

Welcome to your First Support at Home Statement

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

As part of this change, you may notice a few updates on your monthly statement from BlueCare.

What's new?

Your Support at Home statement gives you a clearer view of:

- + how your care is funded
- + the services you've received
- + how your budget is being used

We've developed this helpful guide to walk you through the important sections of your statement, explaining what they mean for this first Support at Home statement.

What if my statement doesn't look right?

As we transition to the new Support at Home program, there may be adjustments to balances on your statement, which could include updates from your previous Home Care Package, or outstanding expenses if you have transitioned to us from another provider.

If something doesn't look quite right or you're unsure, our friendly team is always here to help.

What documents will I receive each month?

Each month, you'll receive a **Support at Home monthly statement**. This outlines all Support at Home funded activity and the current balance of your budget.

If you have a client contribution to pay for the services you've received, you'll also receive an **invoice** with the details of your co-contributions for the month.

Support at Home reform – a time of transition

Support at Home is a once in a generation reform, designed to improve the way aged care is delivered across Australia. As we move into this new program, there will be a period of transition while systems are updated, and improvements are made.

We're committed to making this change as smooth as possible, and to continuing to deliver high-quality, reliable support throughout.

Thank you for your patience and understanding as we work through this important change together.

Support at Home Monthly Statement

Mr John Smith
 1 Smith Street
 BRISBANE QLD AU 4000

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

ABN 84 675 001 493
 Agency BlueCare
 Address L5, 192 Ann Street Brisbane QLD 4000
 Phone 1300 258 322

Statement Period **1 Nov 2025 to 30 Nov 2025**
 Customer ID AC0000000000
 Participant ID 000000000000
 Current Quarter 1 Oct 2025 to 31 Dec 2025
 Quarterly Budget \$10,484.19
 Classification Transitioned HCP Level 4

Your SAH funding is provided quarterly and is based on your current classification level provided by Services Australia. This statement shows the services delivered for this month and updates to your balances for the quarter.

Just joined BlueCare?

If you transferred to BlueCare from another Support at Home provider, your closing balance may reflect services recently provided and claimed by your previous provider. However, these amounts will not be included under Expense summary or Detailed breakdown sections, as the detailed expenditure only reflects services delivered by BlueCare. This may mean in some instances the summary does not appear to add up. We are continuing to work with our technology partner to improve the way the information is displayed on your statement and make it easier for you to understand.

Support at Home account summary as at 1 Nov 2025 (avail until 31 Dec 2025)

Carry-over from previous quarter	\$0.00
Support at Home available budget to end of current quarter	
• Ongoing services	\$9,589.93
Oxygen Supplement	\$894.26

\$10,484.19

This shows the total SAH budget for the quarter, including any supplements, minus 10% set aside for care management. As SAH started on 1 November, this first budget is only for two months. It doesn't include Short-Term Pathway funds (like assistive technology, home modifications). There's no carry over from a previous quarter, as this is the first one. The full budget is shown from the start of November, even if you joined BlueCare later in the month.

Expense summary for 1 Nov to 30 Nov 2025

Expenditure - Care and services (adjusted/corrected)	\$481.50
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\$481.50

Remaining Support at Home Balance as at 30 Nov 2025 (avail until 31 Dec 2025)

\$10,002.69

This is the estimated amount left to spend from your ongoing funds at the end of the month, up to 31 December 2025 (end of quarter). It's worked out by subtracting your monthly expenses from your total SAH quarterly budget.

This shows the total spent from the SAH budget for the month. Details of services, purchases and adjustments are listed in the Support at Home Detailed Expenditure section.

Home Care package unspent funds

Home Care balance held by Services Australia	\$1,508.90
• Expenses incurred this month	\$100.00
• Closing Balance	\$1,408.90

If you moved from a Home Care Package to Support at Home on 1 November, you may still have unspent HCP funds. This section shows a summary of the balance and use of any unspent HCP funds during the month. If these funds were used this month, this will be displayed in the detailed Expenditure section as "Home Care Unspent Funds Drawdown".

Additional funding

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

Total Participant Contributions for 1 Nov to 30 Nov 2025

\$0.00

Additional funding

If you have approved additional funding for Short Term Pathways under SAH (e.g. AT-HM or Restorative Care) the opening balance, use of those funds and the remaining balance will be here. Any AT-HM purchases and services funded using HCP unspent funds will not be shown in this section, but are included in the section above.

If you were assessed by Services Australia as required to contribute to the cost of the services you have received, you will also receive an invoice showing your total co-contribution for the month.

Support at Home detailed breakdown

Care management

0.25hr

Description	hrs
Care Management	0.25

Support at Home detailed breakdown

Total number of hours used to deliver care management this month. Payment for these hours is automatically drawn from the 10% of your quarterly funding set aside by Services Australia (not reflected in your statement balance).

Expenditure - Care and services (adjusted/corrected)

\$481.50

Date	Description	Service Provider	Hour/Units	Rate	Govt. Sub.	Client Cont.	Total Amount
Clinical							
22/11/25	Nursing care - SAH Registered Nurse		0.5	\$99.00	\$49.50	\$0.00	\$49.50
29/11/25	Nursing care - SAH Registered Nurse		0.5	\$99.00	\$49.50	\$0.00	\$49.50
Clinical Total:					\$99.00	\$0.00	\$99.00
Independence							
17/11/25	Personal care - SAH Personal Care		0.5	\$75.00	\$36.00	\$1.50	\$37.50
17/11/25	Personal care - SAH Personal Care (adjustment)		0.5	\$75.00	-\$0.37	\$0.37	\$0.00
Everyday Living							
20/11/25	Domestic assistance - SAH Domestic Assistance		1.50	\$50.00	\$45.00	\$30.00	\$75.00
20/11/25	Domestic assistance - SAH Domestic Assistance (adjustment)		1.50	\$50.00	\$7.50	-\$7.50	\$0.00
25/11/25	Home maintenance and repairs - SAH External Gardening	Jims Mowing	1.50	\$55.00	\$49.50	\$33.00	\$82.50
25/11/25	Home maintenance and repairs - SAH External Gardening (adjustment)	Jims Mowing	1.50	\$55.00	\$8.25	-\$8.25	\$0.00
Everyday Living Total:					\$110.25	\$47.25	\$157.50
TOTALS					\$423.03	\$58.47	\$481.50

Care and services - what was delivered this month

This section lists the services or items you received during the month under each service category - Clinical, Independence and Everyday Living. It includes:

- + the date each service was delivered
- + the name of the service or item
- + if it was provided by a third-party supplier
- + how many hours or units were delivered
- + the cost charged by BlueCare
- + what the Government paid
- + your contribution (if applicable)
- + the total taken from your quarterly budget

If any adjustments were made during the month, they'll also appear here. A common example is when Services Australia updates your contribution rate for Independence or Everyday Living services.

Any updates required from the previous month such as adjusting the length of visit or changes to the client contribution percentage will be clearly displayed on your statement as an (adjustment).

Additional Short Term Funding - Assistive Technology

\$0.00

Date	Description	Service Provider	Hour/Units	Rate	Govt. Sub.	Client Cont.	Total Amount
24/11/25	Equipment and Products - SAH Mobility Products	Fisher Lane Mobility	1.0	\$100.00	\$96.00	\$4.00	\$100.00
24/11/25	Equipment and Products - SAH Mobility Products (adjustment)	Fisher Lane Mobility			\$4.00	-\$4.00	\$0.00
30/11/25	Total Home Care Unspent Funds Drawdown		0.0	\$0.00	-\$100.00	-\$0.00	-\$100.00
TOTALS					\$0.00	\$0.00	\$0.00

If HCP unspent funds were used:

- + any participant contribution will be reversed and shown as an adjustment
- + total HCP unspent funds used will be shown as a reversal against the Additional Short Term Funding, and included in the Home Care Package unspent funds expenses incurred above

Additional short-term funding

If you received Short Term Pathway services or items (Restorative Care, End of Life, Assistive Technology or Home Modifications), this section will show:

- + the name and cost of each service or item
- + the date it was delivered
- + whether a third-party supplier was involved
- + how many hours or units were provided
- + how much the government paid
- + your contribution (if applicable)
- + the total taken from your available funding