



Australian Government

Department of Health and Aged Care

# New Aged Care Act – Sector Change Plan

March 2025



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

# About the Sector Change Plan

## Why this plan is important to deliver transformation

The new *Aged Care Act 2024* (the new Act) starts from 1 July 2025, together with a new regulatory model, strengthened Aged Care Quality Standards, Support at Home, and a new aged care funding model.

The Royal Commission into Aged Care Quality and Safety made clear the need to improve aged care services and standards of care for older people in Australia. The current *Aged Care Act 1997* and its related legislation is structured around providers and how to fund them, rather than around the people accessing services and what they need. The new Act will underpin responses to around 60 Royal Commission recommendations and build on priority aged care reforms that have already been delivered. Most importantly, the new rights-based Act will put the rights of older people at the centre of the aged care system.

Working together with the sector – older people, providers, aged care workers, assessors, primary care, allied health, aged care navigators, peaks and advocates, software vendors and others – to get ready and implement these landmark changes will be critical. We have a vision to transform aged care to improve the quality of life for older people and ensure they are at the centre of all we do. This Sector Change Plan aligns with aged care’s transformation vision. This vision is a cultural shift, that will take commitment and active involvement by the Department of Health and Aged Care and the sector to embed over time.

This Sector Change Plan outlines the communication, engagement, guidance and training activities that the department, the Aged Care Quality and Safety Commission (the Commission), and Services Australia will deliver to support older people and the sector to transition to the new Act. We will update this plan regularly.

This plan is subject to change, so that we can iterate and respond and ensure the activities meet stakeholders’ needs. We will work closely with the sector on the design of activities and look forward to ongoing feedback as we roll out. We will monitor the implementation of the plan with the Aged Care Transition Taskforce and through the department’s working groups and engagement channels.

## Aged care’s transformation vision

### ***Older people are at the centre***

We have a vision to transform aged care to **improve the quality of life for older people and ensure they are at the centre of all we do**

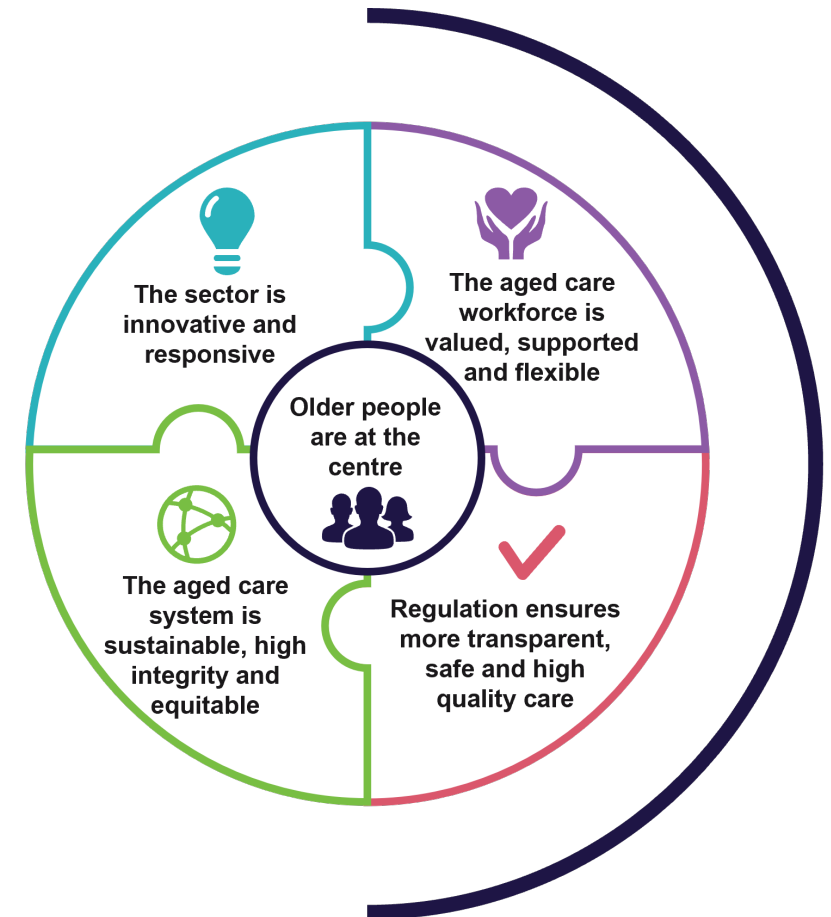


Figure 1: aged care’s transformation vision

# Critical areas that will be covered

## Context

The Sector Change Plan outlines the activities to support the sector to transition to the new Aged Care Act. It includes activities delivered by the department, the Commission and Services Australia to stakeholders.

The program of communication, engagement, guidance and training will explain the changes, detail actions stakeholders will need to take, and articulate how it will affect them.

A significant focus will be placed on key topics, however other changes will also be supported.

## Further supports for diverse audiences

Specific communication, engagement, guidance and training that meet the needs of diverse audiences, including the culturally and linguistically diverse (CALD), LGBTQI+ and Aboriginal and Torres Strait Islander communities are being planned.

## Key topics:

### Statement of Rights

The rights that older people in the aged care system should expect when seeking or accessing government-funded aged care services. It drives obligations of aged care providers and the aged care workforce when delivering services.

### Provider registration and regulatory reform

Sets out rules for how the sector will operate, including strengthened Quality Standards, a common provider registration, including the Commonwealth Home Support Programme (CHSP) and National Aboriginal and Torres Strait Islander Flexible Aged Care NATSIFAC Program.

### Supported Decision-Making

Older people can register one or more people of their choice to assist them in their decision-making, according to a new legal framework, principles and duties.

### Single assessment system

Continuing to support changes that make it easier for older people to access aged care and adapt services as their needs change, though a consistent assessment experience.

### Support at Home

Transitioning the Home Care Packages Program and the Short-Term Restorative Care Programme to the Support at Home program, helping older people live independently at home for longer

### Data and digital

Stakeholders are ready and able to use relevant digital systems updated to support the functions of the new Act and associated changes.

### Deeming and grandfathering

Existing providers and older people already receiving services are transitioned into arrangements under the new Act.

### Supporting change for diverse audiences

Supporting change through tailored communication and engagement across Australia, including Aboriginal and Torres Strait Islander, CALD and LGBTQI+ people.

Primarily affect:  
Older people  
Providers  
Aged care workforce  
Primary health care  
Software vendors  
Assessors  
Access and navigation

Statement of Rights	✓	✓	✓	✓		✓	✓
Provider registration and regulatory reform		✓	✓	✓			✓
Supported Decision-Making	✓	✓	✓	✓		✓	✓
Single assessment system	✓	✓	✓	✓		✓	
Support at Home	✓	✓	✓	✓	✓	✓	✓
Data and digital	✓	✓	✓	✓	✓	✓	✓
Deeming and grandfathering	✓	✓	✓				✓
Supporting change for diverse audiences	✓	✓	✓			✓	✓



# What can stakeholders expect to receive in 2025?

## Sector Change Plan Timeline

At 25 March 2025. Activities are subject to change

### Legend/Lead Agency

- A Dept Health & Aged Care
- A Commission
- A Services Australia

### KEY MILESTONES

Support at Home Pricing Advice

Provider registration-preview

Aged Care Rules

New provider portal live  
\*Note: worker screening functions start in 2026

Aged Care Act begins

Additional system updates

2025  
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

### OLDER PEOPLE, THEIR FAMILIES & CARERS

**Aware** (Jan-Feb) | **Prepare** (Mar-Apr) | **Doing** (Jul-Dec)

**Orientation to changes:**

- Summary of the Act and how it will work.
- Statement of Rights explanation, including Quality Standards and new regulations explaining person-centred care.
- Introduce supported decision-making.
- First Nations Assessment Pathway coming in 2025
- Changes to co-contributions, no worse off principle, grandparenting and financial hardship for Support at Home.

**Understanding changes that matter to me:**

- Supported decision-making change activities and opt out period.
- Letters to Home Care Package participants confirming changes and explaining rationale for price increases.
- Support at Home price advice on co-contributions, monthly statements and costs.
- Negotiate new Support at Home Service Agreement with provider.
- First Nations Assessment available in select regions, for pilot.
- Means testing for aged care residents explained.
- Financial and prudential regulation-for provider transparency and management of refundable deposits.

**Potential Adjustments:**

- Supported decision-making information including how to register, complain and cancel registration.
- Whistle-blowing, complaints, new protections and enforcement
- Letters to aged care participants impacted by Places to People change.
- Home Care Package Program participant letter.
- First Nations engagement that will enable culturally safe care.
- Explain how old approvals will be treated under the new Act.
- Assessment organisation raise awareness and communication about what is not changing.
- Access the Resource hub.
- Videos and animations explaining the Act changes, what you should expect in choice and control, dignity, diversity and protections.

**Transition support:**

- Responsive support including clinics, demonstrations and engagement.
- Supported decision-making case studies.
- Readiness for the new Act.
- First Nations assessment are in place to create culturally safe assessment.

**Continuing support:**

- Living experiences and real-life stories updated explaining the Act changes.
- Ongoing supports to access supported decision-making.
- Support and awareness of First Nations assessment organisation availability.

**Feedback and improvement:**

- Residents' Experience Survey.
- Events for older people, their families and carers.

Specific communications will be customised for diverse audience groups e.g. CALD, First Nations, LGBTQ+ to enable culturally safe aged care.

### PROVIDERS & PROVIDER PEAKS

**Aware** (Jan-Feb) | **Prepare** (Mar-Apr) | **Ready** (May-Jun) | **Doing** (Jul-Dec)

**Planning change efforts:**

- Understanding new regulations and the deeming process.
- Statement of Rights (department and Commission) and Statement of Principles information clarifying impacts.
- Navigating the reforms timeline resource.
- Guidance on digital changes, including GPMS for provider registration preview.
- Consultation on Aged Care Rules and residential service list.
- Strengthened Quality Standards guidance, training and resource support.
- Explaining Places to People.
- Introduce supported decision-making.
- Ongoing engagement with NATSIFAC providers to continue supporting culturally safe care.
- Support at Home Provider Transition Guide.
- State Manager/Local Network connections.

**Adjusting operations**

- Consultation on Aged Care Rules.
- GPMS guide to explain coming changes including read only periods, and GPMS end user testing preparation.
- Provider registration preview sent to validate information.
- Program updates, guidance materials and updated manuals.
- Guidance on Financial and Provider Operations Reporting against the new registration structure.
- Financial and prudential standards and strengthened Quality Standards updates.
- Supported decision-making information published.
- Support at Home training starts.
- Multi-Purpose Services (MPS) webinar to prepare.
- Awareness for NATSIFAC providers to prepare for transition to obligations under new Act.
- Statement of Rights and strengthened Quality Standards guidance.

**Adjustments and readiness:**

- GPMS training, actions, read only periods and reminders.
- Increased complaints process and whistleblower protections.
- GPMS end user testing preparation.
- Updated processes and workarounds.
- Communication toolkit to share residents, aged care recipients and participants, their families and carers and aged care workers.
- Updated guide to digital changes.
- Consultation on Aged Care Rules.
- Registration, complaints, compliance and enforcement.
- Updates to Aged Care Provider Portal eLearning.
- Supported decision-making information on how to register, who can help an older person register, complain and cancel registration.
- Encourage developers to develop software against the specifications available in the Beta APIs.
- Multi-Purpose Services webinar focused on readiness, new agreements and transitioning clients.
- NATSIFAC obligations and transition under new Act, including guidance material.
- My Aged Care user guide and training for portal updates (Support, Client, Staff).
- Local Network engagement.
- Access the Resource hub.

**Transition support:**

- Provider information and supports to navigating challenges and tailored support options when Act is live.
- Supported decision-making case studies.
- Readiness for the new Act.
- Interactive Voice Recording messaging, Aged Care Provider Portal eLearning.
- CHSP and NATSIFAC support to prepare for obligations under new Act.
- Resources for managing new or migrated outlets and associated service items for publishing in My Aged Care website.
- Service desk support for digital changes, My Aged Care Contact Centre through the provider and assessor helpline & Aged Care Production Support incident management process which will be scaled up).
- Local Network engagement.

**Continuing support:**

- GPMS and QI API updates
- Updated guide to digital changes.
- Ongoing tailored support options including webinars, demonstrations and clinics.
- Local Network direct engagement.
- Updated communication toolkit for providers to share information with older people, their families and carers and aged care workers.
- Provider experience case studies.
- Ongoing supports to access supported decision-making.
- Local Network engagement.

**Feedback and adaptation:**

- Innovation opportunities particularly for regional rural and remote providers.
- GPMS ongoing support materials published.

### AGED CARE WORKFORCE

**Ongoing support** (Jul-Dec)

**Orienting to major changes:**

- Ongoing My Aged Care Learning supports.
- Introduce supported decision-making.
- Understanding worker screening under the Act.
- Preparing for integration with single assessment system and the empowerment of older people.
- Sector reference group representation.
- Strengthened Quality Standards.

**Education and training:**

- Understanding increased whistleblower protections.
- Strengthened Quality Standards.
- Obligations under the new regulations explained for all aged care service programs including guidance materials and webinars.
- Awareness-raising activities on NATSIFAC workforce obligations under new Act, including guidance materials and webinar.

**Training and readiness:**

- Support at Home program overview and process changes on My Aged Care learning.
- Adhere to strengthened quality standards and key operational changes.
- Supported decision-making information on how to register, who can help an older person register, complain, cancel registration.
- Digital platforms pre-release updates.
- Complaints, compliance and enforcement.
- Guidance material for CHSP and NATSIFAC provider changes under the new regulations and obligations, including strengthened Quality Standards.
- Access the Resource hub.
- Worker screening communications for CHSP and NATSIFAC workers on the interim period worker requirements.

**Operational guidance on key changes:**

- Raise workplace and care practice concerns.
- University of Tasmania new Act training modules.
- Health Provider Education Resources.
- Supported decision-making case studies.
- Digital User Guide published.
- Digital post-release communications.
- Sector reference group support.
- Readiness for the new Act.

**Reflection, adjustment and support:**

- Transitional and interim arrangements under the new regulations and obligations.
- Reflecting on practice through shared experiences and challenges.
- Ongoing supports to access supported decision-making.
- Direct engagement with workers, including through surveys.

**Ongoing support:**

- Activities to support worker screening to start in 2026 with new digital functionality.

# What can stakeholders expect to receive in 2025?

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### PRIMARY CARE AND ALLIED HEALTH

**Understanding key changes in aged care:**

- Statement of Rights explainer.
- Information and resources on the strengthened Quality Standards.
- Single assessment framework for seamless delivery of assessments.
- Introduce supported decision-making process.
- Support at Home program service delivery changes.

**What does it mean for me?**

- Understanding person-centred care and integrated care models.
- Engaging with the single assessment framework and seamless delivery of care.
- Adhering to strengthened Quality Standards.
- Preparing for Support at Home service delivery changes.
- New aged care assessment pathway for older First Nations people starts.

**Enhancing standards of care:**

- How to apply the rights-based framework.
- Supported decision-making guidance.
- Guidance on enhanced standards in clinical care, food and nutrition and dementia care.
- Availability of First Nations assessment organisations.
- Education on Support at Home wellness and reablement framework.
- Access the Resource hub.

**Operational guidance on key changes:**

- Supported decision-making case studies.
- Referrals, care plan development, and ongoing collaboration with aged care providers.
- Data, obligations and reporting processes under new regulations.
- Applying strengthened Quality Standards clinical care for nutrition and hydration, dementia care, risk management and clinical governance.
- University of Tasmania New Aged Care Act training modules
- Support and awareness of how to refer to a First Nations assessment organisation, and where they are available.

**Ongoing support:**

- Sector-wide engagement to understand and address operational challenges, such as referral processes, documentation requirements, and multi-disciplinary care coordination.
- Case studies of effective collaboration clinicians, allied health, and aged care services.
- Best practice for integrating person-centred and cultural safety into clinical settings.
- Professional bodies updates on adjustments or insights related to the Act.
- Ongoing supports to access supported decision-making.
- Availability of First Nations assessment organisations.

**Feedback and adaption:**

- Innovation opportunities particularly for, regional rural and remote.
- GPMS ongoing support materials published.

### SOFTWARE VENDORS

**Understanding technical changes:**

- Aged care software developer targeted information and technical documentation.
- Introduce supported decision-making.
- Sector partners, tech talks, developer forum and Sector reference group.
- Digital Data Reference Group.
- B2G (Business to Government) released Beta APIs for Provider Management, Registered Nurses, and Quality Indicators including technical specifications required under the new Act.

**Support and engagement:**

- Sector Partners webinar on B2G.
- Aged care software developer targeted engagement.
- Digital Data Reference Group meetings.
- B2G Quality Indicators Beta API moves into production to align terms with the new Act.

**New regulations and system readiness:**

- Services Australia Software Vendor webinar.
- Aged care software developer information and technical documentation.
- Sector partners, tech talks, developer forum and Sector reference group.
- Digital Data Reference Group meeting.
- B2G Quality Indicator Beta API released technical specifications required under the Act.
- Access the Resource hub.

**Operational change support:**

- Health Provider Education Resources.
- Aged care software developer information.
- Sector partners, tech talks, developer forum and Sector reference group.
- Digital Data Reference Group meeting.
- B2G Provider Management and Registered Nurses Beta APIs in production ensuring compliance with the new Act.

**Ongoing support:**

- B2G all APIs now reporting via GPMS.
- Sector partners, tech talks, developer forum and Sector reference group.
- Digital Data Reference Group meeting.

**Ongoing support:**

- B2G feedback on API transition process, engagement, and communication.
- Sector partners, tech talks, developer forum and Sector reference group.
- Digital Data Reference Group meeting.
- Quality Indicator Beta API moves into production ensuring compliance with the new Act.

### ASSESSORS & ASSESSING ORGS

**Continued orientation to change:**

- Support at Home program engagement.
- Engage Lead Educators Network for assessors to design training.
- Introduce supported decision-making.
- First Nations Assessment Pathway coming in 2025.
- Online training and guidance materials for digital release (triage).
- Understanding Places to People.

**Ongoing training:**

- Support at Home program engagement.
- Supported decision-making transition and opt out period explained.
- First Nations Assessment pilot in limited including training.

**Readiness:**

- Digital pre-release communications.
- Support at Home and new Act training on algorithm, budgets, new functions and delegations for July 2025 release.
- Training on transitional arrangements.
- Supported decision-making focused information on how to register, who can help an older person with the process, including register, complain and cancel registration.
- Preparation for start of First Nations assessment pathway including training and what all assessors need to know.
- Access the Resource hub.

**Operational changes support:**

- Digital post-release communications issued.
- Digital User Guides published.
- Service desk support for digital changes including My Aged Care Contact Centre via the provider and assessor helpline and Aged Care Production Support incident management process.
- Supported decision-making case studies.
- How to refer to a First Nations assessment organisation, and where they are available, supports and resources.

**Ongoing support:**

- Ongoing supports to access supported decision-making.
- Training on October release.
- Support and availability of First Nations assessment organisations.

**Ongoing support:**

- Continued updates.

### ACCESS & NAVIGATION

**Key changes:**

- Introduce supported decision-making.
- Updates on new Act changes on My Aged Care website.
- My Aged Care Contact Centre and Aged Care Services Officers (ACSOs) ACSO training information.
- Online training for digital release (triage) for contact centre, ACSOs and navigators.
- First Nations Assessment Pathway coming in 2025.

**Core principles of the Act:**

- Supported decision-making transition and opt out period.
- My Aged Care Contact Centre and Aged Care Services Officers training information.
- First Nations Assessment pilot in limited regions, including training.

**Readiness for transition support**

- Supported decision-making training on start framework.
- Support at Home and new Act training on algorithm, budgets, new functions and delegations for July 2025 release.
- Preparation for start of First Nations assessment pathway and how to refer a client.

**Operational changes and training:**

- Responsive support.
- Local Network engagement.
- Supported decision-making operational policy review of contact centre performance, process adherence and older person experience.
- Updated My Aged Care website launched.
- Support and awareness of how to refer to a First Nations assessment organisation, and where they are available.

**Ongoing support and training:**

- Training on October 2025 release.

**Ongoing support:**

- Continued updates.