Support at Home Provider information session

End-of-Life Pathway extension

November 2026



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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.

Reflections

Theme	What we heard	What we are doing
Early preparation for changes	Providers want early clarity on how the extended arrangements will work so they can prepare ahead of implementation.	Continuing engagement ahead of 8 March 2027 and progressively providing more implementation detail through these sessions and supporting resources.
Practical transition support	Providers want practical guidance on transition arrangements, funding across the extended pathway and planning for ongoing support.	Developing transition guidance, practical scenarios and provider readiness resources to support implementation.
Consistent communication	Providers want clear information about what is changing, what remains the same and how the arrangements apply in different participant circumstances.	Providing consistent information and practical examples across provider sessions and supporting materials.
Inclusive and targeted engagement	Questions highlighted the need for information that reflects different participant circumstances and provider operating environments.	Continuing targeted engagement and developing information and resources for different audiences as implementation approaches.
Ongoing access and questions	Providers value the opportunity to ask detailed questions and work through how the arrangements will operate in practice.	Continuing the fortnightly sessions, publishing session materials and recordings, and using questions and feedback to inform future sessions and resources.

House keeping

Questions from last session

- Focus today on **extension and transition questions**
- Responses provided **at the end of the session**
- Other questions are being followed up separately
- Open QandA will resume next session

Where to get support

- End-of-Life Pathway extension readiness queries:
  - **SAH.implementation@health.gov.au**
  - **Provider information sessions**
- Support at Home **Community of Practice**
- Updates:
  - Subscribe to **Your Aged Care Update**
- **BAU or participant-specific matters:**
  - My Aged Care provider and assessor help line: 1800 836 799
  - Email: enquiries@health.gov.au
- Claiming enquiries:
  - Services Australia Aged Care Provider Line **1800 195 206**

End-of-Life Pathway extension

- From **8 March 2027**, the End-of-Life Pathway **will be extended to support continuity of care** for older people who remain living at home after the initial 12-week period.
- Eligible participants will receive an **initial funding allocation** of approximately $25,000 when they enter the pathway.
- Participants who **remain living at home at the end of the initial 12-week period** will automatically continue for a further 12 weeks and receive an **additional funding allocation** of approximately $25,000.
- **Providers do not need to arrange a reassessment** or **submit a new form** for the participant to continue on the pathway.
- **There are no changes to eligibility criteria or arrangements for accessing the pathway.**

Support at Home

End-of-Life Pathway extension

Understanding transition arrangements

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Transitioning participants: how the extension works

The pathway start date determines which arrangements apply. Transition to the extended arrangements and the timing of additional funding are separate.

Pathway start date means the date the participant starts receiving End-of-Life Pathway services, as recorded through the Aged Care Entry Record.

Transitioning A

17 Nov - 14 Dec 2026

Moves to extended arrangements on 8 March 2027.

Additional funding available on 8 March 2027.

Transitioning B

15 Dec 2026 - 7 Mar 2027

Moves to extended arrangements on 8 March 2027.

Additional funding available from day 85 of the pathway

Current pathway participant

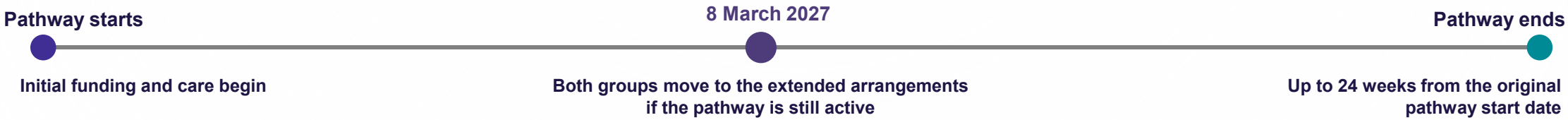
Pathway starts on or before 16 Nov 2026

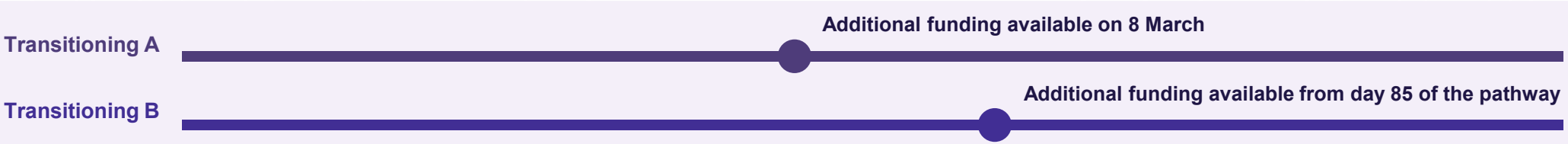
Current pathway arrangements continue.

Does not receive the additional funding provided through the extension.

Next slide

How the two transitioning groups move through the extension





No new application, form or assessment

Continuation under the extended arrangements is automatic.

The pathway does not restart

It continues from the original pathway start date.

Plan early

Monitor care needs, remaining funding and the expected funding date.

Note: In some policy and system material, the pathway timing is described using the classification effective date

Current pathway participant: continuing care and planning ahead

Applies where the pathway started on or before 16 November 2026. The current pathway arrangements continue, with planning focused on continuity of care and the participant's next care arrangements.



Current pathway participants do not move to the extended arrangements and do not receive the additional End-of-Life Pathway funding provided through the extension.

The priority is continuity of care, with the participant's next care arrangements established before the current pathway ends.

Ongoing care

Ongoing Support at Home

Where ongoing services are required, request a Support Plan Review to assess the participant's ongoing support needs. Complete any required provider actions before the pathway ends.

Other care arrangements or outcomes

The participant may enter residential care, pass away or otherwise leave the pathway. Complete the actions required for the participant's circumstances.

KEY CONCEPTS

Current pathway: An initial 12-week period, with services able to continue for up to 16 weeks where needed and funding remains.
Plan early: Begin planning before the pathway ends to support continuity of care.
Pathway funding: Unspent funding does not carry over when the pathway ends.

End-of-Life Pathway extension

What’s changing for providers from 8 March 2027

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What's changing from 8 March 2027

From 8 March 2027, the End-of-Life Pathway will provide up to 24 weeks of support, with new funding arrangements, notifications and clearer pathways to ongoing care.

Entering the pathway

Approval → Commencement → Care planning

- New **Service and Support Portal notifications** for pathway approval and funding allocations
- Approval provides access to a **24-week pathway with two funding allocations of ~$25,000 each**
- The pathway starts from the service **commencement date**
- **Updated participant correspondence** explains the extended pathway and funding
- **AT High** can be recommended alongside the End-of-Life Pathway

During the pathway: up to 24 weeks

Weeks 1–12 → Weeks 13–24 → Week 20 planning

- **One continuous 24-week pathway**
- Additional ~$25,000 funding applied automatically no earlier than **day 85** in addition to any remaining pathway funds
- **No new application, reassessment or SPR** solely for the additional allocation
- New funding notifications and a **week 20 prompt** support planning for ongoing care

Beyond the pathway

Previous arrangements determine what happens next

- Previously commenced ongoing Support at Home **automatically resumes when the pathway ends where the participant is eligible**
- Previously approved but uncommenced ongoing Support at Home requires an **SPR**
- The new SPR reason supports **automatic funding allocation when the provider submits the SPR without further delegate approval**
- Where there is no previous ongoing approval, **reassessment is required**

Entering the pathway

Changes commence 8 March 2027

From 8 March 2027, providers will see new Service and Support Portal notifications and updated participant correspondence and guidance supporting the extended 24-week End-of-Life Pathway. Existing commencement, care planning and service agreement responsibilities continue.

NEW UPDATED	Approval and notification	Commencement and funding	Care planning and participant discussion
Key provider and care partner actions	• Confirm the participant's End-of-Life Pathway approval by checking the **Notice of Decision** and relevant information in the Service and Support Portal • **Confirm participant's End-of-Life approval** and relevant information in the **Service and Support Portal** • Confirm participant's **take-up deadline** in the Aged Care Provider Portal (Services Australia) • Confirm any existing Support at Home arrangements that may need to resume after the pathway	• Agree the service commencement date with the participant • Submit the **Aged Care Entry Record** to Services Australia when services commence • Check the participant's End-of-Life Pathway funding in the **Service and Support Portal**	• Agree services within the participant's support plan and available End-of-Life Pathway budget • Update the **care plan, individual budget** and **service agreement** where services, prices or contribution arrangements apply • Explain the pathway duration and funding arrangements to the participant and care partners
Policy and system changes	• A Service and Support Portal notification is generated when an **existing participant is approved for the End-of-Life Pathway**	• The pathway cessation date is **automatically recalculated** when a valid commencement notification is received	• From commencement, the pathway provides up to **24 weeks** of support, with an initial funding allocation of ~$25,000 and then an additional funding allocation of ~$25,000 from day 85 ○ the **additional funding allocation is automatically applied on day 85** at the start of week 13, where the participant remains eligible and active on the pathway • **No reassessment, Support Plan Review or new application is required to solely receive the additional funding allocation** • **AT High can be recommended alongside the End-of-Life Pathway**, where eligibility criteria are met
Communications	• Provider: **End-of-Life Pathway approval notification in the Service and Support Portal** when an existing participant is approved for the pathway • Older person, supporter or agent: the **Notice of Decision – Delegate Approval Letter** is updated to explain that the approval provides access to End-of-Life Pathway **funding for up to 24 weeks.**	• Provider receives an **initial funding allocation notification** in the **Service and Support Portal**	

Updated guidance and information	• Provider guidance explains:
	  ○ End-of-Life Pathway approval notification
	  ○ the initial funding allocation notification
	  ○ Where each notification appears in the Service and Support Portal.
		• **Provider guidance explains:**
		  ○ the Aged Care Entry Record
		  ○ when the pathway starts
		  ○ The 56-day take-up period or up to 84 days where an extension is approved
		  ○ how the pathway cessation date is determined
			• **Provider and participant information explains:**
			  ○ the pathway can operate for up to 24 weeks
			  ○ funding is available through two **12-week funding allocations**
			  ○ eligibility and access arrangements are unchanged
			  ○ access to assistive technology while on the pathway

During the pathway

Changes commence 8 March 2027

Providers continue delivering services across the 24-week pathway. New funding notifications support the automatic additional allocation and planning for ongoing care.

NEW UPDATED	Weeks 1–12: initial funding period	Weeks 13–24: additional funding period	From week 20: plan what happens next
Key provider and care partner actions	• Deliver services within the support plan and available End-of-Life Pathway budget • Monitor care needs, expenditure and remaining funding • Update care arrangements where needs, services or costs change.	• Check the additional funding allocation in the **Service and Support Portal** • Continue services and monitor care needs and available funding • Update care arrangements where required.	• Review the participant's longer-term support needs • Check the participant's previous ongoing Support at Home arrangements • Start the appropriate SPR or reassessment process early where required
Policy and system changes	• The initial funding allocation applies from the participant's **service commencement date**	• An **additional 12-week funding allocation is automatically applied on day 85, at the start of week 13**, where participant remains active on the pathway and living at home • Remaining funding carries into the second period but the **additional funding cannot be brought forward** • **No reassessment, Support Plan Review or new application** is required solely to receive the additional funding allocation	• A SPR reason, **"Ongoing Support Following EoL",** supports the return process where an SPR is required. • A participant cannot return to ongoing Support at Home **before the 24-week End-of-Life Pathway has ended.**
Communications	• **Provider and participant information** explains that the pathway provides up to 24 weeks of support through **two 12-week funding allocations**	• **Older person, supporter or agent** receives the **SaH End-of-Life funding extension letter** when the participant commences the second funding period • Provider receives an **additional funding allocation notification** in the **Service and Support Portal**	• Provider receives a **Service and Support Portal notification, task and information banner** from week 20, prompting consideration of the participant's longer-term support needs.

Updated guidance and information	• **Provider guidance explains:**
	  ○ how to use and monitor the initial funding allocation
	  ○ how remaining funding is treated at week 13
		• **Provider guidance explains:**
		  ○ when the additional funding allocation is applied
		  ○ how unused funding is treated
		  ○ that the allocation cannot be brought forward
		  ○ The pathway period cannot be paused or used in separate periods
			• **Provider guidance explains:**
			  ○ when ongoing funding resumes automatically
			  ○ when an SPR or reassessment is required

Beyond the pathway

Changes commence 8 March 2027

What happens after the End-of-Life Pathway depends on the participant's previous Support at Home arrangements. Updated guidance will help providers identify whether funding resumes, an SPR is required or the participant needs reassessment.

NEW UPDATED	Ongoing Support at Home services previously commenced	Ongoing Support at Home approved but not commenced	No previous ongoing Support at Home approval
Key provider and care partner actions	• Confirm whether ongoing funding and services resume • Update service arrangements and participant information • Request reassessment where the participant's care needs have changed	• Review ongoing support needs • Submit SPR task using "Ongoing Support Following EoL" • Update care arrangements when **ongoing classification and funding** is confirmed	• Review ongoing support needs • Submit SPR task using "Ongoing Support Following EoL" for conversion to **reassessment** where ongoing Support at Home is required • The End-of-Life Pathway approval can remain active while the ongoing assessment and approval are completed, provided the assessment is finalised within the 24-week End-of-Life Pathway period • Ongoing Support at Home funding cannot be used until the End-of-Life Pathway has ended
Policy and system changes	• For eligible participants, previously commenced ongoing Support at Home **automatically resumes when the End-of-Life Pathway ends, without an SPR solely to return to that arrangement.**	• A new **SPR reason, "Ongoing Support Following EoL", supports automatic allocation of ongoing funding with no delegate approval required** • Reassessment may be required where the participant's care needs have changed from the previously approved classification.	• The participant **requires reassessment** to receive an ongoing classification • Reassessment will be triggered through submission of SPR task • A new 'Urgent' system flag will appear to allow the assessment organisation to prioritise these reassessments appropriately • The participant's End-of-Life Pathway approval **can remain active while an ongoing Support at Home assessment and approval are completed**
Communications	• **Provider information** explains when ongoing funding resumes and when action is required	• **Provider information** explains the SPR pathway and the information required to support the review.	• **Provider and participant information** explains the need for reassessment and how to seek it.

Updated guidance and information	• **Provider guidance explains:**
	  ○ when funding resumes automatically
	  ○ relevant FSO and MSO conditions
		• **Provider guidance explains:**
		  ○ when to use the SPR reason
		  ○ how the ongoing place is allocated
			• **Provider guidance explains:**
			  ○ the reassessment pathway
			  ○ Continuity planning while reassessment is completed

What providers can do now

1. Access the latest information

Understand the End-of-Life Pathway extension

Information for participants and supporters

Subscribe for newsletter updates

2. Register and attend the Provider Information Sessions

3. Join the Support at Home Community of Practice

4. Prepare for 8 March 2027 changes:

- Brief staff on the changes and transition arrangements
- Identify transitioning participants and prepare for the extended pathway
- Review processes and systems ahead of 8 March

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End-of-Life Pathway extension

Common questions about the End-of-Life Pathway extension commencing 8 March 2027

Transition arrangements for existing participants

Question: Who can transition to the extended End-of-Life Pathway from 8 March 2027?

Answer:

Participants who started the End-of-Life Pathway on or after 17 November 2026 may transition to the extended pathway if they have not exited the pathway and remain living at home on 8 March 2027.

For participants who transition, the End-of-Life Pathway can continue for up to 24 weeks (168 days) from their original commencement date.

Question: What happens if a participant is not eligible to transition to the extended pathway and still needs support?

Answer:

Participants who started the pathway on or before 16 November 2026 will complete the pathway under the current arrangements and will not receive the extension.

If they remain living at home and need ongoing care when the pathway ends, a Support Plan Review is required to assess their ongoing support needs and, where appropriate, facilitate access to an appropriate ongoing Support at Home classification.

Funding and services while on the pathway

Question: Does a participant need a reassessment or Support Plan Review to receive the additional 12 weeks and second funding allocation?

Answer:

No. The pathway extension and second funding allocation are applied automatically on day 85, the start of week 13, if the participant remains on the pathway and living at home.

No reassessment, Support Plan Review or new application is required.

The second funding allocation is applied following completion of the first 12-week funding period, it cannot be accessed earlier if the first allocation is used prior to this.

Question: Can a participant pause the End-of-Life Pathway?

Answer:

No. The End-of-Life Pathway has a maximum duration of 24 weeks and cannot be temporarily stopped or paused.

Funding and services while on the pathway

Question: Can a participant return to their ongoing Support at Home funding before it ends?

Answer:

No. A participant cannot return to their ongoing Support at Home classification and access ongoing funding before the pathway ends.

Question: What happens to unused funding when the second funding allocation becomes available?

Answer:

Any funding remaining from the first allocation stays available within the participant's End-of-Life Pathway budget when the second allocation is added.

Any End-of-Life Pathway funding that remains when the pathway ends does not carry over to an ongoing Support at Home classification.

Funding and services while on the pathway

Question: Can participants access AT-HM funding while on the End-of-Life Pathway?

Answer:

Participants may be approved for low, medium or high-tier assistive technology under the AT-HM scheme while on the End-of-Life Pathway.

Participants with an assessed need for assistive technology will receive their assistive technology funding allocation when they are approved for the End-of-Life Pathway.

Assistive technology funding is available for a 12-month funding period. If a participant moves to Support at Home ongoing services after the End-of-Life Pathway ends, they can continue to access their remaining assistive technology funding.

New home modification funding is not available on the pathway. If approved home modifications started before the participant entered the pathway, the commenced work can be completed.

Question: Does a participant's service agreement need to be updated when their services or contribution arrangements change?

Answer:

Where needed, providers should update the participant's service agreement to reflect changes to their services, prices or contribution arrangements and ensure it meets the requirements of the Aged Care Rules 2025. Providers should seek legal advice where needed.

Planning for when the pathway ends

Question: What should providers do to plan for a participant's care when the End-of-Life Pathway is coming to an end?

Answer:

At week 20, providers will receive a notification prompting them to consider the participant's longer-term support needs.

Providers should plan early and consider whether a Support Plan Review or reassessment is needed to support continuity of care after the pathway ends.

Question: What happens if the participant was receiving ongoing Support at Home services before entering the pathway?

Answer:

When the End-of-Life Pathway ends, the participant's previous ongoing Support at Home funding will automatically resume.

A Support Plan Review or reassessment is not required solely for the participant to return to their previous ongoing Support at Home arrangements.

However, a Support Plan Review will likely be required to determine whether the participant's ongoing classification and services remain appropriate for their current needs.

Planning for when the pathway ends

Question: What happens if the participant was not receiving ongoing Support at Home services before entering the pathway?

Answer:

Participants who were not receiving ongoing Support at Home services before entering the pathway will need a reassessment to determine their ongoing care needs and, where appropriate, approval for ongoing Support at Home funding.

The assessment can occur while they are still on the End-of-Life Pathway and does not affect their pathway funding or approval. This process can be commenced through a provider requesting a Support Plan Review at week 20.

If the participant had already been approved for ongoing Support at Home but had not commenced those services before entering the pathway, they will still need a Support Plan Review.

Funding will be allocated automatically when the provider requests the Support Plan Review with no delegate approval required.

The Support Plan Review may result in a reassessment if the individual's needs have changed.