

enkindle

# OUTLOOK REPORT 2026

The reality of reform  
for home care

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Part 1 in a 5-part series:

The State of Home Care - Provider  
Experience and Outlook 2026

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We'd like to sincerely thank the 300+ in-home aged care leaders who generously shared their time and perspectives in our 2026 Home Care Provider Outlook Survey. Your insights have deepened our understanding of the sector's evolving challenges and opportunities in this critical reform period.

We hope this report reflects your voices and informs the decisions of policymakers and stakeholders working to build a stronger, more sustainable aged care system. Your ongoing leadership and commitment to shaping the future of home care are commendable; they are essential. We are grateful for your continued partnership in driving meaningful change and progress across the sector.



Enkindle Consulting acknowledges the Aboriginal and Torres Strait Islander peoples as the First Nations of Australia and the Traditional Custodians of the lands we live and work in. We honour their enduring connection to land, sea, country, kin, and community, and we pay our deepest respects to Elders past, present and emerging as the custodians of knowledge and lore.

Disclaimer: This research report is intended for informational purposes only and should not be construed as professional advice. The findings, opinions, and recommendations presented herein are based on our analysis and interpretation of available data and may not necessarily reflect the views of all stakeholders. Readers are encouraged to conduct their research and seek expert guidance before making any decisions based on the information provided in this report. This resource may not be reproduced or circulated without our prior written consent from Enkindle Consulting. © 2026 Enkindle Consulting Pty Ltd

## Introduction

Each year, Enkindle Consulting's Home Care Provider Outlook Survey gives a voice to home care providers across Australia capturing what's really happening on the ground during times of change.

In 2026, that voice matters more than ever.

This report brings together the perspectives of over 300 home care leaders and professionals from across the sector. Their insights reflect the lived experience of navigating one of the most significant periods of reform in aged care history, including the rollout of the new Aged Care Act, the introduction of the Support at Home program, and the pending transition of Commonwealth Home Support Program (CHSP).



## Introduction

To make the findings easier to explore and more digestible, we are sharing the survey results as a **five-part series**, each focusing on a key area of reform and provider experience:

- **Part 1: The State of Home Care - Provider Experience and Outlook 2026**
- **Part 2: Support at Home Transition Experience**
- **Part 3: Aged Care Act 2024 Transition Experience**
- **Part 4: CHSP to Support at Home Transition Readiness**
- **Part 5: Technology & Digital Capability**

**Part 1** sets the scene for the series, providing a high-level view of the **current lived experience of reform** and **the outlook** for the sector in 2026. It focuses on:

- what has been the biggest challenges so far
- what early wins or positives, if any, are emerging
- what their priorities are for the year ahead, and
- what action is needed from government to support both providers and older people.

Alongside the data, we are sharing an uncut view of provider commentary - presenting insights in providers' own words and reflecting the real-world impacts of reform on organisations, workforce, and the older people they support. Our aim is simple: to ensure these voices are clearly heard and reflect the reality of the sector right now.

## What we're hearing

Across the responses, there are clear and consistent messages emerging from providers about their experience of reform to date. Five months into implementation, organisations are no longer preparing for change, they are in the thick of it, balancing uncertainty, competing priorities, and the practical realities of implementation. The scale and pace of reform, combined with evolving guidance and increasing administrative and financial pressure, is creating significant strain.

At the same time, there is limited evidence that the intended benefits of reform are being realised in practice. What is coming through clearly is that providers are putting in significant effort to implement change, while still navigating uncertainty, without yet seeing consistent improvements in outcomes for older people.

The following key messages summarise what we are heard directly from providers about the reality of reform and the outlook for 2026.

**Providers are in the thick of reform, managing complexity, uncertainty, and competing priorities in real time**

Five months into implementation, organisations are no longer preparing for change. They are embedding the new Aged Care Act and stabilising Support at Home while balancing evolving guidance, operational pressure, and increasing administrative requirements.

**“The scale of change has been far greater than anticipated.”**

**The complexity of the Support at Home model remains the sector's biggest structural challenge**

What was intended to simplify the system is being experienced as overly complex, difficult to implement, and challenging to explain, increasing administrative burden and impacting both providers and clients.

**“Support at Home is over-engineered. I barely understand it myself.”**

#### Financial sustainability is under significant and immediate pressure

Providers report increased costs, reduced margins, and growing concern about long-term viability, with funding and pricing not aligning to the true cost of delivering care.

**“We went from marginally profitable to losing \$40,000 per month.”**

#### The impact on older people is already being felt, with no clear evidence of improved outcomes

Providers are seeing clients delay, reduce, or decline services due to cost and complexity, alongside delays and issues within the Single Assessment System impacting timely access to care. There is growing concern about access, equity, and outcomes, with limited evidence at this stage that reform is delivering clear or consistent benefits for older people.

**“We are seeing clients go without because they cannot afford contributions.”**

#### The scale and pace of reform - combined with delayed and evolving guidance - is stretching provider capacity

Organisations are managing multiple major priorities at once, often without sufficient transition support, while continuing to deliver care. This is driving rework, confusion, and increased pressure across teams.

**“We are flying blind; we have no idea what our future holds.”**

#### Administrative burden and compliance requirements are increasing, diverting time away from care

Providers describe a system that is becoming increasingly focused on documentation, reporting, and evidence, reducing time available for direct care and client engagement.

**“Administrative burden is diverting time away from direct care.”**

### Benefits of reform are not yet being realised in practice

While the intent of reform is broadly understood and, in some areas, supported, many providers report it is too early to see tangible improvements, and some are unable to identify any clear positives or early wins.

**“There are no identifiable benefits or positive outcomes.”**

### Uncertainty is limiting providers' ability to plan, invest, and prepare for the future

A lack of clarity around timing, pricing, and future reform direction is making it difficult for providers to make confident decisions about workforce, systems, and service delivery.

**“We have no idea what our future holds.”**

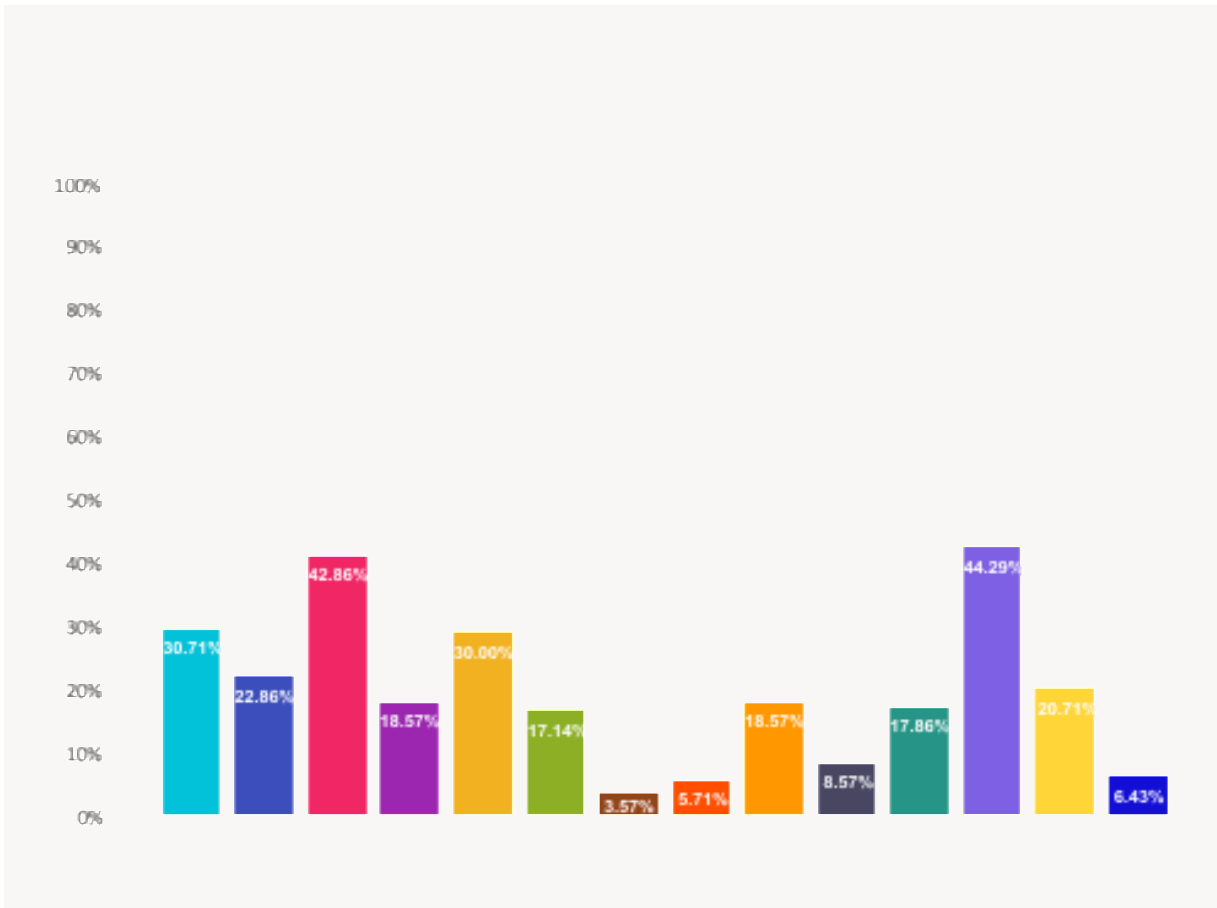
### Providers are calling for government to reset, clarify, and focus on making the system work

There is a clear message that 2026 should focus on reviewing what is not working, improving communication, and providing practical, timely support and urgent improvements before progressing further reform.

**“No more taskforces - just actual, timely, realistic action.”**



### What have been the biggest challenges so far?



- Managing the cost of delivering services and financial viability concerns
- The delayed provision of detailed information and guidance by the government, the department, and the commission
- Performance and quality of the new Single Assessment System
- The volume and timing of guidance released by the government, the department, and the commission
- Increased accountability on registered providers for associated providers
- Implementing a large amount of change without transition funding or grants
- Requirements for new client agreements and associated information provision
- Problems with government IT systems
- Change management and change fatigue
- Delays in receiving answers from the department and/or the commission on questions submitted
- Governing bodies' lack of understanding of new regulatory requirements
- Other (Please specify)
- Regulatory changes are not culturally appropriate or inclusive
- Lack of regular scheduled engagement by the department and/or commission

## What have been the biggest challenges so far?

**Delayed, inconsistent, and evolving guidance is creating confusion, rework, and uncertainty across implementation:**

- “Information was not always very clear... we are learning as we go and feel we are failing at times.”
- “Even our funders and policy makers don't know the answers to our questions, what hope do we have!”
- “Delayed and evolving guidance... created confusion about compliance requirements and forced repeated adjustments to policies, client documentation, and internal processes.”

**The scale, pace, and timing of reform is overwhelming organisations and limiting their ability to implement effectively:**

- “The volume of additional work has been far greater than anticipated, with limited structured support to implement it effectively.”
- “With so many changes across the board... it has certainly had an impact on staff and back end resources having to navigate and implement all the changes.”
- “Major changes, updates, and system releases occurred in November... while providers were managing end-of-year pressures, reduced staffing, and limited support.”

## What have been the biggest challenges so far?

**Administrative burden and compliance requirements are increasing significantly, diverting time away from care delivery:**

- “The extensive care management documentation required for every minute of service feels more like legal or billing compliance than practical care.”
- “Administrative burden has increased substantially across all teams... finance workloads in particular are unsustainable.”
- “Time that should be spent on direct care... is instead diverted to navigating systems, interpreting changing rules, and meeting documentation requirements.”

**Reform is being implemented without adequate transition funding or support, placing the burden on providers to absorb the impact:**

- “The reforms have required expanded reporting, governance oversight, new agreements, policy rewrites, training programs, and compliance monitoring.”
- “This has resulted in increased administrative burden, change fatigue across teams, pressure on managers and governing bodies, and financial strain.”
- “We are a small NFP and the transition has cost us well over \$200,000 in training, systems, software etc. The \$10,000 grant was an indication that the Department has no idea of the impact.”

## What have been the biggest challenges so far?

**Financial pressure and viability concerns are increasing as the cost of reform outpaces available funding:**

- “Financial strain due to system upgrades and consultancy support... the volume of additional work has been far greater than anticipated.”
- “Managing the cost of delivering services and financial viability concerns... the impact is across the entire business.”

**Government IT systems and digital platforms are not supporting delivery, creating delays and reliance on manual workarounds:**

- “Issues with portals, assessment systems, claiming platforms, and integrations led to delays and manual workarounds.”
- “Providers had to dedicate extensive time to troubleshooting system-related problems outside their control.”
- “Digital issues have been by far the most frustrating... given the wider spread impacts on clients and providers.”

**Delays and issues in the Single Assessment System are impacting timely access to care and service delivery:**

- “Issues with My Aged Care (MAC) portal and counselling... raised repeatedly... often no resolution or significant time for resolution to occur.”
- “Delays are impacting access to services, increasing pressure on staff and reducing the ability to deliver timely care.”

## What have been the biggest challenges so far?

**Associated provider requirements are complex, inconsistent, and resource-intensive to manage:**

- “Each Support at Home provider is interpreting the requirements differently and demanding associate providers comply with their interpretation.”
- “We work with approximately 65 different Support at Home providers all requiring different ways of proving compliance... this is unsustainable.”
- “This leads to increased time spent on administration, increased costs, and reduced funds available to the client.”

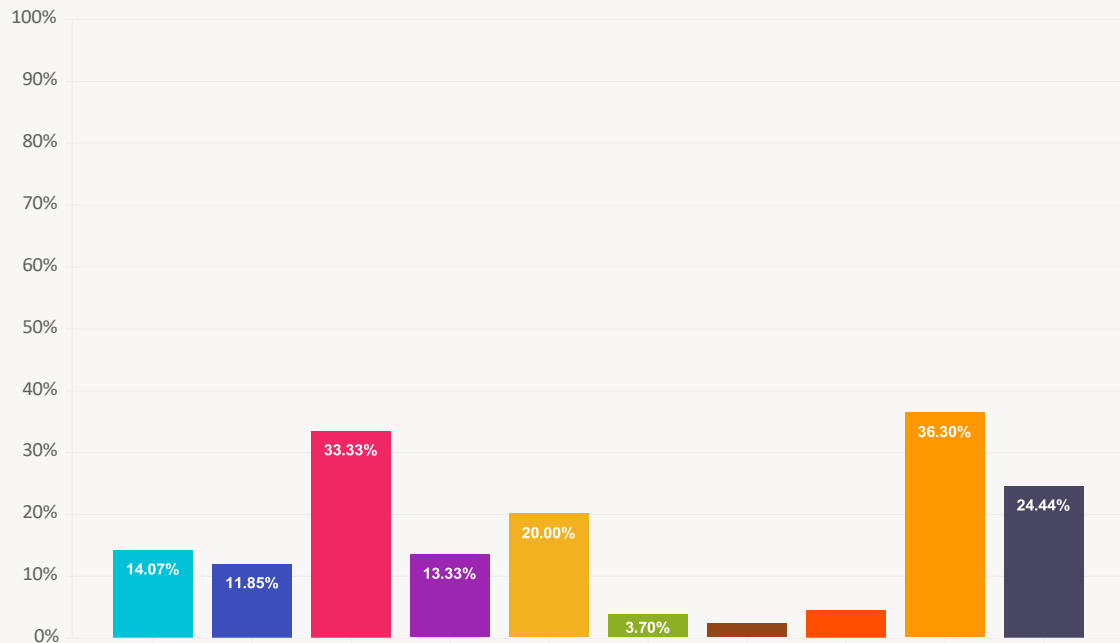
**Change fatigue and workforce pressure are building as organisations manage continuous reform and increasing expectations:**

- “Change fatigue is a very real issue... with increased pressure on staff and growing concerns about burnout.”
- “The sector is exhausted... staff are under significant stress, and this is only going to get worse as time passes.”

**Challenges are compounding and interconnected, creating system-wide pressure rather than isolated issues:**

- “It is difficult to pick only one - they are all interconnected and flow into one another.”
- “I could literally tick all of these boxes... they have all been big challenges in their own right.”
- “Honestly, all of the above.”

What have been the biggest positives or early wins so far?



- All aged care organisations falling under the Aged Care Act for the first time
- Stronger focus on the rights of older people
- Other (Please specify)
- Stronger accountability of governing bodies and responsible persons
- Improved quality and safety of care for older people
- Improved client choice and control
- Increased transparency for older people and their representatives
- Better alignment between funding and client needs
- A simpler and more integrated aged care system
- Improved protections for people from diverse communities

### What have been the biggest positives or early wins so far?

Many providers are unable to identify clear positives or early wins, indicating benefits are not yet being realised in practice:

- “There are no identifiable benefits or positive outcomes from the Support at Home program.”
- “To be honest, it's been more of a headache than a positive”
- “Everything is worse under Support at Home. Everything.”

There is a strong view that it is too early in the reform to see meaningful outcomes or improvements:

- “At this early stage, there have been limited tangible ‘wins’ experienced operationally.”
- “We are still in a stabilisation phase... focused on managing compliance, workforce capacity, and financial sustainability.”
- “Too early to say with any confidence that any of these have improved or are better.”

Where positives are identified, they relate to the intent of reform rather than outcomes being realised in practice:

- “While there is a stronger focus on the rights of older people, that is rhetoric only as people cannot access assessments and services.”
- “The concepts are there but not the infrastructure... the system is not simple and not integrated for the consumer.”

### What have been the biggest positives or early wins so far?

Some providers note structural or internal improvements driven by reform requirements:

- “The most significant change has been transitioning to a new or upgraded CRM and updating internal systems to meet compliance requirements.”
- “While this may position organisations better for the future, it has come at considerable financial and human resource cost.”

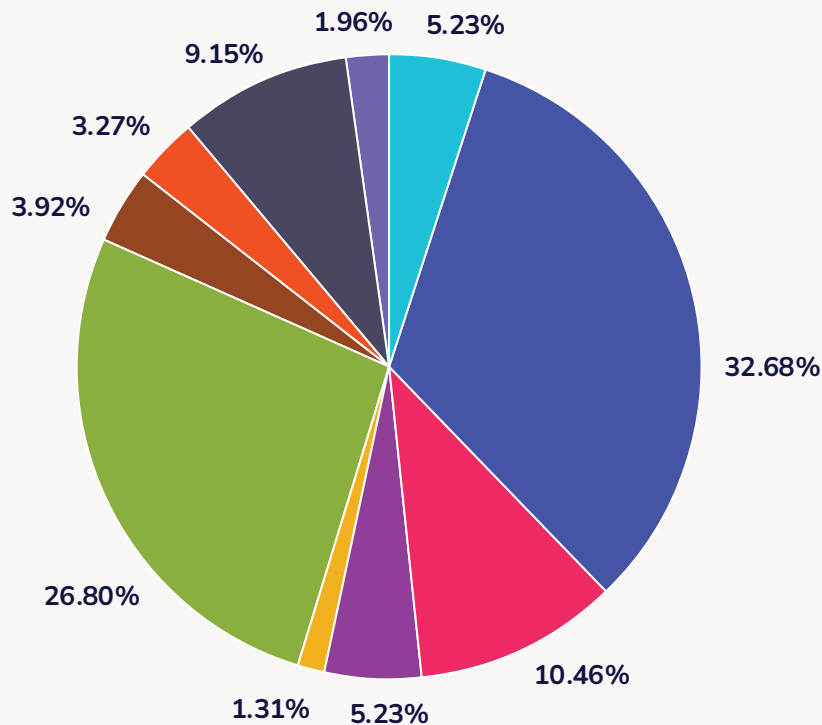
Reform is increasing administrative effort without delivering corresponding improvements in care or outcomes:

- “Administrative burden has increased substantially across all teams... excessive manual data entry required due to systems not being fit for purpose.”
- “Time that should be spent on direct care is instead diverted to navigating systems and meeting documentation requirements.”

Positive impacts for clients are not yet evident, with some providers reporting worsening outcomes:

- “I fail to see how any client is better off under the guidelines”
- “Participants are significantly more confused... resulting in increased enquiries, complaints, and reliance on provider support”
- “Clients are worse off, and we predict this will result in higher levels of hospitalisation.”
- “Less care, more cost, more bureaucratic red tape - everyone loses.”

Which of the following does your organisation see as the single greatest challenge to the home care industry in 2026?



- Complexity and impacts of the new Support at Home funding model
- Financial sustainability and viability
- Delays in and the quality of assessment by the Single Assessment Service
- Clients declining services due to the client contribution framework
- Workforce shortages
- Increased regulation and compliance requirements under the Aged Care Act
- Technology readiness and digital capability
- Insufficient government support to embed reform changes
- Other (Please specify)
- Increasing competition and market growth
- Limited awareness or engagement from the governing body
- Lack of availability of skilled and/or experienced leadership

**Which of the following does your organisation see as the single greatest challenge to the home care industry in 2026?**

**The complexity and impact of the Support at Home funding model is the dominant challenge:**

- “The model is overly complex and adds additional administrative burden.”
- “Support at Home is over-engineered.”
- “I barely understand it myself.”

**The model is creating real impacts for both providers and clients:**

- “There are no winners - it is costly to the organisation and costly to the client.”
- “The direction is clear - client access to services will be narrower.”
- “We’ve seen clients with lower Support at Home classifications opting to remain on CHSP due to costs.”

**There are strong concerns about financial sustainability and viability:**

- “We went from marginally profitable to losing \$40,000 per month.”
- “This isn’t sustainable unless we gut our non-billable workforce and completely undo the way we provide care to our clients.”
- “The model is underfunding providers considerably for what is expected.”

**Which of the following does your organisation see as the single greatest challenge to the home care industry in 2026?**

**The client contribution framework is already impacting access to care:**

- “We are seeing clients go without because they cannot afford contributions.”
- “Clients are confused and feel it is unfair that some pay and others do not.”
- “Many are unable or unwilling to pay.”

**The system is becoming more complex and harder for clients to navigate:**

- “Many clients do not understand why processes that were meant to be easier have become more complicated.”
- “It is very difficult to explain to our existing participants.”
- “The model is incredibly difficult for clients to understand.”

**Delays and system issues are affecting timely access to care and equipment:**

- “Clients are waiting weeks or even months for basic aids and equipment.”
- “Delays are placing strain on staff, resources, and service delivery.”
- “Backlogs and waitlists are prohibiting access to services for vulnerable people.”

### Which of the following does your organisation see as the single greatest challenge to the home care industry in 2026?

**There are growing concerns about equity and unintended consequences for vulnerable clients:**

- “CALD clients struggle to understand or complete hardship applications.”
- “Some clients will delay services or go without altogether.”
- “Clients with income and assets that put them in the 80% contribution range will source services from unregistered and untrained ‘cowboys’.”

**There is frustration that the reform has not improved the system as intended:**

- “It is really unclear what the Support at Home policy design has improved.”
- “Everything has been over-complicated unnecessarily.”
- “Processes that were meant to be easier have become more difficult.”

**Providers are experiencing significant increases in administrative burden and compliance workload:**

- “The additional time and resources required to provide care and remain compliant is impacting across the business.”
- “Administrative burden is diverting time away from direct care.”
- “The system feels more focused on compliance than care.”

### Which of the following does your organisation see as the single greatest challenge to the home care industry in 2026?

**There is a strong sense that implementation has been rushed and poorly executed:**

- “The messy transition is causing backlogs and delays.”
- “The model has been incredibly time consuming to implement.”
- “There has not been enough time to properly test and refine systems.”

**Concerns about pricing, funding, and future price caps are adding uncertainty:**

- “The new pricing model is very worrying.”
- “We have no input into pricing decisions.”
- “There is fear about what price caps will mean for sustainability.”

**The interconnected nature of challenges is clear:**

- “It is difficult to pick only one - they are all interconnected.”
- “This single challenge flows into many of the others.”
- “All of these points are playing a significant role.”



## Which of the following does your organisation see as the single greatest challenge to the home care industry in 2026?

### Delays and issues with assessment systems are compounding problems:

- “Assessment delays are impacting access to care.”
- “The quality of assessments is questionable.”
- “Decisions are based on poorly designed algorithms with no flexibility.”
- “Assessment outcomes are not reflecting real client need.”

### Technology and system challenges are adding further pressure:

- “Enterprise Resource Planning (ERP) upgrades have been slow and cumbersome.”
- “Client management systems are ineffective.”
- “Digital systems are not keeping pace with reform requirements.”

### Workforce pressure continues, particularly for care managers and frontline staff:

- “Stress on care managers being the face of reform.”
- “We cannot employ enough care managers.”
- “Workforce shortages are compounded by increased complexity and expectations.”

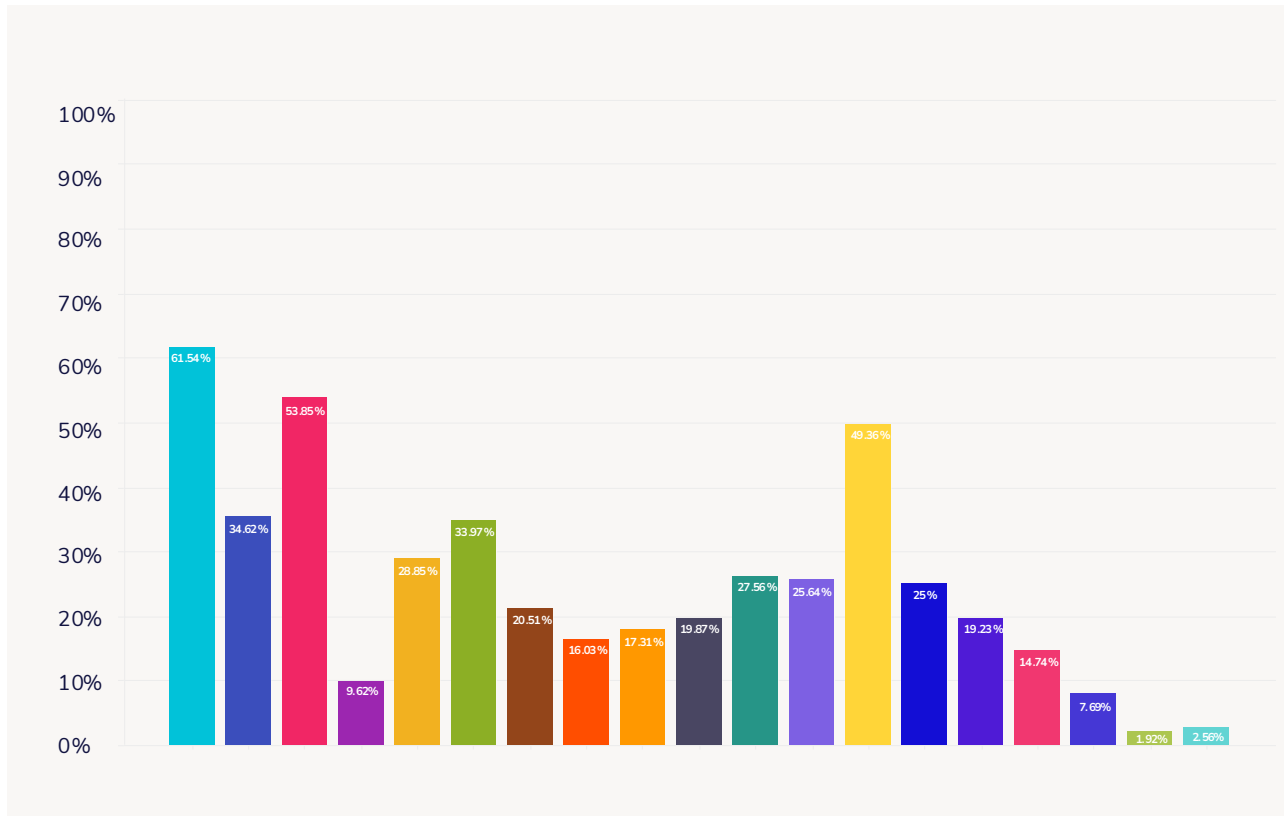
### There is growing concern about the future of CHSP as a stabilising part of the system:

- “CHSP is the one saving grace of the industry at the moment.”
- “There is uncertainty about CHSP’s future.”
- “CHSP should remain the primary entry-level support system.”

### Providers are highlighting the impact on client outcomes and long-term system sustainability:

- “Reduced access to services will lead to worse outcomes for older people.”
- “Delays and funding limitations are increasing risk.”
- “The system is becoming harder to navigate at the time people need it most.”

### What are your organisation's top 5 priority projects for 2026?



- Implementing/embedding the new strengthened Aged Care Quality Standards
- Implementing systems to ensure compliance with the new Aged Care Act
- Understanding the cost-of-service delivery and finding efficiencies
- Improving clinical care systems and clinical governance
- Developing growth and/or service diversification strategies
- Strengthening management and oversight of associated providers
- Implementing or upgrading our home care technology and digital systems
- Improving consumer engagement and overall client experience
- Ensuring accurate government claiming and reconciliation processes
- Strengthening governance systems and board reporting
- Improving workforce attraction and recruitment
- Implementing the Support at Home client contribution framework & debtors' management
- Strengthening workforce culture and retention
- Developing the capabilities of our leaders and managers
- Redesigning or enhancing our care management model
- Preparing for stage 3 DEX detailed service reporting
- Building capability in palliative and end-of-life care
- Building capability in delivering restorative care

### What are your organisation's top 5 priority projects for 2026?

Providers are focused on embedding reform into day-to-day operations while trying to maintain service delivery:

- “Working out how to meet the Standards and remain in business.”
- “We’re chasing our tails to implement new documentation, systems and processes while still trying to deliver care.”
- “It is impossible to get your head around the Support at Home manual and what it means in practice.”
- “Translating the requirements into day-to-day operations has been far more complex than anticipated.”

Financial sustainability and organisational survival are central priorities for 2026:

- “Survival is actually our top priority right now.”
- “Our revenue has been decimated, and we are having to rethink how we operate.”
- “Working out how we can still survive while learning, training and implementing all these new things at the same time.”
- “The reality is we have found as many efficiencies as we can without too much reduction in the level of care our clients expect.”

The Support at Home model is a major focus, with ongoing uncertainty about its viability and implementation:

- “We are essentially providing care management for free under the current settings.”
- “The 10% care management fee was never sufficient for what is required.”
- “Viability of Support at Home is a major concern, particularly for smaller providers.”
- “The model does not reflect how services are actually delivered.”

### What are your organisation's top 5 priority projects for 2026?

Providers are under significant pressure from the volume and pace of reform, with too many competing priorities to manage effectively:

- “Only 5!! That was difficult.”
- “All of the above are our priority - it all has to be done at once.”
- “I could choose more of these as top and competing priorities.”
- “Impossible to manage in the current environment of rapid and constant change, lack of government willingness to provide urgent review of poor systems and multi reform agenda .”

**Workforce pressure, fatigue, and burnout are growing risks as organisations try to sustain reform implementation:**

- “Increased pressure, fatigue, and concerns about burnout across teams.”
- “Retaining experienced staff is critical, but increasingly difficult in the current environment.”
- “The impact on staff has been significant.”
- “Many additional reporting, budgets, documentation and compliance-related task are being delegated to frontline staff.”

**Administrative burden continues to increase, without additional funding or capacity support:**

- “None of these areas come with additional capacity-building funding or support.”
- “Small management teams are juggling competing priorities.”
- “The reforms have required substantially more time, training, and resources than anticipated across the organisation.”

### What are your organisation's top 5 priority projects for 2026?

Many providers feel underprepared despite significant effort, with a strong sense of uncertainty about the future:

- “I don't feel prepared, despite the amount of work we have done.”
- “We are learning as we go and feel we are failing at times.”
- “We have no idea what our future holds under the current settings.”
- “We are flying blind.”

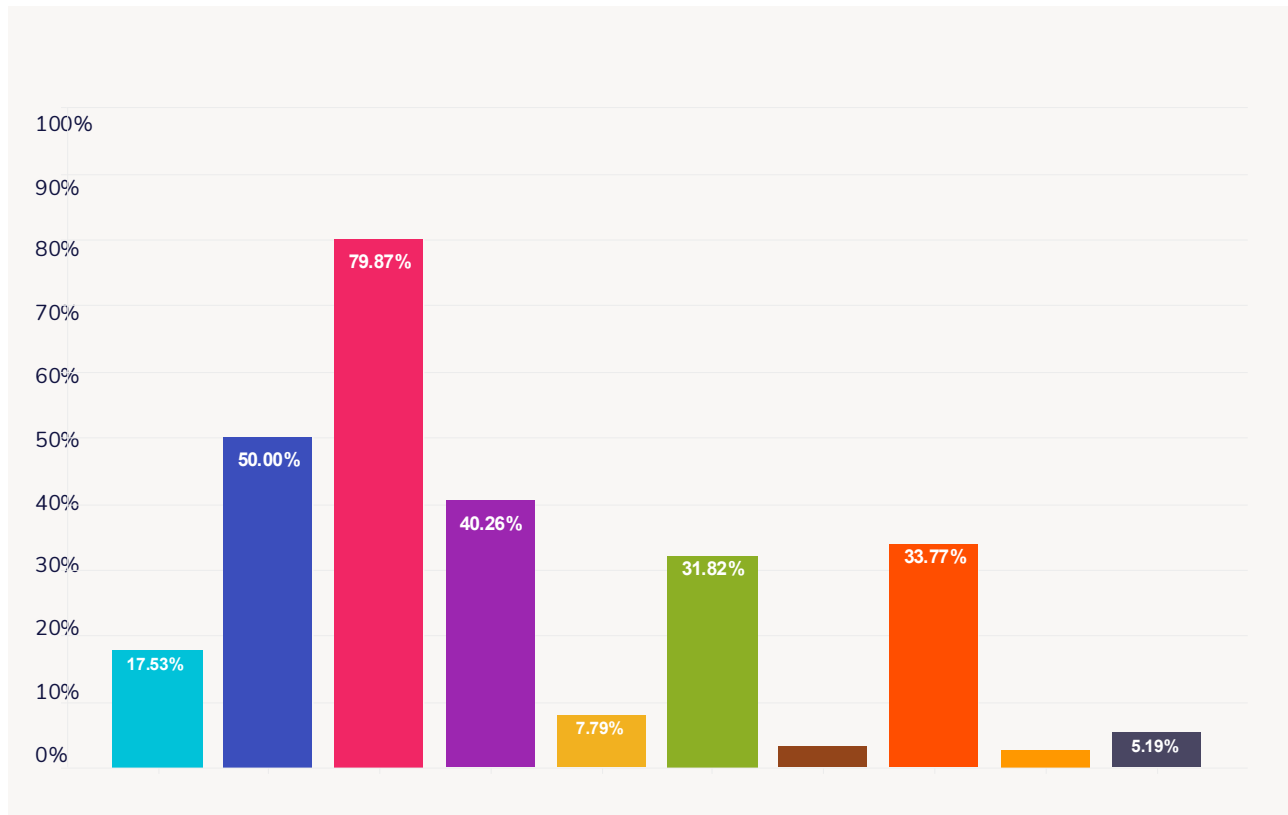
System design and funding settings are not aligning with operational reality:

- “The staffing costs built into unit pricing will not cover admin, management and quality support requirements.”
- “We are expected to do all this onboarding and compliance work for nothing.”
- “The system does not reflect how services are actually delivered.”

Smaller and multi-service organisations are particularly stretched under the weight of reform:

- “For smaller organisations, it falls to small management teams to juggle everything at once.”
- “We simply don't have the resources to absorb this level of change.”

What should be the government’s top priorities in 2026 to support providers and consumers?



- Review of the issues, effectiveness and impacts of Support at Home
- Review of the effectiveness of the Single Assessment System
- Separate review of the impacts of the client contribution framework under Support at Home
- Business improvement funding for home care providers to strengthen digital systems, workforce and sustainability
- Establish a transition taskforce for CHSP to Support at Home (made up of CHSP providers)
- Detailed roadmap of the key dates and deadlines for any further reform changes ahead
- Regularly scheduled webinars and Q&As for providers on Support at Home, CHSP and the Act
- Other (Please specify)
- Detailed and refreshed governance training, tools and templates
- Establish a taskforce to develop and oversee sector wide workforce strategy

## What should be the government's top priorities in 2026 to support providers and consumers?

**There is a strong and consistent call for government to undertake a full review of the Support at Home program before progressing further reform:**

- “A genuine, holistic review of Support at Home is needed.”
- “Not just from a policy perspective, but from the lived experience of providers, clients, and frontline staff”
- “Fix the issues before introducing further changes.”
- “Review the impact of the changes - including unintended consequences.”

**Providers are calling for government to provide a clear, detailed and staged reform roadmap:**

- “We need a clear roadmap with key dates and expectations.”
- “Ongoing reform without sequencing is creating uncertainty.”
- “Give a clearer indication of what is actually going to happen and how.”

**There is a strong expectation that government improve communication and provide timely, practical guidance:**

- “Provide clear and timely information well in advance.”
- “Too many changes with not enough explanation.”
- “We need better communication to support planning and implementation.”

## What should be the government's top priorities in 2026 to support providers and consumers?

**Providers are seeking early clarity and transparency on pricing, including future price caps:**

- “Publish capped prices as soon as possible.”
- “Indicate early when price capping will be implemented.”
- “We have no input into pricing decisions.”
- “Urgently review pricing model.”

**There is a clear call for government to review pricing and funding settings to ensure provider sustainability:**

- “Review pricing to ensure sustainability.”
- “Current unit costing does not cover governance, compliance and workforce costs.”
- “Many providers under \$20 million will not survive this transition.”

**Providers are calling for government to properly fund care management and operational requirements:**

- “Pay providers properly for care management.”
- “Providers are carrying the cost of onboarding and compliance.”

## What should be the government's top priorities in 2026 to support providers and consumers?

**There is a strong call for government to review and address the client contribution framework:**

- “Clients cannot afford to access higher levels of care.”
- “Contributions are confusing and feel unfair.”
- “The framework was set before pricing was known.”

**Providers are asking for government action to address affordability and access for clients:**

- “Clients are cancelling services because they cannot pay.”
- “Conversations are now about money, not care.”

**There is strong support for government to retain CHSP and block funding:**

- “CHSP must be left standing as the baseline system.”
- “Commit to maintaining CHSP and continuing block funding.”
- “Do not transition CHSP into Support at Home.”

**Providers are calling for additional funding to support transition and change management:**

- “Providers need funding to manage transition and reform impacts.”
- “The funding provided does not reflect the cost of reform.”

**There is a need for government to provide education and support to both providers and clients:**

- “More education is needed - too many changes at once.”
- “Clients need support to understand contributions and entitlements.”

**Providers highlighted the need for government to review and improve the Single Assessment System:**

- “Assessment tools need review – given there no discretion available to assessors.”
- “Outcomes do not always reflect client needs.”

## What should be the government's top priorities in 2026 to support providers and consumers?

There is a clear message that government should slow down further reform until current issues are resolved:

- “Fix what is not working before introducing new changes.”
- “The system is not ready for additional reform.”

Providers are seeking greater certainty, stability and clear policy direction from government:

- “Ongoing uncertainty is impacting planning and decision-making.”
- “We need clear direction to move forward.”

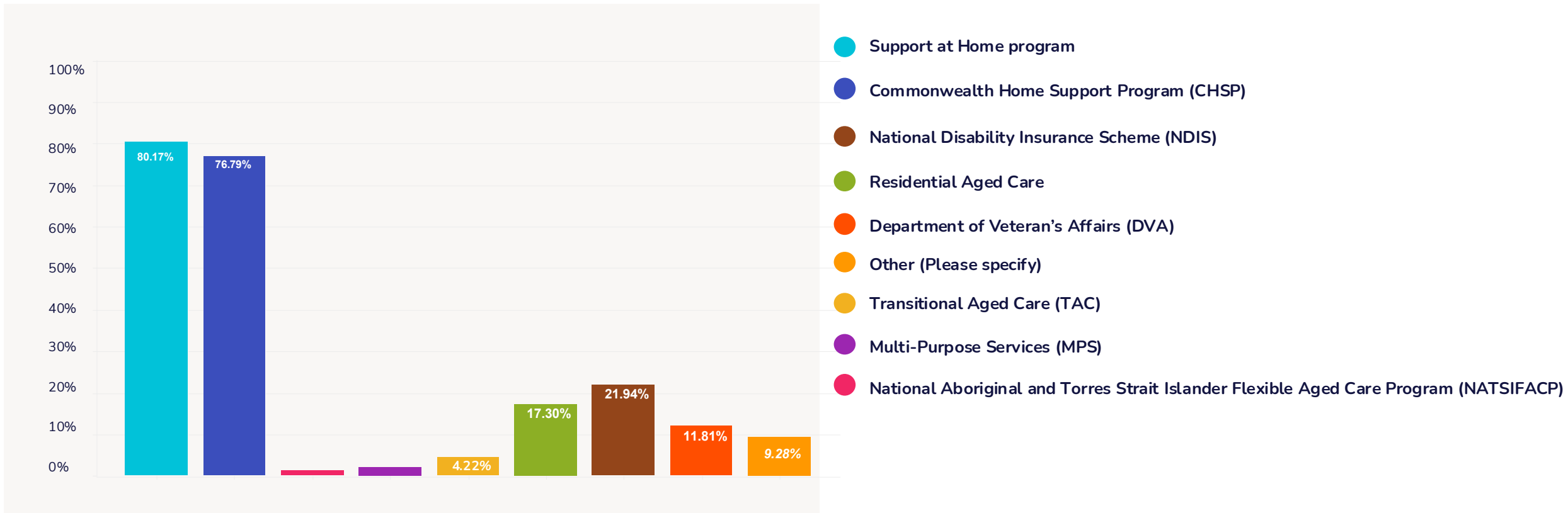
There is a call for more practical, real-world engagement from government with the sector:

- “Government has created this problem, I don't think more government is the way to fix it”
- “Policymakers need to spend time in the shoes of providers and clients.”
- “Learn from the lived experience of frontline staff.”
- “No more taskforces - just actual, realistic action.”



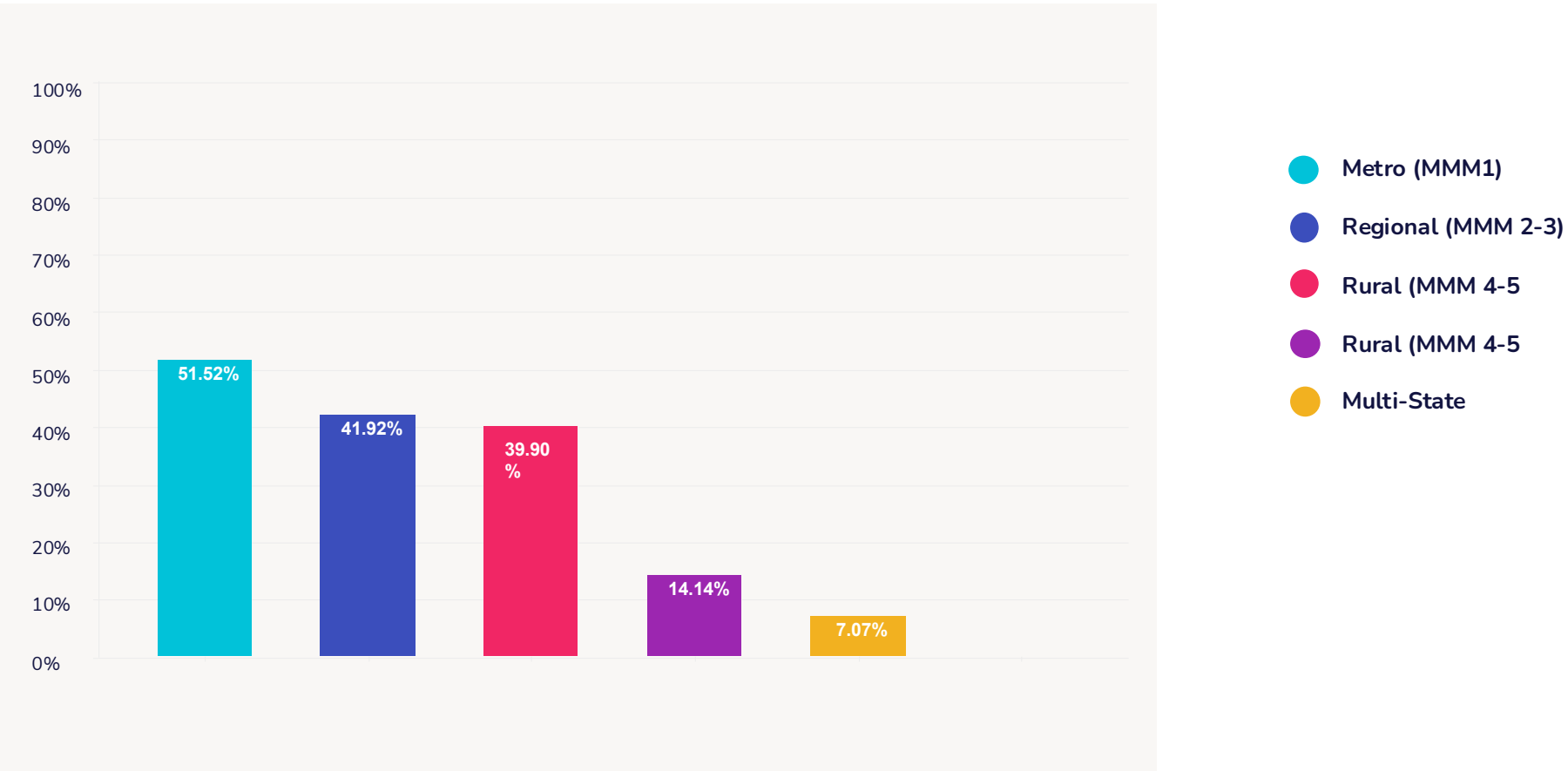
# PROFILE OF SURVEY RESPONDANTS

## Which funded programs does your organisation currently operate?



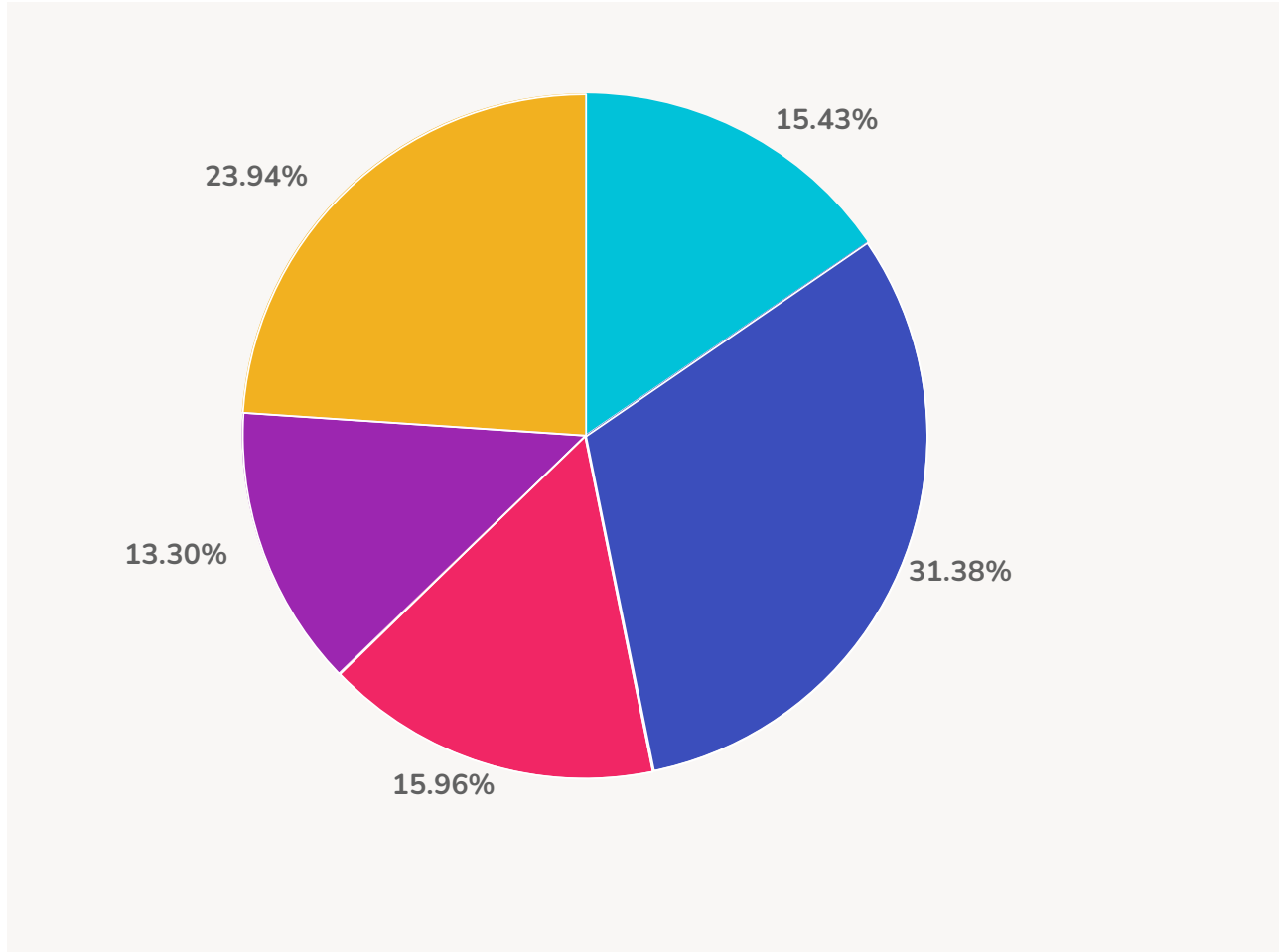
# PROFILE OF SURVEY RESPONDANTS

Which location(s) does your organisations primarily operate in?



# PROFILE OF SURVEY RESPONDANTS

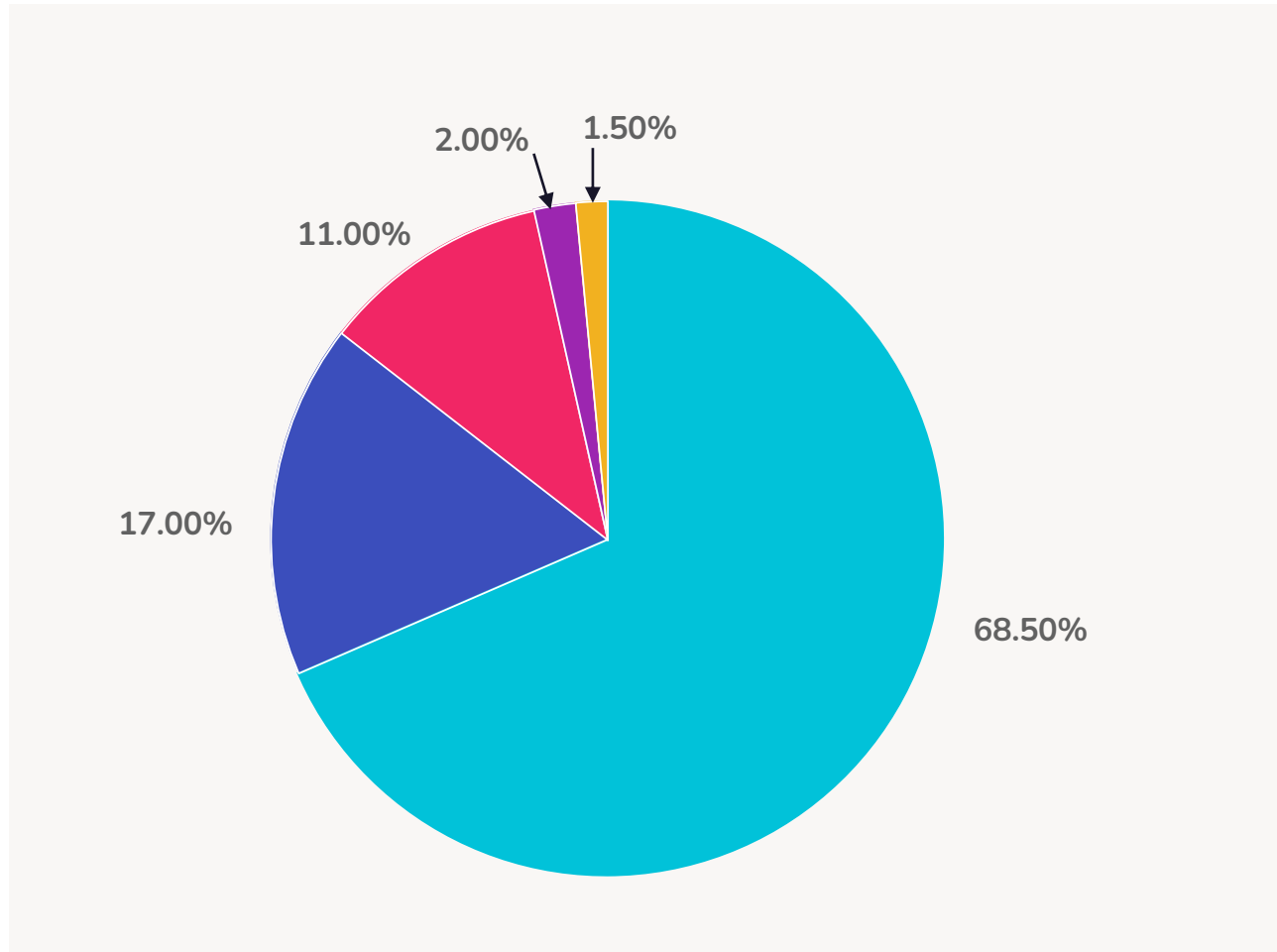
Your organisation's approximate total annual turnover is?



- Between \$1 - \$5 million
- Above \$20 million
- Between \$5 million - \$10 million
- Under \$1 million
- Between \$10 million - \$20 million

# PROFILE OF SURVEY RESPONDANTS

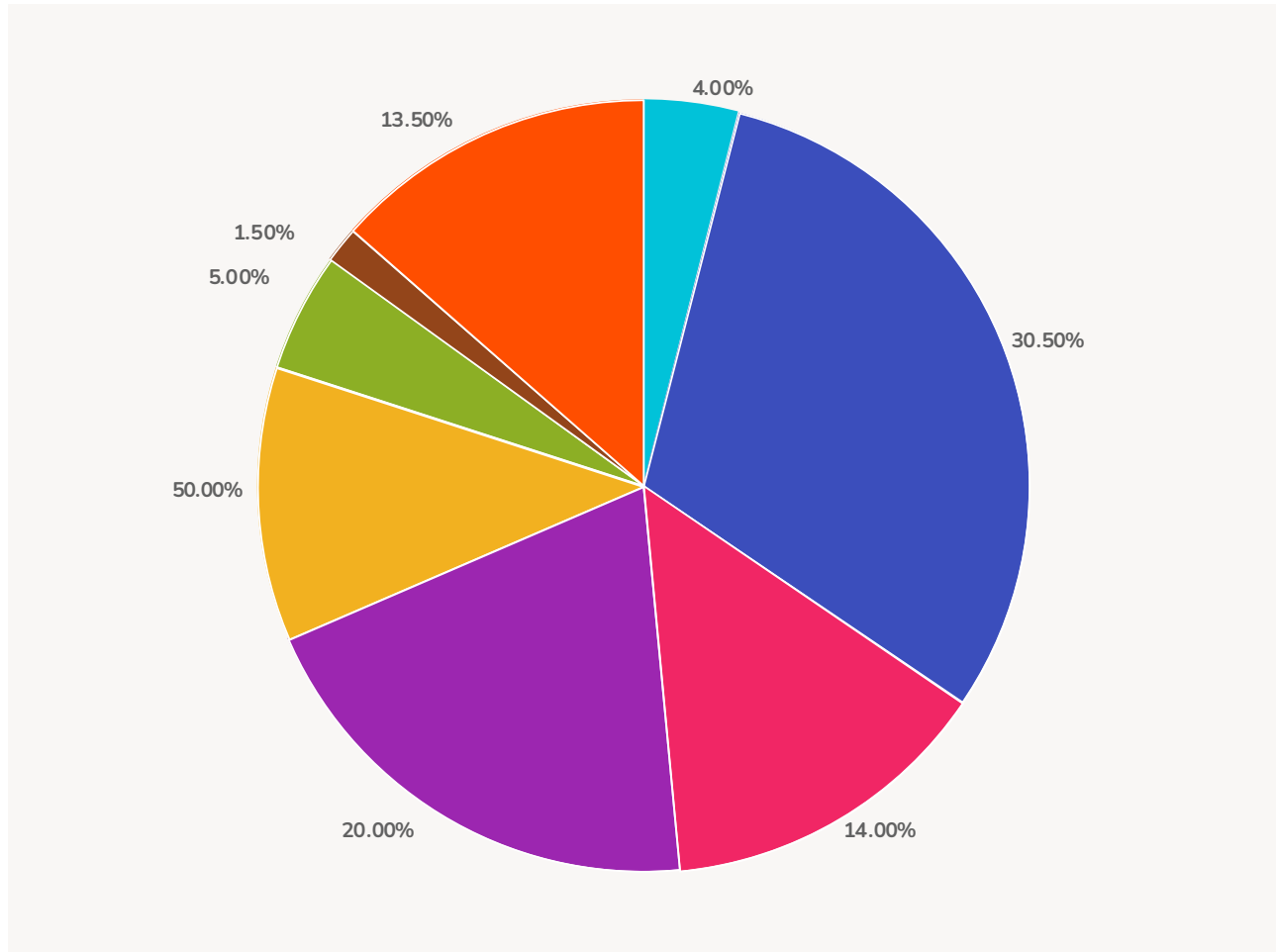
## Your organisation's type is?



- Not-for-profit
- For-profit
- Government/Council
- Aboriginal Community Controlled
- Other (Please specify)

# PROFILE OF SURVEY RESPONDANTS

## What role do you hold within your organisation?



- Executive Manager
- Home Care Program Manager/Coordinator
- Other
- Corporate Services/Administration
- Care Manager/Care Partner
- Clinical Team Member
- Board Director
- Client Services/Call Centre

# CONTACT US

We exist to help create a world-class aged care system through renewals, repositioning, and reinvestment in service models and strategies.



Strategic Advisory



Strategic Planning & Design



Market Entry & Exit Planning



Operational Review



Stakeholder Engagement



Change Management



# enkindle



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# SUPPORT AT HOME HQ

Whether you're updating policies, pricing, systems or workforce practices, registration renewal or planning ahead for future change, Support at Home HQ is here to support you beyond reform go-live. From regular monthly webinars, experts on call via our helpdesk, to invaluable implementation resources, we've got everything you need to thrive in the new era of home care.



Monthly deep-dive reform webinars



Curated monthly reform wrap-up



Expert help desk, including government follow up



Compliance and renewal readiness resource kits

Find out more and join the community of 100+ providers  
[www.supportathomehq.com.au](http://www.supportathomehq.com.au)



## Support at Home HQ

