e-Tools® Software

Support at Home (SAH) Transition Guide

Summary of actions providers should take now before 1 July 2025

This is a condensed transition guide for HCP providers with actions mainly associated with software & IT system preparations. Please conduct your own research to ensure you cover all aspects of the transition to meet your new SAH provider obligations.

eSAH

e-Tools Support at Home

APRIL 2025 LAUNCH

MILESTONES & PREPARATIONS FROM NOW UNTIL 30 JUNE 2025	INFORMATION FROM e-TOOLS SOFTWARE
• Understand the SAH program services & requirements, incl: - **SAH service list details, Assistive Technology & Home Modifications Scheme, Restorative Care funding & End-of-Life funding**	Access the Department's 'Support at Home service list' & 'Support at Home program provider transition guide'.
• Prepare processes to deliver services to align with new regulatory model. • **Assess the impacts of SAH on your business model & start identifying**: - **services to provide to align with service list** (14 funding classifications) - **pricing for services you will provide**	Access the Department's 'Claims and Payments Business Rules Guidance' to ensure you have a thorough understanding of the new rules.
• **Prepare IT, software, financial & reporting processes for**: - claiming against care management funds - monitoring participants' budget & expenditure to prevent overspend - financial reporting - collecting participant contribution payments - transfer of data to Services Aus. to submit itemised invoices - quality & safety reporting • Inform HCP recipients of the following changes under SAH: - confirmation of SAH budget, consumer contributions, budget management, possibility of reassessment, unspent funds available & eligibility for special rates & supplements - services they are eligible for & services you will no longer offer - care management funding changes - self-management availability & obligations	e-Tools eSAH software will ensure providers **manage new compliance obligations** for reporting & claiming: - advanced budget control - efficient management of funding categories aligned with SAH service list, incl. Assistive Technology & Home Modifications Scheme, Restorative Care & End-of-Life - automated tracking to ensure compliance with funding caps, preventing overpayments - direct integration with Services Australia (PRODA)
• Understand registration obligations & conditions. Register for categories, confirm service delivery branches, link participants to enable payments from 1 July 2025.	Access the Department's 'How the new aged care regulatory model will work' document.
• **Prepare data & finalise balances for data migration**: - Finalise End of Month (EOM) workflow process & reconcile Services Aus. statements against claims data. Create EOM report. - Close EOM & reconcile EOM with Services Aus. - Prepare final balances for each HCP recipient, incl. unspent funds.	e-Tools HCP (eHCP) software users have access to **step-by-step EOM workflow process** to complete this step. **Data migration to eSAH** will be based on a priority system & data readiness.
• Continue final stages of data preparation. **Early release of eSAH software allows providers to become familiar with the new setup**.	**eSAH software demo version launches late April 2025. Data migration begins**.
• Determine workforce requirements to deliver services & ensure workforce has the required qualifications & has completed relevant training.	e-Tools Staff Records Management (eSRM) software is essential to help you manage & track staff records for compliance.
• Ensure transition activities extend to associated providers (third-party or sub-contracted), which may require review of contracts.	
• **Prepare new service agreements**, reflecting changes to services, changes to pricing (incl. care management fees) plus prices of all services for full transparency.	**eSAH software will include service agreements**, based on advice from the Department & our legal partner Russell Kennedy Lawyers.
• **Implement a complaints management system** for participants, in line with your obligations under the Aged Care Act.	e-Tools eConsumer Mobile App has a feedback tool, allows participant & family engagement & provides easy access to monthly statements.
• **Software to be ready for 1 July 2025 transition**.	**eSAH software will be released by 1 July 2025**. Data migration continues.
• **From 1 July 2025, complete financial reporting** incl. Quarterly Financial Report & Aged Care Financial Report, plus update service information to align with SAH service list.	eSAH software will offer advanced reporting for **ongoing financial reporting obligations**.