

Your Support at Home statement explained

This statement shows the latest information we have about your services, payments and budget. Some items may still be processing and will appear in a later statement.

Support at Home Tax Invoice

Customer ID: XXXXXXXXXXXX

Invoice number: XXXXXXXXXXXX

Customer name: Customer Name

Invoice period: DD month to DD month YYYY

Invoice issued: DD Month YYYY

 **Key points to note:**

- You're receiving this invoice because a customer contribution is required under the new Support at Home program.
- This invoice may include contributions for more than one month, as statements were not issued during the transition to Support at Home.

Total amount to pay by DD/MM/YYYY **\$XXX.XX**

- The total amount to pay includes your contribution amounts for November and December, excluding any payments you have already made.
- If you have Direct Debit set up, your payment will be processed automatically on the date above. If you do not have Direct Debit set up, please make the payment by this date.
- If you need help staying on top of your payments, we can support you with a range of payment options such as paying smaller amounts more often, changing how often you pay, delaying payment of an invoice or paying in advance.

Month	Contribution amount
MM YYYY	\$XX.XX

Tax invoice

This is your tax invoice. It shows what you need to pay.

- 1 Invoice period:** The months this statement covers.
- 2 Total amount to pay:** The total amount to pay and due date.
- 3 Direct debit:** If you pay by direct debit, your payments will occur on the due date.
- 4 Contributions:** Shows your contribution amounts.

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How to pay

You can pay using any method below

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Direct debit

Our preferred payment method is direct debit. If you're a direct debit customer, page 1 shows you when your direct debit will be taken, how much it will be, and which month the payment covers. To set up a direct debit, call us on 1300 160 170 and follow the prompts.

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Credit card

To make a payment over the phone using Mastercard or Visa - call and follow the voice prompts:

<MHC / Sarmace customers>

1300 160 170

<Australian Unity customers>

1300 755 480

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BPAY

Pay via BPAY using your financial institution's internet or phone banking service:

Bill Code: XXXXXX

Reference: [Use invoice number]

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Payments cannot be made at <Australian Unity/Sarmace> offices

Payment options

This page explains how you can pay the amount shown on page 1.

- 5 **How to pay:** There are several ways to pay. We recommend direct debit.
- 6 **Direct debit:** If you use direct debit, we will take the payment on the date shown on page 1.
- 7 **Credit card:** Follow the instructions to pay by credit card over the phone.
- 8 **BPAY:** Use the biller code and reference number to make a BPAY payment.
- 9 **In-person payments:** We can't take payments at our offices. Please use another payment method.

Your budget summary

Summary as of DD Month YYYY

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Budget type	Date	Total	Used	Available ^A
SAH quarterly ongoing (including supplements)	DD/MM/YYYY - DD/MM/YYYY	\$XXX.XX	\$XXX.XX	*\$XXX.XX
AT-HM - Assistive Technology				
AT-HM - Home Modifications				
Restorative care pathway				
End-of-life pathway				
HCP unspent funds held by Services Australia ^B		\$XXX.XX	\$XXX.XX	\$XXX.XX
HCP unspent funds held by Australian Unity ^C		\$XXX.XX	\$XXX.XX	\$XXX.XX

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Budget summary

This page shows your Support at Home budgets, how much has been used and how much is left.

- 10 Budget type:** This shows the type of budget you have. Your statement will only show the budgets that relate to your care plan.
- SAH quarterly ongoing: Your main Support at Home budget.
 - AT-HM - Assistive Technology: For equipment and aids.
 - AT-HM - Home Modifications: For approved changes to your home.
 - Restorative care pathway: For allied health support to help improve strength.
 - End-of-life pathway: Extra support in the final stage of life.
- 11 Date:** The period of time when the funds can be used.
- 12 Total:** The total funding available for that budget.
- 13 Used:** The amount spent during this statement period.
- 14 Available:** How much funding you have left.
- 15 HCP unspent funds held by Services Australia:** Funds available for ongoing services and Assistive Technology and Home Modifications (AT-HM).
- 16 HCP unspent funds held by Australian Unity:** Funds available for ongoing services and Assistive Technology and Home Modifications (AT-HM).

Services summary

17	Service type	Total
	Domestic assistance	\$XXX.XX
	Nursing care	\$XXX.XX
	Total amount for goods and services delivered and claimed	\$XXX.XX

Services delivered (claimed)

18	Date	Delivered by	20 Your contribution	21 Government contribution	Total
19	Domestic assistance				
	DD/MM/YYYY	Georgine	\$X.XX	\$XXX.XX	\$XXX.XX
	DD/MM/YYYY	Georgine	\$X.XX	\$XXX.XX	\$XXX.XX
	DD/MM/YYYY	Jodie	\$X.XX	\$XXX.XX	\$XXX.XX
	DD/MM/YYYY	Jodie	\$X.XX	\$XXX.XX	\$XXX.XX
	Total domestic assistance		22 \$X.XX	23 \$X,XXX.XX	\$X,XXX.XX
	Total amount for goods and services delivered and claimed				24 \$X,XXX.XX

Service list

- 17 **Services summary table:** A summary of your services delivered and claimed from each category.
- 18 **Date:** The date the service was provided.
- 19 **Service type:** This shows the Support at Home service category.
- 20 **Your contribution:** How much you pay for the service.
- 21 **Government contribution:** How much the government pays.
- 22 **Your total contribution:** Your total payments for the services.
- 23 **Total government contribution:** The total amount the government paid.
- 24 **Total amount delivered and claimed:** The total cost of all services and items in this period in this budget.



Important information

Some services or payments are still being processed and may not appear yet. These will show on a later statement. Your budget may update once everything is processed. For more information about how to read your statement, visit australianunity.com.au/interimstatement. If you have questions about your statement, call the Health Concierge on 1300 160 170 or email customercare@australianunity.com.au