

Welcome to your first Support at Home invoice

From 1 November, the aged care sector transitioned from the Home Care Package (HCP) program to the government's new **Support at Home** program. As part of this change, you may notice a few updates on your invoice from us.

What's new?

Your invoice now includes a clear breakdown of the services you received for the month that attract a **client contribution** that you are required to pay under the Support at Home program. The contribution rates are set by **Services Australia**, based on your individual assessment.

On this invoice you won't see any services you received that don't attract a client contribution, like clinical services such as nursing or allied health. These will be itemised on your statement, which will outline all the services you received for the month and reflect the balance of your quarterly budget.

Understanding the breakdown

Each line on your invoice shows:

- + the date the service was delivered/item purchased
- + a reference number
- + the type of service
- + how your contribution is calculated

Your contribution for each line item is worked out like this:

**Number of hours service delivered/
items purchased x your contribution
rate x service price.**

Here's an example:

If you received 2 hours of domestic assistance and your contribution rate is 25% for domestic assistance your contribution will be 0.5 x the \$135 service price. As shown below:
2 (hours) x 0.25 (25%) x \$135 = \$67.50

Note: This same calculation applies whether the service is based on hours of service (like personal care or domestic assistance) or item quantities (like equipment or consumables).

Mrs Jennifer Client | CUS058000 | 01 Nov 25 to 30 Nov 25

*denotes GST inclusive

Payments received this Month			
Date	Reference	Description	Amount
24/10/25	rec5014744	Thank you for your payment - Esidebit	(\$417.55)
Total Payment Received			\$417.55

Summary of payments made during the month

Services Provided this Month

Community Services

Date	Invoice	Description	Qty	Rate	Amount
30/11/25	CHG17958447	18/10/25 #100180 Social Support Individual 0.25 copay at \$135/hour	1	1.00	\$33.75
30/11/25	CHG17958466	23/10/25 #100479 Domestic Assistance 0.50 copay at \$135/hour	1	1.00	\$67.50
30/11/25	CHG17958245	28/10/25 #100987 Mobility Products 0.25 copay at \$100/unit	1	1.00	\$25.00

Calculated Client Contributions Payable for each Service delivered/ item purchased.

\$126.25

Total Client Contributions Payable

Last day of the month for this invoice

BlueCare Invoice Reference

Defaults to 1

18/10/2025	#100180	Social Support Individual	0.25 copay	at \$135/hour
[Date of Service Delivery]	[Line Item Reference Number]	[Service Type Delivered/ Product Type Purchased]	[Calculated based on Visit Hours/ Item Quantity x Contribution Rate]	[Service Price/ Product Price]

Scenario for Row 1:

On 18/10/2025 BlueCare delivered a Social Support Individual service. The visit was 1 hour duration and the Services Australia assessed client contribution rate for that service type is 25%. The hourly rate on that service type is \$135.

The calculation is:

$$\begin{aligned}
 &= (1 \text{ hour} \times 25\% \text{ contribution rate}) \times \$135 \text{ per hour} \\
 &= (0.25) \times \$135 \\
 &= \$33.75
 \end{aligned}$$

Scenario for Row 2:

On 23/10/2025 BlueCare delivered a Domestic Assistance service. The visit was 2 hour duration and the Services Australia assessed client contribution rate for that service type is 25%. The hourly rate on that service type is \$135.

The calculation is:

$$\begin{aligned}
 &= (2 \text{ hour} \times 25\% \text{ contribution rate}) \times \$135 \text{ per hour} \\
 &= (0.50) \times \$135 \\
 &= \$67.50
 \end{aligned}$$

Scenario for Row 3:

On 28/10/2025 BlueCare purchased a wheelie walker which falls under the Mobility Products service. The purchase price for the item was \$100 and the Services Australia assessed client contribution rate for the item is 25%.

The calculation is:

$$\begin{aligned}
 &= (1 \text{ item} \times 25\% \text{ contribution rate}) \times \$100 \text{ per item} \\
 &= (0.25) \times \$100 \\
 &= \$25.00
 \end{aligned}$$

REMINDERS:

- + Services may attract different contribution rates depending on the service category they belong to. For example, personal care and social support individual belong to the Independence category and may have a different contribution rate than domestic assistance or garden maintenance which are included in the Everyday Living category.
- + Hourly service prices are listed on BlueCare's Support at Home Pricing Schedule which has been provided to you by your Care Partner. Alternatively, the Price Schedule can be found on our website or by scanning the QR code below.



What if the invoice doesn't look right?

As we move into the new Support at Home system, there may be some adjustments or corrections required on your invoices. For example, your invoice may include adjustments from the previous Home Care package program or temporary estimates while your new contribution rate or other details are confirmed by Services Australia.

There's no need to worry — any corrections will be reflected on your next invoice.

If anything seems incorrect or you're unsure, our friendly team is here to help.

What documents will I receive each month?

Each month, if you have a client contribution payable for services you received, we will send you:

- + an invoice, showing your total contribution payable for the month.
- + a Support at Home monthly statement — this is sent as a separate document and shows all Support at Home funded activity in your account and the balance of your budget.



Need help?

If you have any questions about your invoice or would like support, please call us on **1300 258 322**.