

How to read your Support at Home Monthly Statement

As a Support at Home participant you will receive a monthly statement intended to help you understand your allocated Support at Home quarterly and short term funding, the services and items you have received through the month and how your budget is being used to support you to live life your way – so you can do you!



Support at Home Monthly Statement

Mr Participant Client
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SUBURB QLD 4000

ABN 84 675 001 493
Provider BlueCare
Address L5, 192 Ann Street Brisbane QLD 4000
Phone 1300 258 322
Website bluecare.org.au

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.

Statement Period 1 Aug 2026 to 31 Aug 2026
Customer ID AC000123456
Participant ID 414912345
Current Quarter 1 Jul 2026 to 30 Sep 2026
Quarterly Budget \$10,836.76
Classification Transitioned HCP Level 3

This shows the total SAH budget allocated for the quarter based on your ongoing classification. If you had a change to your classification during the quarter, this change is prorated and 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

Support at Home Ongoing Account Summary

◦ Carry-over from previous quarter	\$1,048.50
◦ Ongoing services	\$7,630.13
◦ Adjustments and charges from previous months - Ongoing	-\$211.50

Support at Home Account Summary as at 1 Aug 26 \$8,467.13

Expense Summary Total for 1 Aug 26 to 31 Aug 26 \$1,112.38

Remaining Support at Home Balance as at 31 Aug 26 \$7,354.75

Support at Home Account Summary as at 1st day of Month is the opening balance of your ongoing quarterly funds at the start of month. This can include: Carry-over from previous quarter as calculated by Services Australia & any adjustments or charges from previous quarters.

Expense Summary total for 1st day of Month to last day of Month is the total value of all services and care provided during the month, funded from your ongoing quarterly funds.

Remaining Support at Home Balance as at last day of Month is closing balance of your ongoing quarterly funds at the end of the month, as known at the statement date.

Unspent funds

Note: Where an unspent funds balance is not displayed, the total balance as at the statement date is \$0.00

Home Care balance held by Australia \$263.54

◦ Expenses incurred this month \$0.00

Remaining as at 31 Aug 2026 \$263.54

If you moved from HCP to SAH in November 2025, 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.



New to BlueCare Support at Home?

If you have a client contribution to pay for services you have received under Support at Home, you'll also receive an invoice with the details of your contribution payable for the month.

If you are new to BlueCare Support at Home you can access additional information via the My BlueCare Customer Centre on our website or by scanning the QR Code.

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 shown here.

Additional funding

Additional Short Term Funding - Assistive Technology	\$500.00
◦ Expenses incurred this month	\$33.41
Remaining Additional Short Term Funding - Assistive Technology until: 06/04/2027	\$466.59

Participant Contributions

If you have been assessed by Services Australia as required to contribute towards the cost of services you have received, the total value of that contribution by Service Category will be shown here.

Participant Contributions - Support at Home

◦ Ongoing - Everyday Living	\$0.00
◦ Ongoing - Independence	\$0.00
Total Participant Contributions for 1 Aug 26 to 31 Aug 26	\$0.00

Support at Home Detailed Breakdown

Care Management

Description	Hours
Care Management	1.0

Care Management

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 balances).

Expenditure - Care and Services

Date	Description	Service Provider	Rate	Hour/ Units	Govt. Sub.	Client Cont.	Total Amount
Clinical							
04/08/26	Nursing care - SAH_18106 - Nursing - In Home	Rebecca	\$224.00	0.75	\$168.00	\$0.00	\$168.00
14/08/26	Allied health and therapy - SAH_18106 - Podiatry - In Home	The Foot Stop Podiatry Serv	\$265.00	0.50	\$132.50	\$0.00	\$132.50
19/08/26	Nursing care - SAH_18106 - Nursing - Care Consumables	Clifford Hallam Healthcare	\$17.50	4.00	\$70.00	\$0.00	\$70.00
Clinical Total:				5.25	\$370.50	\$0.00	\$370.50
Independence							
27/08/26	Social support and community engagement - SAH_18106 - Social Support - Individual	Vibhuti	\$135.00	2.00	\$270.00	\$0.00	\$270.00
Independence Total:				2.00	\$270.00	\$0.00	\$270.00
Everyday Living							
07/08/26	Domestic assistance - SAH_18106 - Cleaning & Household Tasks	McKenzie Commercial Cleaning	\$135.00	2.00	\$270.00	\$0.00	\$270.00
12/08/26	Meals - SAH_18106 - Meal Delivery Premium	Lite N' Easy	\$7.21	28.00	\$201.88	\$0.00	\$201.88
Everyday Living Total:				30.00	\$471.88	\$0.00	\$471.88
TOTALS:					\$471.88	\$0.00	\$471.88

Total Expenditure - Care and Services

\$1,112.38

Expenditure - Care and Services

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
- + the BlueCare staff member or third party supplier who delivered the service
- + how many hours or units were delivered
- + the hourly/ unit cost charged by BlueCare
- + what the Government paid
- + your contribution (if applicable)
- + the total deducted from your quarterly budget.

Additional Short-Term Funding

If you received Short Term Pathway services or items (Restorative Care, End of Life, Assistive Technology or Home Modifications) during the month, this section 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 Short Term Funding - Assistive Technology

Date	Description	Service Provider	Rate	Hour/ Units	Govt. Sub.	Client Cont.	Total Amount
03/08/26	Equipment and Products - SAH_18049 Communication and Information Management	Tunstall Australasia Pty Ltd	\$33.41	1.00	\$33.41	\$0.00	\$33.41

Total Additional Short Term Funding - Assistive Technology

\$33.41

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.

Adjustments and charges from previous months could include:

- + add a service or expense that was not previously included
- + correct the date, rate, hours or units of a service
- + increase or reduce the amount charged to government funding
- + increase or reduce your participant contribution
- + correct an amount against additional funding.

Adjustments and charges from previous months may explain any changes to opening and closing balances between statements.

Adjustments and charges from previous months

Date	Description	Service Provider	Rate	Hour/ Units	Govt. Sub.	Client Cont.	Total Amount
Ongoing							
28/07/26	Allied health and therapy - SAH_18106 - Exercise Physiology - In Home	ABC Exercise Physiology	\$282.00	0.75	\$211.50	\$0.00	\$211.50
Ongoing Totals				0.75	\$211.50	\$0.00	\$211.50
Total Adjustments and charges from previous months							\$211.50

An example of where 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.



Need Help?

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