

# Navigating Transition, Delivering Quality

Support at Home and Commonwealth Home Support  
Program Policy update

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# The unseen impact







# Outline

Key provisions & policy updates

Sector insights

Working towards: Well designed reform

Questions & comments





# Key Provisions: Rights

The Statement of Rights isn't just symbolic — it's legislated and needs to be embedded from the frontline to the boardroom.

Be open to how rights can be enhanced — it's cultural evolution

Describe how your organisation delivers rights.







# Key Provisions: Funding and pricing

## Year 1 Pricing (Support at Home)

- Aligning to indicative pricing is not a requirement
- Build in contingency - rules still evolving, costs may rise

## Post 1 July 2026 - Price CAPS

- Efficiency and consistency in pricing across the sector

**Renegotiating pricing can be resource intensive with no guarantee of agreement.**





# Key Provisions: Agreements – the foundation for quality and compliance

Agreement as a safeguard & shared understanding

Contracting process

- Offer, acceptance & consideration

Considerations for agreement creation

- Detail
- Language – reflected in your policies and procedures
- Purchasing – allow time
- Training – for those who are offering the agreements.







# Key Provisions: Agreements - CHSP & HCP providers

## CHSP providers

- New obligation
- Care management and process to offer

## HCP providers

- Increased obligations and comprehensive agreements

Post July 2027: Potential for multiple agreements??

All providers must have compliant agreements to offer services after July 2025.







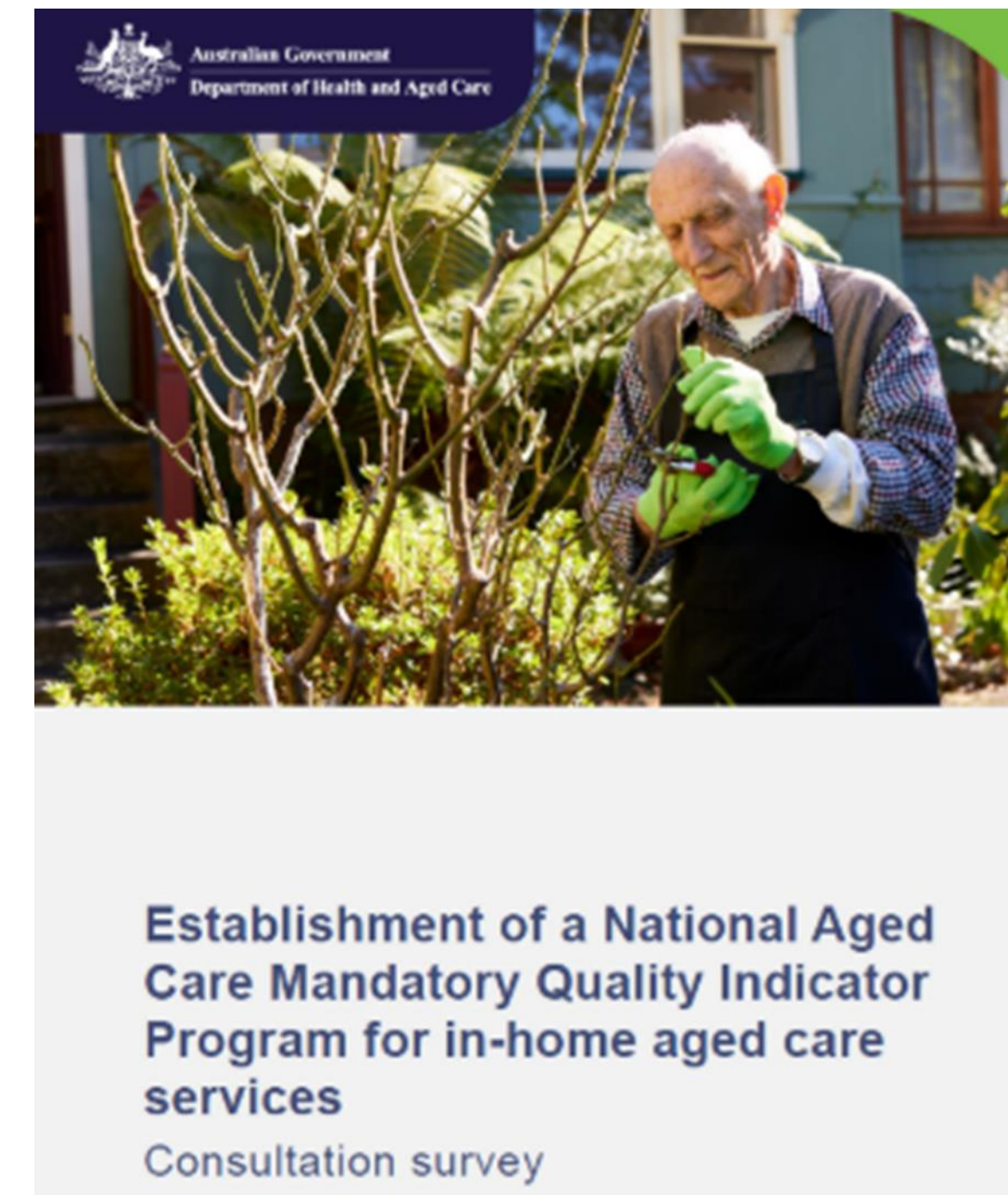
# Key Provisions: Measuring quality

## Regulator obligations

- Actively 'promoting' and 'encouraging' high-quality care
- Built into legislation
- Rating System - 3-tiered rating system - conformance, non-conformance and major non-conformance

## Practicalities of Transition

- The Commission must respond to non-compliance however has discretion in approach
- Continuous Quality Improvement Plans - update







# Sector insights: Care management and support staff

## The role of Care Managers/Partners

- Pivotal role in delivering person-centred care
- Relationship-based
- Price must match complexity and value

Keeping staff safe

Foster a strong reporting culture





# Sector insights: Quality triangle

## Time

- Just weeks before commencement

## Scope

- Entire service and funding model
- Every area of business

## Resources

- Funding
- Staffing

## Transition and the future







# Working toward: Well-designed reform

- Continued political engagement
- Continued engagement with the Department
- Ongoing engagement with members to ascertain key concerns and for examples/evidence
- Further engagement with subject matter experts on identifying and assessing risks





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# Questions and Comments

Policy Timing

Scope Risks

Expectations

Statement of rights

Funding Quality

Agreements





# Thank you

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