

Personal care information sessions for Support at Home providers

August 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.



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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 6 recap

Theme	What we heard	What we are doing
Guidance and readiness	Providers want practical guidance to support older people through the personal care contribution change and avoid common risks such as confusion, inconsistent information, incorrect charging and complaints.	Developed the Personal Care Contribution Change User Journey and Provider Readiness Checklist to help providers prepare participants, train staff, update documentation, review systems and manage risks at each stage of the change.
Systems and implementation constraints	Providers are seeking clarity on billing processes, invoicing, claiming arrangements and service agreement requirements before and after 1 October.	Providing guidance on contribution and subsidy arrangements, clarifying billing processes with Services Australia, supporting ICT readiness, and working with policy teams to address outstanding questions on agreement variations and consent requirements.
Communication and participant trust	Providers need consistent, trusted messaging and documentation to help older people understand the change and maintain confidence in their care arrangements.	Delivered communication resources through the Stakeholder Kit, readiness materials and provider sessions, while working closely with the Aged Care Quality and Safety Commission and My Aged Care to support consistent sector-wide messaging.
Engagement and ongoing support	Providers appreciate regular opportunities to ask questions, share implementation challenges and receive updates as the reforms progress.	Continuing provider sessions and deep dives, promoting newsletters, websites and Community of Practice, and adapting sessions based on feedback, including providing notes and updates.



Supporting all
participants to
understand the personal
care contribution change



Understanding participant needs

The personal care contribution change may be understood differently depending on:

- communication preferences
- cultural context and trust
- family, carers and support networks
- literacy and comprehension
- accessibility needs
- digital access and confidence

Supporting understanding requires more than providing information.

Information should be clear, accessible and delivered in ways participants trust.



What supports participant understanding



Culture, community & context

- How does the participant make decisions?
- Who they want involved?
- What personal circumstances may affect communication?



Language

- What language do they prefer?
- How do they prefer to communicate?
- What communication support do they need?



Literacy & comprehension

- Is the information clear?
- Can the participant understand and use it?



Digital access & confidence

- Can the participant access digital information?
- Would they prefer information in another format?

The goal is not simply to provide information.

The goal is to help participants understand what the personal care contribution change means for them.



What providers can do

Before the conversation

- Know the participant's **preferred language and communication needs**
- **Identify support people they want involved**
- Consider **interpreting, translating, Easy Read or other supports**
- Plan to provide information **verbally and in writing**, where possible



During the conversation

- Use **plain language** and an interpreter where needed
- Explain **what is changing and what is not**
- Provide information **verbally and in writing**, where possible
- **Check understanding throughout the conversation**
- Allow time for **questions**



After the conversation

- **Follow up and explain the information again**, where needed
- **Record** communication needs and preferences
- **Check understanding** when the first monthly statement is issued



Working with the sector



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Connect with organisations, networks and support

Build understanding through community and sector partnerships:

- Partners in Culturally Appropriate Care (PICAC)
- Federation of Ethnic Communities' Councils of Australia (FECCA)
- Ethnic Communities Council of Victoria (ECCV)
- National Aboriginal and Torres Strait Islander Ageing and Aged Care Council (NATSIAACC)
- National Sign Language Program
- Aged Care Translation Service
- Translating and Interpreting Service (TIS) National
- Department's Local Network



Resources



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Stakeholder kit for providers

Resources to help providers explain the change to participants

[Home](#) > [Resources](#) > [Publications](#)

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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, their families and carers about personal care contribution change starting from 1 October 2026.



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

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

About this resource

Publication date: 13 July 2026

Publication type: Guideline

Audience: General public

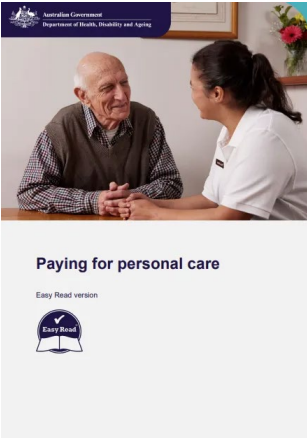
Language: English

[Support at Home personal care contribution change – Stakeholder kit for providers \[PDF - 567 KB\]](#) - 10 pages

[Support at Home personal care contribution change – Stakeholder kit for providers \[Word - 2 MB\]](#) - 10 pages



Includes NEW Easy Read resource



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For older people, families, carers and supporters

Personal care to be fully funded under Support at Home from October

Last updated: 22 April 2026

General announcements

From 1 October 2026, the Australian Government will fully fund personal care for eligible Support at Home participants.

Changes to Support at Home personal care

If your support plan approves you for the personal care service type and you have available Support at Home funding, you will be able to receive personal care services at no out-of-pocket cost.

Personal care services include help with tasks such as:

- showering
- dressing
- non-clinical continence management.

Moving personal care from the independence category to the clinical supports category recognises personal care as an essential service that supports your health, dignity and wellbeing – not an optional extra.



Scan QR code to access



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Questions for your organisation

Understand your participants



- Do we know participant **communication needs and preferences**?
- Do we **know who they want involved**?
- Do we understand any **personal circumstances or experiences** that may affect communication?

Prepare your workforce



- Can staff identify and **record communication needs**?
- Will staff provide **clear and consistent** information?
- Do staff know where **to find support, services and resources**?

Check understanding



- Can participants **ask questions and access support**?
- How will we **check understanding**?
- How will we follow up with participants after 1 October?



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.



Links

- [Partners in Culturally Appropriate Care \(PICAC\)](#)
 - [About the PICAC Alliance](#)
 - [Explore state and territory PICAC resources](#)
 - [Training schedule](#)
 - [Position Papers/Media Releases - PICAC Alliance](#)
 - [Academic collaborations](#)



Links

- [Federation of Ethnic Communities' Councils of Australia \(FECCA\)](#)
- [Ethnic Communities Council of Victoria \(ECCV\)](#)
 - [ECCV Elder Abuse Prevention Brochures \(24 languages\)](#)
- [National Aboriginal and Torres Strait Islander Ageing and Aged Care Council \(NATSIAACC\)](#)



Links

- [National Sign Language Program](#)
- [Aged Care Translation Service](#)
- [Translating and Interpreting Service \(TIS\) National](#)
- [Department's Local Network contacts](#)



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Resources

- [Personal care contribution change](#)
- [Provider information sessions schedule](#)
- [Provider readiness checklist](#)
- [Provider readiness checklist playbook](#)
- [Personal care contribution change - Stakeholder kit for providers](#)
 - [Personal care contribution change – Easy Read](#)

