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

An overview for aged care providers.

This roadmap was last updated December 2024.

# What are the key moments in the digital timeline?

## December 2024 to 31 March 2025: Provider Deeming

* January 25 – Services Australia software vendor specifications published.
* Providers view and update current Provider information in Manage Your Organisation, Government Provider Management System (GPMS) portal.
* Deeming – Providers are allocated to one or more registration categories and to services they can provide.

## 1 April 2025: Provider Review

### Approved Provider GPMS.

My Aged Care Service Provider and Assessor Helpline will be available to provide support during this period.

* 1 April – Providers will receive an early preview email with their deeming outcomes.
* Providers may contact the department for deeming outcome enquiries or updates.

## 1 July 2025: Aged Care Act commences

### Registered Provider GPMS.

* Registered providers become active in GPMS.
* View and maintain registered provider and workforce information in GPMS.
* Submit 24/7 Registered Nurse report as a Registered Provider.
* Continue to submit Quarterly Financial Reports, Quality Indicators, APO reports as an Approved Provider via GPMS. Star Ratings for Approved Provider.
* Make claims and receive payments, including via Services Australia, for services delivered under the New Act.
* My Aged Care updated (Find a Provider, Care Minutes, Star Ratings) to reflect registered provider category.

## 1 October 2025: Updated functionality

* Submit Quarterly Financial Reports, Quality Indicators, Approved Provider Operations reports as a Registered Provider via GPMS.
* Star Ratings published to reflect the new regulatory model and strengthened quality standards.

# How will existing providers experience digital changes in 2025?

## December 2024 onwards: Awareness of Change

### What will happen?

* Aged Care Reform Roadmap updated.
* The department engages providers with information to support transition to new Aged Care Act.
* Initial service list and AT-HM list for Support at Home (SaH) available.

### What will I have to do?

* Engage with information & sessions; take part in SaH pricing survey; ensure existing information is up to date.

### What support is/will be available?

* Communication about new Aged Care Act via website and engagement activities.

## Early 2025: Preparing Operations

### What will happen?

* This may include providing training, adjusting services, updating IT systems and/or modifying processes to align with the requirements of new Act.
* Technical documentation for software developers published in January.

### What will I have to do?

* Assess readiness for the changes.

### What support is/will be available?

* Provider toolkit.
* Webinars.
* Events.
* SaH provider transition guide.

## April 2025: Receive and Review Deeming Information

### What will happen?

* Provider will receive deeming information from the department for review.
* Deemed providers can validate planned service delivery against service list.

### What will I have to do?

* Contact the department if the indicative deeming results are not accurate/suitable.

### What support is/will be available?

* Contact Centre
* Stakeholder kits
* Fact sheets
* Program guides

## June 2025: New System Readiness

### What will happen?

* New system for registered providers will go live, in readiness for 1 July.

### What will I have to do?

* Ensure provider is set up appropriately, with people trained to use the system.

What support is/will be available?

* System guides, demonstrations and training
* Contact Centre

## July 2025: Start Operating Under New Act

### What will happen?

* From 1 July, registered providers receive payment for the services they deliver.
* From July to September, providers continue to submit approved provider mandatory reporting for the period up to 30 June 2025.
* 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.

### What will I have to do?

* Understand system changes to ensure the provider is doing the right activities in the right place. Continue with reporting obligations.

What support is/will be available?

* Explanatory guides and demonstrations
* Webinars
* Case studies and examples

## October 2025: First Reporting Period Under New Act

### What will happen?

* From 1 Oct providers Submit Quarterly Financial Report, Quality Indicators, Approved Provider Operations reports as a Registered Provider via GPMS.
* Star Ratings change to reflect new Compliance rating.

### What will I have to do?

* Understand the changes to reporting and compliance under new Act and complete reporting in the new system.

What support is/will be available?

* Contact Centre support
* Reference guides

# 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

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(My Aged Care’s free call phone line)