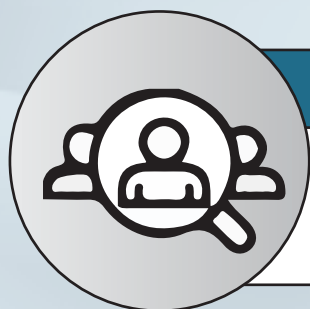


How to view the Home Care Account balance on ACPP



Under legislation that commenced on 1 September 2021, Commonwealth unspent subsidy will now accrue in a Home Care Account for each care recipient. Home Care Accounts will be managed within the Services Australia payment system.

4 ways to view the care recipient's Home Care Account on ACPP:



View balance on the Care Recipient Details Page

In the care recipient's profile, go to **their details** page.



View balance and all transactions on the Home Care Account Page

In the care recipient's profile, select **Home Care Account** under the **Commonwealth amount** tab.



View changes to Home Care Account in the Payment Statement

Changes resulting from the claim calculation and the closing home care account balance will show in the payment statement under **Care recipient's itemised payments**. Download CSV, XML or PDF of the payment statement for easy reconciliation.



View aggregate balance on the Service home page

Combined Home Care Account balances for all care recipients will be visible under **Notifications**.

For more information on how to use the portal, see servicesaustralia.gov.au/agedcareportal

