

Personal care information sessions for Support at Home providers

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.

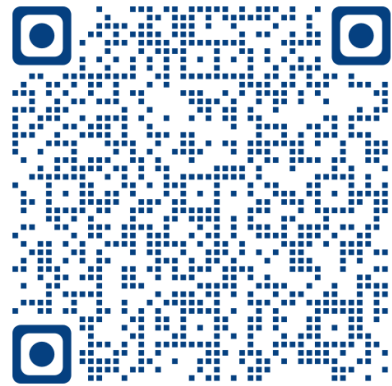


Session 2 recap

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 a Provider Readiness Checklist and Companion Guide, structured around four pillars, with month-by-month actions and detailed HTML guidance (including participant segmentation, outreach and agreement updates).
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.	Releasing technical specifications (mid-July), 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.	Providing official communication materials (fact sheets) and aligned messaging across the department and providers, supported by clear explanations of scope and changes.
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.



Provider Readiness Survey now open



Scan QR code to complete



Provider Readiness Checklist



IMPLEMENTATION TIMELINE

	Phase 1 – Prepare (June – September 2026)					1 Oct	Phase 2 – Implement and stabilise (October – December 2026)		
	Jun	Jul	Aug	Sep	Sep late		Oct	Nov	Dec
1. Build awareness & brief stakeholders	Read, brief, subscribe						Reinforce foundations		
2. Prepare participants	Segment participant list	Comms and Care Plans	Budgets	Service agreements			Manage enquiries		
3. Prepare organisation & workforce	Map processes	Update documentation	Train staff	Final checks			Stabilise		
4. Prepare ICT & systems	Engage ICT team/vendor	Configure	Test	Sign off	Go-live ready		Monitor		
5-6. Apply and monitor				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 Support at Home service list 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 Provider Readiness Checklist.</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>For implementation support:</p> <ul style="list-style-type: none"> email SAH.implementation@health.gov.au To join the Support at home Community of practice, email SAH.implementation@health.gov.au Subscribe to Your Aged Care Update (YACU) at aged care newsletters and alerts

IMPLEMENTATION TIMELINE

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"> • What is the one key message your leadership team needs to understand this week? • Who still needs to be briefed, and when will you do it? • What are the top 1–2 risks or unknowns for your organisation right now? 	<ul style="list-style-type: none"> • Which participant group will you contact first and how? • What questions or concerns are your participants already raising? • What is your next outreach action this week? 	<ul style="list-style-type: none"> • What is the first process or document you need to update? • Where are you most at risk of inconsistency (care plans, service agreements, budgets, billing)? • What support do your staff need right now to feel confident? 	<ul style="list-style-type: none"> • Have you confirmed timelines with your ICT team or software vendor — what are they? • What system dependencies or risks are you concerned about? • What is your biggest ICT unknown right now?
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Get the most out of the provider drop in sessions

<p>Bring to the session:</p> <ul style="list-style-type: none"> • A specific gap in understanding or messaging challenge you need help to resolve 	<p>Bring to the session:</p> <ul style="list-style-type: none"> • A participant scenario, question, or communication challenge 	<p>Bring to the session:</p> <ul style="list-style-type: none"> • One process, documentation, or workforce issue where you need guidance. 	<p>Bring to the session:</p> <ul style="list-style-type: none"> • One system or vendor issue that may impact your readiness
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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.



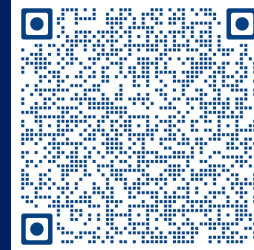
What providers can do now

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.



Australian Government

Department of Health, Disability and Ageing