



# Submit a Support at Home claim



This is a step-by-step guide on how to complete claims for the Support at Home program using the Services Australia Aged Care Provider Portal (ACPP) from 1 July 2025.

- **1 Determine the invoice amount for the care recipient**  
Determine how much was spent on their care.
- **2 Log in to the Aged Care Provider Portal (ACPP).**
- **3 Enter and submit invoice items**  
There are 2 ways to submit invoice items on the ACPP:

## Create invoice screen

Location: From the ACPP landing page

Navigate to the Create invoice screen by using the menu button or quick find search bar



### Individual invoice items

Ideal when entering invoice items for individual or multiple care recipients.



### Submit/import bulk invoices

Users can import a CSV file into ACPP to submit invoice items for multiple care recipients at once.

Select Choose File to upload CSV file.

- **4 Navigate to the Claim invoices screen, click the Claim button and check the Claim confirmation box to claim for all invoices submitted.**
- **5 Claim is submitted to Services Australia to approve prior to providing payment to your account.**

To stay up to date, please refer to [health.gov.au/our-work/support-at-home](https://health.gov.au/our-work/support-at-home)