

Personal care information sessions for Support at Home providers

July 2026



Australian Government
Department of Health, Disability and Ageing

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.



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.



Session 4 recap

Theme	What we heard	What we are doing
Guidance and readiness	Providers need clear, practical and accessible guidance to prepare across communications, workforce, participant engagement and systems.	Delivered the Provider Readiness Checklist Playbook the companion guide to the checklist.
Systems and implementation constraints	ICT readiness, billing processes and system limitations (e.g. single price lists) are key risks, along with uncertainty about transition arrangements and consent requirements.	Released the technical specifications and flagged the test environment is available. Proactively supporting ICT engagement, and developing guidance on billing, informed financial consent and transition arrangements, including clarifying policy intent.
Communication and participant trust	Providers need consistent, trusted materials and clarity on inclusions/exclusions, with risks to participant trust if messaging is unclear.	Provided official Stakeholder Kit for Providers containing communication resources and participant facing templates. Includes email template, FAQs and news item.
Engagement and ongoing support	Providers value ongoing engagement, clear update channels, and assurance feedback is being acted on.	Continuing provider sessions and deep dives, promoting newsletters, websites and Community of Practice, and adapting sessions based on feedback, including providing notes and updates.



New materials available for providers and software vendors



Provider Readiness Checklist

Personal care contribution provider readiness checklist

From 1 October 2026, personal care services will move to the Clinical Supports contribution category. The Provider readiness checklist helps providers prepare for the change.

From 1 October 2026, all personal care services under the [Support at Home service list](#) will move from the Independence contributions category to the Clinical Supports contribution category.

The Provider readiness checklist helps providers prepare for the change. It is separated into 2 phases.

Phase 1 explains how providers can make sure their organisation, ICT, stakeholders and participants are prepared in time for 1 October 2026.

Phase 2 explains how providers can apply the required changes, resolve issues and monitor performance.

[Read more about the Personal Care contribution change.](#)

Download supporting resources

The following resources are available to support implementation of the personal care contribution change:

- [Provider Readiness Checklist Playbook](#) – companion guide to the online checklist.
- [Stakeholder Kit for Providers](#) – communication resources and participant-facing materials.

For questions about these resources, email SAHimplementation@health.gov.au

Includes supporting resources:

Provider Readiness Checklist Playbook

Support at Home – Personal Care Contribution Change

REACHES CHECKLIST SUMMARY ACTIONS

1. Understand, build awareness, build stakeholders		2. Prepare participants		3. Prepare organization and workforce	
☐ 1.1 Understand and communicate the change	☐ 2.1 Proactively participant outreach	☐ 3.1 Review and update business processes		☐ 3.2 Update documentation and templates	
☐ 1.2 Engage your ICT team and/or software vendor	☐ 2.2 Communicate the change to all participants	☐ 3.3 Update training and finance processes		☐ 3.4 Update billing and finance processes	
☐ 1.3 Identify affected participants	☐ 2.3 Engage with participants to discuss their care plans	☐ 3.5 Train and support staff		☐ 3.6 Prepare staff for the transition period	
☐ 1.4 Subscribe to updates, stay informed and communicate changes	☐ 2.4 Update individual participant budgets	☐ 3.7 Ensure alignment across care plans, agreements and billing		☐ 3.8 Plan for workforce impacts and changes in participant demand	
☐ 1.5 Attend information sessions for providers	☐ 2.5 Engage with participants to review and update service agreements				

4. Apply the change	5. Monitor and monitor performance	6. Review and monitor performance
☐ 4.1 Apply the new contribution settings from 1 October	☐ 5.1 Monitor billing, claim and reporting for accuracy	☐ 6.1 Monitor billing, claim and reporting for accuracy
☐ 4.2 Manage participant enquiries	☐ 5.2 Monitor demand and service delivery	☐ 6.2 Monitor demand and service delivery
	☐ 5.3 Review outstanding issues and close out the transition	☐ 6.3 Review outstanding issues and close out the transition
	☐ 5.4 Conduct a post implementation review to identify lessons learned	☐ 6.4 Conduct a post implementation review to identify lessons learned

Support at Home – Personal Care Contribution Change

Go live 1 October 2026

IMPLEMENTATION TIMELINE

Phase 1 – Prepare (June – September 2026)

June	July	Aug	Sept	Oct	Nov	Dec
1. Understand, build awareness, build stakeholders	2. Prepare participants	3. Prepare organization & workforce	4. Prepare ICT & systems	5. Apply the change	6. Monitor and monitor	

Phase 2 – Implement (October – December 2026)

1 Oct	Nov	Dec
Monitor and monitor	Monitor and monitor	Monitor and monitor

Phase 1 – Prepare

Phase 2 – Implement

Stakeholder Kit for Providers

Now available!
Scan QR code
to access



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Support at Home – personal care contribution change

Stakeholder kit for providers

Support at Home providers can use this toolkit to inform older people families and carers about personal care contribution change starting 1 October 2025.

Key messages

Instructions for using these key messages

How to use these key messages	You can use these key messages to share information about personal care contribution change with participants through communication channels.
Before sharing it	Notes to use: - add your contact details where highlighted - review the messages to align with your communication plan and with participants on the phone when highlighted - review the article messages to review any changes
When to share it	Any time before 1 October 2025 to raise awareness From 1 October 2025 the Australian Government will fully fund approved personal services for eligible older people who Support at Home participants. This means if you support people who Support at Home services and you are not a personal care services provider, you are not responsible for funding these services. These changes represent personal care as an essential service supporting the dignity of older people. Personal care includes support with tasks such as: - personal care - non-clinical continence management - dressing - eating - personal hygiene - assistance with self-administration of medication. Your provider can confirm and update your arrangements with the same. To do this please provide additional Support at Home funding. Personal care services will be funded from the participant's ongoing budget. There is no change to your contributions for Support at Home services. Before 1 October 2025, you may contact us to update documents such as your agreement, care plan, budget, statements or invoices. After 1 October 2025, you need not do anything until then. Learn more about personal care contribution change on the My Age Care website MyAgeCare has additional care guides to support older people on contribution changes. Click on our link or contact your case manager if you have any questions.

Support at Home personal care contribution change. Stakeholder kit for providers

News articles

Instructions for using this news article

How to use this news article	This news article can be used on your website and social media.
Before sharing it	Notes to use: - add your contact details to the phone where highlighted - review the article messages to review any changes
When to share it	Any time before 1 October 2025 to raise awareness From 1 October 2025 the Australian Government will fully fund approved personal services for eligible older people who Support at Home participants. Funding personal care services and those available Support at Home funding for contributions for these services. What is changing? From 1 October 2025, the Australian Government will fund approved personal services and those available Support at Home funding for contributions for these services. What is changing? If you are not a personal care services provider and you are not funding, you will not be able to receive personal services or fund of support at home. Personal care services will not be funded from your available Support at Home quarterly budget. Personal care includes support with tasks such as: - personal care - non-clinical continence management - dressing - eating - personal hygiene - assistance with self-administration of medications. This change represents personal care as an essential service that will be funded, not charged and will be an optional service that will be funded, not charged and will be an optional service. What is not changing? Your eligibility for personal care services is not changing. The change Support at Home funding.

Support at Home personal care contribution change. Stakeholder kit for providers

Email for participants

Instructions for using this email

How to use this email	This email can be sent to participants, that families, authorised representatives, providers and the name of the participant details in the email.
Before sending	Notes to use: - add your organisation's branding and contact details - replace all highlighted placeholder text to review the email message to ensure it aligns with your organisation's purposes - review the email. October 2025 news awareness as a reminder closer to 1 October 2025.
When to send	Subject line: Change to personal care services Preview text: From 1 October 2025, you no longer need to pay contributions personal care services under Support at Home. Dear [participant name], We are pleased to tell you how and an upcoming change to personal care services under Support at Home. What is changing? From 1 October 2025, the Australian Government will fully fund approved personal services for eligible older people who Support at Home participants. Funding personal care services and those available Support at Home funding for contributions for these services. What is changing? If you are not a personal care services provider and you are not funding, you will not be able to receive personal services or fund of support at home. Personal care services will not be funded from your available Support at Home quarterly budget. Personal care includes support with tasks such as: - personal care - non-clinical continence management - dressing - eating - personal hygiene - assistance with self-administration of medication.

Support at Home personal care contribution change. Stakeholder kit for providers

Frequently asked questions (FAQs) and answers

Instructions for using these FAQs

How to use these FAQs	These FAQs answer common questions about the personal care contribution change. We'll send you support with sharing these FAQs across your organisation. You can share the FAQs in your participant email packs, websites, care plans, documents, and other service materials, care management and finance resources.
Before sharing it	Notes to use: - replace the text where highlighted - review the messages to align with your communication plan and with participants on the phone when highlighted - review the article messages to review any changes
When to share it	Any time before 1 October 2025 to raise awareness From 1 October 2025 the Australian Government will fully fund approved personal services for eligible older people who Support at Home participants. Funding personal care services and those available Support at Home funding for contributions for these services. What is changing? If you are not a personal care services provider and you are not funding, you will not be able to receive personal services or fund of support at home. Personal care services will not be funded from your available Support at Home quarterly budget. Personal care includes support with tasks such as: - personal care - non-clinical continence management - dressing - eating - personal hygiene - assistance with self-administration of medications.

Support at Home personal care contribution change. Stakeholder kit for providers

Let's check
implementation and
readiness progress



Timeline



1. Understand, build awareness and brief stakeholders



1.1 Understand and communicate the change

ON TRACK



1.2 Engage your ICT team and/or software vendor

ON TRACK



1.3 Identify affected participants

ON TRACK



1.4 Subscribe to updates, stay informed and communicate changes

ON TRACK



1.5 Attend information sessions for providers

ON TRACK

POINTS TO NOTE:

- Continue to communicate the change with ***all stakeholders***
- ***Stakeholder Kit for Providers*** is now available
- If ICT or software vendor conversations have not started yet, flag it - ***systems work has the longest lead time***
- Provider information sessions continue fortnightly – remember to register to attend

KEY QUESTION:

- *Are we on track for 1 October, and if not, what actions do we need to prioritise now?*



2. Prepare participants



2.1 Prioritise participant outreach

ON TRACK



2.2 Communicate the change to all participants

ON TRACK



2.3 Engage with participants to discuss their care plans

FOCUS NOW



2.4 Update individual participant budgets

FOCUS NOW



2.5 Engage with participants to review and update service agreements

FOCUS NOW



2.6 Plan for workforce impacts and changes in participant demand

UPCOMING

POINTS TO NOTE:

- **Start care plan conversations now** to avoid a rush of enquiries in September
- Update **participant budgets** to reflect changes
- Check if service agreements need updating
- **Stakeholder Kit for Providers** includes template email, news item and FAQs
- **Assess and plan for impacts on workforce**

KEY QUESTION:

- *Have we identified the participants most likely to be affected, and are we actively working through the conversations, budget updates and agreement reviews that may be required before 1 October?*



3. Prepare organisation and workforce



3.1 Review and update business processes

ON TRACK



3.2 Update documentation and templates

FOCUS NOW



3.3 Update billing and finance processes

FOCUS NOW



3.4 Ensure alignment across care plans, service agreements and billing

UPCOMING



3.5 Train and support staff

FOCUS NOW



3.6 Prepare staff for the transition period

UPCOMING

POINTS TO NOTE:

- Documentation and processes **need to align**, check end to end to avoid errors
- August is your **staff training window**, start scheduling staff training now

KEY QUESTION:

- *If a participant called tomorrow about the change, would your people, processes, documentation and billing arrangements provide a consistent answer?*



4. Prepare ICT & systems



4.1 Confirm system changes with ICT teams and/or software vendors

ON TRACK



4.2 Monitor vendor readiness and ICT related risks

ON TRACK



4.3 Update system configuration

FOCUS NOW



4.4 Update and test connected systems and outputs

UPCOMING



4.5 Confirm system readiness for go-live

UPCOMING

POINTS TO NOTE:

- **Technical specifications** now available
- **Vendor test environment** now available
- **Confirm system updates** and **delivery timelines**
- **Identify EARLY any delays or issues**

KEY QUESTION:

- *Have you confirmed your system updates and delivery timelines, and are you confident your technology will be ready for 1 October?*



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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.

