



# Data and digital roadmap: digital changes in aged care in 2025

An overview for aged care providers

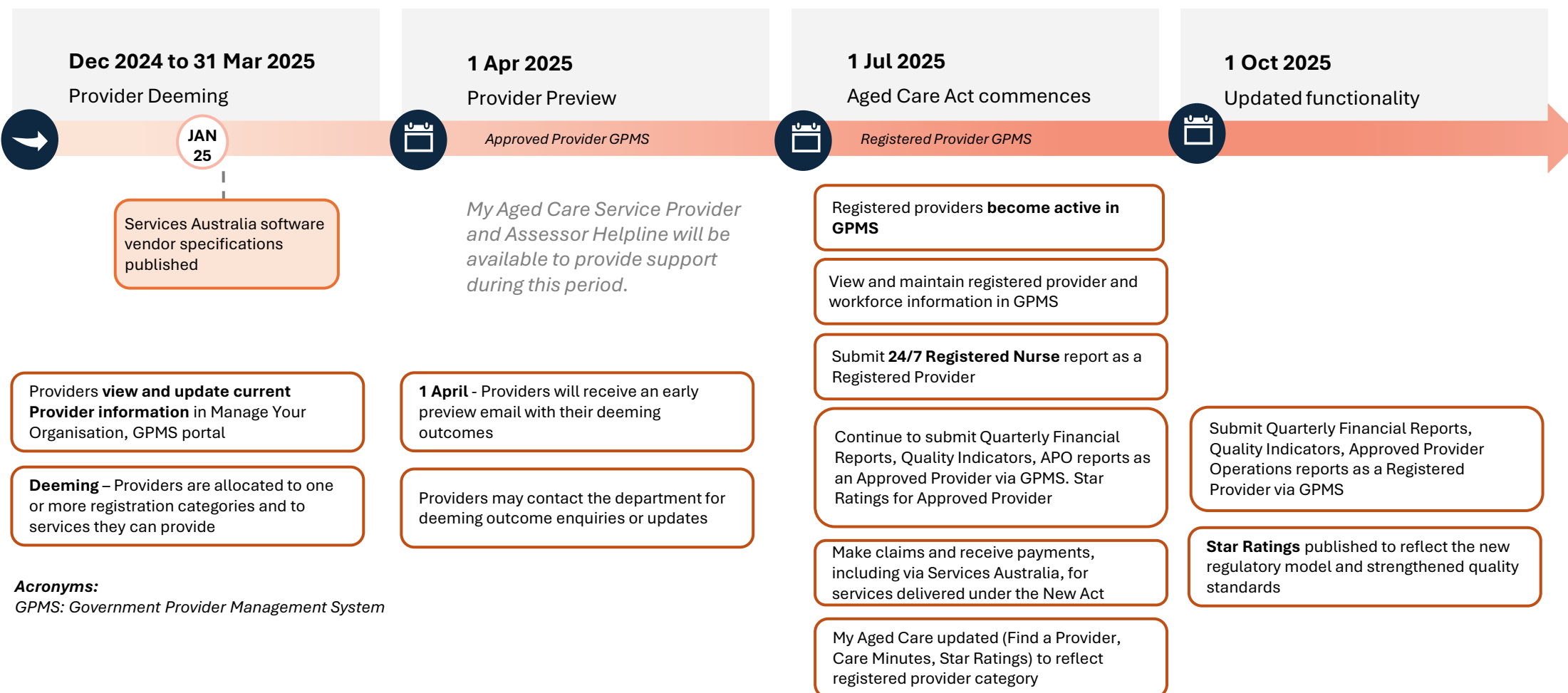


# What are the key moments in the digital timeline?

## Roadmap for providers



PROVIDERS



# How will existing providers experience digital changes in 2025?



	Dec 2024 onwards	Early 2025	Apr 2025	Jun 2025	Jul 2025	Oct 2025
	<b>AWARENESS OF CHANGE</b>	<b>PREPARING OPERATIONS</b>	<b>RECEIVE &amp; REVIEW DEEMING INFO</b>	<b>NEW SYSTEM READINESS</b>	<b>START OPERATING UNDER NEW ACT</b>	<b>FIRST REPORTING PERIOD UNDER NEW ACT</b>
<b>What will happen?</b>	<p><a href="#">Aged Care Reform Roadmap updated.</a></p> <p>The department engages providers with information to support transition to new Aged Care Act.</p> <p>Initial service list and AT-HM list for Support at Home (SaH) available.</p>	<p>This may include providing training, adjusting services, updating IT systems and/or modifying processes to align with the requirements of new Act.</p> <p>Technical documentation for software developers published in January.</p>	<p>Provider will receive deeming information from the department for review.</p> <p>Deemed providers can validate planned service delivery against service list.</p>	<p>New system for registered providers will go live, in readiness for 1 July.</p>	<p>From 1 July, registered providers receive payment for the services they deliver.</p> <p>From July to September, providers continue to submit approved provider mandatory reporting for the period up to 30 June 2025.</p> <p>Residential providers commence reporting on total number of operational beds and 24/7 Registered Nurse coverage from July. Commonwealth Home Support Programme providers will commence monthly reporting through Department of Social Services' Data Exchange, against the new Act associated service list.</p>	<p>From 1 Oct providers Submit Quarterly Financial Report, Quality Indicators, Approved Provider Operations reports as a Registered Provider via GPMS.</p> <p>Star Ratings change to reflect new Compliance rating.</p>
<b>What will I have to do?</b>	<p>Engage with information &amp; sessions; take part in SaH pricing survey; ensure existing information is up to date.</p>	<p>Assess readiness for the changes.</p>	<p>Contact the department if the indicative deeming results are not accurate / suitable.</p>	<p>Ensure provider is set up appropriately, with people trained to use the system.</p>	<p>Understand system changes to ensure the provider is doing the right activities in the right place. Continue with reporting obligations.</p>	<p>Understand the changes to reporting and compliance under new Act and complete reporting in the new system.</p>
<b>What support is/will be available?</b>	<p>Communication about new Aged Care Act via website and engagement activities.</p>	<ul style="list-style-type: none"> <li>Provider toolkit</li> <li>Webinars</li> <li>Events</li> <li>SaH provider transition guide</li> </ul>	<ul style="list-style-type: none"> <li>Contact Centre</li> <li>Stakeholder kits</li> <li>Fact sheets</li> <li>Program guides</li> </ul>	<ul style="list-style-type: none"> <li>System guides, demonstrations and training</li> <li>Contact Centre</li> </ul>	<ul style="list-style-type: none"> <li>Explanatory guides and demonstrations</li> <li>Webinars</li> <li>Case studies and examples</li> </ul>	<ul style="list-style-type: none"> <li>Contact Centre support</li> <li>Reference guides</li> </ul>

# What does each major digital release in 2025 enable for providers?



## GETTING READY

From 1 April 2025

- Providers will be notified of their deeming outcome.
- Providers will have an opportunity to review their deeming outcome.
- My Aged Care Service Provider and Assessor Helpline will be available to provide support during this period.
- Stay informed by visiting the department's website and related information sources.
- Providers may contact the department to request further information.
- Updates to provider organisation details will continue to be made via existing processes.
- Any changes that impact their deeming outcome will be reflected on GPMS from 1 July 2025.



## TRANSITION

From 1 July 2025

- Registered Providers can access GPMS and aged care systems.
- View registration information in GPMS.
- Ability to update some information and points of contact via GPMS Manage Your Organisation.
- Continued mandatory provider reporting for Approved Providers.
- Commence new regulatory model reporting through GPMS.
- My Aged Care website, including Find a Provider Tool and Star Ratings updated to reflect registered providers.
- Providers can continue to make claims and receive payments via Services Australia's Aged Care Provider Portal.
- Providers can access service-level claiming.
- Places will become bed days for Residential Care, managed via the bed tracker.



## LEVERAGE SYSTEM ENHANCEMENTS

From 1 October 2025

- Registered Providers will commence submitting all mandatory reporting through GPMS as Registered Providers.
- Commonwealth Home Support Program providers will commence monthly reporting through Department of Social Services' Data Exchange, against the new Aged Care Act associated service list.
- Updated Star Ratings for registered providers.





[agedcareengagement.health.gov.au](https://agedcareengagement.health.gov.au)



Phone **1800 200 422**  
(My Aged Care's free call phone line)

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