

Sector Partners

Digital Transformation for the Aged Care Sector



Digital Services within Corporate Operations Group

Department of Health, Disability and Ageing

www.health.gov.au

Meeting #84

23/07/2026



Australian Government

Department of Health, Disability and Ageing

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Australian Government

Department of Health, Disability and Ageing



WELCOME

Greetings and Acknowledgement of Country

Janine Bennett

Assistant Secretary
Digital Business and Sector Engagement Branch
Department of Health, Disability and Ageing



Agenda

Digital Transformation for the Aged Care Sector

Welcome &
State of Play

Janine Bennett

Support at Home
Personal Care
Contribution
Changes

Michelle Smith &
Daron Chambers

AI learning Byte

Jess Kim

Open
Conversation

Janine Bennett

Q&A and
Close

Janine Bennett

State of Play

Janine Bennett

Assistant Secretary

Digital Business and Sector Engagement Branch
Department of Health, Disability and Ageing



Open collaboration activities

State of Play

**Business Verification
Testing (BVT) Register**

Open to: Providers

Legend

Open

Evergreen

On today's agenda

Recently closed

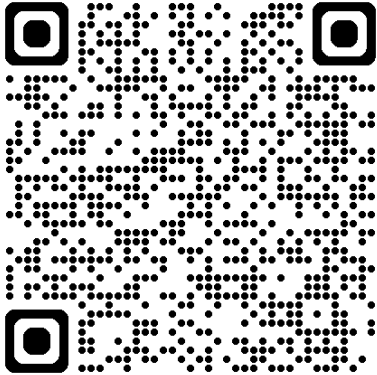
☆☆☆ New

🕒 Closing soon



Commonwealth Home Support Program

DEX guide from 1 July 2026



CHSP Data Exchange Guide



Email dssdataexchange.helpdesk@dss.gov.au
for general enquiries

CHSP Data Exchange Guide from 1 July 2026

The CHSP DEX Guide provides guidance to CHSP funded organisations on entering data into the Data Exchange to meet their reporting requirements.



Commonwealth Home Support Program (CHSP)

CHSP Data Exchange Guide
"The CHSP DEX Guide"

From 1 July 2026

The CHSP DEX Guide provides guidance on entering data into the Data Exchange for activities funded under the Commonwealth Home Support Program (CHSP) by the Department of Health, Disability and Ageing. This document assists service providers to enter data in a consistent and compliant way that best reflects the program activity being delivered.

[CHSP Data Exchange Guide from 1 July 2026 \[PDF - 2 MB\]](#)

[CHSP Data Exchange Guide from 1 July 2026 \[Word - 2 MB\]](#)

About this resource

Publication date: 1 July 2026

Publication type: Guideline

Language: English

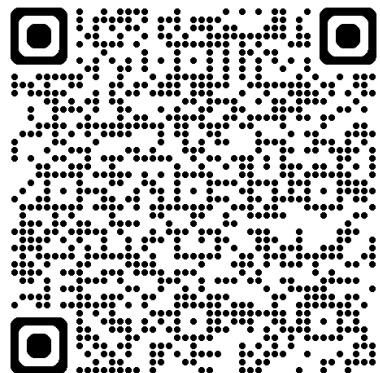
Part of a collection:

[Commonwealth Home Support Program \(CHSP\) 2025-27 extension resources](#)

Guidance on CHSP data reporting and
submission requirements

Commonwealth Home Support Program

2025 -27 Manual



CHSP 2025-27 Manual

Commonwealth Home Support Program (CHSP) 2025–27 Manual

The CHSP 2025–27 Manual provides an overview of the program, provider responsibilities, funding and program changes from 1 November 2025 under the Aged Care Act 2024.



The CHSP 2025–27 Manual has been updated to reflect program changes under the *Aged Care Act 2024*.

The CHSP 2025–27 Manual has 3 parts:

Part A – About the CHSP

This covers an overview of the program, 2025-27 reforms to in-home aged care, CHSP services and wellness and reablement.

Part B – Eligibility and delivery requirements

This covers access to the CHSP, interaction with other programs, provider grant funding and client contributions and flexibility provisions.

Part C – Administration and provider responsibilities

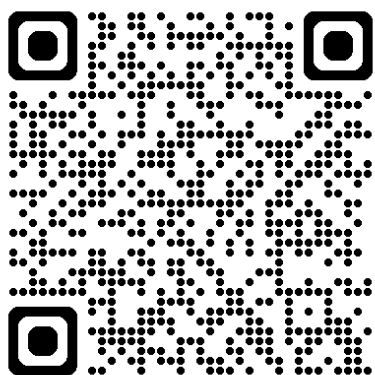
This covers quality arrangements and client rights, CHSP service continuity and provider selection, incident management and staffing responsibilities, compliance and financial responsibilities and provider reporting and system responsibilities.

Appendices A to H support the Manual with additional information.

Overview of CHSP requirements and provider responsibilities

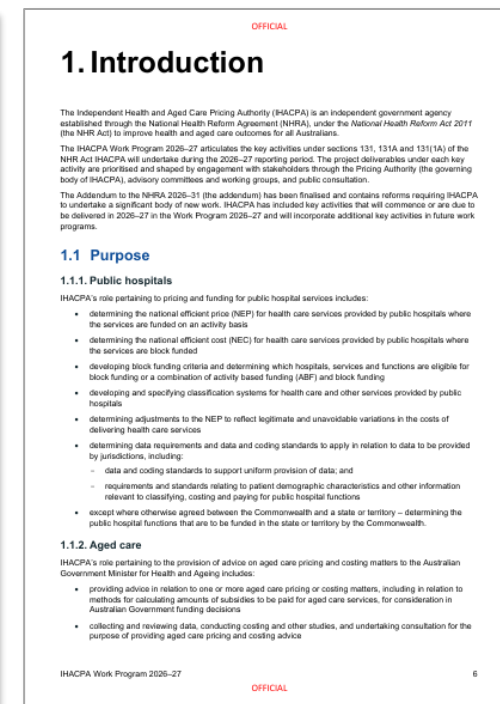
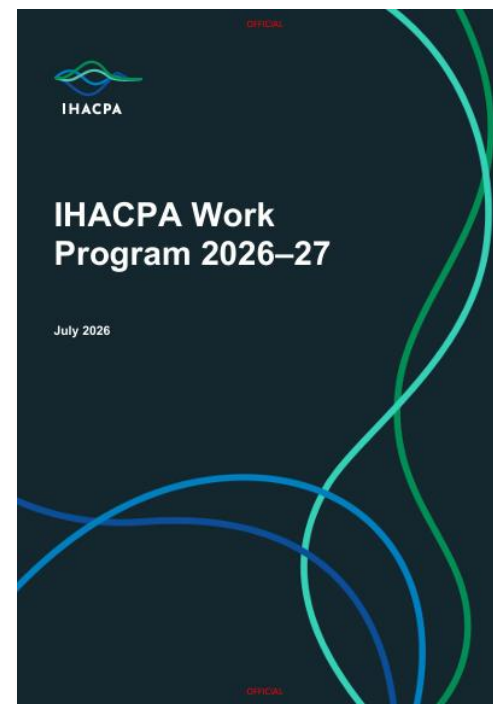
Independent Health and Aged Care Pricing Authority

Work Program 2026-27



IHACPA Work Program 2026-27

Sets out IHACPA's strategic objectives, planned activities and outcomes for the year across health and aged care



Focused on supporting a sustainable, accessible and resilient care system

Our poll – What you said

Scaled responses



Session value



- Participants were asked to rate session value on a scale of 1 to 5.
- Average rating was 4.5



Topic relevance



- Participants were asked to rate the relevance of topics on a scale of 1 to 5.
- Average rating was 4.3

29%

of member attendees
responded to the poll

Our poll – Your feedback



Most beneficial

- Early visibility of upcoming changes
- Sector and digital transformation updates
- Direct access to government insights
- Understanding broader sector perspectives



Motivation for attending

- Stay informed about reforms and initiatives
- Prepare organisations for change
- Learn about digital and system updates
- Connect with others across the sector



Suggested improvements

- Practical implementation guidance and examples
- Open discussion of challenges and solutions
- More content on funding, support types and assessments
- Greater stakeholder involvement, FAQs and Q&A sessions

Missed the poll or have additional feedback?
Contact the team at DTSectorPartners@Health.gov.au

Support at Home: personal care contribution changes

Michelle Smith

Director, Change and Transition

Assessment and Home Care Transition Branch
Reform Implementation Division

Daron Chambers

a/g Director

Aged Care Projects Branch
Services Australia



Provider Readiness Checklist

Includes supporting resources:

Provider Readiness Checklist Playbook

Home

Listen Print Share

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.

Content

Search document

Personal care contribution provider readiness checklist

Personal care contribution change provider readiness checklist: Phase 1

Personal care contribution change provider readiness checklist: Phase 2

[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.

Support at Home – Personal Care Contribution Change

Go live 1 October 2026

READINESS CHECKLIST SUMMARY ACTIONS

1. Understand and communicate the change	2. Engage participants	3. Prepare organisation and resources
☐ 1.1 Understand and communicate the change	☐ 2.1 Prioritise participant outreach	☐ 3.1 Review and update business processes
☐ 1.2 Engage your ICT team and/or software vendor	☐ 2.2 Communicate the change to all participants	☐ 3.2 Update documentation and templates
☐ 1.3 Identify affected participants	☐ 2.3 Engage with participants to discover their care plans	☐ 3.3 Update billing and finance processes
☐ 1.4 Subscribe to updates, stay informed and communicate changes	☐ 2.4 Update individual participant budgets	☐ 3.4 Develop alignment across care plans, service agreements and billing
☐ 1.5 Attend information sessions for providers	☐ 2.5 Engage with participants to review and update service agreements	☐ 3.5 Train and support staff
☐ 1.6 Plan for participant impacts and changes in participant demand	☐ 2.6 Plan for participant impacts and changes in participant demand	☐ 3.6 Prepare staff for the transition on go-live

IMPLEMENTATION TIMELINE

Phase 1 – Prepare (June – September 2026)	Phase 2 – Implement (October – December 2026)					
Jul	Jul	Aug	Sep	Oct	Nov	Dec
1. Understand, build awareness, build capabilities	1. Understand, build awareness, build capabilities	2. Prepare participants	2. Prepare participants	3. Prepare organisation & resources	3. Prepare organisation & resources	3. Prepare organisation & resources
4. Prepare ICT & systems	4. Prepare ICT & systems	4. Prepare ICT & systems	4. Prepare ICT & systems	4. Prepare ICT & systems	4. Prepare ICT & systems	4. Prepare ICT & systems
5. Apply the change	5. Apply the change	5. Apply the change	5. Apply the change	5. Apply the change	5. Apply the change	5. Apply the change
6. Review and monitor	6. Review and monitor	6. Review and monitor	6. Review and monitor	6. Review and monitor	6. Review and monitor	6. Review and monitor

About this guide

How to use this guide

For support

Stakeholder Kit for Providers

Support at Home – personal care contribution change

Stakeholder kit for providers

Support at Home providers can use this toolkit to inform other people, their families and carers about personal care contribution change starting from 1 October 2026.

Key messages

Instructions for using these key messages

How to use these key messages

Before sharing it

When to share it

Personal care includes support with tasks such as:

- personal care management
- dressing
- eating
- personal hygiene
- assistance with self-administration of medication

Your provider, care workers and visiting care arrangements will stay the same. This does not provide additional Support at Home funding. Personal care services will stay the same but the participant's ongoing funding will change.

There is no change to your contribution for other Support at Home services.

Before 1 October 2026, you may want you to update documents such as your self-assessment, care plan, budget, statements or income.

You do not need to do anything until then.

Learn more about personal care contribution change on the My Aged Care website: [Support at Home personal care contribution change](#)

Call us on 1800 725 3949 if you have any questions.

News article

Instructions for using this news article

How to use this news article

Before sharing it

When to share it

Personal care contribution change from 1 October 2026

From 1 October 2026, the Australian Government will fully fund approved personal care services for eligible older people who are Support at Home participants. Participants who are approved personal care services will continue to be funded from your available Support at Home ongoing quarterly budget.

Personal care includes support with tasks such as:

- showering
- self-administered medication management
- dressing
- eating
- personal hygiene
- assistance with self-administration of medication

This change supports personal care at an essential service that supports your health, dignity and wellbeing – not an optional extra.

What is not changing?

Your ongoing personal care services are not changing. This change does not provide additional Support at Home funding.

Email for participants

Instructions for using this email

How to use this email

Before sending

When to send it

Subject line: Change to personal care contributions from 1 October 2026

Please send this email to all participants who are approved for personal care services under Support at Home.

Dear Participant,

We are writing to let you know about an upcoming change to personal care contributions under Support at Home.

From 1 October 2026, the Australian Government will fully fund approved personal care services for eligible older people who are Support at Home participants. Participants who are approved for personal care services will continue to be funded from your available Support at Home ongoing quarterly budget.

Personal care includes support with tasks such as:

- showering
- self-administered medication management
- dressing
- eating
- personal hygiene
- assistance with self-administration of medication

Frequently asked questions (FAQs) and answers

Instructions for using these FAQs

How to use these FAQs

Before sharing it

When to share it

About personal care contribution change

From 1 October 2026, the Australian Government will fully fund approved personal care services for eligible older people who are Support at Home participants. Participants who are approved for personal care services will continue to be funded from your available Support at Home ongoing quarterly budget.

The following questions and answers explain what the change means for you, what is staying the same, and where to go if you need support or more information.

Will I still need to pay for personal care services?

From 1 October 2026, you will not need to pay contributions for personal care services if you are approved for personal care services in your support plan and have available Support at Home funds. Personal care services will continue to be funded from your available Support at Home ongoing quarterly budget.

What is considered personal care?

Personal care includes support with tasks such as showering, self-administered medication management, dressing, eating, personal hygiene and assistance with self-administration of medication.

Will I need a measurement to receive personal care services?

No. If you are already approved for personal care services, you do not need a measurement.

Now available!
Scan QR code
to access



Personal Care Contribution Category Change

Effective from 1 October 2026:

Contribution category for Personal Care changes from

Independence



Clinical Supports



Testing
9 July 2026



Automatically
applied



Go live
1 October 2026

Additional resources

Learn what the
personal care
contribution
change means
for providers



Share the
personal care
contribution
changes with
participants



Learning Byte: AI and Agentic AI

Jess Kim

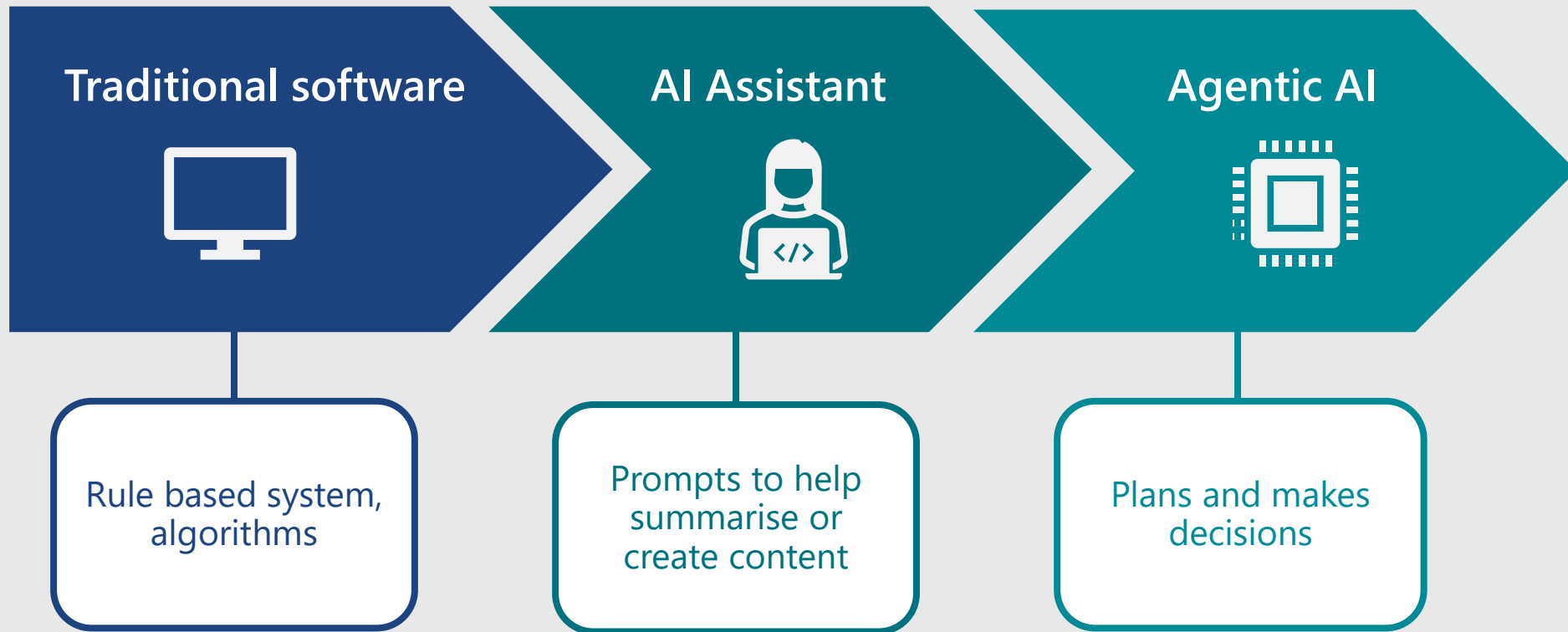
Sector Engagement Officer

Digital Business and Sector Engagement Branch
Department of Health, Disability and Ageing



Learning byte

Understanding AI vs Agentic AI



What could agentic AI look like?

Examples in context



AI assistant

- Summarise documentation
- Draft communication to staff



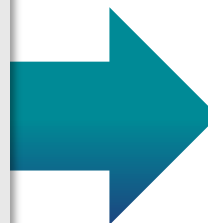
Agentic AI

- Identify missed tasks
- Schedule follow-up activity
- Automation of operational tasks

Why the distinction matters

AI vs agentic AI

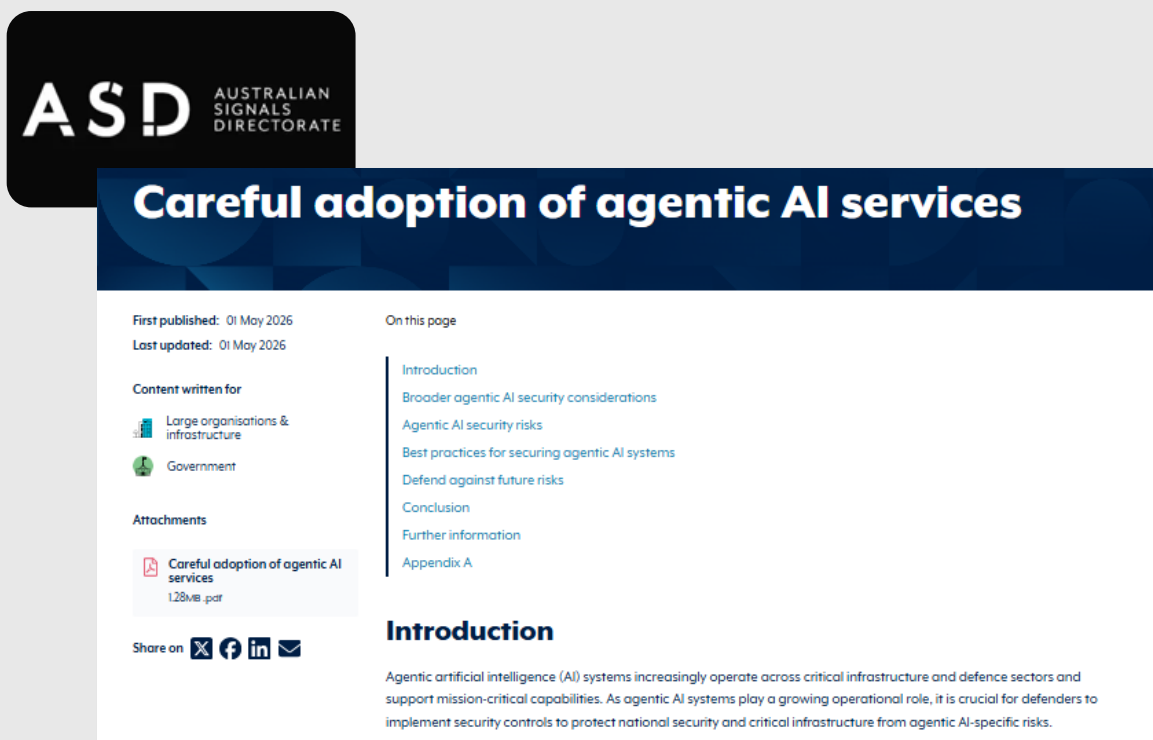
Opportunities	Risk
• Reduce manual administration • Streamline processes • Save time for care delivery	• Perform wrong actions on behalf of users • Accountability challenges • Unexpected behaviour due to multiple systems



Recommendation

- Adopt small and slow
- Avoid unrestrictive access to critical systems when starting
- Ensure permissions, strong governance and monitoring is in place

Key takeaways and resources



Australian Signals Directorate –
Adoption of agentic AI



Artificial Intelligence:
publications and
governance

Open Conversation

Janine Bennett

Assistant Secretary

Digital Business and Sector Engagement Branch
Department of Health, Disability and Ageing



Open Conversation

Learning from each other



1. What's currently the biggest opportunity or challenge facing your organisation?
2. Is there a reform, digital initiative or piece of work that is demanding the most attention right now?
3. What's one thing that has worked particularly well for your organisation this year?
4. What is one lesson, insight or reflection from the first half of the year that you think others across the sector could benefit from hearing?



Q&A

There are multiple ways to ask your question:

- 1 Type your question into the meeting chat.
- 2 Raise your virtual hand to be brought to stage to ask your questions directly.

Want to ask your question directly?

Just raise your hand using the option at the top of the MS Teams window.

Raise



Australian Government

Department of Health, Disability and Ageing



THANK YOU

Our next meeting will be on **Thursday, 20 August 2026.**



DTSectorPartners.health.gov.au