

Support at Home Training Session Information

Session ID	Date and time	Session outcomes	Topics
Session 4: Webinar	July 14, 2025 <i>10:00AM → 11:30AM</i>	● Learn how to manage supplier pricing and track margins	● Brokerage ● Third-party and supplier pricing
Session 4: Q&A	July 17, 2025 <i>10:00AM → 11:00AM</i>	● Open and guided questions and answers opportunity	
Session 5: Webinar	July 21, 2025 <i>10:00AM → 11:30AM</i>	● Understand how to track time and gain confidence with the new activity feed ● Learn about the notebook updates and enhancements ● Use custom tags and attributes	● Time tracking ● Notebook updates ● Activity log ● Custom attributes ● Custom tags
Session 5: Q&A	July 24, 2025 <i>10:00AM → 11:00AM</i>	● Open and guided questions and answers opportunity	
Session 6: Webinar	August 11, 2025 <i>10:00AM → 11:30AM</i>	● Learn about the full-feature budgeting and live expense tracking feature set	● Budget tool ● Service planning ● Live tracking
Session 6: Q&A	August 14, 2025 <i>10:00AM → 11:00AM</i>	● Open and guided questions and answers opportunity	
Session 7: Webinar	September 1, 2025 <i>10:00AM → 11:30AM</i>	● Confidence with services and pricing tools	● Rates and service pricing
Session 7: Q&A	September 4, 2025 <i>10:00AM → 11:00AM</i>	● Open and guided questions and answers opportunity	

Session ID	Date and time	Session outcomes	Topics
Session 8: Webinar	September 29, 2025 10:00AM → 11:30AM	● Refresh of earlier sessions 1 → 3 ● Confidence with configuring SaH rates & services ● Confidence bulk mapping visits, memberships and POs	● SaH analytics dashboards ● Services and pricing builder ● Map existing HCP visits → SaH ● Set up SaH memberships ● Map POs → SaH
Session 8: Q&A	October 2, 2025 10:00AM → 11:00AM	● Open and guided questions and answers opportunity	
Session 9: Webinar	October 7, 2025 10:00AM → 11:30AM	Understand transition in place plan: ● How to create new memberships ● Running HCP and SaH simultaneously ● Confidence with budget tool and transition	● Transition in place ● Legacy membership ● SaH funds consumption model
Session 9: Q&A	October 9, 2025 10:00AM → 11:00AM	● Open and guided questions and answers opportunity	
Session 10: Webinar	October 13, 2025 10:00AM → 11:30AM	● Recap of previous steps and tooling ● Final preparedness check	● Final preparedness ● SaH budget tooling ● Claiming and tracking for care management
Session 10: Q&A	October 16, 2025 10:00AM → 11:00AM	● Open and guided questions and answers opportunity	
Session 11: Webinar	October 20, 2025 10:00AM → 11:30AM	● Recap of previous steps and tooling ● Preparing for the transition ● Learn about upcoming Product enhancements	● Final preparedness ● Product updates
Session 11: Q&A	October 23, 2025 10:00AM → 11:00AM	● Open and guided questions and answers opportunity	● Final preparedness ● Product updates

Session ID	Date and time	Session outcomes	Topics
Session 12: Webinar	October 27, 2025 10:00AM → 11:30AM	- Recap of previous steps and tooling - Preparing for the transition - Learn about upcoming Product enhancements	- Final preparedness - Product updates
Session 12: Q&A	October 30, 2025 10:00AM → 11:00AM	Open and guided questions and answers opportunity	- Final preparedness - Product updates
Session 13: Webinar	November 3, 2025 10:00AM → 11:30AM	- Confidence submitting final HCP claim and completing - Understand how to manage client contributions under SaH	- Final HCP claim - HCP reconciliation - Client contributions
Session 13: Q&A	November 6, 2025 10:00AM → 11:00AM	Open and guided questions and answers opportunity	
Session 14: Webinar	December 1, 2025 10:00AM → 11:30AM	Understand how the SaH claiming process will operate and integrate with Services Australia	First SaH claim
Session 14: Q&A	December 4, 2025 10:00AM → 11:00AM	Open and guided questions and answers opportunity	
Session 15: Webinar	December 8, 2025 10:00AM → 11:30AM	Gain confidence with the SaH reconciliation process	- SaH reconciliation - Client statements
Session 15: Q&A	December 11, 2025 10:00AM → 11:00AM	Open and guided questions and answers opportunity	

***All sessions are in AEST timezone**

****Sessions are subject to change based on government information and timelines**