Personal care information sessions for Support at Home providers

3 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.

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 7 recap

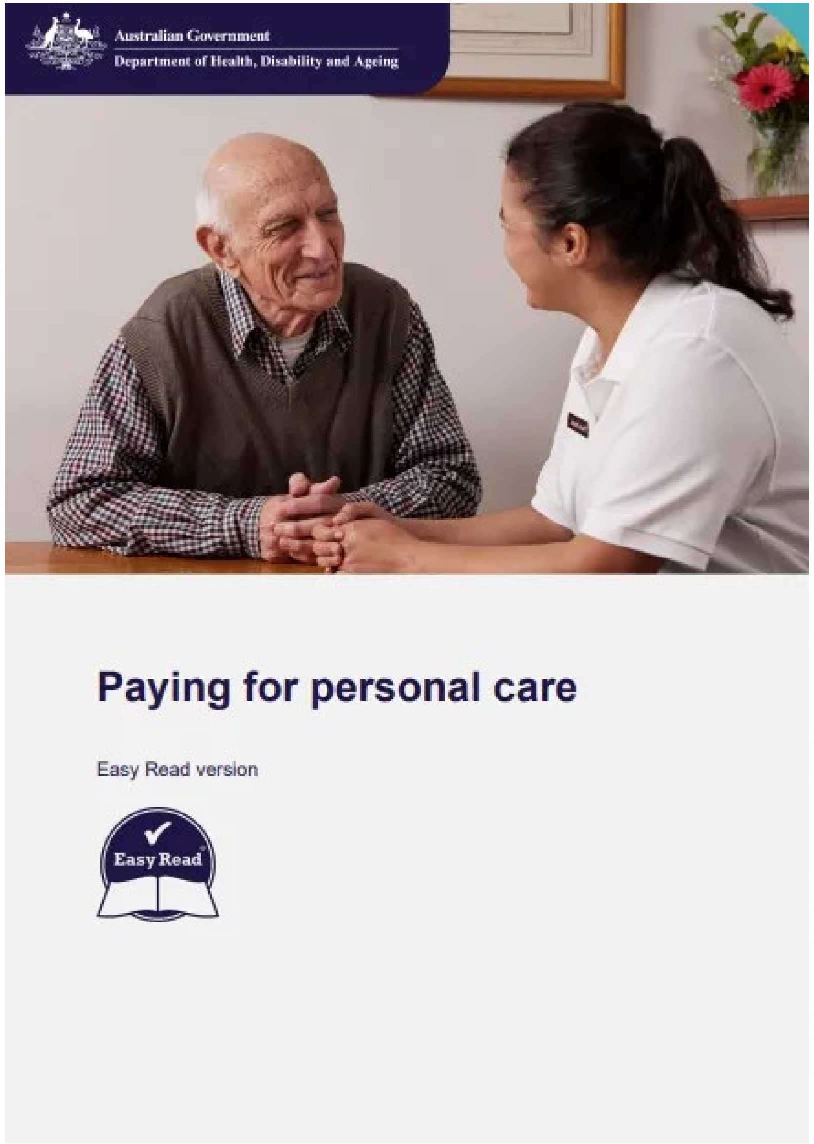
Theme	What we heard	What we are doing
Guidance and readiness	Providers want practical guidance and resources to help participants understand the personal care contribution change and prepare for implementation on 1 October.	Released additional participant-facing resources, including the Easy Read resource, and continued promoting readiness materials through provider information sessions and the Stakeholder Kit for Providers.
Systems and implementation constraints	Providers are focused on completing remaining readiness activities, including participant communications, documentation, service agreements, billing processes and system changes.	Continuing to provide guidance on billing, claiming and implementation activities, working with Services Australia and supporting providers to prepare for go-live, participant enquiries and post-implementation monitoring.
Communication and participant trust	Providers recognise that participants have different communication, language, cultural and accessibility needs and want practical approaches to support understanding.	Shared communication considerations and practical actions providers can take before, during and after conversations with participants.
Community and sector partnerships	Providers value access to trusted organisations that understand the needs and experiences of diverse communities.	Facilitated discussion with PICAC, FECCA, ECCV and NATSIAACC, and highlighted additional support services available to providers.
Engagement and ongoing support	Providers appreciate opportunities to ask questions, share challenges and access resources that support implementation.	Continuing provider information sessions, promoting available resources and incorporating provider feedback into future sessions and materials.

New materials available for providers

Easy Read - Paying for personal care

Easy Read

Also included in the Stakeholder Kit for Providers



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Let’s check implementation and readiness progress

Timeline

Apr 26
Sector announcement of Personal Care contribution changes

May 2026
Early sector engagement:
- ACSWG, industry peaks
- Software vendor initial engagement and Tech Talks

Jun – Sep 2026
Targeted consultation and transition support:
- Provider readiness survey
- Provider information sessions
- Ongoing engagement via ACSWG industry peaks, software vendor/developer engagement (Services Australia) and Tech Talks
- Provider readiness checklist and guidance
- Communication materials progressively released.

Aug – Sep 2026
Finalise, test and confirm readiness:
- Finalised system changes
- Final sector pre-go-live communications
- Readiness checks

1 Oct 2026
Go-live.
Personal Care moves to Clinical Supports contribution category.

Oct – Dec 2026
Post-implementation support and monitoring.

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	COMPELTE
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**

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?

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?

5. Apply the change

5.1 Apply the new contribution settings **FROM 1 OCTOBER**

5.2 Monitor participant enquiries **FROM 1 OCTOBER**

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*

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?

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.

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 am aware a change is coming and know where to get information***	***I understand what is changing, what is not changing and what it means for me***	***I am confident my care arrangements and documentation accurately reflects the change***	***I continue to receive care as planned and the change does not disrupt my services***	***I can understand my monthly statement, charges and any contributions that still apply***	***I receive the care I need and can make informed decisions about my services***
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**	**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?*