

# Personal care information sessions for Support at Home providers

July 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 3 recap

- **Readiness checklist now live** – providers were walked through the draft Provider Readiness Checklist Playbook, which outlines month-by-month actions to support implementation.
- **Provider readiness survey launched** – providers and software vendors were encouraged to complete the survey by 10 July to help inform future guidance and support activities.
- **ICT readiness remains a key focus** – discussion focused on system readiness, upcoming technical specifications and implementation planning for 1 October.
- **Assurance on claiming arrangements** – Services Australia confirmed system changes will be effective from 1 October, with no anticipated delays in applying new contribution arrangements to services delivered from that date.



# ICT update Services Australia



# Services Australia Update

- From 1 October 2026 all Personal care services will move from the Independence category to the Clinical Supports category for contribution purposes.
- Developers do not need to make any changes to claim Personal care through Services Australia. These changes will be automatically applied in the claim by Services Australia.
- Personal care services claimed with a service delivery date earlier than 1 October will have the Independence contribution category applied when claiming. Personal care services with a service delivery date on or after 1 October 2026 will have the Clinical Supports contribution category applied in the claim.
- Personal care changes will be available to test in the vendor test environment from 9 July 2026 and production from 1 October 2026.
- **To support testing**, the effective date for the change in Personal care contribution category will be **1 July 2026** in the vendor test environment.
- For developers looking for specific APIs impacted by the Personal care change, the *Aged Care API Support at Home Reference Data* has been enhanced to provide a date field to reflect the change. Note: this API is not mandatory for claiming.
- We encourage providers and developers to raise any questions once familiar with the changes, noting we can use this ongoing forum to manage any Q&As for further clarification.



# Provider Readiness Checklist Update Provider Readiness Survey – closes 10 July



Australian Government

Department of Health, Disability and Ageing

# Provider Readiness Checklist

Now available!  
Scan QR code  
to access



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## 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.](#)

[Next →](#)  
Personal care contribution change provider readiness checklist: Phase 1

**Content**

**Personal care contribution provider readiness checklist**

- Personal care contribution change provider readiness checklist: Phase 1 >
- Personal care contribution change provider readiness checklist: Phase 2 >



# Additional resources

## Provider Readiness Checklist Playbook

Support at Home – Personal Care Contribution Change Go-live 1 October 2026

READINESS CHECKLIST SUMMARY ACTIONS

1. Understand, build awareness, brief stakeholders	2. Prepare participants	3. Prepare organisation and workforce	4. Prepare ICT & systems
<input type="checkbox"/> 1.1 Understand and communicate the change	<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 Update documentation and templates	<input type="checkbox"/> 4.2 Monitor vendor readiness and ICT related risks
<input type="checkbox"/> 1.3 Identify affected participants	<input type="checkbox"/> 2.3 Engage with participants to discuss their care plans	<input type="checkbox"/> 3.3 Update billing and finance processes	<input type="checkbox"/> 4.3 Update system configuration
<input type="checkbox"/> 1.4 Subscribe to updates, stay informed and communicate changes	<input type="checkbox"/> 2.4 Update individual participant budgets	<input type="checkbox"/> 3.4 Ensure alignment across care plans, service agreements and billing	<input type="checkbox"/> 4.4 Update and test connected systems and outputs
<input type="checkbox"/> 1.5 Attend information sessions for providers	<input type="checkbox"/> 2.5 Engage with participants to review and update service agreements	<input type="checkbox"/> 3.5 Train and support staff	<input type="checkbox"/> 4.5 Confirm system readiness for go-live
<input type="checkbox"/> 2.6 Plan for workforce impacts and changes in participant demand	<input type="checkbox"/> 3.6 Prepare staff for the transition period		

**5. Apply the change**

5. Apply the change	6. Resolve and monitor performance	Key online resources
<input type="checkbox"/> 5.1 Apply the new contribution settings from 1 October	<input type="checkbox"/> 6.1 Monitor billing, claiming and reporting for accuracy	Use the following resources to guide implementation: <ul style="list-style-type: none"><li>Personal Care Contribution Change Provider Readiness Checklist</li><li>Department web page for providers: Personal care contribution change</li><li>My Aged Care web page for older people: Personal care to be fully funded under Support at Home from 1 October 2026</li></ul>
<input type="checkbox"/> 5.2 Manage participant enquiries	<input type="checkbox"/> 6.2 Monitor demand and service delivery	
	<input type="checkbox"/> 6.3 Resolve outstanding issues and close out the	

Support at Home – Personal Care Contribution Change Go-live 1 October 2026

IMPLEMENTATION TIMELINE

Phase 1 – Prepare (June – September 2026)					Phase 2 – Implement (October – December 2026)			
Jun	Jul	Aug	Sep	Sept late	1 Oct	Oct	Nov	Dec
1. Understand, build awareness, brief stakeholders					1 Oct	Oct	Nov	Dec
2. Prepare participants					1 Oct	Oct	Nov	Dec
3. Prepare organisation & workforce					1 Oct	Oct	Nov	Dec
4. Prepare ICT & systems					1 Oct	Oct	Nov	Dec
5. Apply the change					1 Oct	Oct	Nov	Dec
6. Resolve and monitor					1 Oct	Oct	Nov	Dec

Legend: Awareness and foundations (blue), Active implementation (purple), Apply and monitor (red)

**About this guide**  
This guide supports registered Support at Home providers delivering personal care services to prepare for the personal care contribution changes taking effect from 1 October 2026.  
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.  
This is a mandatory change for all registered providers delivering personal care under Support at Home.

**How to use this guide**  
This guide is designed for providers of different sizes, systems and service delivery models.  
It is intended to be used alongside the online Provider Readiness Checklist.  
Use this guide to support planning, implementation and monitoring activities for the personal care contribution change.

**For implementation support:**

- email [sah\\_implementation@health.gov.au](mailto:sah_implementation@health.gov.au)
- to join the Support at Home Community of Practice, email [sah\\_cop@communityofpractice.health.gov.au](mailto:sah_cop@communityofpractice.health.gov.au)
- subscribe to Your Aged Care Update (YACU) at [agedcare.newsletters.and.sites](http://agedcare.newsletters.and.sites)

## Reform Implementation Series Video

Australian Government  
Department of Health, Disability and Ageing

Support at Home



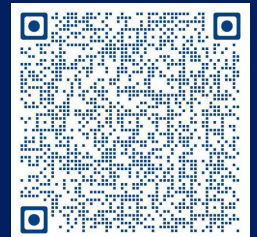
Reform Implementation Series  
Personal care contribution changes

1:58

Transcript

Support at Home:

Personal care contribution change video



# Provider Readiness Survey

Closes Friday 10 July

Last chance!  
Scan QR code  
to access



What ICT and software capabilities require...  
Select all that apply

- Client & care management
- Service agreement management
- Pricing & budget management
- Invoicing & financial management
- Claims & Services Australia integration
- Compliance & rules validation
- Workforce scheduling & mobility
- Notifications & workflow automation
- System integration and APIs
- Client / provider portals
- Reporting & analytics

What engagement channels and products will support you through this change?  
Select all that apply

- Software vendor forums
- Tech talks
- Technical specifications
- Other (please specify)

Is there anything else you would like to share?

[BACK](#) [NEXT](#)



# 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.

