



Provider Operational Readiness Priority Actions List

May 2025

This list aims to guide aged care providers on what you need to do before and after 1 July 2025, to implement the new Aged Care Act and Support at Home program. This list consolidates information and guidance that has been (or soon will be) released to support transition and readiness.

We recommend providers consider these actions to prepare for the changes. The approach taken by your organisation may be different to others and individual circumstances should be considered.

May – June 2025

Actions to take with your residents and participants

Engage with your residents and/or home care participants

All providers

- Ensure your aged care residents and home care participants are aware of their rights and protections under the new Aged Care Act (including the [Statement of Rights](#), the [new registered supporter role](#) and changes to participant contributions). Share the [Changes to aged care in Australia](#) booklet (update underway).

Home care providers

- From mid-April, engage with Home Care Package (HCP) recipients to create new service agreements (currently referred to as Home Care Agreements under HCP) and discuss their care plans. The Department of Health and Aged Care will send a letter to HCP recipients in early May 2025 outlining transition to the Support at Home program. A Support at Home participant guide - information for HCP recipients with checklist will be provided to support these discussions (to be published). Share the [Support at Home booklet for older people, families and carers](#) and separate edition for [Aboriginal and Torres Strait Islander peoples](#).

Commonwealth Home Support Program (CHSP) Providers

- Confirm all CHSP recipients are registered with My Aged Care and have an assessment for CHSP services. Support them to access an assessment by 30 June, read the [CHSP provider fact sheet](#).

Actions to take for your organisation, people, processes and systems

New regulations and the deeming process

All providers

- The deeming process will transition providers to the new registration categories. Check your organisation's information is correct in GPMS if you have access, or through your Funding Arrangement Manager, for your services, locations and key personnel contact details.
 - Review the provider registration preview (PDF format) information and the actions required to complete it from early April. Read the [new regulatory model](#) and [GPMS guidance material](#) for more information.
 - If organisational details are correct, no action is required by providers.

- If organisational details are incorrect, follow the instructions in the PDF to make updates by 1 June, email queries to AgedCareRegModel@Health.gov.au.
- Check that the personnel and contact details are correct in the Aged Care Gateway Service and Support Portal.

Adjust operations to align with the Statement of Rights and Statement of Principles

All providers

- Identify and make changes to your organisation's policies, business processes, training, and information and communication technology (ICT) systems, to ensure that the services you deliver are consistent with the [Statement of Rights](#) and Statement of Principles.

Comply with obligations

All providers

- Understand which obligations under the new Act apply to your organisation and what changes must be made in preparation for implementation, read about [provider obligations and support](#). A provider obligations tool is under development.
- Understand and make changes to ensure your organisation meets the new Financial and Prudential Standards when the new Act commences. Download the Aged Care Quality and Safety Commission (ACQSC) [guide to the new financial and prudential standards](#).
- Review the and consider completing the strengthened [Aged Care Quality Standards Readiness Checklist](#) to ensure your organisation is prepared if registered in categories 4, 5 and 6. Download the ACQSC resources and information in the [sector readiness plan](#) for more information.
- Implement and maintain a comprehensive complaints and feedback management system (replacing existing complaints resolution mechanisms), and a whistleblower system and policy. Further guidance on these requirements are planned to be published in May 2025 (New Aged Care Act).

Digital changes

All providers

- Complete the [Provider Digital Readiness Checklist](#), and read the [New Aged Care Act: A guide to digital changes for providers](#) for detail about digital change in 2025.
- Continue to update your provider information in the [Manage Your Organisation](#) tile in [GPMS](#) (new providers should read the new GPMS provider registration guide).

Continue to support your workforce

All providers

- Ensure your workers are aware of the upcoming changes, share the [Aged care reforms – A guide for providers booklet](#) (update underway) and the ACQSC [Reform changes for workers](#).
- Remind your governing persons and workers (including volunteers) of the [Code of Conduct in Aged Care](#).
- Provide training for your workforce:
 - Your guide to the Act: Understanding and adapting to the key changes (available in May via the online [Aged Care Learning Information Solution](#)).
 - Aligning to changes in the Act: operations, processes and practices (available in June via the online [Aged Care Learning Information Solution](#)).
 - ACQSC Strengthened Quality Standards training via the online [Aged Care Learning Information Solution](#).
 - Home care providers: access Support at Home training for your workforce (available in May via the department website).
 - Services Australia changes in [Aged Care Provider Portal](#).
 - Check for new or updated [GPMS training material](#).

New services lists, payment and financial mechanisms

Residential care providers

- Ensure that accommodation agreements that commence on or after 1 July comply with the new Act. Agreements must be entered into before entry to care and include information about Daily Accommodation Payments (DAP) indexation and Refundable Accommodation Deposit (RAD) retention. Read about the changes to [Accommodation Reform](#) and understand who these changes apply to.
- Update residential monthly claims with Services Australia (May claim must be done before 13 June).
- Discuss any changes to residential places with your [Local Network team](#) (Places to People).
- Continue reporting against the approved provider structure for your Q4 2024-25 Quarterly Financial Report (QFR) and your 2024-25 Aged Care Financial Report (ACFR).
- Ensure you and your aged care residents are aware of the care and services that must be provided in residential care homes under the new Aged Care Service List contained within the Aged Care Rules. The Aged Care Service List is expected to be finalised soon (New Aged Care Act).
- Make sure your organisation is set up to comply with the new Liquidity Standard requirements from 1 July, introducing a minimum liquid assets calculation on a quarterly basis. Read guidance in the ACQSC [Financial and Prudential Standards](#) including a [liquidity calculator](#).
- Complete the Provider Operations Collection Form for 2024-25 in line with the *Aged Care Act 1997*. Note the first reporting period under the new Act will be 2025-26.

Home care providers

- Complete the [Support at Home Program Provider Transition Guide](#), use:
 - the [Support at Home Program Manual](#)
 - guidance for setting [Support at Home prices](#)
 - the [Support at Home Claims and Payments Guidance](#) for support.
- Home care providers in categories 4 and 5 must comply with the [Financial and Prudential Standards from 1 July](#).
- Review updated user guides for new Support at Home outlet set up in the Aged Care Gateway Service and Support portal (to be published).
- Continue reporting against the approved provider structure for your Q4 2024-25 QFR and your 2024-25 ACFR.
- Support at Home providers in thin markets can apply for supplementary grants, if eligible.
- Submit the June 2025 claim to Services Australia as quickly as possible from 1 July 2025. If claiming for care recipients who entered prior to 1 September 2021, and your organisation did not opt in for Improved Payment Arrangements, confirm the amount entered for *Commonwealth provider held unspent funds* in the claim form is accurate.

CHSP providers

- Understand the new Aged Care Act and prepare for changes to:
 - service types and Data Exchange (DEX) reporting
 - what you need to do to be compliant with the new regulatory model, registration categories and obligations from 1 July.
- Make any updates to your organisation details, read the [CHSP providers regulatory changes booklet](#).
- Consider, sign and return your CHSP 2025-27 extension grant agreement offer to ensure continuity of funding payments, client referrals and service delivery from 1 July 2025.
- Read updated user guides for outlet set up in Aged Care Gateway Service and Support Portal (to be published).

NATSIFAC and Multi-Purpose Services (MPS) providers

- Prepare for [First Nations assessment organisations](#) to commence a phased rollout from 1 July.
- NATSIFAC and MPS providers prepare for referring aged care assessments to the Single Assessment System.
- NATSIFAC providers review guidance material (to be published in June) to prepare for transition to obligations under new Act.
- Discuss any changes to residential places with your [Local Network team](#) (Places to People).

July – December 2025

Actions to take with your residents and participants

Engage with your aged care residents and home care participants

All providers

- Check if your residents and home care participants want or already have a registered supporter/s and engage with their registered supporter/s as appropriate. This may include sharing certain information or correspondence with them and partnering with them to support your resident or participant to make their own decisions. Read about [Supported Decision Making](#) and [changes to support roles and relationships](#).
- Advise residents and participants on the different ways to [provide feedback or raise a concern](#).
- Encourage your residents and participants to update their income and assets with Services Australia.
- Monitor the phased commencement of [First Nations aged care assessment](#) organisations in your region, if seeking a culturally safe, trauma aware and healing informed assessment for older Aboriginal and Torres Strait Islander people.

Residential care providers

- From 1 July, providers need to commence Refundable Accommodation Deposit (RAD) and Refundable Accommodation Contribution (RAC) retention for eligible residents that enter care after this date. More information on which residents this applies to will be published post finalisation of the rules.
- On 20 September, providers will need to index the Daily Accommodation Payments (DAP) of eligible residents that enter care on or after 1 July.
- Use new residential cost model for residents entering care from 1 July – changes to non-clinical care cost contributions and hoteling supplements.

Home care providers (Support at Home)

- Care managers continue to provide ongoing support to care recipients to understand Support at Home changes as needed.
- Review new participants eligibility for specific services before commencement of care.

CHSP providers

- From commencement of the new Act, CHSP providers will continue to support recipients to access their entry level services.
- Ensure any new recipients seeking CHSP services are assessed as eligible to receive those supports.

Actions to take for your organisation, people, processes and systems

All providers

Continually improve your business

- Connect with your [Local Network team](#) on what is working well and implementation challenges.

Comply with new regulations and obligations

- Ensure compliance with registration obligations aligned to your [registration category\(ies\)](#).
 - Read the ACQSC [registration and renewal](#) process information, including the provider registration policy.
 - Continue to check the [regulatory model](#) for updates and information.
 - Reinforce obligation to have an incident management system in place and notify the ACQSC of incidents in accordance with the incident management system and reporting obligations. Guidance material to be published.

Digital changes

- All providers have access to GPMS, check and maintain your organisational and registration details are correct and keep up to date.
- Confirm registration details are correct in Aged Care Gateway Service and Support Portal; check and maintain your service provider, outlet, service types and contact details are correct and keep up to date.
- Review the [Provider Digital Readiness Checklist](#). Read the [New Aged Care Act: A guide to digital changes for providers](#) for support.
 - My Aged Care Contact Centre provider and assessor helpline, phone 1800 836 799 is available for technical support. Call from 8 am to 8 pm Monday to Friday or 10 am to 2 pm Saturday.

Continue to support your workforce

- Reinforce new requirements with your workers during team meetings and regular communications. Encourage workers to ask questions about the changes and escalate questions.
- Continue to provide training opportunities for your workforce in relation to the changes.

New services lists, payment and financial mechanisms

Residential care providers

- Accommodation agreements need to comply with the new Act. Enter agreement before a person enters care.
- Start including Refundable Accommodation Deposit (RAD) / Refundable Accommodation Contribution (RAC) balances with monthly services claims for July claims submitted to Services Australia in August via the Provider Portal.
- Update your documentation that refers to residential care and services to reflect the new aged care services list. Read the guidance to be published after the Aged Care Rules consultation.
- Start reporting against the new registered provider structure and care services model for your Q1 2025-26 QFR and your 2025-26 ACFR.

Home care providers (Support at Home)

- Deliver care to Support at Home participants in alignment with their care plan and service agreement.
- Continue to complete actions required in the [Support at Home Program Provider Transition Guide](#), including implement new care management responsibilities for Support at Home, read the [Support at Home Program Manual](#) for more detail.
- Generate and issue monthly home care statements for your participants and their registered supporters.
- Start reporting against the new registered provider structure and care services model for your Q1 2025-26 QFR and your 2025-26 ACFR.
- 1-6 July: verify and update your service and outlet details on the Aged Care Gateway Service and Support Portal, including:
 - the services you are delivering
 - your service delivery areas

- the pricing for the services you deliver
- provide a link to the published pricing on your website
- ensure your outlet(s) name reflects the area where you deliver services (optional)-
- Complete the Provider Operations Collection Form for 2024-25 in line with the *Aged Care Act 1997*. Note the first reporting period under the new Act will be 2025-26.

CHSP providers (can be registered in any combination of 1,2,3,4 or 5 registration categories)

- Ensure all new clients have an assessment prior to receipt of CHSP services to ensure they are eligible to receive support.
- 1-6 July: verify and update your service availability and outlet details on the Aged Care Gateway Service and Support Portal.
- For existing CHSP providers there will be changes to the worker screening requirements that apply from 1 July 2025, read the [Worker Screening Provider Factsheet](#).

NATSIFAC/MPS providers

- Ensure all new clients have an assessment prior to receipt of services to ensure they are eligible to receive support.
- For existing NATSIFAC/MPS providers, worker screening requirements will remain the same from 1 July 2025. Refer to the [Worker Screening Provider Factsheet](#) for details.
- Use Single Assessment System for assessments of new care recipients.
- 1-6 July: verify and update your service availability and outlet details on the Aged Care Gateway Service and Support Portal
- Start reporting against the new registered provider structure and care services model for your Q1 2025-26 QFR and your 2025-26 ACFR.