



# New Aged Care Act: Provider Digital Readiness Checklist

March 2025

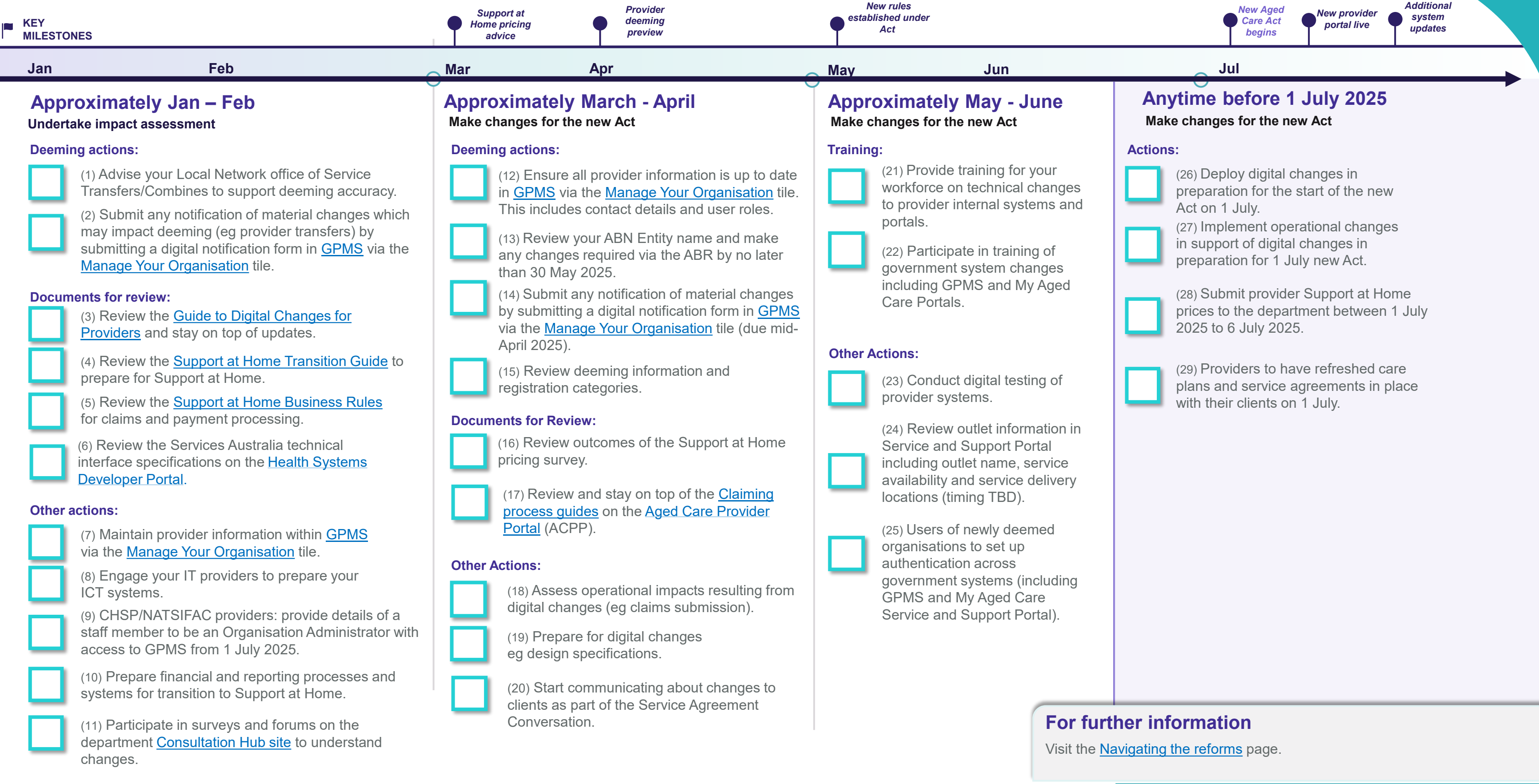


# Context to the digital readiness checklist

This checklist covers digital readiness activities for providers in the lead up to July 2025. The activities covered will help providers to achieve mission critical changes relating to digital readiness.



# Provider Digital Readiness Checklist



# Provider Digital Readiness Checklist Appendix

#	Action	Context	Where to go for support
1	Advise your Local Network office of Service Transfers/Combines to support deeming accuracy.	Service transfers and combines are managed by your Local Network office therefore it is important that you engage with them if this applies to you. Where required (eg closure of a service ID) Services Australia may perform a financial reconciliation.	<a href="#">Local Network contacts</a> page available via the department's website.
2	Submit any notification of material changes which may impact deeming (eg provider transfers) by submitting a digital notification form in <a href="#">GPMS</a> via the <a href="#">Manage Your Organisation</a> tile.	Ensure that you lodge Notification of Material Changes (especially those impacting organisation structures) with the Aged Care Quality and Safety Commission (ACQSC). Outcomes of these changes may impact your deeming outcome. The Notification of Material Change form can be completed in GPMS.	Log in to <a href="#">GPMS</a> and submit form via the <a href="#">Manage Your Organisation</a> tile.
3	Review the <a href="#">Guide to Digital Changes for Providers</a> and stay on top of updates.	<i>The GPMS guide to digital changes for providers</i> outlines the key digital changes that you may experience in the lead up to the implementation of the new Act on 1 July. It provides information for you to anticipate and prepare for changes.	<a href="#">The published guide is available on the department's website.</a>
4	Review the <a href="#">Support at Home Transition Guide</a> to prepare for Support at Home.	This guide provides guidance on the actions existing HCP and STRC providers should take to be operationally ready to transition to the Support at Home program.	<a href="#">The published guide is available on the department's website.</a>
5	Review the <a href="#">Support at Home Business Rules</a> for claims and payment processing.	The Support at Home Business Rules provides context for understanding the business intent detailed in the Technical Specification for claims and payment processing.	<a href="#">The business rules are available on the department's website.</a>
6	Review the Services Australia technical interface specifications on the <a href="#">Health Systems Developer Portal</a> .	Services Australia conducts quarterly information sessions to ensure communication and collaboration with the software developer industry. These information sessions are designed to provide information to industry on upcoming changes that may impact developers and/or their customers. The next Quarterly Software Developer Information session will occur in May. The Services Australia vendor test environment will also be available in early 2025.	Services Australia Technical Specification: <a href="#">Health Systems Developer Portal</a> .
7	Maintain provider information within <a href="#">GPMS</a> via the <a href="#">Manage Your Organisation</a> tile.	As a provider you should continue to advise the department of any changes to provide aged care services via the <a href="#">Manage Your Organisation tile in GPMS</a> .	Log in to <a href="#">GPMS</a> .
8	Engage your IT providers to prepare your ICT systems.	In preparation for the changes to Support at Home occurring on 1 July, Services Australia has released a range of documents detailing the draft technical specifications.	Draft technical specifications can be found on the <a href="#">Health Systems Developer Portal</a> .
9	CHSP/NATSIFAC providers to provide details of a staff member to be an Organisation Administrator with access to GPMS from 1 July 2025.	Where you do not already have at least one active user within GPMS, the department has reached out asking for an Organisation Administrator to be nominated. This user will be granted access to GPMS on 1 July and can then set up additional users.	All questions should be directed to <a href="mailto:GPMS.project@health.gov.au">GPMS.project@health.gov.au</a> .



# Provider Digital Readiness Checklist Appendix

#	Action	Context	Where to go for support
10	Prepare financial and reporting processes and systems for transition to Support at Home.	Prepare financial and reporting processes and systems for transition to Support at Home. This includes establishing: <ul style="list-style-type: none"><li>processes and reporting to claim against care management funds</li><li>financial reporting</li><li>technologies adaptable for quality reporting (such as the Serious Incident Response Scheme)</li><li>processes to monitor each participant's quarterly budget and expenditure to mitigate risks of overspends/ running out of funds</li><li>processes to collect participant contribution payments.</li></ul>	<ul style="list-style-type: none"><li><a href="#">Support at Home Program Handbook</a></li><li>Refer to the <a href="#">Support at Home Claims and Payments Business Rules</a>.</li><li>Services Australia have an education gateway: <a href="#">Aged Care Provider Portal (ACPP) - Health Professional Education Resources</a> that will include resources and information for providers regarding Support at Home claiming.</li><li>Technical specifications to support the change are available on the <a href="#">Health Systems Developer Portal</a> and the vendor test environment will be available early in 2025.</li><li><a href="#">Support at Home Program Provider Transition Guide</a>.</li></ul>
11	Participate in surveys and forums on the department's <a href="#">Consultation Hub site</a> to understand changes.	The Consultation Hub will help you find, share and participate in consultations that interest you. You can find links to consultations that are currently running.	Visit the <a href="#">Consultation Hub site</a> and access consultations that are currently running.
12	Ensure all provider information is up to date in <a href="#">GPMS</a> via the <a href="#">Manage Your Organisation</a> tile. This includes contact details and user roles.	Your registered provider will reflect information available in GPMS. It is important you review all provider information and contact details to ensure your set up correctly.	Log in to <a href="#">GPMS</a> and go through the <a href="#">Manage Your Organisation</a> tile.
13	Review your ABN Entity name and make any changes required via the ABR by no later than 30 May.	From 1 July your registered provider will reflect information available in GPMS. It is important you review all provider information and contact details to ensure your set up correctly.	Link to the <a href="#">Australian Business Register</a> (ABR).
14	Submit any notification of material changes by submitting a digital notification form in <a href="#">GPMS</a> via the <a href="#">Manage Your Organisation</a> tile (due mid-April).	Ensure you have submitted a notification of material change to ACQSC or requested changes directly with the Local Network, prior to deeming (due mid April) This includes: <ul style="list-style-type: none"><li><input type="checkbox"/> notifications requesting an update to an approved provider or requesting for the creation of a new approved provider</li><li><input type="checkbox"/> amendments to service information, including contacts and addresses</li><li><input type="checkbox"/> creation or amendments to places information</li><li><input type="checkbox"/> requests to combine a service with another or service transfer from one approved provider to a different approved provider.</li></ul>	Log in to <a href="#">GPMS</a> and go through the <a href="#">Manage Your Organisation</a> tile.
15	Review deeming information and registration category.	You will receive a preview of your registration category from April. You will have the opportunity to review the deeming outcome and if required you can contact the department about the outcome.	<a href="#">Learn more about the deeming process</a> .
16	Review outcomes of Support at Home pricing survey.	Providers will set their own prices in 2025-26, with the transition to price caps not commencing until 1 July 2026. The pricing information and consumer protections published in March will assist Support at Home participants make decisions about their care.	The survey will be sent to providers directly. The pricing information will be released on the department's website.
17	Review and stay on top of the <a href="#">Claiming process guides</a> on the <a href="#">Aged Care Provider Portal</a> (ACPP).	The guides will be available from May to include the information required to submit and finalise a home care claim.	<a href="#">Aged Care Provider Portal (ACPP) - Home Care - Health Professional Education Resources</a> .
18	Assess operational impacts resulting from digital changes (eg claims submission).	Services Australia will update existing guides on the Aged Care Provider Portal from April with information required to submit and finalise support at home claims. This should include the information you need about changes to your claiming process.	



# Provider Digital Readiness Checklist Appendix

#	Action	Context	Where to go for support
19	Prepare for digital changes eg design specifications.	Some of these design specifications may include: Services Australia Technical Specifications (refer to action 7), <a href="#">Support at Home Claims and Payments Business Rules</a> .  More information will be provided when available.	<ul style="list-style-type: none"><li>Services Australia Technical Specification: <a href="#">Health Systems Developer Portal</a>.</li><li><a href="#">Support at Home Claims and Payments Business Rules</a>.</li><li><a href="#">Navigating the reforms</a> page.</li></ul>
20	Start communicating about changes to clients as part of the Service Agreement Conversation.	Early and frequent communication with your client on changes will help them also prepare for the new Act.	<a href="#">Navigating the reforms</a> .
21	Provide training for your workforce on technical changes to provider internal systems and portals.	This will allow your staff to implement changes from 1 July.	Discuss with your software providers training support alternatives.
22	Participate in training of government system changes, including GPMS and My Aged Care Portals.	Training will become available for providers to understand and implement the changes from 1 July.	Training materials will be available through the respective portal resource pages.
23	Conduct digital testing of provider systems.	Testing will enable bug fixing and timely adjustment in preparation for 1 July.	Discuss with your software providers training support alternatives.
24	Review outlet information in Service and Support Portal including outlet name, service availability and service delivery locations.	More information, including timing of this activity, will be provided when available.	More information will be provided when available.
25	Users of newly deemed organisations to set up authentication across government systems, including GPMS and My Aged Care Service and Support Portal.	Ahead of newly deemed organisations accessing government systems (including GPMS and My Aged Care Service and Support Portal) for the first time on 1 July, you need to ensure your authentication and user access is set up correctly. It is important to ensure the email address you have nominated matches the Current Business Email Address listed against your RAM account.	Further resources will be uploaded to the department's website closer to 1 July. All questions should be directed to <a href="mailto:GPMS.project@health.gov.au">GPMS.project@health.gov.au</a> .
26	Deploy digital changes in preparation for 1 July new Act.	This will allow you to be ready for operations from 1 July.	Resources available: <ul style="list-style-type: none"><li>guide to digital changes for providers</li><li>Services Australia <a href="#">Health Systems Developer Portal</a></li><li><a href="#">Support at Home Business Rules</a>.</li></ul>
27	Implement operational changes in support of digital changes in preparation for 1 July new Act.	For reporting obligations for periods from 1 July, registered providers will be required to report against their registration details and related business structures as approved under the new Act through the appropriate reporting channels.	
28	Submit provider Support at Home prices to the department between 1 July to 6 July.	From 1 July, providers will need to start sharing their Support at Home pricing information with the department. This will be published on the My Aged Care website's Find a Provider tool.	The department will share further guidance for Support at Home prices with the aged care sector and older people, families and carers from March. If you would like to learn more about Support at Home, please <a href="#">visit Support at Home program – Fact sheet – Changes to Support at Home pricing arrangements for in-home aged care providers</a> .
29	Support at Home providers to have refreshed care plans and service agreements in place with their clients on 1 July.	Providers need to connect with existing HCP recipients to review and discuss their Support at Home care plan. Providers need to create new service agreements (currently referred to as Home Care Agreements under HCP) reflecting changes to services and pricing.	Information on Service Agreements will be included in the Program Manual. <div>Version 2.0</div>