

Personal care information sessions for Support at Home providers

17 September 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.



Australian Government

Department of Health, Disability and Ageing

Housekeeping

Session purpose: To highlight final preparations for the changes to personal care contributions on 01 October.

- Q&A at the end of the session
- Please raise your hand to ask a question
- Questions will be taken verbally only — chat is disabled
- Poll at the end of the session to get your feedback

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 8 recap

Theme	What we heard	What we are doing
Final readiness and implementation progress	Providers are focused on completing, testing and confirming readiness activities before 1 October, including participant communications, documentation, business processes and system changes.	Reinforced the Provider Readiness Checklist and guided providers through the final actions, testing activities and readiness checks required before implementation.
Participant readiness and communication	Providers are continuing participant outreach and preparing for participant enquiries as implementation approaches.	Released the Easy Read resource, promoted the Stakeholder Kit for Providers, highlighted available communication supports and resources, and planned departmental communication to older people during September.
Systems, workforce and operational readiness	Providers are focused on end-to-end testing, staff readiness and resolving any outstanding ICT or software vendor issues ahead of go-live.	Continued guidance on workforce preparation, documentation alignment, system testing and escalation pathways for implementation risks and vendor delays.
Go-live and post-implementation activities	Providers are beginning to focus on what happens after 1 October, including billing, participant enquiries, monitoring and issue resolution.	Highlighted post-implementation activities, including monitoring billing and claiming outcomes, participant statements, service demand and workforce impacts.
Engagement and ongoing support	Providers continue to value direct access to implementation support and opportunities to raise readiness questions and risks.	Continued provider information sessions, promoted support channels and encouraged providers experiencing implementation issues to contact the Support at Home implementation team.



Timeline



Implementation support

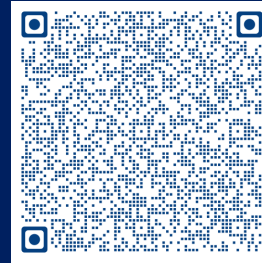
Provider Readiness Checklist



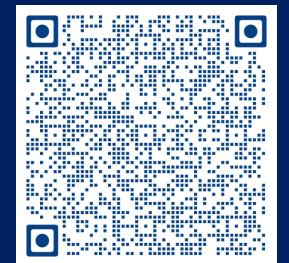
Stakeholder Kit for Providers



Department web page



My Aged Care web page



How to get support:



Support at Home implementation support: **SAH.implementation@health.gov.au**



Support at Home **Community of Practice**: join by emailing SAH.implementation@health.gov.au



Your Aged Care Update (YACU): [Subscribe for aged care news, resources and updates](#)



Claiming support: **Services Australia Aged Care Provider Line 1800 195 206**



Critical scenarios to avoid





Older person/supporter

Overall goal: understand the change, continue to receive the care they need, and can make informed decisions about their services and costs.

	Prepare for change	Understand the change	Receive updated documents	1 October go-live	First invoice/participant statement	Ongoing care & review
Ideal participant experience	<i>I am aware a change is coming and know where to get information</i>	<i>I understand what is changing, what is not changing and what it means for me</i>	<i>I am confident my care arrangements and documentation accurately reflects the change</i>	<i>I continue to receive care as planned and the change does not disrupt my services</i>	<i>I can understand my monthly statement, charges and any contributions that still apply</i>	<i>I receive the care I need and can make informed decisions about my services</i>
Touchpoint	I receive clear information about the change, when it will happen and where I can go with questions	My care partner explains how the change affects my personal care, costs and existing services and answers my questions	My care plan, budget and service information are updated and consistent	I receive approved personal care and do not pay a contribution for personal care for services delivered after 1 October	My monthly statement clearly explains my services, charges and any contribution that still applies	My provider gives me accurate information and keeps my care arrangement current as my needs change
Artefacts/information	Provider issued communication Provider issued letters/emails Provider website information Fact sheets	Information on My Aged Care or Health website. Advice from family, carers or advocacy organisations	Care plan Individual budget Service agreement (if required) Pricing information	Updated service arrangements	Participant monthly statement	Care plan review Budget discussion Changes to service use Ongoing conversations with provider
Provider critical scenarios to avoid	1. Frontline staff cannot explain the change consistently 2. Some participants (which may include including CALD and First Nations) do not understand the change or how it affects them	3. Participant receives conflicting information about the change reducing confidence in their understanding of the change 4. Participant believes approval, eligibility or funding limits no longer apply and expects services beyond their approved care arrangements	5. Participant receives conflicting information across their care documentation (care plans, budgets, service agreements, examples)	6. Participant is charged a personal care contribution after 1 October Focus: Go-live and October implementation 	7. Participant believes the removal of personal care contributions applies to services delivered before 1 October 8. Participant does not understand why charges or contributions still appear on their monthly statement after 1 October	9. Participant does not understand how the change affects their costs, services or available funding 10. Participant cannot understand why some services in the same visit attract a contribution and others do not 11. Participant expects additional services, but does not have available funding 12. Participant expects additional services but provider capacity cannot meet demand
Key participant questions	What is changing? When will the change happen? Where can I get more information?	What does this mean for me? Will my services change? Will I still need to pay for any services?	Are my care arrangements correct? Why have these documents changed? Do I need to do anything?	Has anything changed for my care? Am I still receiving the same services? Am I being charged correctly?	Why am I receiving a bill? Why do some charges still appear on my monthly statement? Why do some services have a contribution and others do not?	What personal care can I access? How do costs affect my budget and services? How do I change my services if my needs change?

Key actions for go-live and October



Apply the correct billing treatment.

- Participants should not be charged a personal care contribution for services delivered from 1 October.



Explain the change consistently.

- Participants should understand what has changed, what has not changed, and where to get help.



Support participant questions and requests.

- Be prepared to explain statements, available funding, service options and capacity constraints.



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1. Question and Answer



Regarding the Department's webpage - when will the Support at Home service list be updated to reflect personal care services under the clinical support category?



On 1 October, a new version will be published with personal care services under clinical supports. The department will shortly upload an interim version that notes the upcoming change in category.



2. Question and Answer



Regarding the Department's webpage - Funding for Support at Home aged care nurses' award wage increase – when will this be updated to include Transitioned HCP Level 1-4 budgets?



Rates for all ongoing classifications, including transitioned classifications, will be updated shortly in the Schedule of Subsidies and Supplements for Support at Home.



Questions?

Asking questions

- Please raise your hand to ask a question.
- Please identify yourself when speaking - your first name and organisation is sufficient.

Answering Questions

- Our team are here to help you
- Some questions may need to be taken on notice to follow up out of session.



Check your implementation readiness

1. Understand, build awareness and brief stakeholders

- ✓ 1.1 Understand and communicate the change **COMPLETE**
- ✓ 1.2 Engage your ICT team and/or software vendor **COMPLETE**
- ✓ 1.3 Identify affected participants **COMPLETE**
- ✓ 1.4 Subscribe to updates, stay informed and communicate changes **COMPLETE**
- ✓ 1.5 Attend information sessions for providers **COMPLETE**

POINTS TO NOTE:

- Continue to communicate the change with all stakeholders
- Stakeholder Kit for Providers is now available
- Confirm readiness activities have clear owners and delivery dates
- Continue monitoring updates through health.gov.au, My Aged Care and the Community of Practice
- Provider information sessions continue – use them to resolve implementation questions and risks

KEY QUESTION:

- Have we completed the actions required to support implementation on 1 October?



2. Prepare participants

- ✓ 2.1 Prioritise participant outreach **COMPLETE**
- ✓ 2.2 Communicate the change to all participants **COMPLETE**
- ▶ 2.3 Engage with participants to discuss their care plans **FINALISE NOW**
- ▶ 2.4 Update individual participant budgets **FINALISE NOW**
- ▶ 2.5 Engage with participants to review and update service agreements **FINALISE NOW**
- ▶ 2.6 Plan for workforce impacts and changes in participant demand **FINALISE NOW**

POINTS TO NOTE:

- Complete priority participant outreach
- Finalise participant communications before go-live
- Complete required care plan, budget and service agreement updates
- Confirm additional communication support for participants who need it
- Prepare for possible changes in personal care demand

KEY QUESTION:

- Have affected participants received clear information, and will their care plans, budgets and agreements be accurate from 1 October?



3. Prepare organisation and workforce

- ✓ 3.1 Review and update business processes **COMPLETE**
- ▶ 3.2 Update documentation and templates **FINALISE NOW**
- ▶ 3.3 Update billing and finance processes **FINALISE NOW**
- ▶ 3.4 Ensure alignment across care plans, service agreements and billing **FINALISE NOW**
- ▶ 3.5 Train and support staff **FINALISE NOW**
- ▶ 3.6 Prepare staff for the transition period **FINALISE NOW**

POINTS TO NOTE:

- Complete end-to-end process updates
- Finalise participant-facing documents and templates
- Confirm pre- and post-1 October billing treatment
- Conduct a sample quality check across care plans, agreements and billing outputs
- Complete staff training and provide transition scripts, FAQs and scenarios

KEY QUESTION:

- If the change went live tomorrow, would your staff, processes, documents and billing arrangements produce a consistent and accurate outcome?



4. Prepare ICT & systems

- ✓ 4.1 Confirm system changes with ICT teams and/or software vendors **COMPLETE**
- ▶ 4.2 Monitor vendor readiness and ICT related risks **FINALISE NOW**
- ▶ 4.3 Update system configuration **FINALISE NOW**
- ▶ 4.4 Update and test connected systems and outputs **FINALISE NOW**
- ▶ 4.5 Confirm system readiness for go-live **FINALISE NOW**

POINTS TO NOTE:

- Confirm final vendor delivery dates
- Complete configuration across all affected systems
- Test services delivered before and from 1 October
- Test invoices, statements, billing, claiming and reporting outputs
- Resolve defects or formally assess and escalate remaining risks
- Confirm there is no reliance on unapproved manual workarounds

KEY QUESTION:

- Have your systems been configured and tested end to end, and can you demonstrate that they will apply the correct treatment on each side of 1 October?

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5. Apply the change

- 5.1 Apply the new contribution settings **FROM 1 OCTOBER**
- 5.2 Monitor participant enquiries **FROM 1 OCTOBER**

POINTS TO NOTE:

- Do not apply participant contributions to personal care delivered from 1 October
- Continue to apply the relevant treatment to services delivered before 1 October
- Check billing, claiming and participant statements
- Ensure frontline staff can respond to participant questions
- Record recurring questions and provide additional guidance where needed

KEY QUESTION:

- Are your people and systems ready to apply the correct treatment from day one and respond consistently to participant questions?



6. Resolve and monitor performance

- 6.1 Monitor billing, claiming and reporting: **FROM 1 OCTOBER**
- 6.2 Monitor demand and service delivery **FROM 1 OCTOBER**
- 6.3 Resolve outstanding transition issues **FROM 1 OCTOBER**
- 6.4 Conduct a post implementation review **FROM 1 OCTOBER**

POINTS TO NOTE:

- Review early billing, claiming and participant statement outputs
- Correct errors promptly and escalate recurring system issues
- Monitor changes in personal care demand and workforce capacity
- Complete outstanding participant record and agreement updates
- Capture lessons from implementation

KEY QUESTION:

- What will you monitor after go-live, who will review the information, and how will issues be escalated and resolved?



We'd love your feedback

Please complete our short poll.

More to say? Reach out to: SAH.implementation@health.gov.au

Thank you



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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 [aged care newsletters and alerts](#)
- for support with claiming, contact the Services Australia Aged Care Provider Line 1800 195 206

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