

How to read your new Support at Home statement

Support at Home helps people stay living at home longer by funding various services such as clinical care, everyday living support, home modifications and assistive technology.

The statement you receive summarises services you've used, how much funding is available to you, what's been spent, and what remains.

Each budget has a page with a summary of spending and balance, and a following page breaking down each expense.

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Financial summary

Understanding your financial summary

The first page of your statement includes a financial summary table. This table shows your approved Support at Home budgets, how much was spent this month, and how much remains available.

The example statement shows every possible budget type. Most people will only have one or two of these. Your statement will display only the budget types that apply to you.

Financial summary Jan 2026 ¹			
This is not an invoice, no payment is required. Below is a summary of budget spending and remaining balance. You will receive a separate invoice relating to payment of your required client contributions.			
² Budget name	Spending from previous month(s)	Jan 2026 expenditure	Remaining budget as of 31 Jan 2026 ³
Ongoing quarterly home support 1 Jan 2026 - 31 Mar 2026	N/A	\$1,277.50	\$2,585.67
Restorative care 1 Jan 2026 - 31 Mar 2026	\$620.75	\$710.00	\$12,339.50
End-of-Life 1 Jan 2026 - 31 Mar 2026	\$8,335.25	\$6,705.00	\$9,965.25
Assistive technology 12 Mar 2026 - 12 Mar 2027 ⁴	\$920.00	\$0.00	\$7,345.00
Home modifications 12 Mar 2026 - 12 Mar 2027	\$1,335.25	\$11,014.75	\$650.00
HCP unspent funds Provider-held unspent funds	\$220.25	\$850.00	\$0.00
Home Care Account Government-held unspent funds	\$835.25	\$1,580.00	\$400.00

¹ Statement period

Shows the date period of the statement. Note that no payment is required.

² The budget name

Your applicable Support at Home budgets.

³ Spending and available balance

Each budget row shows the spending from the previous month, the current month of spending and the remaining budget balance.

⁴ Applicable date range

Under the budget name, you'll see the date range applicable to this budget type. This is the period during which that money is available to be used.

Ongoing quarterly home support summary

Funding for your regular, day-to-day support services such as personal care, domestic help, nursing and allied health. The funding is provided quarterly.

Ongoing quarterly home support

This is the main funding you receive every quarter to cover the supports and services in your plan. It can be used for daily living assistance, social activities, or other approved services that help you live independently.

Account summary

1 January 2026 to 31 January 2026 **1**

Ongoing quarterly home support budget for 1 Jan - 31 Mar 2025 **2**

Entitlement 1	+ \$470.00
Entitlement 2	+ \$807.50
10% deduction towards care management pool	- \$470.00
Spending from past month(s) within allocated care period	N/A
Opening balance for 1 January 2026	\$3,863.17

Services delivered this month

Opening balance on 1 January 2026	\$3,863.17
Services delivered total (including your contributions)	- \$1,197.50
Nursing care	- \$180.00
Allied health and other therapeutic services	- \$182.50
Domestic assistance	- \$142.50
Adjustments or refunds	
Incorrect or missing charges from past months	- \$80.00
Remaining balance as of 31 January 2026	\$2,585.67 5

You can only carry forward \$1,000 or 10% (whichever is greater) of your leftover ongoing quarterly budget into the next quarterly period. Because the full amount remaining doesn't carryover, you're encouraged to make the most of your remaining funds before the next quarter begins 1 May 2026.

- 1** The date range for this statement. The statement period is monthly.
- 2** The date range shown here is the funding period.
- 3** This section shows the funds from entitlements and any applicable spending from previous months, which make up the opening balance for this statement.
- 4** A line for each service type delivered in the month, as well as any adjustments from previous months.
- 5** The spending and adjustments are debited or credited from your opening balance, and the remaining balance is shown, which is available for the rest of the funding period.

Restorative Care and End-of-Life pathways

Restorative care and end-of-life pathways are specialised supports that sit alongside your regular home services. Each of these pathways has its own time-limited funding period, and will appear separately on your statement depending on your needs.

Restorative care pathway	
Account summary	
1 January 2026 to 31 January 2026 1	
Restorative care budget for 4 Dec 2025 - 25 Mar 2025 2	
Entitlement 1	+ \$1,200.00
Entitlement 2	+ \$470.00
3 Entitlement 3	+ \$12,000.00
Spending from past month(s) within allocated care period	- \$620.75
Opening balance for 1 January 2026	\$13,049.25
Services delivered this month	
Opening balance on 1 January 2026	\$13,049.25
Services delivered (including your contributions)	- \$710.00
Physiotherapy	- \$185.00
Registered Nurse	- \$160.00
4 Social work	- \$100.00
Assistance with self-care and activities of daily living	- \$75.00
Exercise physiology	- \$190.00
Remaining balance as of 31 January 2026	\$12,339.50 5

- 1** The date range for this statement. The statement period is monthly.
- 2** The date range shown here is the funding period – this can differ from other budgets.
- 3** This section shows the funds from entitlements and any applicable spending from previous months, which make up the opening balance for this statement.
- 4** A line for each service type delivered in the month, as well as any adjustments from previous months.
- 5** The spending and adjustments are debited or credited from your opening balance, and the remaining balance is shown, which is available for the rest of the funding period.

Assistive Technology

Funding approved for equipment and aids that support your mobility, safety and independence. This type of funding can be available for up to 12 months.

Assistive Technology

Funding for Assistive Technology helps you access equipment or devices that support your independence and daily living. This can include items such as mobility aids, communication devices, or other approved equipment.

Account summary

1 January 2026 to 31 January 2026

1

Assistive Technology funding for 15 Mar 2025 - 15 Mar 2026

2

Entitlement name 1 + \$5,080.00

3

MMM6-7 loading + \$3,000.00

Spending from past month(s) within allocated care period N/A

Opening balance for 1 January 2026 \$8,080.00

Services delivered this month

Opening balance on 1 January 2026 \$8,080.00

4

Services delivered total (no contributions required) - \$705.00

Equipment and products - \$100.00

Prescriptions - \$500.00

Wraparound services - \$80.00

Administration costs - \$25.00

Adjustments or refunds

Incorrect or missing charges from past months + \$30.00

Remaining balance as of 31 January 2026 \$7,345.00

5

- 1 The date range for this statement. The statement period is monthly.
- 2 The date range shown here is the funding period – this can vary per budget.
- 3 This section shows the funds from entitlements and any applicable spending from previous months, which make up the opening balance for this statement.
- 4 A line for each service type delivered in the month, as well as any adjustments from previous months.
- 5 The spending and adjustments are debited or credited from your opening balance, and the remaining balance is shown, which is available for the rest of the funding period.

Home Modifications

Funding for approved changes to your home, provided over a defined approval period that covers planning, quoting, and completion of the modifications.

Home Modifications	
Funding for Home Modifications helps make your home safer and easier to navigate. This can include changes such as ramps, handrails, bathroom adjustments, or other approved modifications.	
Account summary	
1 January 2026 to 31 January 2026 1	
Home Modifications funding for 15 Mar 2025 - 15 Mar 2026 2	
Entitlement name 1	+ \$12,000.00
3 Entitlement name 2	+ \$1,000.00
Spending from past month(s) within allocated care period	-\$1,335.25
Opening balance for 1 January 2026	\$11,664.75
Delivered this month	
Opening balance on 1 January 2026	\$11,664.75
Delivered total (no contributions required)	- \$11,014.75
4 Item	- \$180.00
Item	- \$182.50
5 Wraparound services	- \$142.50
Coordination costs	- \$142.50
Remaining balance as of 31 January 2026	\$650.00 6

- 1** The date range for this statement. The statement period is monthly.
- 2** The date range shown here is the funding period – this is a defined period for home modifications work to be completed.
- 3** This section shows the funds from entitlements and any applicable spending from previous months, which make up the opening balance for this statement.
- 4** A line for each service type delivered in the month, as well as any adjustments from previous months.
- 5** Wraparound services are for things like administrative and coordination tasks required to organise an approved Assistive Technology or Home Modification item.
- 6** The spending and adjustments are debited or credited from your opening balance, and the remaining balance is shown, which is available for the rest of the funding period.

Provider and government-held unspent funds

Unspent funds from your previous Home Care Package may be held either by your provider or by the government. If you have any unspent funds you will see a page for one or both on your statement. Provider-held funds are used first, and any government-held funds are drawn down only after the provider-held balance is exhausted.

Provider-held HCP unspent funds	
These are unspent funds that transitioned with you from your Home Care Package and are held by your provider. They can be used when your ongoing or short-term funding (e.g. restorative care or end-of-life funding) is exhausted, or must be used upfront for assistive technology or home modification services.	
Account summary	
1 January 2026 to 31 January 2026 1	
Provider-held HCP unspent funds balance 2	
3 Provider-held Commonwealth unspent funds	+ \$200.00
Expenditure from previous months	\$0.00
Opening balance for 1 January 2026	\$200.00
Services delivered this month	
Opening balance on 1 January 2026	\$200.00
Services delivered (no contributions required)	- \$200.00
4 Service category	- \$100.00
Service category	- \$100.00
Remaining balance as of 31 January 2026	\$0.00 5

- 1** The date range for this statement. The statement period is monthly.
- 2** Note that unspent funds don't have an applicable date range. The funds are available until the funding is exhausted.
- 3** This section shows the remaining unspent funds held by either the provider or the government and any applicable spending from previous months, which make up the opening balance for this statement.
- 4** A line for each service type delivered in the month which has been drawn down from the unspent funds budget.
- 5** The remaining balance is shown, which is available until exhausted. In this case, the provider-held funds have been exhausted in this statement period.

Budget expense pages

Each budget will show a breakdown of all the expenses for the statement month after the summary screen. These all follow the same format, which you can see below.

Ongoing quarterly home support expenses								
	Date & time	Service	Unit	Qty	Unit cost	Total cost	Gov. subsidy	Contri- bution
1	Thu, 1 Jan 11:30am – 12:30pm	2 Visit by Shaeleen C. <i>Assistance with self-care and activities of daily living</i>	Hour	1	\$100.00	\$100.00	\$95.00	\$5.00
	Fri, 15 Jan	Happy Feet Podiatry: Initial podiatrist booking <i>Podiatry</i>	Hour	3	\$99.00	\$297.00	\$282.15	\$14.85
	Tue, 6 Jan 11am – 12pm	Visit by Kerry B. <i>General house cleaning</i>	Hour	0.75	\$95.00	\$71.25	\$58.78	\$12.47
	Tue, 6 Jan 2:30am – 3:30pm	Visit by Kerry B. <i>Assistance with self-care and activities of daily living</i>	Hour	0.5	\$100.00	\$50.00	\$47.50	\$2.50
	Wed, 7 Jan	Lite 'n' Easy: Meals <i>Meal preparation</i>	Item	6	\$32.33	\$194.00	\$160.05	\$33.95
	Fri, 9 Jan 4pm – 5:30pm	Nursing Max W. <i>Registered nurse clinical care</i>	Hour	1	\$160.00	\$160.00	\$160.00	\$0.00
	Fri, 9 Jan	Visit by Max W. <i>Nursing care consumables</i>	Item	1	\$20.00	\$20.00	\$20.00	\$0.00
	Mon, 12 Jan	Altona Physio: ongoing booking <i>Physiotherapy</i>	Hour	0.5	\$185.00	\$92.50	\$92.50	\$0.00
	Totals					3 \$1,197.50	4 \$915.98	5 \$68.77

- 1 The date (and time if applicable) the service was delivered.
- 2 Who delivered the service and other service information.
- 3 The total cost for all services and items delivered in the statement month.
- 4 The total subsidy the government pays.
- 5 Your total contribution for the services delivered. It's important to note that these are not payable on receiving your statement. You will receive separate invoice/s for your contributions if applicable.

Care management

The ongoing quarterly home support budget and the Restorative Care/End-of-Life pathway budgets have a care management calculation, which you will see underneath the expenses for each budget type.

Ongoing care management 1		Unit	Qty
Care management		Hour	4
Ongoing care management drawn from the pool this month			4 hours 2

- 1** Ongoing quarterly home support budget care management.
- 2** The hours used for care management. Note that this is just for your information: the cost comes from a dedicated care management pool, so you don't need to pay anything.

Restorative care management 1						
Service	Unit	Qty	Unit cost	Total cost	Gov. subsidy	Contri- bution
Restorative care management	Hour	2	\$120.00	\$240.00	\$240.00	\$0.00
Total restorative care management				\$240.00 2	\$240.00 3	\$0.00 4

- 1** Restorative care management – this will be the same structure for the End-of-Life pathway care management.
- 2** The time spent planning and coordinating your care. Unlike the above ongoing home support care management, both the hours and associated costs are drawn down from the Restorative Care or End-of-Life budget (depending on your funding), so you can see exactly how your funding is used. No client contribution is required as care management is a clinical service.

Client contributions

This page provides a snapshot of your client contribution balance as at the date the statement was generated. It is for statement purposes only and is not an invoice for any client contributions or overspend amounts that may be owed.

Under Support at Home, the government covers most of the cost of your care. In some cases, you may be asked to contribute toward the supports you receive. This is called a client contribution, and the amount is determined by the government based on your individual circumstances.

This statement also shows any costs that were not covered by your available funding. These amounts are referred to as overspend amounts. An overspend can occur when the cost of services received is greater than the funding available for that period.

This is a statement detailing your account balance as of [date], not an invoice. You will receive a separate invoice relating to payment of your required client contributions and overspends for services received.

Account summary

1 January 2026 to 31 January 2026

Client contributions balance

1	Previous balance (if any)	-\$270.00
2	Payments received	+\$120.00
3	New charges for 1 Jan - 31 Jan 2026	-\$120.00
	Independence	-\$30.00
	Everyday living	-\$30.00
4	Overspends	-\$40.00
5	Current balance as of [statement date]	-\$270.00

Assessed client contribution rates for this month

6	Service category	Effective dates	Percentage
	Clinical	1 - 31 Jan 2026	0%
	Independence	1 - 7 Jan 2026	X%
		8 - 31 Jan 2026	X%
	Everyday living	1 - 31 Jan 2026	X%

- 1 Your closing balance from the previous month (if applicable)
- 2 Payments received since your last statement
- 3 New charges for the current month, broken down by service category
- 4 Overspends represent expenses that exceed the available funding and are therefore not covered by your allocated funds
- 5 Your closing account balance for this statement period. A negative balance indicates the total amount outstanding, while a positive balance means your account is in credit
- 6 A breakdown of your required contribution percentage as assessed by Services Australia for each service category, including their effective dates

Amounts claimed by other providers

If you transitioned to us from another provider during the quarter, you may see a row in your budget summary(s) showing amounts claimed by other providers. This represents funds claimed by your previous or additional providers, not by us, for full transparency of your funding utilisation.



Transition HCP Level 4	+\$9,589.93
Write off	-\$5,307.44
Rollover deduction	-\$1,000.00
Home support ongoing quarterly rollover It can take up to 61 days after the quarter ends for Services Australia to confirm this amount	Pending
1 Amount claimed by other providers	-\$2,754.62
Spending from past month(s) within allocated care period	-\$1,682.00

- 1** A budget summary with row detailing the amount claimed by other providers.

Home support ongoing quarterly rollover

Quarterly rollover amounts represent 10% or \$1000 (whichever is greater) of unspent funding carried forward from a previous quarter's leftover balance. These amounts are calculated and provided by Services Australia and can take up to 61 days after a quarter ends to appear in your available budget for the current quarter.



Transition HCP Level 4	+\$9,589.93
Write off	-\$5,307.44
Rollover deduction	-\$1,000.00
1 Home support ongoing quarterly rollover It can take up to 61 days after the quarter ends for Services Australia to confirm this amount	Pending
Amount claimed by other providers	-\$2,754.62
Spending from past month(s) within allocated care period	-\$1,682.00
Opening balance on 1 December 2025	\$5,153.31

- 1** The home support ongoing quarterly rollover amount carried forward from the previous quarter. It can take up to 61 days after the end of a quarter for Services Australia to calculate and confirm this amount, which is why it may appear as 'Pending' in a monthly statement. Once confirmed, the rollover amount will be included in a future monthly statement and added to your balance for the period.