

# Support at Home – your questions answered



**Mable is Support at Home compliant, so you can continue to confidently deliver quality care solutions to clients.**

**This document answers common questions and concerns from the community to ensure you have the most accurate and up-to-date information about Mable's processes to help you feel confident with the new legislation.**

## Agreements

### Do all agreements with support workers need to be updated before 1 November 2025?

Not necessarily. Agreements don't need to be recreated, but they must:

- Exclude any unsupported services, such as palliative care, care management, or case management.
- Reflect only services in the client's approved support plan.
- The Mable platform has automatically mapped old Home Care Packages service types to Support at Home categories.

### How do I update existing agreements with support workers?

As the Mable platform has already mapped Home Care Package service types to Support at Home categories, you do not need to make any adjustments, unless a client's plan no longer has funding for certain services.

To update an agreement in this instance, contact their Support Worker and ask them to make the required changes. You will then need to accept the updated agreement.

### Are support workers getting help to update their agreements?

All support workers who had unsupported services in their agreements were advised from July and given assistance to update their agreements.

If there have been any changes to your client's support plan, please discuss this with support workers so they can adjust agreements accordingly. The Mable team are here to help if support workers are unclear how this process works

## Training and qualifications

### What training is required under Support at Home?

To assist providers in meeting the new Aged Care Quality Standards, Mable is introducing free competency training for independent support workers who engage with Support at Home clients through the Mable Learning Hub.

The training aims to ensure support workers using the Mable platform continue to deliver safe, person-centred, rights-based care aligned with government expectations and client needs.

All support workers who work with Support at Home clients must complete the following training modules:

Standard	Course
<b>Person-Centred, Rights-Based Care</b>	Understand person-centred values: Work in a person-centred way - for health and social care
<b>Culturally safe, Trauma-Aware and Healing-Informed Care</b>	Trauma-Informed Care - New Aged Care Standard 1
<b>Caring for Individuals Living with Dementia</b>	Dementia - New Aged Care Standard 5
<b>Responding to Medical Emergencies</b>	Respond to Unexpected Emergencies - New Aged Care Standard 5
<b>Understanding the Code of Conduct, Serious Incident Response Scheme (SIRS) and Aged Care Quality Standards</b>	<ol style="list-style-type: none"><li>1. Professional Responsibility Training</li><li>2. Serious Incident Response Scheme (SIRS) training</li><li>3. Code of Conduct for Aged Care Training</li></ol>

#### **Are Recognition of Prior Learning (RPLs) available if training was done elsewhere?**

Yes. If a support worker can supply evidence of equivalent training completed through another accredited provider, Mable will assess it for RPL and may grant an exemption from duplicate modules.

#### **Will all Mable support workers receive information about the training sessions?**

Yes. All support workers will receive direct communication through email, in-app messages, and the Mable Newsroom outlining how and when to complete the training.

#### **When is the training due?**

There is currently no compliance deadline under the Act. A 6-9 month rollout window is planned.

However, from June 2026, support workers who have not completed this training will not be eligible to work with clients receiving government-funded aged care packages.

## Support hours

### How are support hours changing?

Support workers must now specify all services delivered during a support session (e.g. Personal care and Transport).

Each service's duration, rate, and travel will be recorded separately to allow you to calculate client contributions.

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### Will support hours still auto-approve after 24 hours?

Yes. This remains the same.

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### Can support workers edit their support hours after they have been submitted?

Yes. They can edit until the invoice statement is generated. After that, any changes require client approval.

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### Are support workers required to submit health and wellbeing notes for every session?

Support workers will be asked every session if they have noted a health and wellbeing change. If they select 'yes', then they are required to complete the health and wellbeing checklist on the platform.

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## Invoicing and payments

### What changes will we see on invoices from 1 November?

Invoices are now Support at Home compliant, showing:

- Service types under the new service categories (e.g. Clinical supports > Nursing care).
- Bundled travel within the primary service category.
- Support worker's nursing qualification where applicable.
- My Aged Care ID (if known).
- Contribution category and updated service descriptions.

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### Will the invoice format update automatically?

Yes. The Mable payments platform automatically maps Mable's services to the appropriate Support at Home service categories.

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### How can errors be corrected?

As always, the Mable team is here to help. Email [accounts@mable.com.au](mailto:accounts@mable.com.au)

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## Transport and travel

### How will transport be charged under Support at Home?

Activity-based travel (e.g. driving to a community activity during a session) will be bundled into the primary service line item charge on invoices.

If transport itself is the service provided (e.g. driving a client to an appointment), it will be charged as its own service type under the Independence service category:

Independence > Transport > Direct transport (driver and car provided).

## How will transport and travel look across the platform?

- **Agreements:** You can still select Transport as a service if it's listed in the client's support plan.
- **Support hours submission:** Travel time logged by the support worker will automatically attach to the relevant service item.
- **Invoices:** Travel costs per kilometre are bundled into the total service cost.

**Example:** If a support worker provides Domestic assistance and drives to the client, the travel is included within that service. If they transport the client, it appears as Transport.

## Nursing services and notes

### Will Registered Nurses be able to see support notes?

Yes. Registered Nurses and relevant approvers will have visibility of support notes for clients they oversee. This supports case management, quality oversight, and compliance.

### Is Assessment and Case management on the new list of services?

Case management itself is not a deliverable service through Mable. However, assessments and clinical supports (e.g. health monitoring, wound care) are recognised under Clinical Supports > Nursing Care.

## Screening and compliance

### What's changing with police checks and NDIS Worker Screening?

Our rigorous support worker onboarding process remains, but from July 2025, the NDIS Worker Screening Check replaced police checks as a mandatory requirement for new independent support workers signing up to Mable.

Existing independent support workers can continue to use the platform as usual. However, once their current police check expires, they will be required to obtain an NDIS Worker Screening check to continue to deliver services on Mable.

Despite its name, the NDIS Worker Screening Check is a standardised national assessment for people who provide support to both people with disabilities and older Australians.

### What other compliance obligations apply to Mable?

From 1 November 2025, Mable became a regulated digital platform under the Aged Care Act.

This includes (but is not limited to) obligations around:

- Regular reporting to the Aged Care Quality and Safety Commission
- Strengthened complaints and incident management systems
- Security and privacy controls
- Training, worker verification, and screening compliance.

## Reporting to the Aged Care Quality and Safety Commission

### What will Mable report to the Commission?

As per the Department of Health, Disability and Ageing website, digital platform operators in aged care must report on the following:

- Complaints and incidents lodged through the platform and how they were resolved.
- Organisations, workers, and older people using the platform.
- Verification checks confirming all workers have completed mandatory screening (e.g. NDIS Worker Screening, CPR, police clearance, qualifications).
- Approved Provider information, including registration status, service categories, and any banning orders.
- Complaint and incident management systems, demonstrating compliance with Commission standards.
- Record keeping, ensuring all data is accurate and accessible to older people or the Commission upon request.
- These reports will be submitted quarterly as part of Mable's obligations under the new Aged Care Act.

## Support and communication

### How is Mable supporting providers and support workers through this change?

Mable began communicating about Support at Home at our annual Independent Support Worker Summit in May 2025. We followed up with monthly Support at Home newsletter updates and targeted communications to support workers who offered unsupported services. In October, when we launched the new way to log support hours, we created training videos, content, and hosted multiple training webinars. Our phone lines have reopened to assist with ongoing enquiries.

### Where can I go for more information or help?

Your account manager is here to support you throughout this transition at all times.

**Lillian Evans:** [lillian.evans@mable.com.au](mailto:lillian.evans@mable.com.au)

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