



# 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.

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## About this stakeholder kit

This kit has information and resources to help Support at Home providers share information about the change to personal care contributions from 1 October 2026 with older people, their families, carers and authorised representatives.

You can use the resources on your own channels and networks, such as newsletters, emails, websites, discussions and social media channels.

### What's in this toolkit?

- Key messages
- News article
- Email for participants
- Easy Read
- Frequently asked questions (FAQ) and answers.

### Audiences

Older people who are Support at Home participants, their families, carers and authorised representatives.

### More information

- Information for providers: [health.gov.au/support-at-home/personal-care-contributions](https://health.gov.au/support-at-home/personal-care-contributions)
- Provider readiness checklist: [health.gov.au/resources/publications/personal-care-contribution-provider-readiness-checklist](https://health.gov.au/resources/publications/personal-care-contribution-provider-readiness-checklist)
- Information for older people: [MyAgedCare.gov.au/news-and-updates/support-home-personal-care-contribution-changes](https://MyAgedCare.gov.au/news-and-updates/support-home-personal-care-contribution-changes)
- If you have any questions about this kit, please email [SAH.implementation@health.gov.au](mailto:SAH.implementation@health.gov.au)

# Key messages

## Instructions for using these key messages

|                                      |                                                                                                                                                                                                             |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>How to use these key messages</b> | You can use these key messages to share information about the personal care contribution change with participants through your own communication channels.                                                  |
| <b>Before sharing it</b>             | Make sure to: <ul style="list-style-type: none"><li>• add your contact details where highlighted</li><li>• review the messages so it aligns with other communication you share with participants.</li></ul> |
| <b>When to share it</b>              | <ul style="list-style-type: none"><li>• any time before 1 October 2026 to raise awareness</li><li>• as a reminder closer to 1 October 2026.</li></ul>                                                       |

- From 1 October 2026, the Australian Government will fully fund approved personal care services for eligible older people who are Support at Home participants.
- This means if your support plan includes personal care services and you have available Support at Home funding, you will get personal care services at no out-of-pocket cost to you. This change recognises personal care as an essential service supporting your health, dignity and wellbeing.
- Personal care includes support with tasks such as:
  - showering
  - non-clinical continence management
  - dressing
  - eating
  - personal hygiene
  - assistance with self-administration of medication.
- Your provider, care workers and existing care arrangements will stay the same. The change does not provide additional Support at Home funding. Personal care services will continue to be funded from the participant's ongoing budget.
- There is no change to your contributions for other Support at Home services.
- Before 1 October 2026, we may contact you to update documents such as your service agreement, care plan, budget, statements or invoices.
- You do not need to do anything until then.
- Learn more about personal care contribution change on the My Aged Care website, visit: [MyAgedCare.gov.au/news-and-updates/support-home-personal-care-contribution-changes](https://MyAgedCare.gov.au/news-and-updates/support-home-personal-care-contribution-changes).
- Call us on [add your organisation's phone number] if you have any questions.

# News article

## Instructions for using this news article

|                                     |                                                                                                                                                                                                                                                              |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>How to use this news article</b> | This news article can be used on your websites, e-newsletters, printed newsletters and updates.                                                                                                                                                              |
| <b>Before sharing it</b>            | Make sure to: <ul style="list-style-type: none"><li>• add your contact details to the 'more information' section where highlighted</li><li>• review the article messages to ensure it aligns with other communication you share with participants.</li></ul> |
| <b>When to share it</b>             | <ul style="list-style-type: none"><li>• any time before 1 October 2026 to raise awareness</li><li>• as a reminder closer to 1 October 2026.</li></ul>                                                                                                        |

## 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 for personal care services and have available Support at Home funding will no longer pay contributions for these services.

### What is changing?

If your support plan includes personal care services and you have available Support at Home funding, you will be able to receive personal care services at no out-of-pocket cost to you. 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
- non-clinical continence management
- dressing
- eating
- personal hygiene
- assistance with self-administration of medication.

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

### What is not changing?

Your eligibility for personal care services is not changing. This change does not provide additional Support at Home funding.

### What do I need to do?

You do not need to do anything right now. The change starts from 1 October 2026.

Before then, we may contact you to update documents like your service agreement, care plan, budget, statements or invoices.

### **More information**

Learn more about personal care contribution change:

- visit the My Aged Care website [MyAgedCare.gov.au/news-and-updates/support-home-personal-care-contribution-changes](https://myagedcare.gov.au/news-and-updates/support-home-personal-care-contribution-changes)
- call My Aged Care on 1800 200 422
- ask for help from an aged care advocate, like the [Older Persons Advocacy Network](#)
- contact [provider name] on [provider's phone number].

# Easy Read resource

## Instructions

|                                  |                                                                                                                                                                                                                                                                                                      |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>How to use this Easy Read</b> | <p>This Easy Read resource can be used to share information with older people about the change. It is written in easy-to-understand English and supports accessibility and information preferences.</p> <p>Download the Easy Read: <a href="#">Personal care contribution change – Easy Read</a></p> |
| <b>When to share it</b>          | <ul style="list-style-type: none"><li>• any time before 1 October 2026 to raise awareness</li><li>• as a reminder closer to 1 October 2026</li><li>• after 1 October 2026 to continue supporting information preferences of older people.</li></ul>                                                  |



# Email for participants

## Instructions for using this email

|                              |                                                                                                                                                                                                                                                                                             |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>How to use this email</b> | This email can be sent to participants, their families, carers and authorised representatives. Please add the name of the participant and your contact details to the email.                                                                                                                |
| <b>Before sending</b>        | Make sure to: <ul style="list-style-type: none"><li>• add your organisation's branding and contact details</li><li>• replace all highlighted placeholder information with your details</li><li>• review the email message to ensure it aligns with your organisation's processes.</li></ul> |
| <b>When to send it</b>       | <ul style="list-style-type: none"><li>• any time before 1 October 2026 to raise awareness.</li><li>• as a reminder closer to 1 October 2026.</li></ul>                                                                                                                                      |

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

**Preview text:** From 1 October 2026, you no longer need to pay contributions for approved personal care services under Support at Home.

### Email:

Dear [Participant name],

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

### What is changing?

From 1 October 2026, the Australian Government will fully fund approved personal care services under Support at Home.

If you are approved for personal care services in your support plan and have available Support at Home funds, you will no longer pay contributions for personal care services delivered from 1 October 2026. Personal care services will continue to be funded from your available ongoing budget.

Personal care includes support with daily tasks such as:

- showering
- non-clinical continence management
- dressing
- eating
- personal hygiene
- assistance with self-administration of medication.

## What is not changing?

- Your eligibility for personal care services is not changing.
- Your provider, care workers and existing care arrangements will stay the same.
- Contributions for other Support at Home services are not changing.
- If you are already approved for personal care services, you do not need a reassessment because of this change.
- Contributions will still apply to personal care services delivered before 1 October 2026, even if they are claimed after that date.

## Do you need to do anything?

You do not need to do anything now. The change will happen automatically.

Before 1 October 2026, we may contact you to update documents such as your service agreement, care plan, budget, statements or invoices.

## Need support or more information?

If you have questions about your personal care services or would like to discuss your care plan or budget, please contact us.

[Provider name]

[Care partner/team name]

Phone: [phone number]

Email: [email address]

Website: [website link]

You can also:

- visit the My Aged Care website [MyAgedCare.gov.au/news-and-updates/support-home-personal-care-contribution-changes](https://MyAgedCare.gov.au/news-and-updates/support-home-personal-care-contribution-changes)
- call My Aged Care on 1800 200 422
- ask for help from an aged care advocate, like the [Older Persons Advocacy Network](#)
- ask a trusted family member, friend or care partner for support.

If you are finding it hard to pay your fees, you may be able to access financial hardship assistance. Talk to your provider or contact My Aged Care to learn more.

Kind regards,

[Provider name]

[Care partner/team name]

# Frequently asked questions (FAQs) and answers

## Instructions for using these FAQs

|                              |                                                                                                                                                                                                                                                                                                                                               |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>How to use these FAQs</b> | Use these FAQs to answer common questions about the personal care contribution change. It will help to support you with sharing consistent messaging across your organisation. You can share the FAQs in your participant information packs, websites, care partner discussions, and customer service, care management and finance enquiries. |
| <b>Before sharing it</b>     | <p>Make sure to:</p> <ul style="list-style-type: none"><li>• add your details where highlighted</li><li>• review the messages so it aligns with other communication you share with participants</li><li>• share with staff who may receive enquiries from participants.</li></ul>                                                             |
| <b>When to share it</b>      | <ul style="list-style-type: none"><li>• when asked questions from participants</li><li>• any time before 1 October 2026 to raise awareness</li><li>• as a reminder closer to 1 October 2026.</li></ul>                                                                                                                                        |

## 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 and have available Support at Home funding will no longer pay contributions for these services. Personal care services will continue to be funded from a participant's 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 daily tasks such as showering, non-clinical continence management, dressing, eating, personal hygiene and assistance with self-administration of medication.

### Will I need a reassessment to receive personal care services?

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

### **Will my personal care services continue?**

Yes. Your provider, care workers and existing care arrangements will continue as usual. This change only affects how personal care contributions are charged.

### **What happens to personal care services delivered before 1 October 2026?**

Any applicable contributions to personal care services delivered before 1 October 2026 will still apply, even if they appear on a later statement or invoice.

### **Why do I have to wait until 1 October 2026?**

The change starts on 1 October 2026 to give providers and government agencies time to get everything ready, including updating systems and information, so the change runs smoothly.

### **Do I need to do anything?**

You do not need to do anything now. The change will happen automatically. Before 1 October 2026, we will review and update documents such as your service agreement, care plan, budget, statements or invoices where required. We may contact you to discuss any changes.

### **Will my contributions for other Support at Home services change?**

No. Contributions for other Support at Home services are not changing.

### **What if I am finding it hard to pay my fees?**

[Financial hardship assistance](#) may be available, including for contributions that apply to personal care services delivered before 1 October 2026. Please contact us.

### **Where can I get more information or support?**

If you have questions about this change, please contact us.

[Provider name]

[Care partner/team name]

Phone: [phone number]

Email: [email address]

Website: [website link]

You can also:

- visit the My Aged Care website [MyAgedCare.gov.au/news-and-updates/support-home-personal-care-contribution-changes](https://MyAgedCare.gov.au/news-and-updates/support-home-personal-care-contribution-changes)
- call My Aged Care on 1800 200 422
- ask for help from an aged care advocate, like the [Older Persons Advocacy Network](#)
- ask a trusted family member, friend or care partner for support.