# HOME CARE PACKAGE STATEMENT

# Statement provided to:

|  |  |  |  |
| --- | --- | --- | --- |
| Mrs Jane Smith  13 Sample Street  Sampletown SA 5000  Australia |  | **Client Name:** | Mrs Jane Smith |
| **My Aged Care ID No:** | AC12345 |
|  | **HomeCare Provider No:** | 67890 |
|  | **Location:** | Sampletown SA |

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| **This is not an invoice – no payment is required.**  This is a statement only. Please refer to the following pages for information relating to services that you have received in the current statement period.  You will receive a separate invoice if you have agreed home care fees.  Please contact us if you have any questions regarding your statement.  **Call: 1800 123 456 Monday to Friday – 8:30am-5:00pm Email: information@homecare.com.au** |

**Account Summary**Statement Period: 1 January 2023 to 31 January 2023

|  |  |
| --- | --- |
| Home Care Package balance as of 1 January 2023 | $8,598.21 |
| Government and client contributions received during the period | $3,725.94 |
| Services purchased during the period | -$1,972.62 |
| Items purchased during the period | -$367.20 |
| Adjustments or refunds from previous months | -$106.25 |
| Remaining Home Care Package balance as at 31 January 2023 | $9,888.08 |

If you need assistance in understanding this statement in other languages, you are welcome to access free translation services.

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| Department of Home Affairs Translating and Interpreting Service logo | **Call us: 131 450 - 24 hours, 7 days a week Or visit our website: www.tisnational.gov.au** |

## Your Home Care Package – summary income and expenses

The table below summarises the total Government subsidy and client contributions received for your Home Care Package during the statement period, and the expenses incurred based on equipment, items and services provided to you in the same period.

|  |  |
| --- | --- |
| Home Care Package balance as at 1 January 2023 | $8,598.21 |
| **Government subsidy and client contributions received during the period** | **$3,725.94** |
| **Government subsidy** |  |
| Home Care Package basic subsidy (HCP Level 3) | $2,984.37 |
| Primary supplements (Dementia and Cognition, Veterans’, Top-up,   Enteral Feeding and/or Oxygen) | $343.17 |
| *Less: Care subsidy reduction (income tested care fee)* | -$520.49 |
| *Less: Compensation payment reduction* | $0.00 |
| Other supplements (Hardship and/or Viability) | $0.00 |
| **Client contributions** |  |
| Basic Daily Fee received | $353.40 |
| Income Tested Care Fee received | $520.49 |
| Additional Service Fee received | $45.00 |
| **Equipment, items and services purchased during the period** | **-$2,329.82** |
| **Equipment and items** |  |
| Equipment and item rentals and purchases | -$367.20 |
| **Services** |  |
| Personal care | -$110.00 |
| Nursing and health services | -$215.00 |
| Cleaning and household tasks | -$190.00 |
| Light gardening | -$60.00 |
| In-home respite and social support | -$300.00 |
| Transport and other services | -$174.00 |
| Meal preparation and diet | -$135.00 |
| Additional services | -$45.00 |
| **Other package services** |  |
| Care management | -$440.17 |
| Package management | -$293.45 |
| **Adjustments or refunds from previous months** |  |
| Incorrect or missing charges from previous months | -$106.25 |
| **Remaining Home Care Package balance as at 31 January 2023** | **$9,688.08** |

Please contact us if you wish to explore options on using your Balance funds for any additional items or services.

## Detailed Expense Information

The following information relates to the specific equipment, items and services provided to you during the statement period. It also shows care and package management charges and any adjustments made from previous periods.

### Equipment and item rentals and purchases

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Date | Provider | Service | Rate | Units | Unit Cost | Cost |
| Sun, 1 Jan | Alarm Rentals Pty Ltd | Personal alarm rental | Per day | 31.00 | $1.20 | $37.20 |
| Thu, 12 Jan | Aid Equipment Pty Ltd | Wheelchair purchase | Per item | 1.00 | $330.00 | $330.00 |
| **Total** | | | | | | **$367.20** |

### Services

| Date | Provider | Service | Rate | Units | Unit Cost | Cost |
| --- | --- | --- | --- | --- | --- | --- |
| Sun, 1 Jan | HomeCare Pty Ltd | Personal care | Per hour | 1.50 | $55.00 | $82.50 |
| Mon, 2 Jan | In-Home Services Pty Ltd | In-home respite and social support – Saturday rate | Per hour | 4.00 | $75.00 | $300.00 |
| Fri, 6 Jan | HomeCare Pty Ltd | Cleaning and household tasks | Per hour | 2.00 | $50.00 | $100.00 |
|  |  | Personal care | Per hour | 0.50 | $55.00 | $27.50 |
| Sat, 7 Jan | Foods Pty Ltd | Meal preparation and diet | Per hour | 3.00 | $45.00 | $135.00 |
| Additional services – food | Per hour | 3.00 | $15.00 | $45.00 |
| Wed, 11 Jan | HomeCare Pty Ltd | Nursing | Per hour | 1.00 | $105.00 | $105.00 |
| Nursing supplies | Per item | 1.00 | $20.00 | $20.00 |
| Thu, 12 Jan | Health Services Pty Ltd | Health service – physiotherapy | Per hour | 0.75 | $120.00 | $90.00 |
| Thu, 19 Jan | Home Cleaning Pty Ltd | Cleaning and household tasks | Per hour | 2.00 | $45.00 | $90.00 |
| Sat, 21 Jan | Mowing Services Pty Ltd | Light gardening | Per service | 1.00 | $60.00 | $60.00 |
| Sun, 22 Jan | HomeCare Pty Ltd | Transport and other services – accompanied by personal care worker | Per hour | 2.00 | $55.00 | $110.00 |
|  |  | Vehicle and fuel surcharge | Per km | 20.00 | $1.50 | $30.00 |
| Fri, 27 Jan | Taxi Services Pty Ltd | Taxi voucher | Per item | 1.00 | $34.00 | $34.00 |
| **Total** | | | | | | **$1,229.00** |

### Other package services

| Date | Provider | Service | Rate | Units | Unit Cost | Cost |
| --- | --- | --- | --- | --- | --- | --- |
| Tue, 31 Jan | HomeCare  Pty Ltd | Care management | Per day | 31.00 | $14.20 | $440.17 |
| Tue, 31 Jan | HomeCare  Pty Ltd | Package management | Per day | 31.00 | $9.47 | $293.45 |
| **Total** | | | | | | **$733.62** |

### Adjustments or refunds from previous periods

The following information relates to any incorrect or missing charges from previous months. Please contact us if you have any concerns or questions.

| Date | Provider | Service | Rate | Units | Unit Cost | Cost |
| --- | --- | --- | --- | --- | --- | --- |
| Sun, 1 Jan | HomeCare  Pty Ltd | Refund – services delivered with incorrect charge: 12 Dec 2022 | Per hour | -0.25 | $55.00 | -$13.75 |
| Thu, 12 Jan | Mowing Services Pty Ltd | Missed charge – services delivered not charged: 20 Nov 2022 | Per hour | 2.00 | $60.00 | $120.00 |
| **Total** | | | | | | **$106.25** |

## Other information related to your Package

As your Home Care provider, we are only being paid for the care, services and goods that are actually delivered to you each month. Any unspent subsidy will be held by Services Australia in a home care account for you until needed.

The following table provides a summary of how much of your Package balance is being held by us, with the remainder held by Services Australia. **This information is for your reference only and no action is required from you.**

|  |  |  |  |
| --- | --- | --- | --- |
| Home Care Package remaining balance | | Balance held as at 31 Dec 2022 | Balance held as at 31 Jan 2023 |
| Tue, 31 Jan | Your unspent subsidy held by HomeCare | $4,524.24 | $3,207.06 |
| Tue, 31 Jan | Your unspent client contributions held by HomeCare that may be refunded if you cease services with us | $320.00 | $320.00 |
| Tue, 31 Jan | Your unspent subsidy held by Services Australia | $3,753.97 | $6,361.02 |
| **Total** | | **$8,598.21** | **$9,888.08** |

The previous summary income and expenses section showed the client contributions that we have received from you during the statement period. Below shows the total amount that may be outstanding from previous and current periods based on your assessed income and/or agreed client contributions. This information is for your reference only. We will send you a separate invoice with details on how to pay the outstanding balance.

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| Please call or email us if you have any questions regarding your unpaid fees balance or would like to discuss financial or hardship support options.  **Call: 1800 123 456 Monday to Friday – 8:30am-5:00pm Email: information@homecare.com.au** |

### Client fees and contributions

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Fee type | Description | Unpaid balances as at 1 Jan 2023 | Agreed fees charged this period | | Payments received this period | Balance owing as at 31 Jan 2023 |
| Basic Daily Fee | Your agreed Basic Daily Fee | $0.00 | $353.40 | | -$353.40 | $0.00 |
| Income tested Care Fee | Your assessed Income Tested Care Fee | $600.00 | $520.49 | | -$520.49 | $600.00 |
| Additional Service Fee | Your agreed contribution for additional services | $0.00 | $45.00 | | -$45.00 | $0.00 |
| **Total** | | | | **$600.00** | | |

The balance owed amount is based on information held by us at the end of the period. If you have made any payments since this date, they will be reflected in your next statement.

If you would like to talk to an independent third party about any questions or concerns you have with this statement or would like support to talk to your aged care service provider about your questions or concerns, the Australia-wide Older Persons Advocacy Network (OPAN) provides free and independent advocacy services. Contact OPAN to be connected with an advocate in your state or territory. Please see below for contact information.

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| Older Persons Advocacy Network logo | **Call: 1800 700 600  Monday to Friday – 8:00am-8:00pm,  Saturday – 10:00am-4:00pm Website: www.opan.org.au** |