



Sector Digital Readiness

What does 'ready' look like for aged care providers as the sector transitions to the new Aged Care Act and associated changes from July 2025?

Supporting digital readiness

Sector transitions in 2025

2025 is a year of change in Australia's aged care sector. The *Aged Care Act 2024*'s changes to home care programs and single assessment approach will provide the foundation for an improved aged care system.

Providers of all aged care services, as well as older people, families and carers, will be impacted by the reforms. Providers will need to adapt to changes to funding, payment processes, reporting, workforce training and more.

The Aged Care Transition Taskforce has been established to bring diverse sector stakeholders together to manage the change. It seeks to clarify the key deliverables, including timetables, requirements and specifications. It demonstrates a commitment to collaborate across all stakeholders, including government and private sector, to implement the coming changes.

The taskforce is committed to transparency in all regards. Joint communications from the Taskforce will be a trusted information source. Key communication artefacts will be codesigned through the Taskforce to ensure accuracy, usability and a single source of truth.

Together we are committed to driving positive change across Australia's aged care system, to improve the quality of, and access to, aged care services.

Sector readiness

What does 'ready' mean for a provider?

As a provider of aged care services under the Act...

...there are things that are critical for me to continue operations from July 2025.

...focusing on these actions will ensure continuity of service, operations, payments and compliance.

I CAN...

- ✓ **Understand principles** of the Act, and what I (and my workforce) need to be compliant, including reporting obligations
- ✓ Review and update my **services and registration categories according to the new service list**, and receive my certificate as a registered provider for these service categories
- ✓ Review and update my **organisation information, outlets, services and pricing** in the Government Provider Management System (GPMS portal) and set up and train my workforce to use the portal, so new participants can find me
- ✓ Update **funding and payment processes and information** so that I can make claims and get paid promptly
- ✓ Update my **business processes, Training and IT systems** to reflect changes to services, standards, reporting and compliance
- ✓ **Communicate with my existing participants** and ensure they're ready for the change, having signed new service agreements
- ✓ Work with my **partner eco-system** to ensure joint readiness for the new operating arrangements.

High level roadmap

What is the pathway to readiness?

January 2025

Undertaking a sector impact assessment

- Identifying policy changes that will most impact sector operations
- Performing a sector impact assessment (use case) via a multi-disciplinary team of volunteers (providers, ICT vendors and the department) to define essential readiness activities, document critical preparatory actions, develop customisable 'models' for effective change, and produce practical solutions for broader re-use (i.e. readiness checklists, 'how-to' guides, contact centre)
- Ensuring sector ICT vendors have the information they need to be ready on 1 July, including a timeline for when change is released
- Providing clear communications; monitoring emerging issues and problem-solving via Taskforce to support sector

To July 2025

Making critical changes

- Achieving the mandatory tasks needed to continue operating and delivering services in the aged care sector, without compromising service quality or access:
- New Act principles and compliance requirements
 - New service list, service categories and registration
 - Update processes and systems
 - Setting up and using portal
 - Workforce training
 - Funding and payments changes
 - Managing client changes (quarterly budgets, care plans and service agreements) including 'grandparenting'
 - Supported Decision-Making

To December 2025

Building capability

- Adjusting to the new arrangements and building capability to operate more effectively over time:
- 8 new SAH funding classifications
 - Contributions model for new and transitional participants
 - Monthly statements
 - Co-contribution invoicing
 - No-worse off treatment
 - AT-HM Scheme
 - Tracking of care management activities
 - Care management credits and caps
 - Monthly and annual rollover of care management funds
 - Care notes

2026+

Optimising + CHSP Transition

- Introduction of capped pricing, and readiness for CHSP transition to Support at Home no earlier than July 2027.
- Refining processes and focusing on continual improvement:
- Supplier management and invoicing (EVV, real time payments etc)
 - Claiming processes and cycles
 - Reporting

Summary of sector requests

Themes received to date

To implement successfully, providers need:

- sufficient lead time to review, assess and apply operational changes
- detailed requirements and specifications to support software developers and other ICT vendors
- help from partners and peak bodies to help build momentum for action
- a support model to underpin the change, above and beyond standard offerings (i.e. (pre and post) hyper-care arrangements, targeted help desk support)
- timely advice if any delivery timeframes or deadlines are likely to move
- visibility (and ability to influence) any interim solutions, with detail provided on how these will differ from the end state
- channels to raise questions.