

Personal care information sessions for Support at Home providers

1 October 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

To support implementation of the personal care contribution change from 1 October:

- Q&A at the end of the session
- Please raise your hand to ask a question
- Questions will be taken verbally

In scope

Operational matters supporting implementation of the personal care contribution change from 1 October 2026.

Out of scope

Changing policy and legislative settings agreed by Government and articulated in the Aged Care Act.

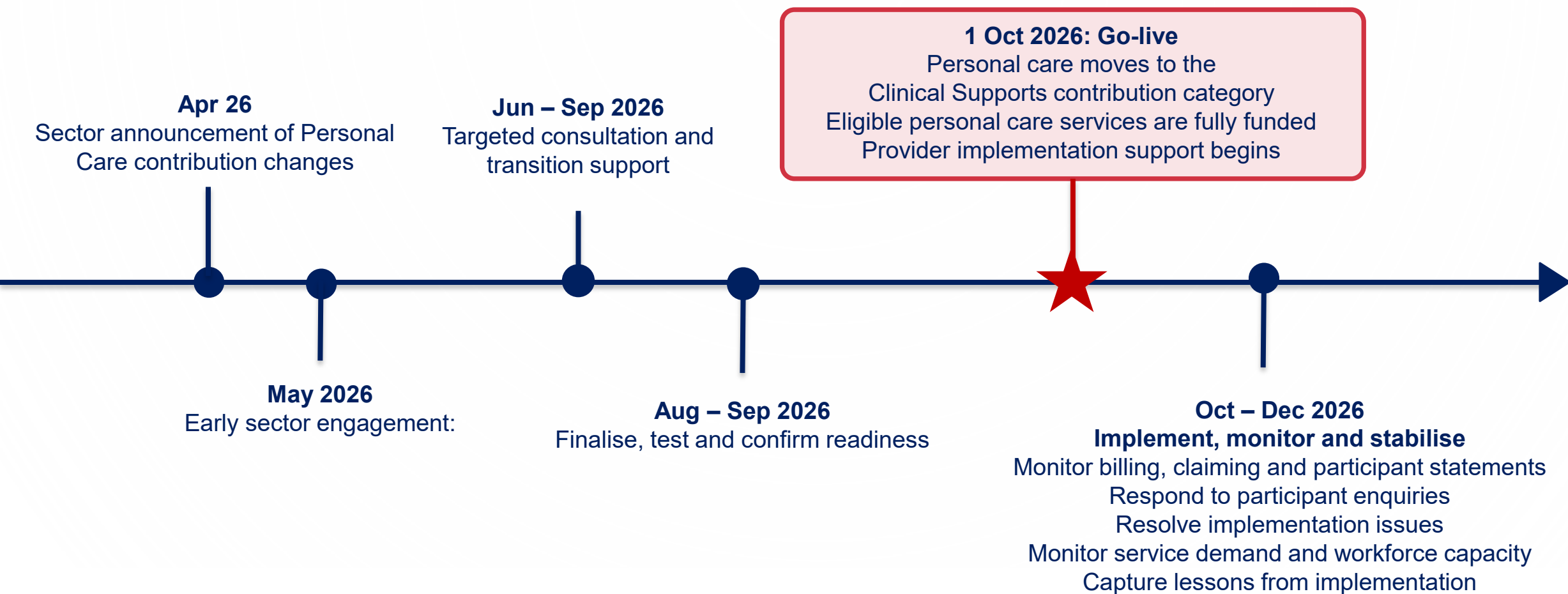


Session 9 recap

Theme	What we heard	What we are doing
Provider readiness	Providers reported strong confidence ahead of implementation and valued the practical focus of the sessions.	Moving from final readiness activities to practical implementation support and issue resolution.
Information and resources	Providers have used the Provider Readiness Checklist, Stakeholder Kit and other published resources to prepare for the change.	Keeping resources available and linking providers to the most relevant guidance and support for common scenarios.
Communications to older people	Clear and consistent information remains important as older people begin to see the change in practice.	Communications have been delivered through My Aged Care News, EngAged, Facebook, OPAN, COTA and FECCA channels.
Go-live support	Providers need support to respond to participant enquiries and resolve issues that may arise after implementation.	Providing practical guidance in today's session and monitoring issues through go-live warranty check-ins and established support channels
Future engagement	Providers supported the practical session format and opportunities to raise questions.	Using this approach for future changes and continuing to refine sessions based on provider feedback.



Timeline



When providers need additional support

Practical actions for responding to common implementation scenarios, participant enquiries and emerging issues



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Correcting an incorrect personal care contribution

If a participant is charged a contribution for personal care delivered from 1 October



Check

- Confirm the service date
- Review the invoice, claim and statement



Fix

- Identify the source of the error
- Update the affected invoice, claim or statement
- Resolve the incorrect charge
- Escalate recurring issues



Explain

- Explain what happened and the outcome to the participant
- Provide an updated invoice or statement, if required

SUPPORT AVAILABLE

Provider Readiness Checklist

- 5. Apply the change
- 6. Resolve and monitor performance

For claiming and payment enquiries

- Services Australia Aged Care Provider Line:
1800 195 206

For implementation queries:

- SAH.implementation@health.gov.au



Explaining charges after 1 October

If a participant questions a contribution that still appears after 1 October



Check

- Confirm what service the charge relates to
- Confirm when the service was delivered



Explain

- The service date determines the contribution
- Pre-1 October services may still attract a contribution
- Other services may continue to attract contributions



Clarify

- Walk through the statement with the participant
- Clearly separate personal care from other services

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Provider Readiness Checklist

- 5. Apply the change
- 6. Resolve and monitor performance

For claiming and payment enquiries

- Services Australia Aged Care Provider Line:
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Explaining what the change means for participants

If a participant is unsure how the change affects their costs, services or available funding



Check

- Review the care plan and available budget
- Confirm current services and approvals



Explain

- Personal care contributions have ceased
- Approved services and funding have not increased
- Eligibility and approval requirements still apply



Discuss

- Explain the participant's individual circumstances
- Discuss options within their available funding
- Review the care plan if their needs have changed

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Provider Readiness Checklist

- 2. Prepare your participants

Participant communication

- Stakeholder Kit for Providers
- Easy Read resource
- My Aged Care information for older people

For implementation queries:

- SAH.implementation@health.gov.au



Explaining how contributions apply to different services

If a participant asks why some services attract a contribution and others do not



Check

- Identify each service delivered
- Confirm the service category



Explain

- Contribution arrangements depend on the service delivered
- Personal care does not attract a contribution from 1 October
- Other services may still attract a contribution



Clarify

- Walk through each service with the participant
- Correct any coding or billing error

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Provider guidance

- Support at Home Service List
- Stakeholder Kit for Providers

For implementation queries:

- SAH.implementation@health.gov.au



Responding to requests for additional personal care

If a participant requests more personal care services



Check

- Review the care plan and available funding
- Confirm whether the participant's needs have changed
- Check service availability



Explain

- Available funding has not increased
- Approval and funding requirements still apply
- Services depend on provider capacity



Clarify

- Explore options within the available budget
- Review the care plan if needs have changed
- Explain availability and realistic timeframes

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Provider Readiness Checklist

- 2. Prepare your participants
- 6. Resolve and monitor performance

Provider processes

- Care plan and individual budget
- Care planning and review processes

For implementation queries:

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Implementation support

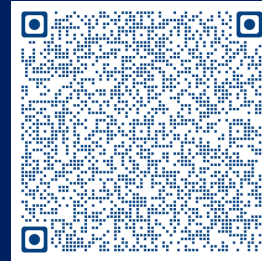
Provider Readiness Checklist



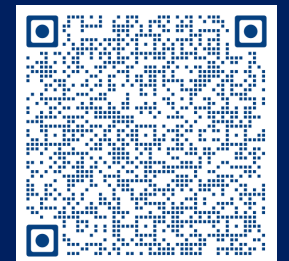
Stakeholder Kit for Providers



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**



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.

