



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

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.



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
<i>Less: Care subsidy reduction (income tested care fee)</i>	<i>-\$520.49</i>
<i>Less: Compensation payment reduction</i>	<i>\$0.00</i>
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



HomeCare Services

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



Date	Provider	Service	Rate	Units	Unit Cost	Cost
		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



HomeCare Services

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.

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.



Call: 1800 700 600
Monday to Friday – 8:00am-8:00pm,
Saturday – 10:00am-4:00pm
Website: www.opan.org.au