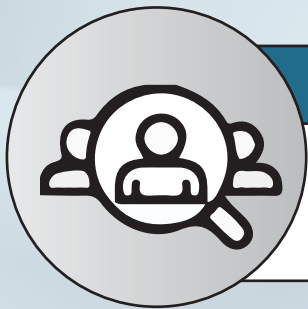


# How to view the Home Care Account balance on ACPP



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](https://servicesaustralia.gov.au/agedcareportal)