

IMPLEMENTATION TIMELINE

Phase 1 – Prepare (June – September 2026)							Phase 2 – Implement(October – December 2026)		
	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Sep late</u>	1 Oct	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
1. Understand, build awareness, brief stakeholders	Read, brief, subscribe and attend provider information sessions						Reinforce key messages		
2. Prepare participants	Outreach and comms	Discuss care plans	Update budgets and service agreements	Plan for participant demand changes			Manage participant enquiries		
3. Prepare organisation & workforce	Review business processes	Update documentation	Train and prepare staff		Final checks		Reinforce new ways of working		
4. Prepare ICT & systems	Confirm system changes	Configure	Test		Go-live ready		Embed ICT and systems changes		
5. Apply the change							Apply change		
6. Resolve and monitor							Monitor and resolve issues		Close out
					Final checks		Go live		
Awareness and foundations Active implementation Apply and monitor									

About this guide	How to use this guide	For support
This guide supports registered Support at Home providers delivering personal care services to prepare for the <u>personal care contribution changes taking effect from 1 October 2026</u>. From 1 October, all personal care services under the <u>Support at Home service list</u> 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.	This guide is designed for providers of different sizes, systems and service delivery models. It is intended to be used alongside the online <u>Provider Readiness Checklist</u>. 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 - to join the Support at Home Community of Practice, email SAH.implementation@health.gov.au - subscribe to Your Aged Care Update (YACU) at <u>aged care newsletters and alerts</u> - For support with claiming, contact the Services Australia Aged Care Provider Line 1800 195 206

READINESS CHECKLIST SUMMARY ACTIONS

	1. Understand, build awareness, brief stakeholders	2. Prepare participants	3. Prepare organisation and workforce	4. Prepare ICT & systems
Phase 1 - Prepare	☐ 1.1 Understand and communicate the change	☐ 2.1 Prioritise participant outreach	☐ 3.1 Review and update business processes	☐ 4.1 Confirm system changes with ICT teams and/or software vendors
	☐ 1.2 Engage your ICT team and/or software vendor	☐ 2.2 Communicate the change to all participants	☐ 3.2 Update documentation and templates	☐ 4.2 Monitor vendor readiness and ICT related risks
	☐ 1.3 Identify affected participants	☐ 2.3 Engage with participants to discuss their care plans	☐ 3.3 Update billing and finance processes	☐ 4.3 Update system configuration
	☐ 1.4 Subscribe to updates, stay informed and communicate changes	☐ 2.4 Update individual participant budgets	☐ 3.4 Ensure alignment across care plans, service agreements and billing	☐ 4.4 Update and test connected systems and outputs
	☐ 1.5 Attend information sessions for providers	☐ 2.5 Engage with participants to review and update service agreements	☐ 3.5 Train and support staff	☐ 4.5 Confirm system readiness for go-live
Phase 2 - Implement		☐ 2.6 Plan for workforce impacts and changes in participant demand	☐ 3.6 Prepare staff for the transition period	
	5. Apply the change	6. Resolve and monitor performance	Key online resources	
	☐ 5.1 Apply the new contribution settings from 1 October	☐ 6.1 Monitor billing, claiming and reporting for accuracy	Use the following resources to guide implementation: ➤ Personal Care Contribution Change Provider Readiness Checklist ➤ Department web page for providers: Personal care contribution change ➤ My Aged Care web page for older people: Personal care to be fully funded under Support at Home from October ➤ Support at Home program manual – A guide for registered providers ➤ Support at Home eLearning for aged care providers ➤ Support at Home service list ➤ For software developers access the Health Systems Developer Portal for integrated software related information.	
	☐ 5.2 Manage participant enquiries	☐ 6.2 Monitor demand and service delivery		
		☐ 6.3 Resolve outstanding issues and close out the transition		
		☐ 6.4 Conduct a post implementation review to identify lessons learned		