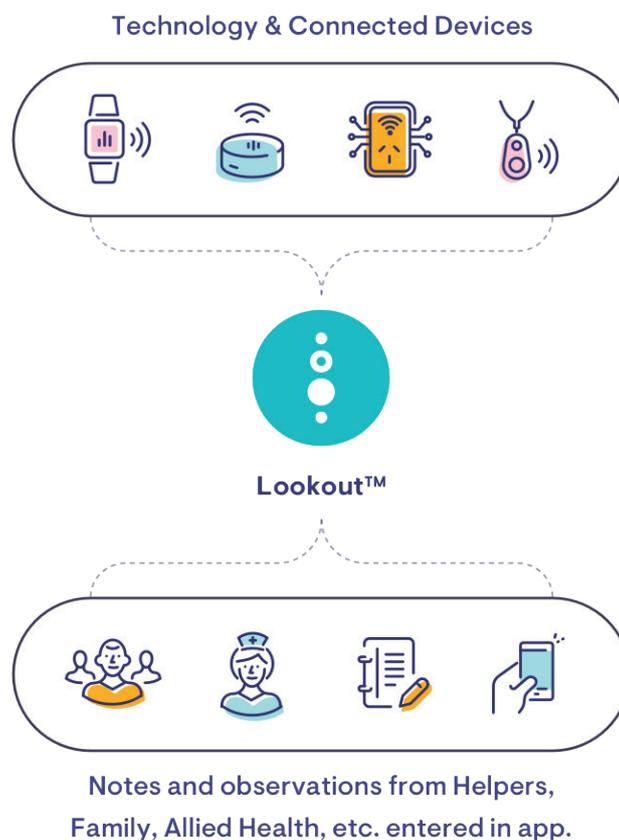


Remote Care Monitoring

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.

Observations are analysed by our software Lookout to identify when you need additional or proactive care.

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.





five.good.friends

1300 787 581

fivegoodfriends.com.au