Support at Home monthly 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 |
|  | **Provider ID:** | 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 calendar month. This statement should include all services you received in the calendar month. Please review this statement and discuss any concerns with your provider.

You will receive a separate invoice relating to payment of participant contributions.

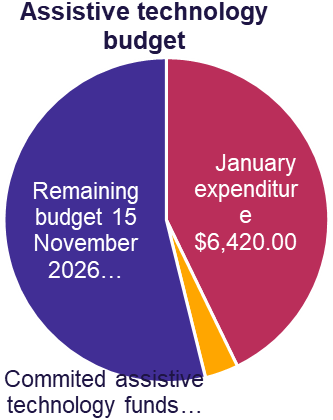
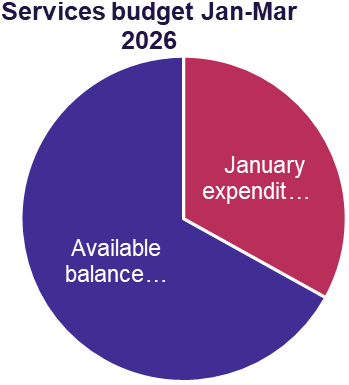
Please contact us if you have any questions regarding your statement.

**Call: 1800 123 456 Monday to Friday – 8:30am - 5:00pm**

**Email: information@homecare.com.au**

# Financial summary January 2026

Financial summary of monthly spending and remaining budgets across Support at Home funding streams. Note the total budgets are reduced by monthly expenditure, which includes both government and participant contributions.



# Support at Home account summary

Statement calendar month 1 quarter 3: 1 January 2026 to 31 January 2026

| Support at Home quarterly budget \* | $2,750.00 |
| --- | --- |
| Support at Home classification quarterly budget (adjustment, if applicable) | $300.00 |
| Quarterly budget |  |
| Primary supplement(s) (if applicable) |  |
| Veterans’ supplement | $343.17 |
| Accrued funds carried forward | $470 |
| Commonwealth held Commonwealth unspent funds (if applicable) | $0 |
| Provider held Commonwealth unspent funds (if applicable) | $0 |
| Individual portion of individual’s unspent fee amount (if applicable) | $0 |
| Spending from previous month(s) within same quarter | N/A |
| Available budget as of 1 January 2026 | $3863.17 |
|  |  |
| Support at Home quarterly budget balance as of 1 January 2026 | $3863.17 |
| Services delivered during the period (including participant contributions) | $1197.50 |
| Variations from previous months | $80.00 |
| Remaining Support at Home balance as at 31 January 2026 | $2,585.67 |

\*This total reflects your ongoing classification amount after 10% was deducted by government for care management. Participants accessing the End-of-Life Pathway or the Restorative Care Pathway will not have 10% deducted from their budget. Care management services and restorative care services respectively will be managed as part of the participant’s budget.

# **Assistive Technology and Home Modifications scheme account summary**

Statement calendar month 1 quarter 3: 1 January 2026 to 31 January 2026

| **Assistive technology budget** | **$15,000** |
| --- | --- |
| Tier – low, medium or high | $15,000 |
| Supplement/s - remote or very remote | $0 |
| Additional amount approved (AT high tier, only if applicable) | $0 |
| Specified need – assistance dog (ongoing maintenance) | $0 |
| Spending from previous month(s) within allocated period | N/A |
| **Assistive technology budget balance as of 1 January 2026** | **$15,000** |
| Assistive technology delivered during the month (includes items and services) | -$6,450 |
| Adjustments or refunds from previous months | $30 |
| **Remaining assistive technology balance as at 31 January 2026** | **$8,580** |
| Committed assistive technology funds (to be delivered)\* | -$500 |
| **Remaining assistive technology balance for allocation period** | **$8,080** |

*Assistive technology funding (including supplements and any additional amounts approved) to expire* ***15 November 2026.*** *Funding for specified needs will be re-allocated annually.*

|  |  |
| --- | --- |
| **Home modifications budget** | **$15,000** |
| Tier – low, medium or high | $15,000 |
| Supplement/s - remote or very remote | $0 |
| Spending from previous month(s) within allocation period | N/A |
| **Home modifications budget balance as of 1 January 2026** | **$15,000** |
| Home modifications delivered during the month (includes items, modifications and services) | -$14,400 |
| Adjustments or refunds from previous months | $0 |
| **Remaining home modifications balance as at 31 January 2026** | **$600** |
| Committed home modifications funds (to be delivered)\* | -$200 |
| **Remaining home modifications balance for allocation period** | **$400** |

Home modifications funding (including supplements) to expire 15 November 2026.

\*Committed funds are costs which the participant has agreed to pay as part of the provision of Assistive Technology and Home Modifications (AT-HM) scheme and for which the process has begun to source or install AT-HM however, these items or services have not yet been delivered within the calendar month.

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 Support at Home Services summary

The table below summarises the total Support at Home funds available during the statement calendar month, and the expenses incurred based on services provided to you in the same calendar month.

| Available budget balance at 1 January 2026 |  | $3863.17 |
| --- | --- | --- |
| **Services (service type)** | **Units** | **Totals** |
| Nursing care | 2 | -$180.00 |
| Allied health and other therapeutic services | 1 | -$182.50 |
| Personal care | 1.5 | -$150.00 |
| Respite | 3 | -$297.00 |
| Domestic assistance | 1.5 | -$142.50 |
| Home maintenance and repairs | 0.5 | -$51.50 |
| Meals | 2 | -$194.00 |
| **Adjustments or refunds from previous months** |  |  |
| Incorrect or missing charges from previous months |  | -$80.00 |
| **Remaining Support at Home quarterly balance as at 31 January 2023** |  | **$2,585.67** |

Your provider has also carried out care management activities which include working with you to plan and coordinate your services, making sure your services are working well for you, resolving problems, adjusting services for your changing needs and connecting you to other services and supports. Care management includes time spent on documentation and following up agreed actions. An itemised list of care management activities can be found in the [Support at Home Program Manual.](https://www.health.gov.au/resources/publications/support-at-home-program-manual-a-guide-for-registered-providers?language=en)

Your provider will have charged these services to their care management fund. Your provider is responsible for providing you at least one care management activity per month.

If you are only accessing the Restorative Care Pathway, you will receive restorative care management, rather than care management. Restorative care management service information will be displayed below.

# Detailed expense information

The following information relates to the specific items and services provided to you during the statement calendar month and your contribution.

## Services

| Date | Service provider | Service | Rate | Units | Unit cost | Total unit cost charged | Gov subsidy\* | Contribution\* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sun, 1 Jan | Home Care Pty Ltd | Personal care | Per hour | 1 | $100.00 | $100.00 | $95.00 | $5.00 |
| Mon, 2 Jan | In-Home Services Pty Ltd | Respite | Per hour | 3 | $99.00 | $297.00 | $282.15 | $14.85 |
| Fri, 6 Jan | Home Care Pty Ltd | General house cleaning | Per hour | 0.75 | $95.00 | $71.25 | $58.78 | $12.47 |
|  |  | Personal care | Per hour | 0.5 | $100.00 | $50.00 | $47.50 | $2.50 |
| Sat, 7 Jan | Foods Pty Ltd | Meal preparation | Per hour | 2 | $97.00 | $194.00 | $160.05 | $33.95 |
| Wed, 11 Jan | Home Care Pty Ltd | Registered nursing | Per hour | 1 | $160.00 | $160.00 | $160.00 | $0.00 |
| Nursing supplies | Per item | 1 | $20.00 | $20.00 | $20.00 | $0.00 |
| Thu, 12 Jan | Health Services Pty Ltd | Physiotherapy | Per hour | 0.5 | $185.00 | $92.50 | $92.50 | $0.00 |
| Thu, 19 Jan | Home Cleaning Pty Ltd | General house cleaning | Per hour | 0.75 | $95.00 | $71.25 | $58.78 | $12.47 |
| Sat, 21 Jan | Mowing Services Pty Ltd | Gardening | Per service | 0.5 | $103.00 | $51.50 | $42.49 | $9.01 |
| Fri, 27 Jan | Health Services Pty Ltd | Podiatry | Per hour | 0.5 | $180.00 | $90.00 | $90.00 | $0.00 |
| **Total** | |  |  |  |  | **$1197.50** | **$1107.25** | **$90.25** |

\*Government subsidy and contribution rate calculated at the full pensioner rate for this template.

## Adjustments or refunds from previous calendar months

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

| Date | Service provider | Service | Rate | Units | Unit cost | Total unit cost charged | Gov subsidy | Contribution | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Thu, 12 Jan | Home Care Pty Ltd | Missed charge: Registered nursing delivered not charged: 20 Dec 2024 | Per hour | 0.5 | $160.00 | $80.00 | $80.00 | $0.00 | |
| Tues 31 Jan | | Home Care Pty LTD | Total contribution refund amount: update in contribution rate | N/A | N/A | N/A | N/A | N/A | $X.XX | |
| **Total** | | |  |  |  |  | **$80.00** | **$80.00** |  | **$0.00** |

## Accrued account funds

**This information is for your reference only and no action is required from you.**

The maximum amount of funds you can carry into the next quarter is $1000 or 10% of your ongoing quarterly budget as a $ figure (whichever is higher).

| Support at Home accrued funds | Balance as of past quarter |
| --- | --- |
| Carried forward from previous quarter | $470 |
| Accrued funds over cap | $0 |
| **Total** | **$470** |

# Your Support at Home Assistive Technology and Home Modifications scheme summary

The table below summarises the total Support at Home funds available for assistive technology and home modifications during the statement calendar month, and the expenses incurred based on equipment, products, home modifications and services provided to you in the same calendar month.

| Assistive technology budget as at 1 January 2026 | $15,000 |
| --- | --- |
| Equipment and products (purchased or loaned) | -$5,500 |
| Prescription | -$500 |
| Wraparound services (includes delivery, fitting and follow-up) | -$200 |
| Repairs and maintenance | $0 |
| Administration costs | -$250 |
| **Adjustments or refunds from previous months** |  |
| Incorrect or missing charges from previous months | $30 |
| **Remaining assistive technology balance as at 31 January 2026** | **$8,580** |
| Committed assistive technology funds (to be delivered) | -$500 |
| **Remaining assistive technology balance for allocation period** | **$8,080** |

| Home modifications budget as at 1 January 2026 | $15,000 |
| --- | --- |
| Home modifications (includes materials, installation, modifications; may include milestone payments) | -$12,500 |
| Prescription | -$500 |
| Wraparound services (includes follow-up) | -$400 |
| Repairs and maintenance | $0 |
| Coordination costs | - $1,000 |
| **Adjustments or refunds from previous months** |  |
| Incorrect or missing charges from previous months | - |
| **Remaining home modifications balance as at 31 January 2026** | **$600** |
| Committed home modification funds (to be delivered) | -$200 |
| **Remaining home Modifications balance for allocation period** | **$400** |

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

## Detailed expense information

The following information relates to the specific equipment, products, home modifications and services provided to you during the statement calendar month. It also shows any administrative or coordination charges and any adjustments made from previous calendar months.

### Assistive technology

| Date | Provider | Item or service | Rate | Units | Unit Cost | Cost | Contribution |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Mon, 5 Jan | Home Care Pty Ltd | Prescription | Per hour | 2.5 | $200.00 | $500.00 | $0.00 |
| Wed, 7 Jan | Aid Equipment Pty Ltd | Long handled reacher – purchase | Per item | 1 | $100.00 | $100.00 | $5.00 |
| Adjustable bed - purchase | Per item | 1 | $5,100.00 | $5,100.00 | $255.00 |
| Mattress cover - purchase | Per item | 1 | $100.00 | $100.00 | $5.00 |
| Fri,9 Jan | Home Care Pty Ltd | Wraparound services | Per hour | 1 | $200.00 | $200.00 | $0.00 |
| Mon, 12 Jan | Enable NSW | Manual wheelchair -loan | Per item | 1 | $200.00 | $200.00 | $10.00 |
|  | Home Care Pty Ltd | Administration | Per hour | 5 | $50.00 | $250.00 | $0.00 |
| **Total** |  |  |  |  |  | **$6,450.00** | **$275.00** |
| To be delivered | Aid Equipment Pty Ltd | Rollator - purchase | Per item | 1 | $350.00 | $350.00 | $17.50 |
| To be delivered | Home Care Pty Ltd | Wraparound services | Per hour | 1.5 | $100.00 | $150.00 | $0.00 |
| **Total** | | | | | | **$500.00** | **$17.50** |

### Home modifications

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date | Provider | Item or service | Rate | Units | Unit Cost | Cost | Contribution |
| Mon, 5 Jan | Home Care Pty Ltd | Prescription | Per hour | 2.5 | $200.00 | $500.00 | $0.00 |
| Mon, 19 Jan | HM Pty Ltd | Grab rails | Per item | 2 | $250.00 | $500.00 | $25.00 |
| Ramps are us Pty Ltd | Ramp | Per item | 1 | $2,000.00 | $2,000.00 | $100.00 |
| Tues, 20 Jan | Home Care Pty Ltd | Wraparound services | Per hour | 1.5 | $200.00 | $300.00 | $0.00 |
| Wed, 28 Jan | HM Pty Ltd | Stair lift | Per item | 1 | $10,000.00 | $10,000.00 | $500.00 |
| Wraparound services | Per hour | 1 | $100.00 | $100.00 | $0.00 |
| Thurs, 29 Jan | Home Care Pty Ltd | Coordination | Per hour | 20 | $50.00 | $1,000.00 | $0.00 |
| Total |  |  |  |  |  | $14,400.00 | $625.00 |
| To be delivered | Home Care Pty Ltd | Wraparound services | Per hour | 1 | $200.00 | $200.00 | $0.00 |
| **Total** | | | | | | **$200.00** | $0.00 |

### Adjustments or refunds from previous calendar months

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

| Date | Service provider | AT or HM budget | Service | Rate | Units | Unit Cost | Cost | Contribution |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sun, 1 Jan | Aid Equipment Pty Ltd | Assistive Technology | Refund:  Services delivered with incorrect charge: 22 Dec 2024 | Per hour | 0.50 | $60.00 | $30.00 | $0.00 |
| Tues 31 Jan | Aid Equipment Pty Ltd | Assistive Technology | Total contribution refund amount: update in contribution rate | N/A | N/A | N/A | N/A | $X.XX |
| **Total** |  |  |  |  |  |  | **$30.00** | **$0.00** |

Please call or email us if you have any questions regarding your statement 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**

If you have questions or concerns about your aged care, including Support at Home costs and fees, you can speak to an aged care advocate by calling the Aged Care Advocacy Line. Provided by the Older Persons Advocacy Network (OPAN), this free and confidential service is independent of both government and aged care providers, and will connect you with a local advocate in your state or territory.

|  |  |
| --- | --- |
| Older Persons Advocacy Network logo | **Aged Care Advocacy Line 1800 700 600**  **Monday to Friday – 8:00am-8:00pm**  **Saturday – 10:00am-4:00pm** **Website:** [**www.opan.org.au**](http://www.opan.org.au) |

