

Personal care information sessions for Support at Home providers

28 May 2026



Acknowledgement of Country

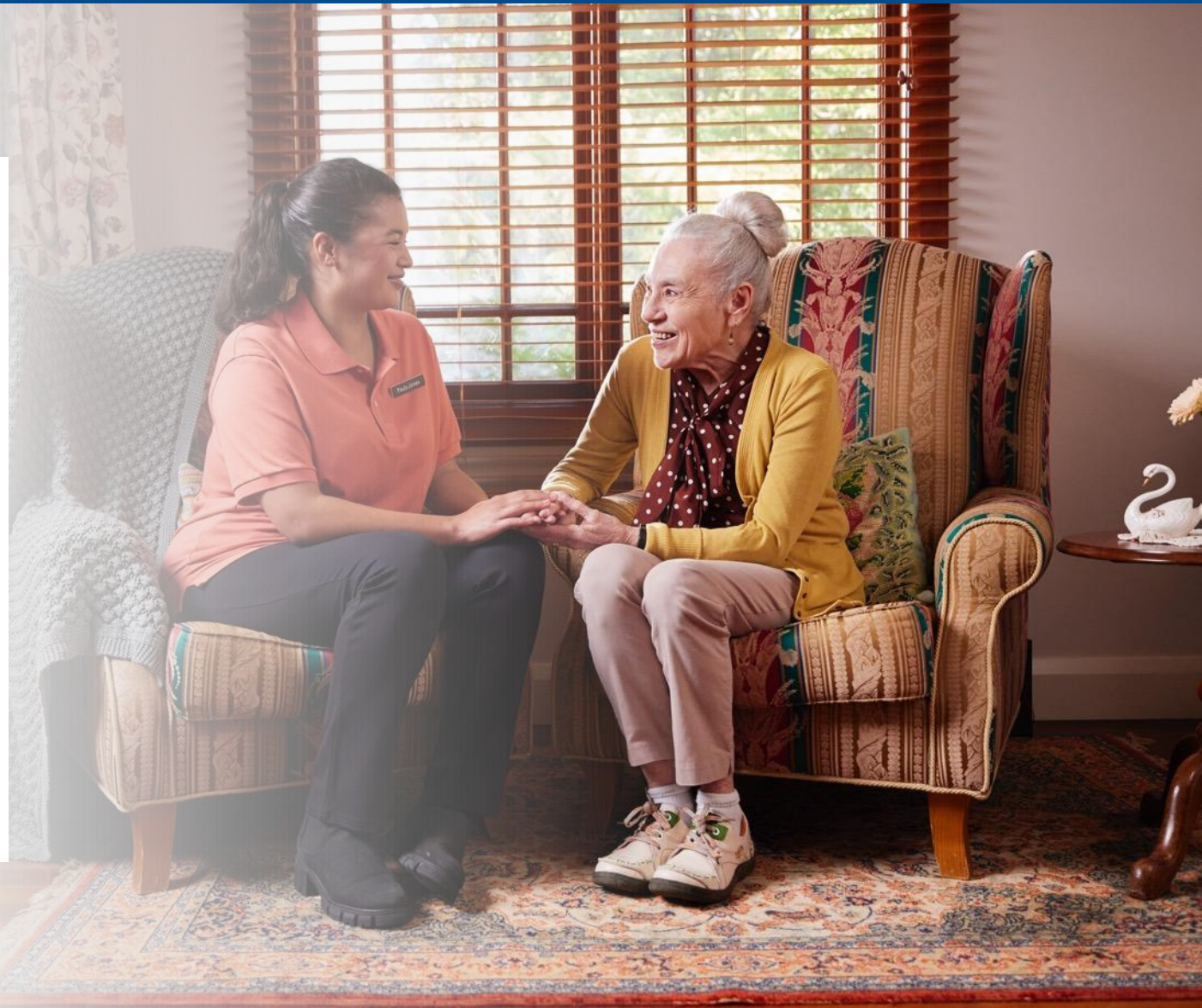
We would like to acknowledge the Traditional Owners and Custodians of the lands on which we meet today and pay my respects to Elders past, present and emerging.

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



Purpose for today

- what is changing from 1 October
- what is not changing
- expected impacts for providers and participants
- likely system and process updates
- how the Department will support the sector through implementation
- time for questions at the end.



Australian Government

Department of Health, Disability and Ageing

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.



Personal Care contributions change

- From **1 October 2026**, the Australian Government will **fully fund personal care** services claimed under Support at Home.
- **Personal care moves from Independence to Clinical Supports** service category for contribution purposes.
- **Older people will no longer be out-of-pocket** for approved personal care where they have funding available.
- Removing personal care contributions **supports dignity, hygiene and access** to essential daily care.
- The sector will be **supported to transition**, with activities running through to 1 October 2026.



Personal Care contributions change

What's changing from 1 October 2026

- **ALL personal care services** will move from Independence to Clinical Supports for contribution purposes.
- **Participants will no longer pay contributions** for approved personal care delivered on or after 1 October 2026, where they are approved and have funding.
- Change will be made in the Aged Care Rules

What's not changing

- **What is considered personal care remains the same.** No changes to service type scope or activities.
- **How personal care is delivered does not change.** No changes to workforce roles, qualifications or delivery models.
- **Eligibility and approval requirements remain unchanged.** Participants must still be approved for personal care and have available funding.
- **Service IDs and pricing structures remain the same.** Only the participant contribution category is changing.
- **Provider responsibilities and obligations remain unchanged.** Providers must continue to meet existing requirements for claiming, billing and record keeping.



Personal Care high level impacts

Providers

- **Provider ICT systems may need updates** to reflect new contribution treatment i.e. service set up, billing, claiming and reporting)
- **Claiming and payment arrangements** must align to new contribution settings.
- **Care plans** and **Service Agreements** may need to be updated.
- **Provider communications with participants** need to reflect the change.

Participants

- Participants may wish to update their **care plans** if they have opted to receive less personal care than preferred/needed due to contributions.
- May need to agree to updated **Service Agreements**.
- Will start to receive updated **statements and invoices**.



Personal Care contributions change

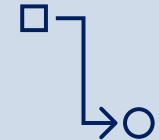
People

- Care Partners and staff delivering general information need awareness
- Care Partners may need to update Care Plans
- No changes to personal care staffing for service delivery.



Processes

- Care Planning processes
- Invoicing/contribution collection processes (differentiated by service date)
- Hardship referrals in the lead up to 1 Oct (potential)
- Service Agreement update/amendment processes.



Information

- Service Agreements
- Care plans
- Website content
- Training modules
- Client statement templates
- Invoicing templates



Technology

- Client statement design/data.
- Invoicing design/data.
- Reference data for services types.

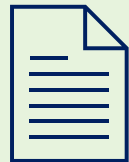


Department visibility of change

Service Agreements as an example of readiness visibility limitations:

Information

- Service Agreements
- Care plans
- Website content
- Training modules
- Client statement templates
- Invoicing templates



- Service Agreement templates provided by the Department do not require definition of contributions rates down to Service Type level e.g. personal care.
- Some providers report they have defined contribution rates down to the Service Type level by choice.
- The Department does not have visibility over whether a provider will or will not have to update their Service Agreements.



Department visibility of change

Technology

- Client statement design/data.
- Invoicing design/data.
- Reference data for services types.



Systems as an example of readiness visibility limitations:

- Personal Care change may not impact the claims API.
- Changes required will likely be in statements and invoicing capabilities in provider/vendor systems.
- The Department does not have visibility over how providers have configured service lists locally, level of flexibility in designs, lead times etc.



Supporting the sector

Our approach to supporting the change

- We recognise this change requires **preparation, coordination and confidence** across the sector.
- **Providers, software vendors and sector partners play a critical role** in delivering the change successfully across the sector.
- Our approach is focused on **early engagement, practical support and clear guidance**.
- Support will be provided **before, during and after implementation** to enable a smooth transition.
- We are committed to working in partnership with the sector to support consistent and effective delivery.



Supporting the sector



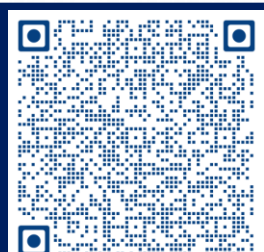
What providers can do now

1. Access the latest information

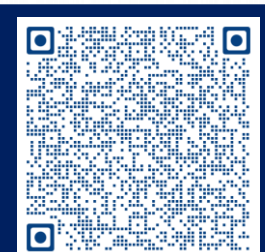
Learn what the change means for providers



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.



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.



Thank you



Australian Government

Department of Health, Disability and Ageing