

# Personal care information sessions for Support at Home providers

11 June 2026



# Acknowledgement of Country

We would like to acknowledge the Traditional Owners and Custodians of the lands on which we meet today and pay my respects to Elders past, present and emerging.

We would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples here today.



# Purpose for today



# House keeping

Session purpose: Explain the ICT updates needed for the upcoming changes to personal care contributions.

- Q&A will be held at the end of the session
- Please raise your hand to ask a question
- Questions will be taken verbally only — chat is disabled

## In scope

Operational matters following the recent announcement of the personal care contribution changes coming into effect on 1 October 2026.

## Out of scope

Changing policy and legislative settings agreed by Government and articulated in the Aged Care Act.



# Session 1 recap

What we heard	What we are doing
Providers want regular forums to discuss implementation	Running fortnightly provider sessions to share updates, answer questions and hear directly from the sector
Providers need clear guidance on transition issues, including service agreements, claiming, and operational changes	Planning targeted deep-dive sessions on transition topics to work through key areas in more detail
Providers and software vendors need technical detail on ICT and system impacts	Planning dedicated deep-dive sessions on ICT and software, including claiming and system changes
Providers are concerned about readiness and system changes	Using ongoing engagement to identify issues early and support sector readiness
Providers need support to communicate changes to participants	Developing resources for participants to support clear, consistent communication
Providers need practical tools to support their own implementation, including staff training, processes and documentation	Developing resources for providers to support planning and implementation



# Provider Readiness Checklist




## IMPLEMENTATION TIMELINE

	Phase 1 – Prepare (June – September 2026)						Phase 2 – Implement and stabilise (October – December 2026)		
	Jun	Jul	Aug	Sep	Sep late	1 Oct	Oct	Nov	Dec
<b>1. Build awareness &amp; brief stakeholders</b>	Read, brief, subscribe						Reinforce foundations		
<b>2. Prepare participants</b>	Segment participant list	Comms and Care Plans	Budgets	Service agreements			Manage enquiries		
<b>3. Prepare organisation &amp; workforce</b>	Map processes	Update documentation	Train staff	Final checks			Stabilise		
<b>4. Prepare ICT &amp; systems</b>	Engage ICT team/vendor	Configure	Test	Sign off	Go-live ready		Monitor		
<b>5-6. Apply and monitor</b>				Readiness checks			Apply change		Close out
	Start now	Configuration and communication	Train and test		Final check	Go live	Stabilise		Close out

Awareness and foundations
  Active implementation
  Apply and monitor

About this guide	How to use this guide	Key points and contact details
<p>This guide supports all registered Support at Home providers delivering personal care services to prepare for the personal care contribution changes taking effect from 1 October 2026.</p> <p>From 1 October, all personal care services under the <a href="#">Support at Home service list</a> will move from the Independence contributions category to the Clinical Supports contribution category.</p> <p>This is a mandatory change for all registered providers delivering personal care under Support at Home.</p>	<p>Use this guide alongside the main <a href="#">Provider Readiness Checklist</a>.</p> <p>Select by month and work through the actions across each key area.</p> <p>Use the questions to guide your actions and support discussion at provider drop-in sessions.</p>	<p><b>For implementation support:</b></p> <ul style="list-style-type: none"> <li>email <a href="mailto:SAH.implementation@health.gov.au">SAH.implementation@health.gov.au</a></li> <li>To join the Support at home Community of practice, email <a href="mailto:SAH.implementation@health.gov.au">SAH.implementation@health.gov.au</a></li> <li>Subscribe to Your Aged Care Update (YACU) at <a href="#">aged care newsletters and alerts</a></li> </ul>

## IMPLEMENTATION TIMELINE

 Showing actions for: Jun

Go to: Jun Jul Aug Sep Oct Nov/Dec

### Start now – these are your priority actions

1. Build awareness & brief stakeholders	2. Prepare participants	3. Prepare organisation and workforce	4. Prepare ICT & systems
<input type="checkbox"/> 1.1 Understand the change and communicate to your organisation	<input type="checkbox"/> 2.1 Prioritise participant outreach	<input type="checkbox"/> 3.1 Review and update business processes	<input type="checkbox"/> 4.1 Confirm system changes with ICT teams and/or software vendors
<input type="checkbox"/> 1.2 Engage your ICT team and/or software vendor	<input type="checkbox"/> 2.2 Communicate the change to all participants	<input type="checkbox"/> 3.2 Plan workforce capacity and service delivery	<input type="checkbox"/> 4.2 Monitor vendor readiness and ICT related risks
<input type="checkbox"/> 1.3 Identify affected participants	<input type="checkbox"/> 2.4 Engage with participants to discuss their care plans		
<input type="checkbox"/> 1.4 Subscribe to updates, stay informed and communicate changes	<input type="checkbox"/> 2.5 Update individual participant budgets		
<input type="checkbox"/> 1.5 Attend the regular personal care information sessions for providers	<input type="checkbox"/> 2.6 Engage with participants to review and update service agreements		
Use these questions to guide your next steps			
<ul style="list-style-type: none"> <li>What is the one key message your leadership team needs to understand this week?</li> <li>Who still needs to be briefed, and when will you do it?</li> <li>What are the top 1–2 risks or unknowns for your organisation right now?</li> </ul>	<ul style="list-style-type: none"> <li>Which participant group will you contact first and how?</li> <li>What questions or concerns are your participants already raising?</li> <li>What is your next outreach action this week?</li> </ul>	<ul style="list-style-type: none"> <li>What is the first process or document you need to update?</li> <li>Where are you most at risk of inconsistency (care plans, service agreements, budgets, billing)?</li> <li>What support do your staff need right now to feel confident?</li> </ul>	<ul style="list-style-type: none"> <li>Have you confirmed timelines with your ICT team or software vendor — what are they?</li> <li>What system dependencies or risks are you concerned about?</li> <li>What is your biggest ICT unknown right now?</li> </ul>
Get the most out of the provider drop in sessions			
<p><b>Bring to the session:</b></p> <ul style="list-style-type: none"> <li>A specific gap in understanding or messaging challenge you need help to resolve</li> </ul>	<p><b>Bring to the session:</b></p> <ul style="list-style-type: none"> <li>A participant scenario, question, or communication challenge</li> </ul>	<p><b>Bring to the session:</b></p> <ul style="list-style-type: none"> <li>One process, documentation, or workforce issue where you need guidance.</li> </ul>	<p><b>Bring to the session:</b></p> <ul style="list-style-type: none"> <li>One system or vendor issue that may impact your readiness</li> </ul>

# Q & A Session

## Asking questions

- Please raise your hand to ask a question.
- Please identify yourself when speaking - your first name and organisation is sufficient.
- Verbal questions only - the chat question is disabled; you will not be able to ask a written question

## Questions on notice

- Some questions may need to be taken on notice to follow up out of session.
- These questions will be addressed in the following session or via the meeting summary.



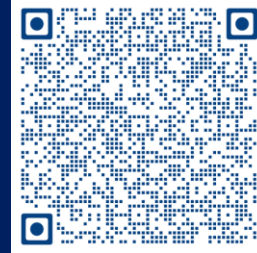
# What providers can do now

## 1. Access the latest information

Learn what the change means for providers



Share the changes with participants



Subscribe for newsletter updates



## 2. Participate in the readiness survey

Provide the Department with information and evidence to support an accurate representation of sector readiness.

## 3. Prepare your organisation, people and participants.

- Initiate changes to systems and billing reflect the personal care change from 1 October 2026.
- Brief staff early so they can begin to explain the change to participants.
- Plan participant communications and watch for updated guidance and system updates.

