

# CLIENT FREQUENTLY ASKED QUESTIONS

## Paper to online Home Care Package statement of income and expenditure

### What is MyFeros?

MyFeros is our free easy-to-use app and website for Feros Care clients. It's a secure 'one-stop-shop' enabling you to manage your funds, view past and upcoming services, see which Care Worker is scheduled to visit, request changes and new services, update your personal details, and easily communicate with us. Just download the app or jump on the website, [myferos.com.au](https://myferos.com.au) to access your account from anywhere, at any time.

### Why is my monthly printed statement moving to MyFeros?

Moving your monthly statement to the MyFeros portal is a more convenient and eco-friendly way for you to stay up to date with your funds. This not only reduces our environmental footprint, but also provides a repository of information that can't be misplaced or go missing in the post.

### When will this change take place?

Starting January 2024, you will no longer receive a printed statement in the mail.

### How do I access my statement on MyFeros?

It's easy and we're happy to show you how! After registering for MyFeros, simply log into your account. Click on 'finances' in the top menu which will take you to a new page with your Home Care Package statement of income and expenditure, invoices, statement of account, and payments relating to your account. To watch a step-by-step video on how to access your statement on MyFeros, scan the QR code at the bottom of this page.

### What if I find it challenging to adapt to the new digital process?

We understand you may feel a little apprehensive about this new process, however rest assured it has been specifically designed for simplicity and ease of use. As mentioned, it's not only user friendly, but also convenient, secure, and environmentally conscious, aligning with Feros Care's emphasis on digital accessibility and sustainability.

If you have any questions or need a little help, our customer experience team are only a click or phone call away.

## What support will be available to help me adapt to this new process?

We're always here to support you and have prepared step-by-step videos to make finding your way around the MyFeros portal easy.

To view these videos, visit [feroscare.com.au/myferos](https://feroscare.com.au/myferos) or scan the QR code at the bottom of the page.

You can also contact us for a free, over-the-phone support session with one of our friendly team members to help you get up and running. Call us on **1300 461 461** to learn more.

## What if I prefer printed statements?

You can download and print your statement from the MyFeros portal, however we encourage you to join us in reducing paper wastage and creating a more sustainable future.

## Will I receive notifications about my summary?







Absolutely! From January 2024 you will receive notifications whenever your new statement is ready on the MyFeros portal. These notifications will include links and instructions on how to access your statement.

## How can I be sure my data is secure on the online portal?

Your security is our priority. The online portal employs advanced encryption and authentication measures to keep your data safe. This provides peace of mind that your sensitive information is protected and accessible only by you (and your loved ones at your request).

## Apart from easy access to my summary, what else can MyFeros do for me?

MyFeros allows you to take control of your in-home care, providing key information and support tools at the touch of a button. With MyFeros, you can:

-  **Manage your funds**
-  **View past and upcoming services**
-  **See which care worker is scheduled to visit**
-  **Request changes, pauses, and new services**
-  **Update your details**
-  **Easily communicate with us, and stay in touch with your contacts and carers**

## How does this transition benefit the environment?

By moving away from printed statements, we're significantly reducing paper usage and our environmental footprint. You can feel good about contributing to a greener future and helping us become a more sustainable organisation.

## Is there a grace period to help me adjust to the new process?

Yes there is! We are always here to answer your questions and for the first three months after the transition, we can provide extra support if needed. Feel free to reach out to us at any time.

## How can I share my feedback about the transition process?

Your feedback is invaluable to us, and our client experience team welcomes your input. Understanding what makes your life easier helps us continually improve, so that we not only meet but exceed your service expectations. Please contact us on **1300 461 461** to share any feedback.

We're here for you every step of the way. Thank you for your trust and cooperation as we move towards a more digital and sustainable way of supporting you to grow bold, and enjoy a better quality of life.



**Learn more** about  
this change



Watch the MyFeros  
**how to videos**

### HOW TO USE A QR CODE

- 1 Open the camera on your phone.
- 2 Point the camera at the QR code.
- 3 In a few seconds a small banner will appear.
- 4 Tap the banner on your phone screen.