Australian Government
Department of Health, Disability and Ageing



Support at Home – personal care contribution change

Communication toolkit for informing older people

Community groups can use this toolkit to inform older people, families and carers in their networks about the Support at Home personal care contribution change. From 1 October 2026, eligible Support at Home participants no longer pay contributions for approved personal care services.

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About this toolkit

This toolkit provides information to support community groups to talk with older people, their families and carers about the personal care contribution change under Support at Home that starts from 1 October 2026.

We have also created materials that may help you communicate the change through your channels, such as newsletters, websites, meetings, discussions, information sessions and social media channels.

What's in this toolkit?

- Key messages
- Discussion guide
- News article
- Easy Read
- Social media post and image.

Audiences

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

More information

- Information for providers and community organisations: www.health.gov.au/support-at-home/personal-care-contributions
- Information for older people: www.MyAgedCare.gov.au/news-and-updates/support-home-funding-changes-1-october-2026

If you have any questions about this kit, please email SAH.implementation@health.gov.au.

Different languages, same aged care

If someone has difficulty speaking or understanding English, they can use an interpreting service to communicate in their preferred language.

Translating and interpreting services

People receiving aged care can get interpreting through TIS National. TIS National is available 24 hours a day, every day of the year. Call 131 450 and tell the operator the language you speak.

Help from your Support at Home care provider

Providers can give older people information in their preferred language.

Providers can be asked to use the Department of Health, Disability and Ageing's free translation service, visit diversityagedcare.health.gov.au. This service can translate printed and online materials in different languages, as well as 'Easy Read' or 'plain English'.

Deaf Connect

You can access free sign language interpreting and captioning services through Deaf Connect for eligible older people.

Deaf Connect can help you:

- with aged care services
- take part in professional and social activities
- with health and medical appointments that have a Medicare rebate.

To make a booking:

- call 1300 773 803
- email interpreting@deafconnect.org.au
- go to the Deaf Connect website: deafconnect.org.au.

Key messages

How to use these key messages	You can use these key messages to share information about the personal care contribution change when talking with older people, families and carers or through your own communication channels.

- From 1 October 2026, the Australian Government is fully funding 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 your ongoing budget.
- There is no change to your contributions for other Support at Home services.
- Your provider may contact you to update documents such as your service agreement, care plan, budget, statements or invoices.
- Learn more about personal care contribution change on the My Aged Care website, visit: www.MyAgedCare.gov.au/news-and-updates/support-home-funding-changes-1-october-2026.
- Call your provider if you have any questions.

Discussion guide

How to use this discussion guide	This discussion guide can be used for conversations with older people, their families and carers about the Support at Home personal care contribution change.

What is the Support at Home personal care contribution change?

- From 1 October 2026, the Australian Government is fully funding 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.

Will I still need to pay for personal care services?

- You will not need to pay contributions for personal care services from 1 October 2026 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 are personal care services?

- Personal care includes support with daily tasks such as:
    - showering
    - dressing
    - eating
    - personal hygiene
    - non-clinical continence management
    - assistance with self-administration of medication.

Will I need a reassessment to receive personal care services?

- You do not need a reassessment if you are already approved for personal care services.

Will my personal care services continue?

- Your provider, care workers and existing care arrangements will continue as usual.
- This change only affects how personal care services are funded.

Do I need to do anything?

- You do not need to do anything. The change is happening automatically.
- Your provider should have reviewed and, where necessary, updated documents before 1 October such as your service agreement, care plan, budget, statements or invoices where required.
- Your provider 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 your provider or visit the My Aged Care website for more information: www.MyAgedCare.gov.au/financial-hardship-assistance

Where can I get more information or support?

- If you have questions about this change, please contact your provider.
- You can also:
    - visit the My Aged Care website www.MyAgedCare.gov.au/news-and-updates/support-home-funding-changes-1-october-2026
    - call My Aged Care on **1800 200 422**
    - ask for help from an aged care advocate, like the Older Persons Advocacy Network: opan.org.au
    - ask a trusted family member, friend or care partner for support.

News article

How to use this news article	This news article can be used in your newsletter, e-newsletter and/or website news section.

Personal care contribution change from 1 October 2026

From 1 October 2026, the Australian Government is fully funding approved personal care services for eligible older people who are Support at Home participants.

What is changing?

Older people who are approved for personal care services and have available Support at Home funding will no longer pay an out-of-pocket cost for these services. 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
- dressing
- eating
- personal hygiene
- non-clinical continence management
- 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. The change is happening automatically from 1 October 2026. Your provider may contact you to update documents like your service agreement, care plan, budget, statements or invoices.

More information

Learn more about the Support at Home personal care contribution change:

- visit the My Aged Care website www.MyAgedCare.gov.au/news-and-updates/support-home-funding-changes-1-october-2026
- call My Aged Care on **1800 200 422**
- call your provider
- ask for help from an aged care advocate, like the Older Persons Advocacy Network: opan.org.au

Easy Read resource

How to use this Easy Read	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. Download the Easy Read: www.health.gov.au/resources/publications/personal-care-contribution-change-easy-read



Social media post

How to use this social media post	You can use this social media post and image for sharing on your own social media channels.

Post	Image
Older people who are Support at Home participants no longer pay out-of-pocket costs for personal care services from 1 October 2026. You will not need to pay if: ◇ personal care is included in your support plan ◇ you have enough funds available in your Support at Home budget. This helps older people get the daily care they need and support their dignity and wellbeing. Personal care services can include help with showering, dressing and personal hygiene. You may still need to pay towards other Support at Home services. Learn more at www.MyAgedCare.gov.au/news-and-updates/support-home-funding-changes-1-october-2026	