Support at Home Monthly Statement







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What is the Support at Home Statement?



A monthly statement you, as care provider, share with your clients & their representatives. It's all about clear & transparent communications.



It details client expenses, so clients understand what they are billed for.



It summarises services provided, like personal care, meals, or household support.



It includes payments & balances, showing clients contributions & any remaining funds or amounts due.

Why is it important?

Support at Home Statements are more than just a requirement. It's a way to communicate & build trust & transparency with clients & families.

These monthly statements provide a clear record of services, costs, & balances, helping people stay informed & manage their care with confidence.

Issued as mandated by the Aged Care Act, the goal is to improve readability & understanding to support the shared goal of helping older Australians live safely & independently at home for as long as possible.

Delivering clear, consistent customer communication is a key part of achieving this.



Support at Home Monthly Statement



Australia's #1

Care Communication SaaS platform



Ready-to-go template

Customer experience focused

Customisable text box

Cuts call centre demand

Dynamic banner image

Omnichannel delivery

Add marketing attachments

Full track & trace



Catch-up with Airdocs

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