

Support at Home Personal Care Contribution Change

Client readiness checklist · Prepared for Lookout clients

Effective 1 October 2026

From 1 October 2026, personal care under Support at Home — including showering, dressing and non-clinical continence management — moves from the Independence contribution category to Clinical Supports. Eligible participants with personal care approved in their support plan and available funding will no longer pay an out-of-pocket contribution for these services.

This is a mandatory change for all registered providers delivering personal care under Support at Home. It's separate from, and additional to, the software update Lookout is making on your behalf — use this checklist to prepare the parts of the transition that sit with you as the provider.

How Lookout is handling this for you

Lookout's platform changes go live automatically on 1 September 2026 — a month ahead of the regulatory commencement date — with effective-date logic that understands the 1 October 2026 transition.

This means you can start forward planning services and budgets from October onwards using the new classification and contribution rules now, while anything delivered before 1 October keeps following the existing rules.

Lookout will automatically apply the new category across visits, statements, live budgeting and tracking, invoices and claiming. So your team can continue operating with confidence, no manual mapping required.

Before 1 October, *prepare*

Complete these steps ahead of the October updates

☐ 1. **Send clients written notice**

Give customers being delivered personal care services written notice explaining the change and confirming when it takes effect (1 October 2026).

☐ 2. **Update Service Agreements**

Review your existing service agreement for onboarding new clients to reflect the removal of the co-contribution clause for personal care service types.

☐ 3. **Review care plans with clients**

Have a conversation with clients about how this change may affect their care plan. Adjust any plans as required.

☐ 4. **Review client contribution data in reporting**

If you use custom data exports, consider whether they need updating. From 1 October, contribution tags in Lookout defined data exports will reflect the change, and will behave the same way current Clinical Support does now:

- Any invoice-based reports will show \$0 client contribution for services post October 1
- Any transaction-based reports will not show any client contribution transaction post October 1

Further resources

The Department of Health, Disability and Ageing has published a detailed implementation guide for providers, including a phased timeline (June–December 2026) and a broader readiness checklist covering workforce, ICT vendor coordination and business process changes.

See: [Personal care contribution provider readiness checklist](#)