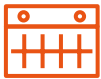


Understanding your Support at Home monthly statement

Your statement reflects the new Support at Home program. These changes are designed to make your funding easier to understand and show clearly how your care budget is used.

Understanding Support at Home



Budgets are now quarterly

Instead of one annual budget, your funding is provided in three-month blocks.



Unspent funds can roll over

Unused funds at the end of a quarter can be carried over to the next quarter. You can carry over up to 10% of your quarterly budget, capped at \$1,000. Any unspent funds from the previous quarter will appear in your statement under the "SAH Ongoing Budget" section and are explained by Points 9 and 10 in this document.



Customer contributions

You may be asked to contribute to everyday living and independence services, depending on your personal circumstances. This amount is assessed by Services Australia. You will not contribute to clinical services, such as nursing care. Any contribution will be clearly shown on your invoice and statement.



Care management fees are capped

Care management is capped at 10% of your Support at Home ongoing quarterly budget. This amount is already deducted before your budget is shown on the statement. Care management for short term pathway funding forms part of total spend within the pathway funding (just like another claimable service)

How to read your statement

This guide will help you navigate your new statement with ease. This guide will explain both your invoice and statement and where to find key information.

Funding types you may see

Your statement is divided into funding stream. You will only see the ones you are approved for:



Support at Home - ongoing budget



Restorative care pathway



Assistive Technology and Home Modifications (AT-HM)



End-of-life pathway

What each funding stream includes

Each funding stream shows:



Budget for the quarter (or approved short-term period)



Amount available at the start of the month



Spending during the month



Remaining balance at month end



A high-level services summary



An itemised list of services and items delivered and claimed during the month

Services delivered (not yet claimed)



These services have been delivered but have not yet been claimed. They have not been deducted from your remaining balance.

Unspent funds



You may have unspent funds from Home Care Packages or Support at Home which may be carried forward.



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
 Payment due: DD Month YYYY

1

As at DD Month YYYY

Total amount to pay by DD Month YYYY **\$XXX.xx**

- If you have Direct Debit set up, your payment will be processed automatically on the due 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.

2

3

Type	Description	Amount
Outstanding balance		\$XX.XX
Your contribution	SAH ongoing	\$XXX.XX
Your contribution	Assistive technology	\$XX.XX
Your contribution	Home modifications	\$XX.XX
Your contribution	Restorative care pathway	\$X.XX
Your contribution	End of life pathway	\$X.XX
	Sub total	\$XXX.XX
Incentive	Customer contribution bonus	-\$XX.XX
Adjustment	Services Australia adjustment	-\$XXX.XX
Payments received		-\$XX.XX
	Total to pay	\$XXX.XX

4

5

* All services are GST free

Note: Your contribution totals are related to services delivered and claimed during the period

- 1 Invoice date:** The cut-off date for claims, payments and adjustments. Anything processed after that date will not appear on this statement.
 - 2 Outstanding balance:** Amount still owing from previous months.
 - 3 Your contribution:** The amount you are required to pay for services.
 - 4 Payments received:** Payments made up to the 'as at' date.
 - 5 Adjustments:** Payment adjustments from Services Australia or Australian Unity, processed up until statement date.
- !** **Payment options:** There are several ways to pay, including direct debit, credit card, BPAY. Details are listed on page 2 of your invoice.

Support at Home statement

Support at Home statement

Customer ID: XXXXXXXXXXXX
Customer name: Customer Name
Statement period: DD Month to DD Month YYYY
Statement issued: DD Month YYYY

6

As at DD Month YYYY



This is not an invoice – no payment is required.

This statement includes information relating to the services you received in the previous calendar month/s. You will receive a separate invoice relating to payment of your contributions where applicable.

Support at Home ongoing budget

Support at Home account summary

Statement calendar month X, quarter X: DD Month YYYY to DD Month YYYY

7

Support at Home quarterly budget

Home support ongoing - class 1	\$X,XXX.XX
Dementia supplement	\$X,XXX.XX
Viability supplement	\$XXX.XX
Support at Home unspent funds	\$XXX.XX
Spending from previous month/s in the same quarter	-\$XXX.XX
Quarterly budget on DD Month YYYY	\$X,XXX.XX

8

Dementia supplement

\$X,XXX.XX

Viability supplement

\$XXX.XX

9

Support at Home unspent funds

\$XXX.XX

Spending from previous month/s in the same quarter

-\$XXX.XX

11

Quarterly budget on DD Month YYYY

\$X,XXX.XX

12

Available budget on DD Month YYYY

\$X,XXX.XX

Services delivered and claimed (including your contributions)

-\$X,XXX.XX

14

Remaining balance on DD Month YYYY

\$X,XXX.XX

Note: Services not yet delivered or claimed have not been deducted from your remaining balance and are shown at the end of this statement

- 6 Statement date – ‘as at date’:** The cut-off date for claims, payments and adjustments. Anything processed after that date will not appear on this statement.
- 7 SAH quarterly budget:** Your funding for the quarter based on your assessed needs. Please note: 10% of your quarterly budget has been allocated to care management and this funding has already been deducted.
- 8 Supplements (if any):** Extra funding for specific care needs, if applicable.
- 9 SAH unspent funds:** If you do not use all your quarterly budget, unused funds will carry over into the next quarter. You may carry forward up to 10% of your ongoing quarterly budget into the next quarter (capped at \$1,000).
- 10 Spending from previous month(s) in the same quarter:** Amount spent last month during this quarter.
- 11 Quarterly budget:** This reflects the amount available in your account at the beginning of the month.
- 12 Available budget:** The funds available to use at the start of the month. This includes your government funding, any supplements and unspent funds, after deducting costs from earlier months.
- 13 Services delivered and claimed:** Services processed for the month (unclaimed services won't appear yet).
- 14 Remaining balance at the end of the month:** This reflects the amount available in your account at the end of the statement month after service costs have been deducted from the budget balance available at the start of month.

Services summary

15 Support at Home services summary

16	Available budget on DD Month YYYY	\$X,XXX.XX
	Service type	Total cost
	Nursing care	-\$XXX.XX
	Allied health and other therapeutic services	-\$XXX.XX
	Personal care	-\$XXX.XX
	Respite	-\$XXX.XX
	Domestic assistance	-\$XXX.XX
	Home maintenance and repairs	-\$XX.XX
	Meal	-\$XXX.XX
17	Remaining quarterly balance on DD Month YYYY	\$X,XXX.XX

15 **Services summary:** Shows the types of services you received and their total cost.

16 **Budget balance at the beginning of the month:** This is the amount available in your account at the beginning of the month.

17 **Remaining balance at the end of the month:** This is the amount available in your account at the end of the statement month.

Care management

Support at Home detailed expenses

Care management

18	Service	Unit type	Units
	Support at Home care management	Per hour	X

18 **Care management:** Care management refers to the planning, coordination, and ongoing oversight of your care services to ensure you receive the right support for your needs.

Services delivered

19	Services delivered (claimed)		22	23	24	25	26	27	
20	21		Third party	Unit type	Units	Unit cost	Cost	Government contribution	Your contribution
DD Month	Assistance with self-care and activities of daily living			Per hour	X	\$XXX.XX	\$XX.XX	\$X.XX	\$X.XX
DD Month	General house cleaning			Per hour	X	\$XX.XX	\$XX.XX	\$XX.XX	\$XX.XX
DD Month	Physiotherapist			Per hour	X	\$XXX.XX	\$XX.XX	\$X.XX	\$X.XX
DD Month	General house cleaning			Per hour	X	\$XX.XX	\$XX.XX	\$XX.XX	\$XX.XX
DD Month	Third party supplier: Gardening	Y		Per hour	X	\$XXX.XX	\$XX.XX	\$XX.XX	\$XX.XX
28	Total						\$XX.XX	\$XX.XX	\$XX.XX

- 19 **Services delivered (claimed):** This section includes an itemised list of services and items delivered and claimed during the month.
- 20 **Date:** The date the service was provided.
- 21 **Service:** A description of the service or item.
- 22 **Third-party:** Whether or not this service was provided by a third-party.
- 23 **Unit type:** How the service is charged (for example, per hour or per item).
- 24 **Unit cost:** The cost per unit.
- 25 **Cost:** The total cost based on units used.
- 26 **Government contribution:** The amount paid by the government.
- 27 **Your contribution:** The amount you are required to pay.
- 28 **Total:** The full cost of the service or item for this period and budget.

Short-term budgets

Assistive technology budget

This section summarises your assistive technology funding and how it has been used during the month. Your budget may include approved tier funding, supplements and your contributions.

It shows:

- the maximum amount of the approved funding tier
- the available funding
- any funding expended
- the remaining balance for the month
- the remote supplement, if it is applicable.

Home modifications budget

This section provides an overview of your home modifications funding and spending for the month. Your budget may include approved tier funding, supplements and your contributions.

It shows:

- the maximum amount of the approved funding tier
- the available funding
- any funding expended
- the remaining balance for the month
- the remote supplement, if it is applicable.

Restorative care pathway or End-of-life pathway budget

This section outlines your funding and spending for either the restorative care or end-of-life pathway. It includes funding, supplements and participant contributions and is presented in the same format as your ongoing quarterly budget. Your statement will include an itemised list of services that you received throughout the month as well as your care management fee for the restorative care or end-of-life pathway/s.

Care management will be shown here which is specific to either restorative care pathway or end-of-life.



Unspent funds

29

Support at Home (SAH) unspent funds

You may carry forward up to 10% of your ongoing quarterly budget, capped at \$1,000, into the next quarter.

Balance as of last quarter	
SAH ongoing unspent funds	\$XXX.XX

30

Home Care Package (HCP) unspent funds

HCP unspent funds are split into two components:

- Funds held by Services Australia, which follow you if you transfer to another provider.
- Funds held by Australian Unity, which are returned to the government if you exit the program.

All HCP unspent funds can be used for Support at Home (SAH) ongoing services and Assistive Technology and Home Modifications (AT-HM).

Available HCP unspent funds on DD Month YYYY	
Unspent funds held by Services Australia	\$X,XXX.XX
Unspent funds held by Australian Unity	N/A
Total available balance on DD Month YYYY	\$X,XXX.XX

Available HCP unspent funds on DD Month YYYY	
Unspent funds held by Services Australia	\$X,XXX.XX
Unspent funds held by Australian Unity	N/A
Total available balance on DD Month YYYY	\$X,XXX.XX

29

Support at Home unspent funds: If you do not use all your quarterly budget, unused funds will carry over into the next quarter. You may carry forward up to 10% of your ongoing quarterly budget into the next quarter (capped at \$1,000).

30

Home Care Package unspent funds: HCP unspent funds are split into two components:

- Funds held by Services Australia, which follow you if you transfer to another provider.
- Funds held by Australian Unity, which are returned to the government if you exit the program.