

Your Support at Home Statement: Common Questions

From 1 November, the aged care sector moved from the Home Care Package (HCP) Program to the Australian Government's new Support at Home (SAH) program.

In your November Statement, we provided a summary of the changes to your monthly statement from BlueCare, some of which were specific to your first statement. Refer to that document for details of your end to end Support at Home monthly statement.

This fact sheet provides further explanation of common questions and new sections that you may see in this and subsequent Support at Home monthly statements.

Mr John Smith
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Statement Period	1 Dec 2025 to 31 Dec 2025
Customer ID	AC0000000000
Participant ID	000000000000
Current Quarter	1 Oct 2025 to 31 Dec 2025
Quarterly Budget	\$6,325.58
Classification	Transitioned HCP Level 4

This shows the total SAH budget allocated for the quarter based on your current ongoing classification. The funding allocation is prorated for 2 months as SAH commenced on 1 November 2025. If you have had a change to your classification during the quarter, this change is prorated and also included in this total value.

This is not an invoice - no payment is required
You will receive a separate invoice relating to payment of participant contributions

This shows the total SAH ongoing classification budget remaining for the quarter at the start of the month.

Support at Home account summary for 1 Dec 2025 to 31 Dec 2025

\$5,650.83

Carry-over from previous quarter	\$0.00
Support at Home available budget to end of current quarter	
• Ongoing services	\$5,650.83

As December is the end of a quarter, this is the maximum amount that may rollover to the next quarter. Post end of month changes or adjustments may still be applied. Services Australia will then apply the SAH quarterly rollover cap rules to this value (a maximum of \$1000 or 10% of your quarterly ongoing classification budget is able to rollover to the next quarter). The actual Services Australia rolled over value will be shown on future statements.

Expense summary for 1 Dec to 31 Dec 2025

\$1,309.75

Expenditure - Care and services	\$1,309.75
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Remaining Support at Home Balance as at 31 Dec 2025

\$4,796.58

There are some instances where the Support at Home quarterly summary does not appear to add up, or where the closing balance from your previous statement is not the same as the opening balance on your current statement. This may happen for a number of reasons, including:

- + delayed claiming with Services Australia;
- + adjustments or changes to services received in prior months; or
- + services delivered by previous SAH providers, where you have recently joined BlueCare.

These are expected as part of the transition to Support at Home and will be resolved in future statements.



New to BlueCare Support at Home?

If you are new to BlueCare and have not previously received the overall summary of how to read your monthly SAH statements, the "Your First Support at Home Statement" fact sheet can be found on our website or by scanning the QR Code.

Use of Home Care package unspent funds

If you are a transitioned HCP participant with HCP unspent funds, these can be used in a number of ways, including:

- + purchasing Assistive Technology or Home Modification services or items; and
- + paying for services where you have spent all of your allocated ongoing classification quarterly budget.

This shows the total of any HCP unspent funds used in the month.

Support at Home account summary for 1 Dec 2025 to 31 Dec 2025

\$4,305.83

Carry-over from previous quarter	\$0.00
Support at Home available budget to end of current quarter	
• Ongoing services	\$4,305.83

Expense summary for 1 Dec to 31 Dec 2025

\$5,379.75

Expenditure - Care and services (adjusted/corrected)	\$5,379.75
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Remaining Support at Home Balance as at 31 Dec 2025

\$0.00

Home Care package unspent funds

Home Care balance held by Services Australia	\$11,779.54
• Expenses incurred this month	\$1,073.92
• Closing Balance	\$10,705.62

Adjustments and charges from previous months

\$1,777.35

Date	Description	Service Provider	Hour/Units	Rate	Govt. Sub.	Client Cont.	Total Amount
04/11/25	Transport - SAH_18049 - Indirect Transport (missed item)	Black & White Cabs	1.00	\$597.35	\$597.35	\$0.00	\$597.35
05/11/25	Home Adjustments - SAH_18049 - Home Modifications (missed item)	ABC Building Services	1.00	\$890.00	\$890.00	\$0.00	\$890.00
21/11/25	Home maintenance and repairs - SAH_18049 - Light gardening (missed item)	Jims Mowing	2.0	\$145.00	\$290.00	\$0.00	\$290.000
TOTALS					\$1,777.35	\$0.00	\$1,777.35

Adjustments and charges from previous months

This section lists the services/ items received in previous months not captured on previous statements, "missed items". This may occur where BlueCare has used a third party provider to deliver the service, where there is a delay in processing with Services Australia or where an adjustment is made to a service or item shown on a previous statement.

These may explain any changes to opening and closing balances between statements.

Additional Short Term Funding

If you have been allocated and received services/ purchased items under a new short term pathway during the month, the Additional Funding section on the summary page will show:

- + opening balance on first day of the month (which will be zero \$0 if commenced during the month)
- + total cost of services received or items purchased under the short term pathway during the month
- + remaining short term pathway funding available and date short term pathway ends.

Additional funding

Additional Short Term Funding - Assistive Technology	\$0.00
• Expenses incurred this month	\$33.41
Remaining Assistive Technology budget until: 01/11/2026	\$466.59

Additional Short Term Funding - Assistive Technology

\$33.41

Date	Description	Service Provider	Hour/Units	Rate	Govt. Sub.	Client Cont.	Total Amount
24/11/25	Equipment and Products - SAH_18049 - Communication and Information Management	Tunstall Australasia Pty Ltd	1.00	\$33.41	\$33.41	\$0.00	\$33.41
TOTALS					\$33.41	\$0.00	\$33.41

Details of each service or item received during the month is shown in the Support at Home detailed breakdown - Additional Short Term Funding section.



Need help?

If you have any questions about your statement or would like support, please call 1300 258 322.