five.good.friends

Self Managed Membership

Take control, and confidently chart your own course, together with Five Good Friends

Member How-To Guide

L2, 179 North Quay
Brisbane City QLD 4000

Call 1300 787 581
www.fivegoodfriends.com.au

First thing's first

The Self Managed Member how-to guide is for Five Good Friends Self Managed Members, who have set up an account and completed a Welcome Meeting.

If that's you, welcome!

We are excited to be working with you!

If you are yet to set up an account with Five Good Friends, or alternatively, you want to chat and find out the best membership for you, call our Five Good Friends Care Advisors on **1300 787 581**.

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 client and their family in the centre.

To do this, we started by asking a different question and built our organisation 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
CEO and Co-founder of Five Good Friends

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Introduction

Thank you for joining Five Good Friends.

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

This how-to guide outlines how we at Five Good Friends plan on working together with you to support you and your loved ones' needs. The guide will help you understand how we can assist you and what tools you have at your disposal.

We will walk you through the information and if you have any questions, please call our Member Services team on **1300 787 581**.

We look forward to assisting you live a rich, engaged life in the home and community you love.

Proactive health and wellbeing outcomes

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 that people can remain living in the homes they love for as long as possible.

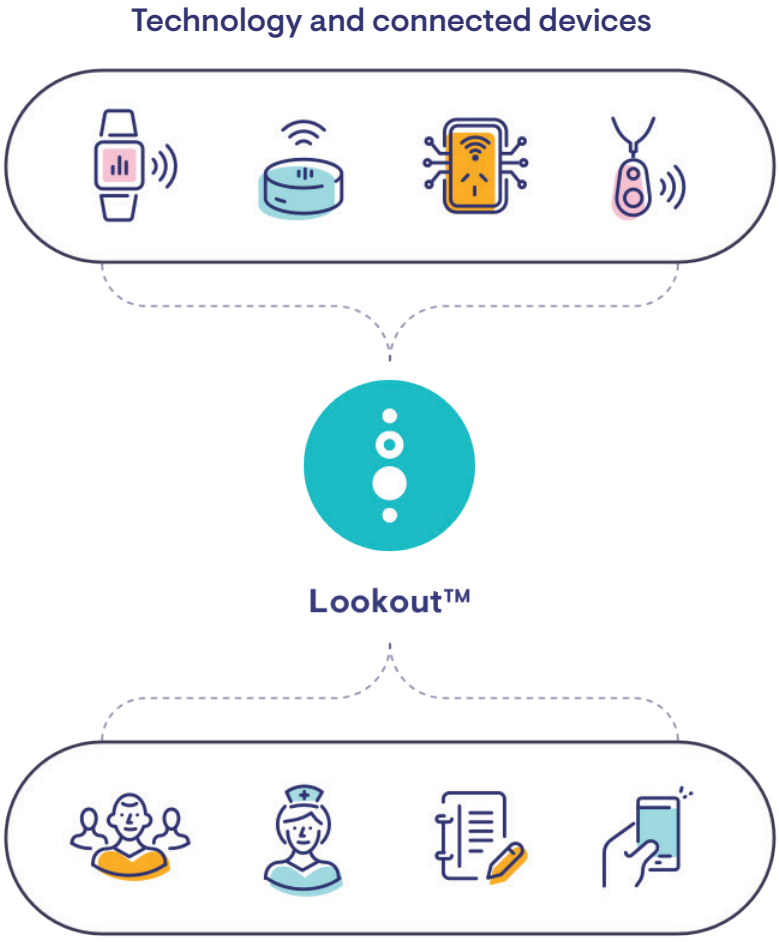
Not only will you have more control over the services you receive, you will benefit from the oversight of our remote care monitoring technology. The 24/7 technology quietly works in the background to collect observations from our Helpers and your approved network. An observation is simply a snapshot that tracks how you are going and if anything has changed. The observation is analysed by the software to identify whether you need additional or proactive support, providing you and your loved ones with peace of mind.

We will also subscribe you to a series of surveys that can be completed by yourself or with the assistance of an Authorised Representative or Helper. These surveys are designed to help us establish a baseline for your mental and physical wellbeing. Responses that indicate significant movement from baseline will also trigger an observation and investigation.

Early intervention means we can deliver better health outcomes

If an observation is raised and it's deemed to be of concern, our Self Managed team will be in contact with you and your identified primary contact, or Authorised Representative, 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**.



Self Managed Care - you have control

Self Managed Care provides you with the tools and coaching required to manage key aspects of your own home care services without compromising on quality.

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

Assistance with self-care activities

Social and community participation

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 membership plans that can be found on our website.

We will walk you through the information and if you have any questions, please call our Member Services team on **1300 787 581**.

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 membership.

- **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, visiting schedule and financial information.

- **Organise Helper matches through our Five Good Friends app on your smartphone or on the web browser of your computer.**

  You and your Authorised Representative will be able to search, match, communicate and propose visits with Helpers in your area.

- **Manage your ongoing services with your Helper matches through our Five Good Friends app on your smartphone or on the web browser of your computer.**

  All of your Helpers must utilise our Five Good Friends app for each visit so that we can work together to provide you with quality care.

- **Place orders for goods and services via the web browser on your computer or through our Member Services team.**

  Call our Member Services team on **1300 787 581** and let them know what you need to organise for delivery and from which partner or supplier. If the partner or supplier has not been verified by Five Good Friends, we will contact them so that they can be safely trusted to deliver services and be paid.

As a Self Managed Home Care Package Member, you will be required to act in accordance with the Home Care Agreement and the Aged Care Act.

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

We're here to support you

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

Five Good Friends will:

- Collaborate on the development of your help plan to includes 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 Representative, any nominated Sharers and all Helpers.
- Make payment to suppliers that provide invoices in the acceptable format for approved services. Five Good Friends process payments in the middle and at the end of the month. Please submit your invoices 5 days prior to be included in the payment run.
- Ensure provision of insurance and medical malpractice insurance for verified Helpers on the platform.
- Manage competency assessments of all Helpers as deemed relevant as part of 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 our Self Managed team of any alerts triggered by Remote Care Monitoring 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 annually to ensure care and services continue to meet your assessed care needs and preferences.
- 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.
- 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 care managed, if ever required.

Let's access your 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.

Once 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**.

What if 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 call **1300 787 581** to chat with our Member Services team, who will be able to assist you.

What if my account invitation has expired?

You can receive a new invitation email by going to

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** and they will be able to send you a new activation link.

I have 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

and entering the email you signed up to Five Good Friends. Sometimes, the reset email can be marked as spam, so be sure to check your spam folder in your email if it has not arrived in your inbox.

Setting up your devices

You or your Authorised Representative can access your account via the Five Good Friends app on smartphone or the web browser on your computer.

The Five Good Friends app is available for download on the Apple App Store for iPhone and the Google Play Store for Android.

You can also access your account via a web browser on your computer at https://app.fivegoodfriends.com.au.

Yes, I have a smartphone device.

Follow the relevant link above on your smartphone:

For iPhone users:

1. Find and open the App Store 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 bar.
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's home screen.

For Android users:

1. Find and open the Google Play Store app on your Android smartphone.
2. Tap the Google Play search bar at the top of the page.
3. Type in **"Five Good Friends"** in the search bar.
4. Tap on the Five Good Friends app listening and tap install.
5. Once the download is complete, the Five Good Friends app will appear in your menu of available apps on your phone.

I don't have a smartphone.

If you don't have a smart phone, you can still access your account on your computer. Type

https://app.fivegoodfriends.com.au

at the top of your web browser 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 your account on your smartphone or computer.

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

Understanding your help plan

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

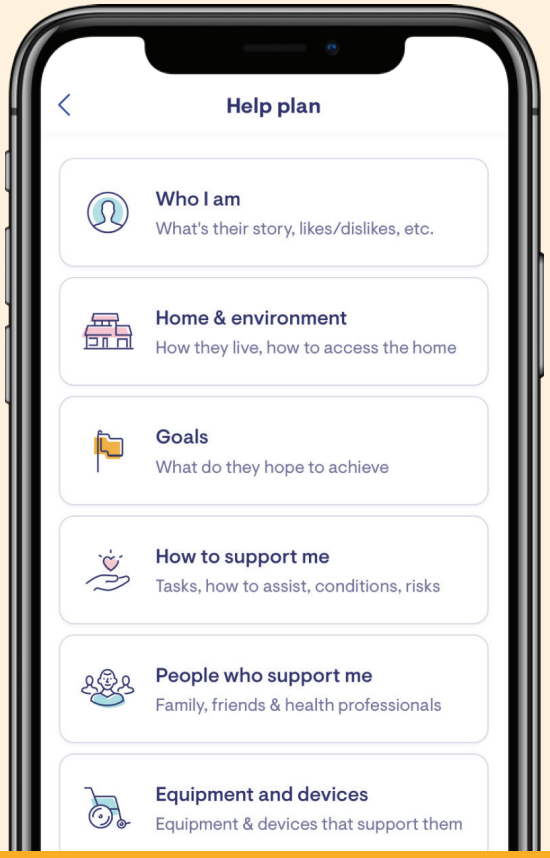
Your story, goals, and expectations are captured in a living document known as your help plan. It outlines what's expected of us, what we should be doing with and for you, as well as anything we need to be aware of to deliver great outcomes for you.

Spending time on your help plan and what you want is really important. Take the time to sit with your family and loved ones before your Welcome Meeting or review and ensure that you tell us everything we need to know about how you want to receive your care and support.

Accessing your help plan.

To view your help plan, you will need to:

1. Open the Five Good Friends app on your smartphone, or login via a web browser at https://app.fivegoodfriends.com.au.
2. 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.
3. A menu will appear, navigate to your account area and select help plan.



How do I change my help plan?

Help plans are important and we know your circumstances and needs change over time. It is important that you are part of writing your help plan- the best help plans are the ones constructed in collaboration with your family and loved ones.

Once we start, you will have an annual review scheduled. If you would like to update your help plan sooner, please contact our Member Services team on **1300 787 581**.

Minor changes to your help plan can be made by speaking with our Member Services team. Circumstances change, we understand that. So if there are major changes that need to be made, your help plan needs to be reviewed. You can call our Member Services team on **1300 787 581** to arrange a consultation to review your help plan in person, over the phone or via video call.

Who can access my help plan?

Your matched Helpers and your Authorised Representatives can also access your help plan. Helpers who are no longer matched with you will not have access to 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** 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 - stay informed and in control of your finances

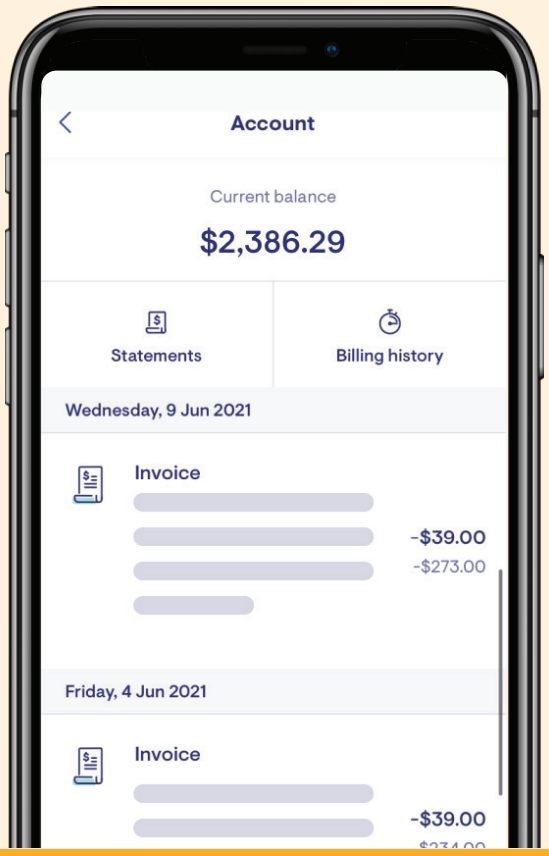
We know Self Managed Members want transparency and to stay informed and in control. Importantly, this includes visibility and understanding of your finances. That's why we built the Accounts feature in our app to give families access to transactions, current balance and the ability to download monthly printable statements.

Your statements outline your current available funds and transactions that occurred over the past month. You can access your statements online when you log onto your account via your smartphone or the web browser on your computer. If you would prefer to receive your statements via mail, please give us a call on **1300 787 581**.

Viewing available funds and transactions on your account

You can view transactions and statements in the app by doing the following:

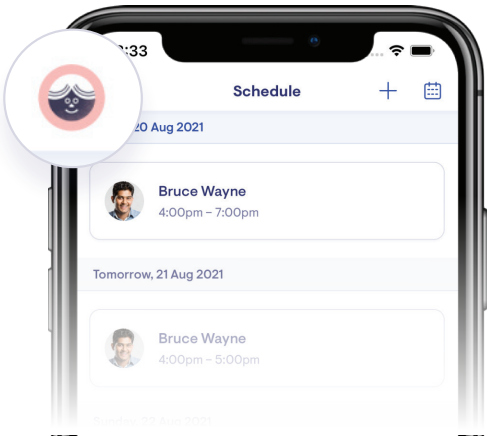
1. Log into your account via the app on your smartphone or the web browser on your computer.
2. Tap on your avatar in the top left-hand side of the smartphone app or top right-hand side on the web browser.
3. A menu should appear. Scroll down until you find a section labelled after your funding type (e.g. Home Care Package, NDIS or Private) and select the button labelled "**Account**" under the section.



Viewing and downloading statements in your account

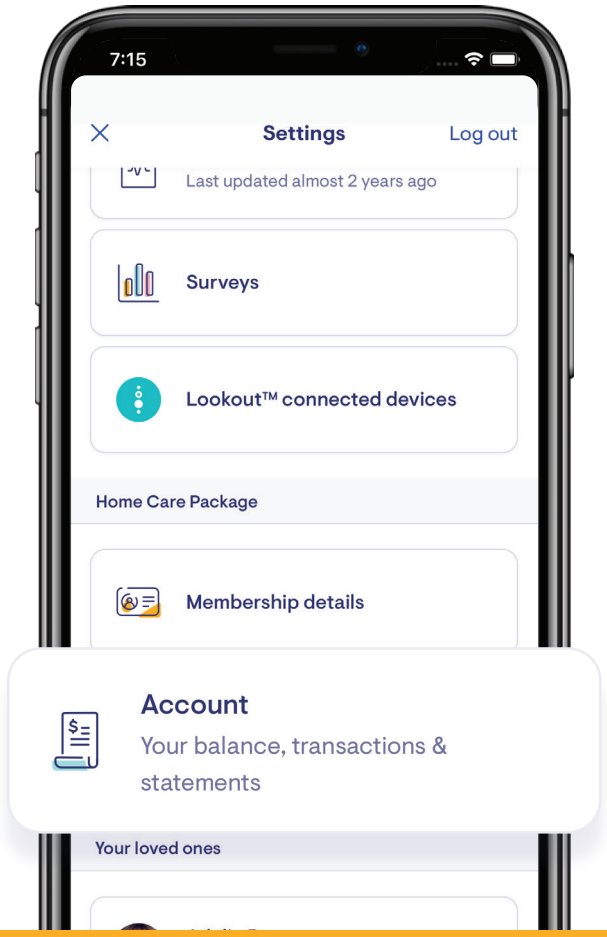
Step 1

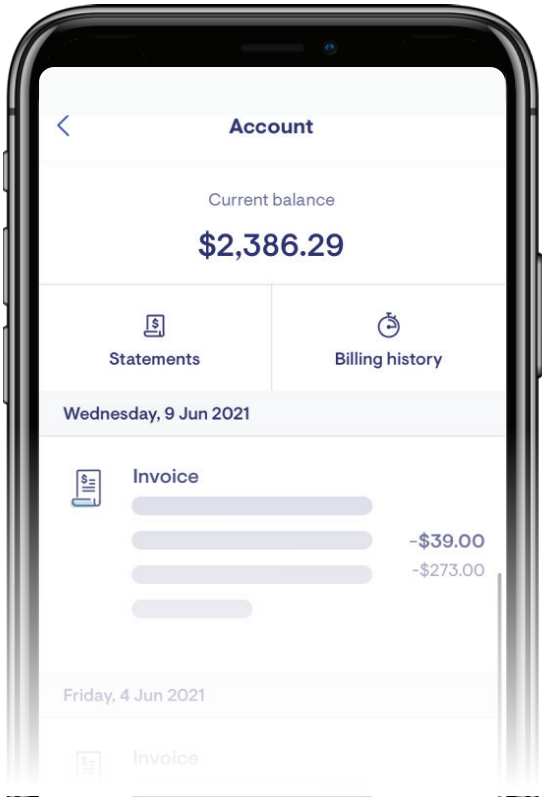
Click on your avatar in the top left-hand side of the smartphone app or the top right-hand side of the web browser.



Step 2

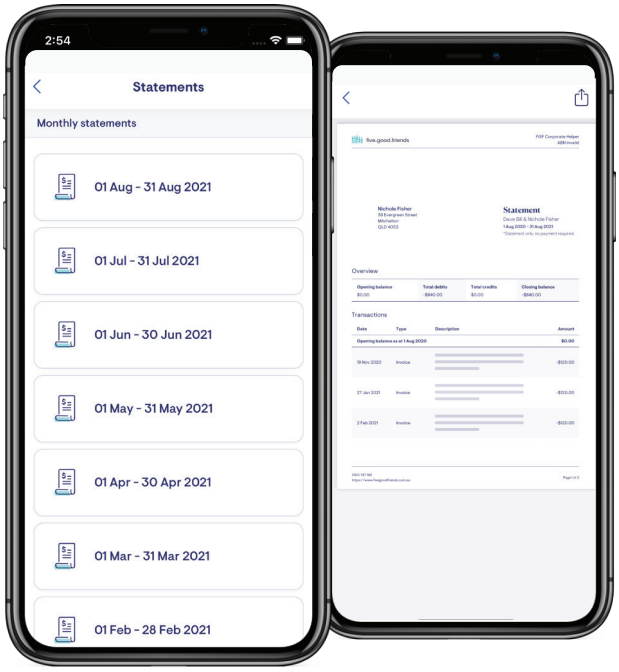
A menu will appear. Scroll down until you find a section labelled after your funding type (e.g. Home Care Package, NDIS or Private) and select the button labelled "**Account**" under the section.





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.

Our new and improved statements

Glossary - Let's help you understand what we mean

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 partners as well as reimbursements to Helpers for expenses.
Total credits	This is the amount claimed from the government from your Home Care Package funds, and any of your personal contributions to your account.
Closing balance	The currently available funds (debit or credit) at the end of the statement period.

Note: As part of the changes to the way the government will be providing funding for your support, this statement will be redesigned by October 2021. We will advise once those changes are completed.

FAQs - 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.

Why is my account in deficit?

Home Care Package funding deposits from the government will be added to your account when received. This may mean some Members may appear to be in deficit at some point throughout the month until the funds are received and added to the account. So long as the deficit is less than your normal monthly deposit, you usually have nothing to worry about.

Note: Payment arrangements relating to deficit funds are currently under review and are likely to change between October 2021 and December 2021. We will be in touch directly regarding the specific adjustments to this process as they roll out.

Can I still have 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 your perfect Helper

Five Good Friends is committed to providing you a network of Helpers who are there to provide you with care and support so you can live in your home, in the community you love.

When you look for a Helper remember to think about what matters to you – the Helper profiles tell you a lot about them, their background, skills and interests. Let start by helping you find your Helpers.

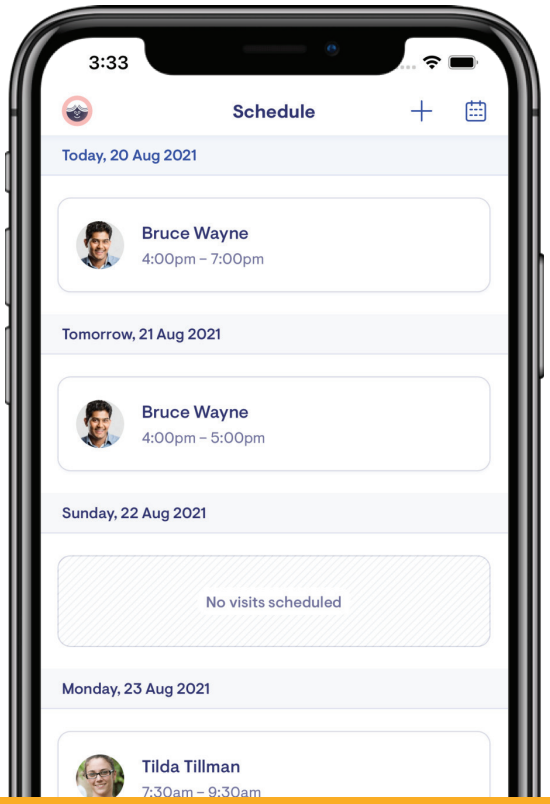
Let's find you the right Helper.

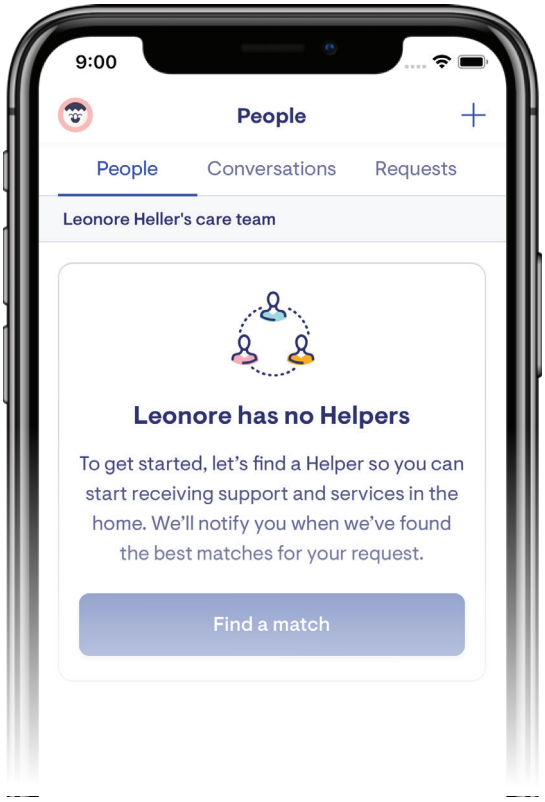
You can find Helpers to match with via our app on your smartphone or the web browser on your computer at any time utilising **"Helper Opportunities"**.

To make a request, you need to:

Step 1

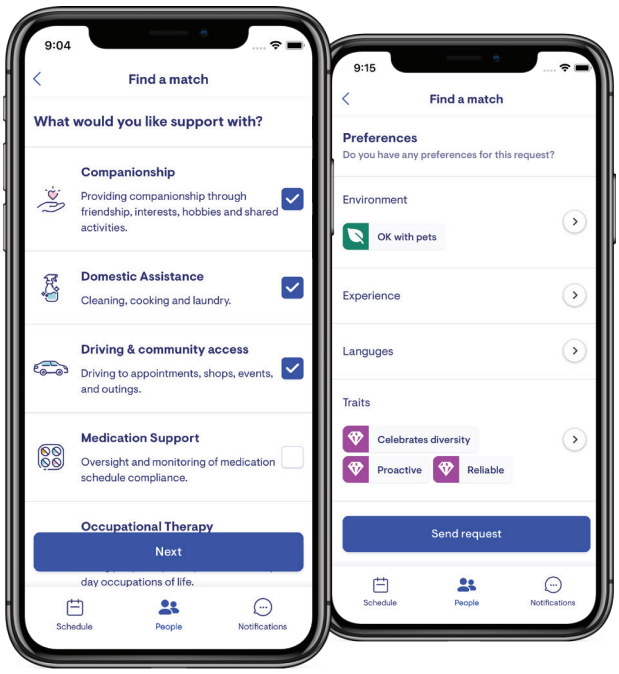
Open the Five Good Friends app on your smartphone or on your computer or login via the web at https://app.fivegoodfriends.com.au.





Step 2

Navigate to the tab labelled "**People**" and you can either look for a panel that says "**Find a support worker**" or alternatively, you can select the "**+**" button in the top right-hand side of the screen to start your request.



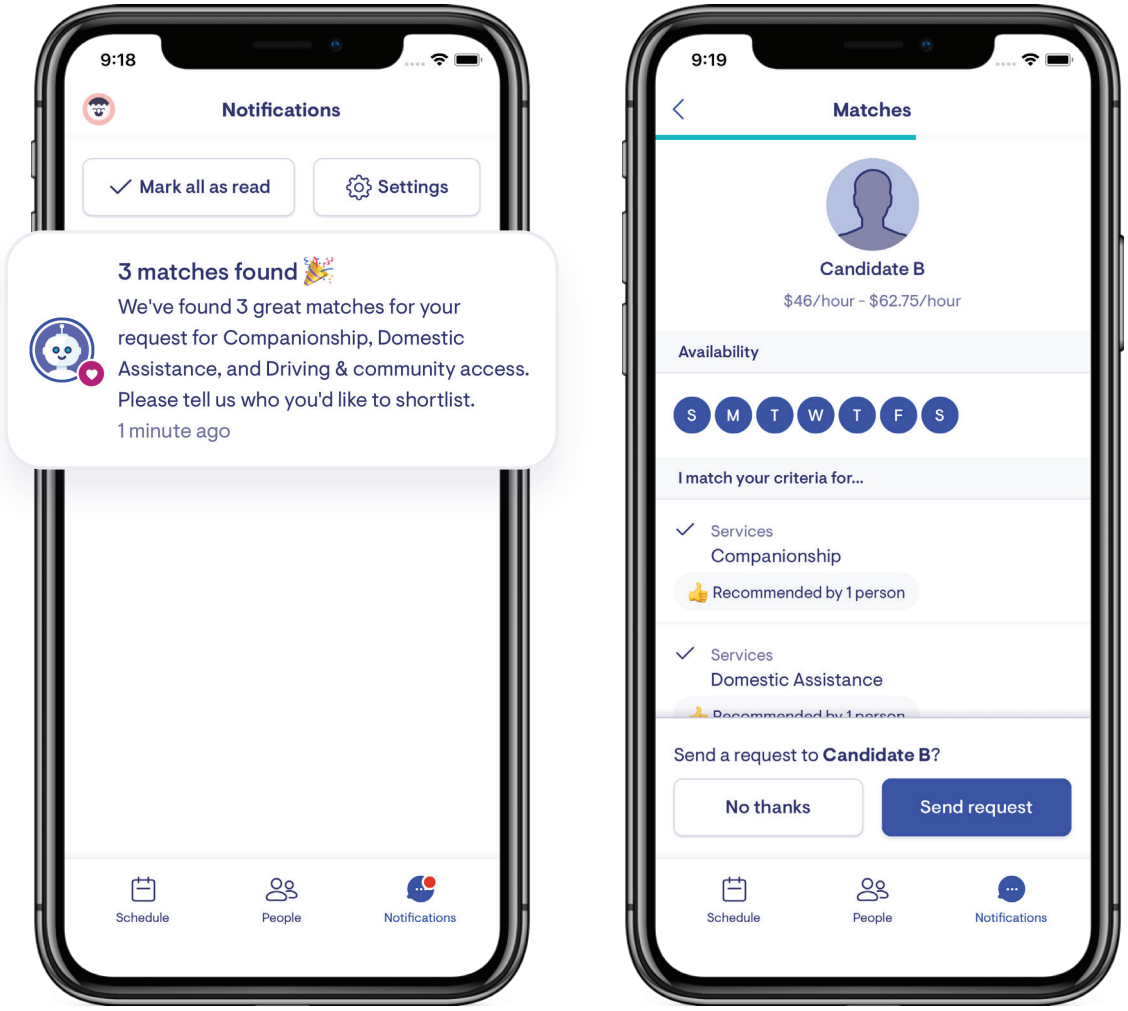
Step 3

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.

Reviewing potential Helper candidates

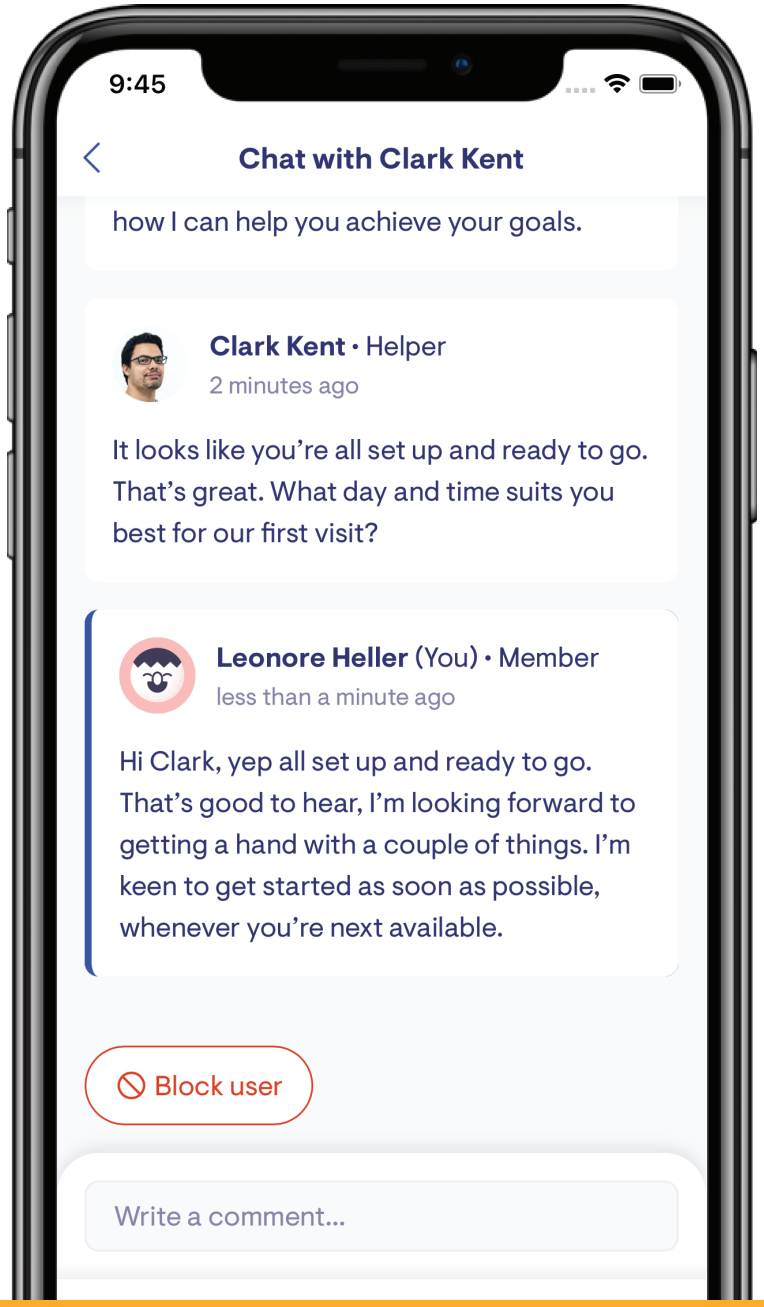
Within 24 hours of making your request, you will receive a shortlist of 3 candidates who were the closest match for your request. You can then review each candidate and decide if you would like to send any of them your request.

The candidate's full details are hidden from you until the candidate accepts your request. We do this to protect their privacy until they are ready to take on your request. It also helps to reduce unconscious bias in the selection process so everyone has a fair go.



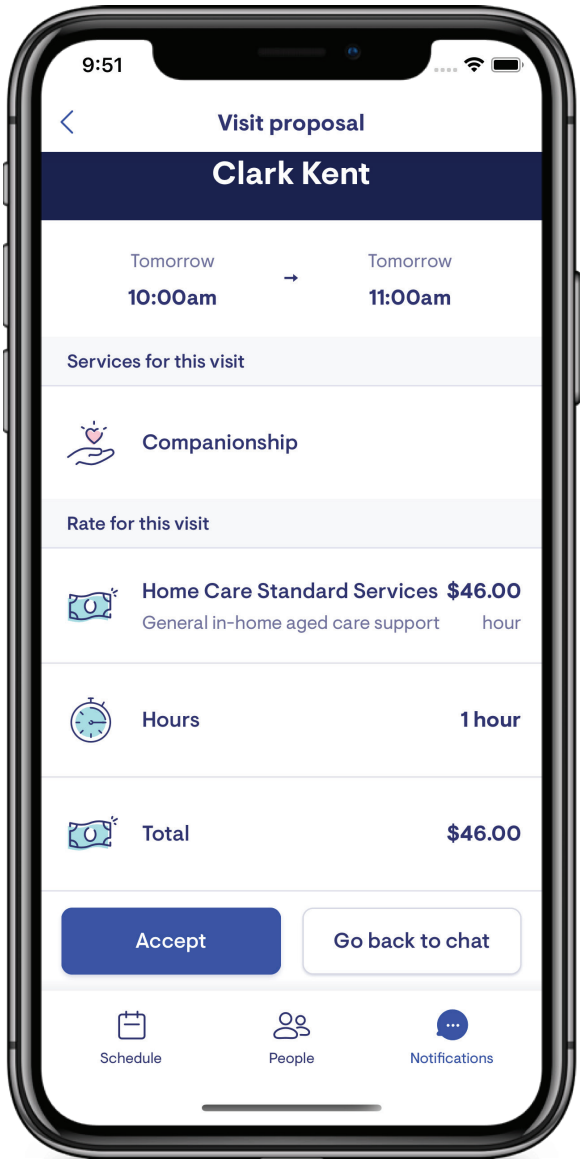
Negotiating a rate and time

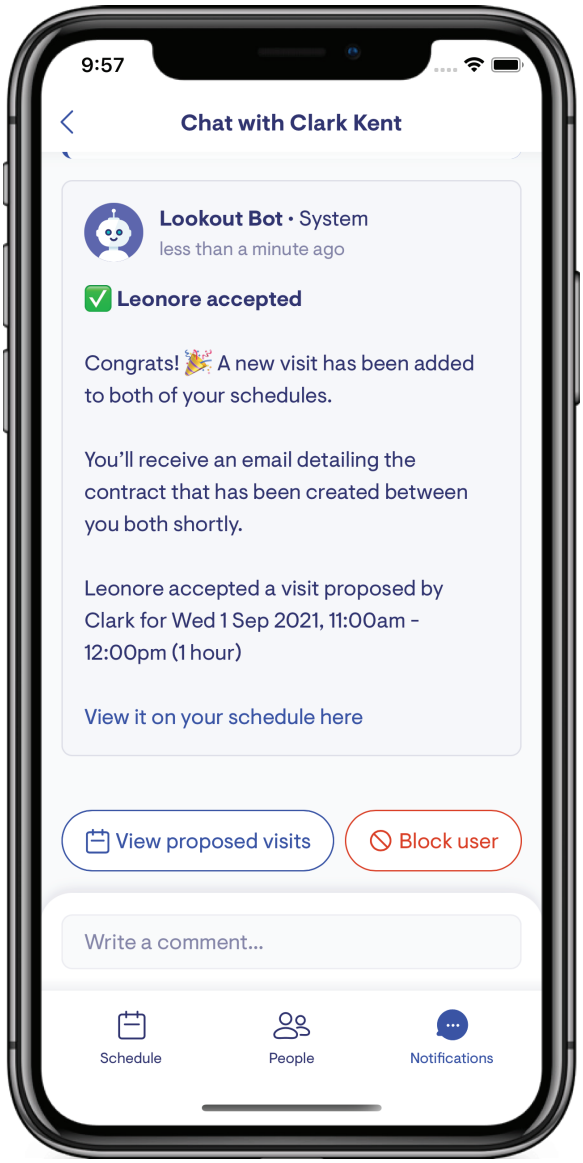
The Helper will receive a notification about the approved request and confirm that they are still ready to engage with your directly. Once accepted, you are both able to chat directly via the app about the ideal time and rate for a visit.



Proposing and accepting a visit

Once you have reached an agreement about what is required and the rate with the Helper, the Helper can propose a visit that you will need to accept before the service can occur. The proposal can be adjusted as many times as is necessary by the Helper until you are ready to accept it. Once you accept the Helper's proposal, the visit is booked into our system and will appear on both of your schedules.

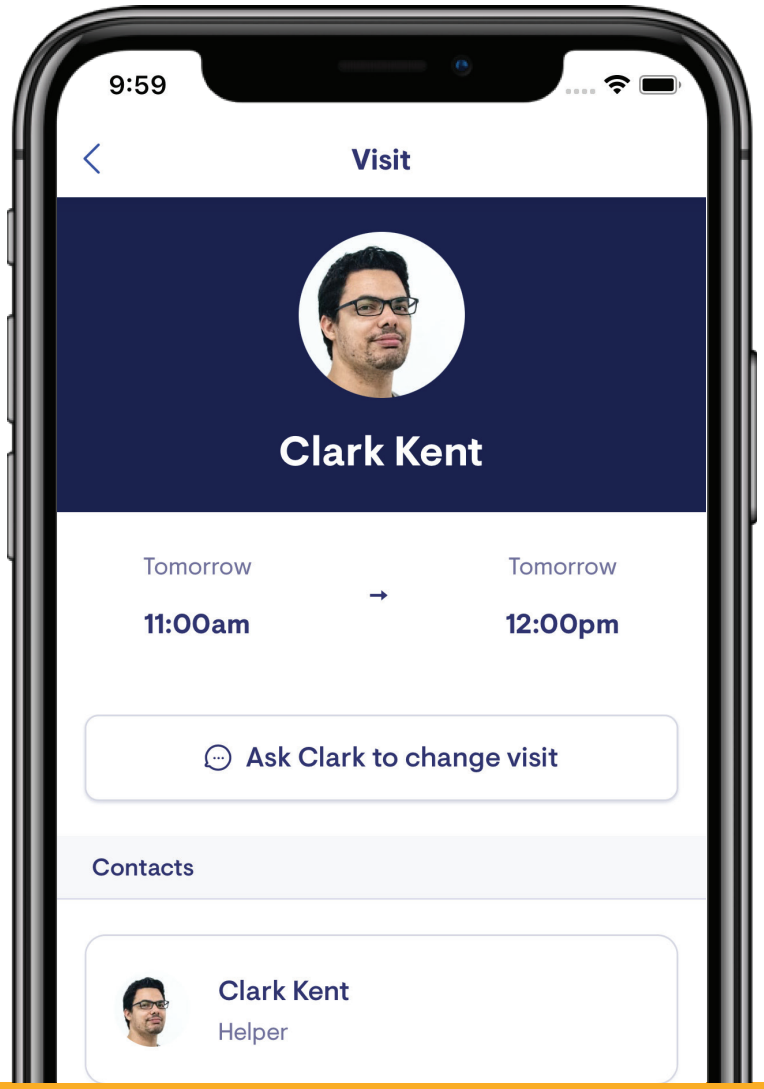




Requesting a change to a visit

You can request your Helper make changes to a visit that's been scheduled. To do this, you click on the visit on your schedule and select the button labelled "**Ask Helper to change visit**". This will open a chat window between you both so you can discuss what changes you'd like the Helper to adjust about the visit, whether that be day, time, rate or services. The Helpers can edit or reschedule the visit, which is then sent through to you to confirm and accept the changes. Once accepted the visit will be adjusted in your schedule.

Note: If you request a change within 24 hours of a visit's original commencement time, you may still be charged for that visit at the Helper's discretion.



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**.

Helpers pay a Five Good Friends platform fee

Five Good Friends Helpers pay a reasonable fee to have access to the Five Good Friends platform and the ongoing support and opportunities it provides for them running their own business as a carer and Helper.

Known as the Five Good Friends platform fee, Five Good Friends deducts a percentage of the hourly rate that your Helpers will invoice you, which contributes to covering many of the expenses that Helpers would usually have as an independent contractor. Five Good Friends takes care of the groundwork and administration, so that your Helpers can focus on providing you with the best care and supports you need.

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** during business hours should you need to speak directly with a representative from Five Good Friends.

A Five Good Friends Helper - who are they?

We take our commitment to providing you with a network of great Helpers seriously.

To become a Five Good Friends Helper, we go through a number of checks and verifications. A Five Good Friends Helper needs:

- A reliable smartphone with access to the Internet;
- An Australian Business Number (ABN) or a willingness to obtain one;
- Skills, licenses, qualifications, and/or experience relevant to the care support and services they would be providing; and
- Australian residency or provide evidence that they can work legally in Australia.

Helpers are required to complete an application form at

https://helper-apply.fivegoodfriends.com.au

to be onboarded to our platform so you can begin to connect.

Can't find the Helper for you? Advertise 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 access to the Internet;
- An Australian Business Number (ABN) or a willingness to obtain one;
- Skills, licenses qualifications and/or experience 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 if they meet our compliance requirements.

Can family provide support?

We understand that your family and loved ones are sometimes your most important informal carers.

Now you have come on board as a Five Good Friends Member, we want to provide you with great support and care through our Helpers.

In some unique cases, it may be appropriate for family to continue to provide services. Five Good Friends is required to assess these requests in order to meet the Aged Care Quality Standards as an Approved Provider of aged care and disability support services. If you need to discuss in more detail, please feel free to call us on **1300 787 581**.

Now it's time to interview your Helper!

So you have a potential Helper and now it is time to talk to them and find out if they are a match for you.

We have prepared some interview questions to help you get to know the Helper a little better and also decide whether you want them to support you. You can talk to them through the Five Good Friends app or face to face.

We believe friendship is an integral part of the Member and Helper relationship whilst respecting professional boundaries. So, it is really important that you think about what are the qualities that make a great friend to you.

Getting to know them.

The Helper is coming into your home and into your life, so it is important for them to understand a little bit about you, and you about them.

Tell them about your family and friends.

Ask them to tell you about their family.

- What do you like to do on the weekend?
- I have five children and 8 grandchildren. Do you have kids or grandchildren?
- I am part of a local church group, are you a member of a community group?

Ask what hobbies they are interested in.

It is always great if you can find some common interests.

- What do you like to do? What are your hobbies?
- I really like to garden, do you garden?
- I am part of a local church group, are you a member of a community group?

Helpers have a variety of backgrounds and experiences.

So, it is important to ask them what they have done before becoming a Helper.

- What kind of job have you had before?
- Or have you always been a Helper?
- You have three children and have worked in marketing. Why did you decide to become a Helper?
- You have worked in a large hospital, why did you decide to move into community care?

Everyone likes to be asked about what they are good at.

- What are your super skills?
- What do you love doing as a Helper?

Already have a preferred Helper?

If you have an existing relationship with a Helper that you would like to match with on the Five Good Friends platform, 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 directing the priority Helper to complete a referral request online using the form at:

https://www.fountain.com/fivegoodfriends/apply/none-fast-track-helper

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.

Helpers must use the Five Good Friends platform to manage all visits and billing with a Five Good Friends Self Managed Member. We can then work together to provide high quality outcomes to support you.

Choosing a supplier from our Supplier Marketplace

Suppliers in our Supplier Marketplace go through a thorough onboarding process prior to becoming an approved supplier for our Five Good Friends Members. Our onboarding process ensures the suppliers in our Supplier Marketplace have been verified, have agreed to our strict service delivery terms, and their compliance documentation has been checked, approved and kept on record. We want to ensure your safety and that you receive high quality service delivery from trusted, insured third party 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 team during business hours on **1300 787 581** 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.

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** 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 your or your Authorised Representative. Once received, our Member Services team will contact you or your Authorised Representative 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** 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 asked to contact you or your Authorised Representative 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 suppliers 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.

How to place an order with your preferred supplier

If you require a service delivery and you have a preferred supplier, let us know as soon as possible by contacting our Member Services team on **1300 787 581**. 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**.

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 fulfil your order requests. You can also find out more about exclusive special deals from our preferred partners by calling our Member Services team on **1300 787 581**.

Contacting Five Good Friends

We understand that 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 the web browser on your computer.

And finally, welcome aboard. We are excited to partner with you and your loved ones in providing your Self Managed Care.

five.good.friends

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Call 1300 787 581
www.fivegoodfriends.com.au