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.

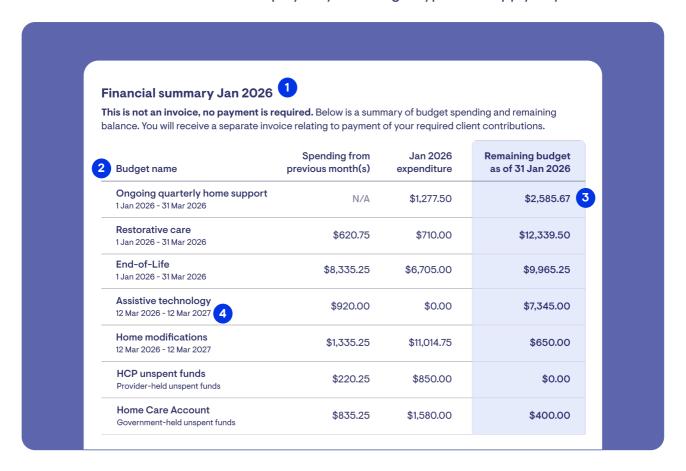
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Financial summary

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.



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.

Spending and available balance

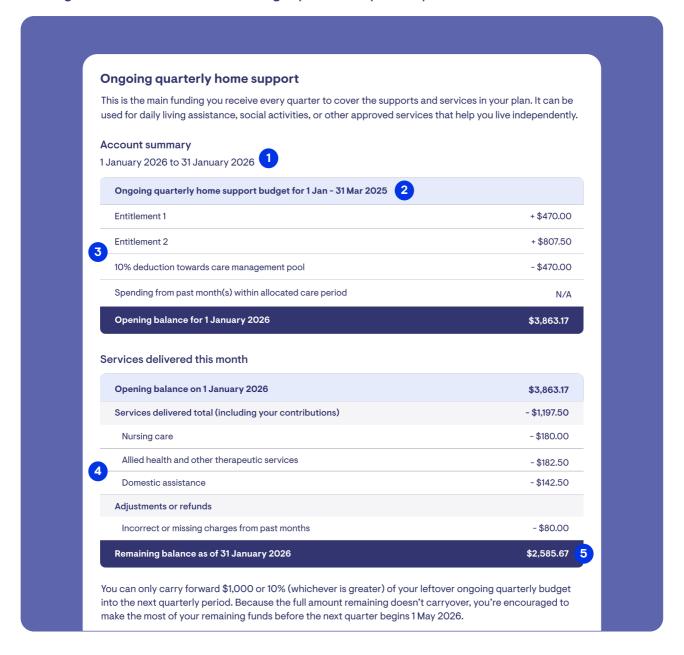
Each budget row shows the spending from the previous month, the current month of spending and the remaining budget balance.

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

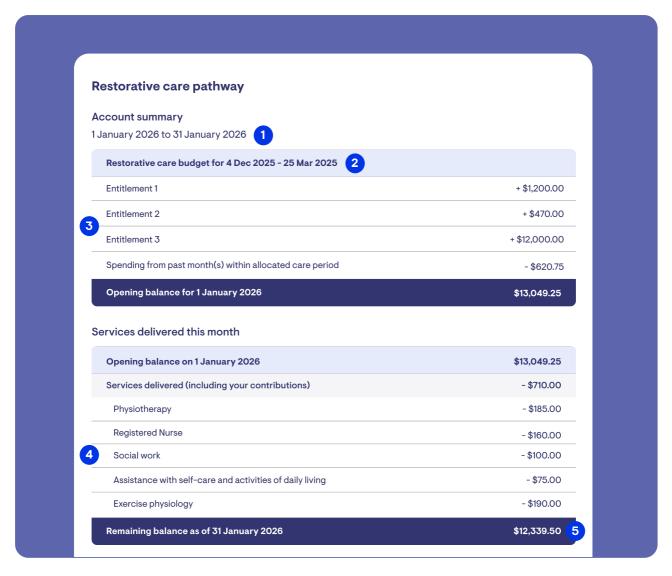
Funding for your regular, day-to-day support services such as personal care, domestic help, nursing and allied health. The funding is provided quarterly.



- 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

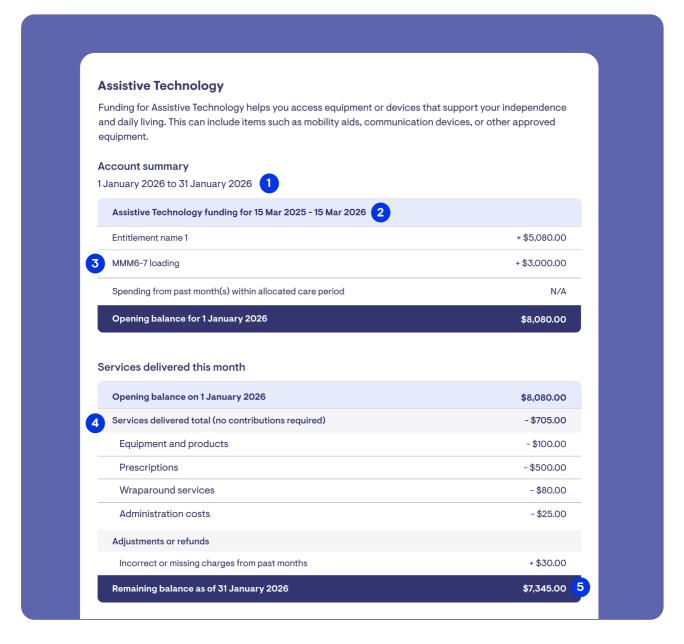
Restorative care and end-of-life pathways are specialised supports that sit alongside your regular home services. Each of these pathways has its own time-limited funding period, and will appear separately on your statement depending on your needs.



- 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.
- 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

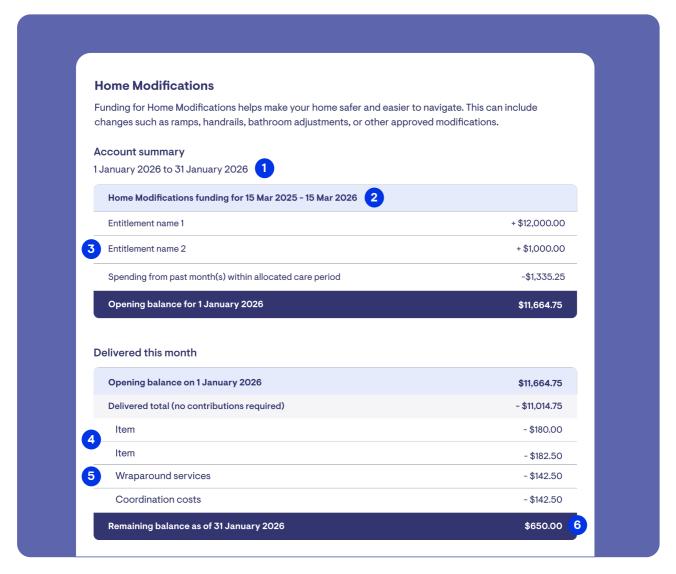
Funding approved for equipment and aids that support your mobility, safety and independence. This type of funding can be available for up to 12 months.



- 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.
- 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

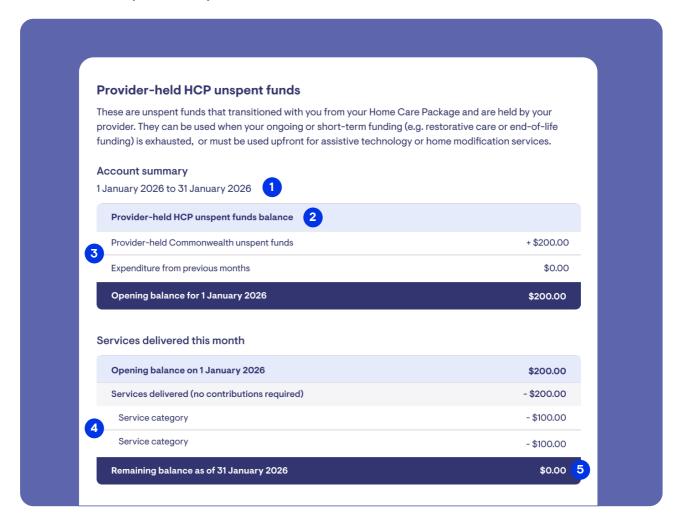
Funding for approved changes to your home, provided over a defined approval period that covers planning, quoting, and completion of the modifications.



- 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.
- 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.
- Wraparound services are for things like administrative and coordination tasks required to organise an approved Assistive Technology or Home Modification item.
- 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.



- 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.
- 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
Thu, 1 Jan 11:30am - 12:30pm	Visit by Shaeleen C. Assistance with self-care and activities of daily living	Hour	1	\$100.00	\$100.00	\$95.00	\$5.00
Fri, 15 Jan	Happy Feet Podiatry: Initial podiatrist booking Podiatry	Hour	3	\$99.00	\$297.00	\$282.15	\$14.85
Tue, 6 Jan 11am – 12pm	Visit by Kerry B. General house cleaning	Hour	0.75	\$95.00	\$71.25	\$58.78	\$12.47
Tue, 6 Jan 2:30am - 3:30pm	Visit by Kerry B. Assistance with self-care and activities of daily living	Hour	0.5	\$100.00	\$50.00	\$47.50	\$2.50
Wed, 7 Jan	Lite 'n' Easy: Meals Meal preparation	Item	6	\$32.33	\$194.00	\$160.05	\$33.95
Fri, 9 Jan 4pm - 5:30pm	Nursing Max W. Registered nurse clinical care	Hour	1	\$160.00	\$160.00	\$160.00	\$0.00
Fri, 9 Jan	Visit by Max W. Nursing care consumables	Item	1	\$20.00	\$20.00	\$20.00	\$0.00
	Altona Physio: ongoing booking	Hour	0.5	\$185.00	\$92.50	\$92.50	\$0.00

- 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.



- 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.



- 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.