



Australian Government

Department of Health, Disability and Ageing

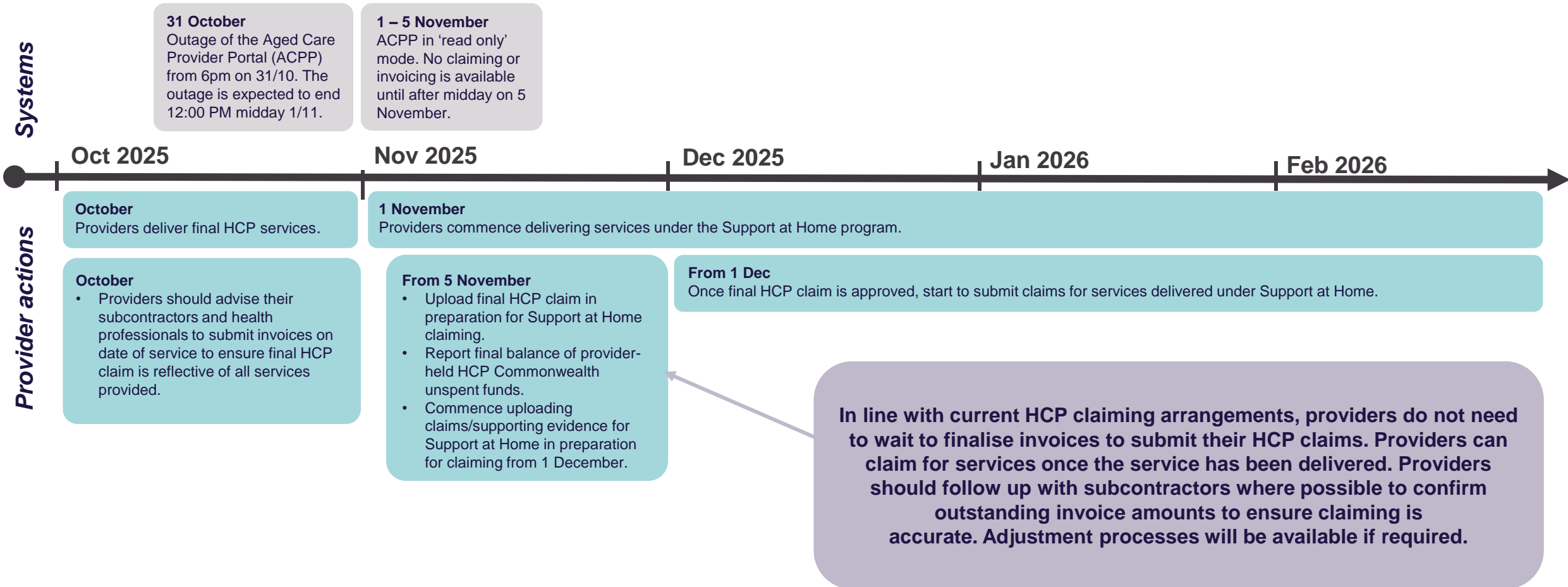


Support at Home: Finalising HCP claims and commencing claiming for Support at Home

Finalising HCP claims & commencing claims for Support at Home



This timeline and checklist are intended to support providers to commence Support at Home claiming from 1 December 2025.



Finalising HCP claims & commencing claims for Support at Home



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Checklist

October 2025

- ☑ Regularly reconcile accrued expenses in preparation for lodging the final HCP claim in November.
- ☑ Prompt and remind all subcontractors and health professionals to submit invoices on the date of service or as quickly as possible.

November 2025

- ☑ Finalise October HCP claims as soon as possible to prepare for Support at Home claiming for services delivered. Providers should be as accurate as possible with claiming to avoid unnecessary adjustments.
- ☑ Ensure provider-held HCP Commonwealth unspent funds have been reported for all transitioning participants (including \$0.00 amounts). Refer to [How to report Commonwealth unspent amount](#).
- ☑ Start uploading claims information and evidence for Support at Home in preparation for claiming in December. Refer to [Support at Home program claims and payments business rules guidance | Australian Government Department of Health, Disability and Ageing](#).

December 2025

- ☑ Providers can commence claiming for services delivered under Support at Home from 1 December. Note, HCP providers must submit and have their October claim approved by Services Australia before they can commence claiming for Support at Home. Refer to [Support at Home User Guide – submitting claims to the Aged Care Provider Portal](#).

Providers will be able to work with Services Australia to adjust claims if an inaccuracy is identified after the final HCP claim.

Please note, this will require a manual adjustment process. Standard payment KPI timeframes may not be met for manual reconciliations.