

Sourcing Operating Model

Provider Forum

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11 March 2026

09.30-11.30



Sourcing Operating Model

October 2025 ASSD approved proposal to:

- Implement a new Sourcing Operating Model which will shift sourcing negotiating and placement responsibilities from Practitioners to Brokerage – reducing delays from an existing back-and-forth process to give more time back to Practitioners to undertake strength-based assessment and reviews.

Sourcing Operating Model: Process and Practice Transformation

Process simplification - removing Practitioner involvement beyond sending Service Request.

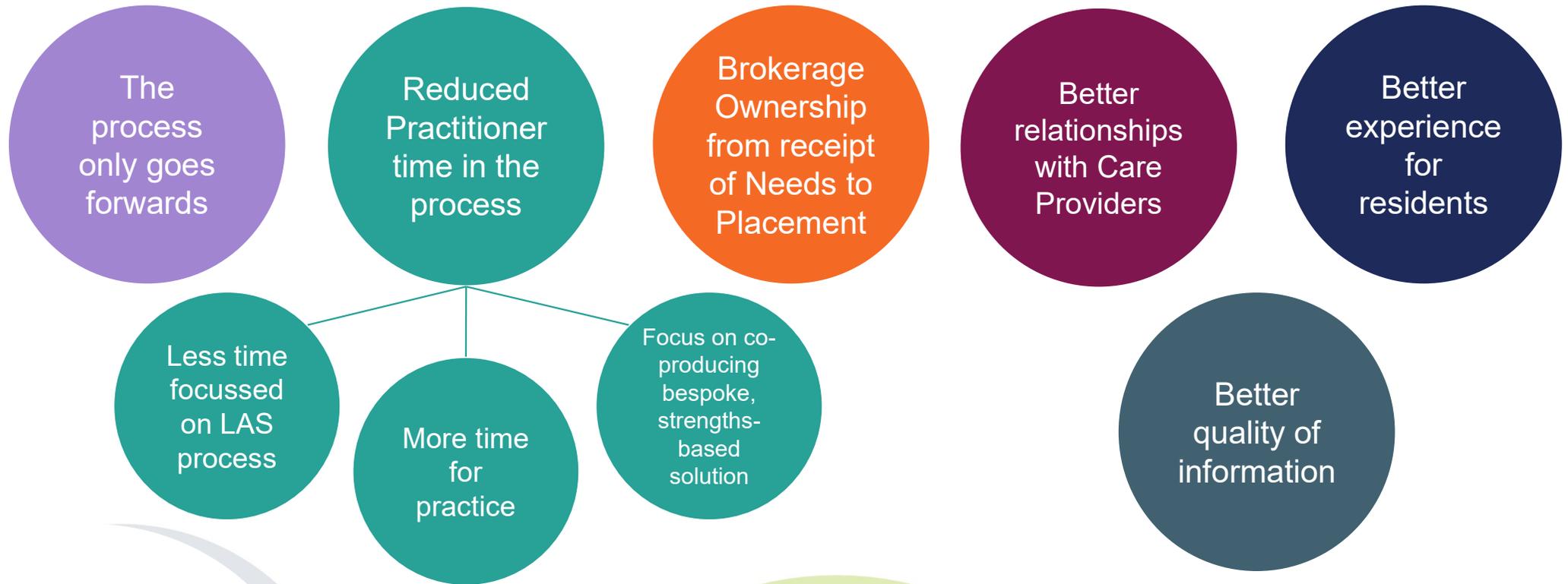
Brokerage manage more - they will manage the workflow, the authorisations, and the people (Individuals and Care Providers).

Maximise the use of automation / AI - further simplify the process by removing manual steps. Improve data quality.

Improved utilisation of eBrokerage – communicate and provide quality feedback through the system.

Benefits of the changes

Proposed changes have benefits to Practitioner, Brokerage, Providers and Residents.



Sourcing Operating Model

- Go live date is planned for 13th April 2026
- Warm handover approach (4 week period)
 - Practitioners will work alongside Brokerage
 - Practitioners will still Manage the case through to completion
 - Practitioners will coach Brokerage on the finer points of the process
- Brokerage will take full responsibility from 11th May 2026
- From 11th May, all dialogue for sourcing, assessments and placements will take place with Brokerage.

Thank you

For further questions and feedback, please contact:

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