



Understanding Your Wallet

A SIMPLE GUIDE TO YOUR SUPPORT AT HOME CONTRIBUTIONS

Your Local Guardians Wallet helps you manage your personal contributions towards your Support at Home services. The Wallet uses direct debit to keep funds available for any co-contributions that apply to your care and support.



1 Setting up your Wallet



- When you sign up with Local Guardians, you'll be asked to provide your bank account details to set up your Wallet.
- Your Wallet is used to pay your required co-contributions towards services funded through your Support at Home package.

2 How your contribution is decided



- Your co-contribution rates are decided by Services Australia after you complete an income and assets assessment.
- This assessment looks at your financial situation to determine what, if any, personal contribution you are required to pay.
- You will be notified of your contribution rate by Services Australia.

Useful links



[Income and assets assessment form \(SA456\)](http://www.servicesaustralia.gov.au/sa456)
www.servicesaustralia.gov.au/sa456



[Understanding income and assets assessments](http://www.myagedcare.gov.au/income-and-assets-assessments-support-home)
www.myagedcare.gov.au/income-and-assets-assessments-support-home

3 Your service categories

Under Support at Home, services fall into three categories. Your personal contribution may apply to some services, depending on your assessed rate.



Clinical Care

No personal contribution required.



Independence

A personal contribution may apply.



Everyday Living

A personal contribution may apply.

4 Your minimum balance and top up amount

Once your budget is completed, your Care Advisor will discuss two important amounts with you.



Minimum Wallet balance

This is the balance your Wallet should maintain. When your Wallet drops below this amount, it triggers a direct debit top up.



Top up amount

This is the amount transferred from your nominated bank account to replenish your Wallet. Your completed budget helps determine the recommended minimum balance and top up amount needed to cover your expected contributions.

5 Choosing your top up amount



- You can choose a higher top up amount if you prefer.
- A higher top up may reduce how often direct debits are needed, as more funds remain available in your Wallet.
- Your Care Advisor can help you choose an amount that suits your budget and personal circumstances.

6 After your onboarding meeting



- Your Care Advisor confirms your agreed minimum balance and top up amount.
- Your Care Advisor provides these details to our Accounts Team.
- Your initial Wallet top up is arranged through direct debit.
- Your Wallet is then used to manage your applicable service contributions.
- Please ensure you have sufficient funds available in your nominated bank account for the initial direct debit.

7 Track your spending



You will be able to track your Wallet balance and spending at any time through your Capital Guardians Portal.

Log in here:  app.trust.capitalguardians.com

8 Need help?



- Your dedicated Care Advisor can help you understand your contributions, review your recommended Wallet amounts and discuss any concerns about your budget.
- We're here to help you manage your care costs with confidence.