Australian Government

Department of Health, Disability and Ageing

New Aged Care Act – Sector Change Plan

June 2025

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 November 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, their families and carers, 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.

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.**
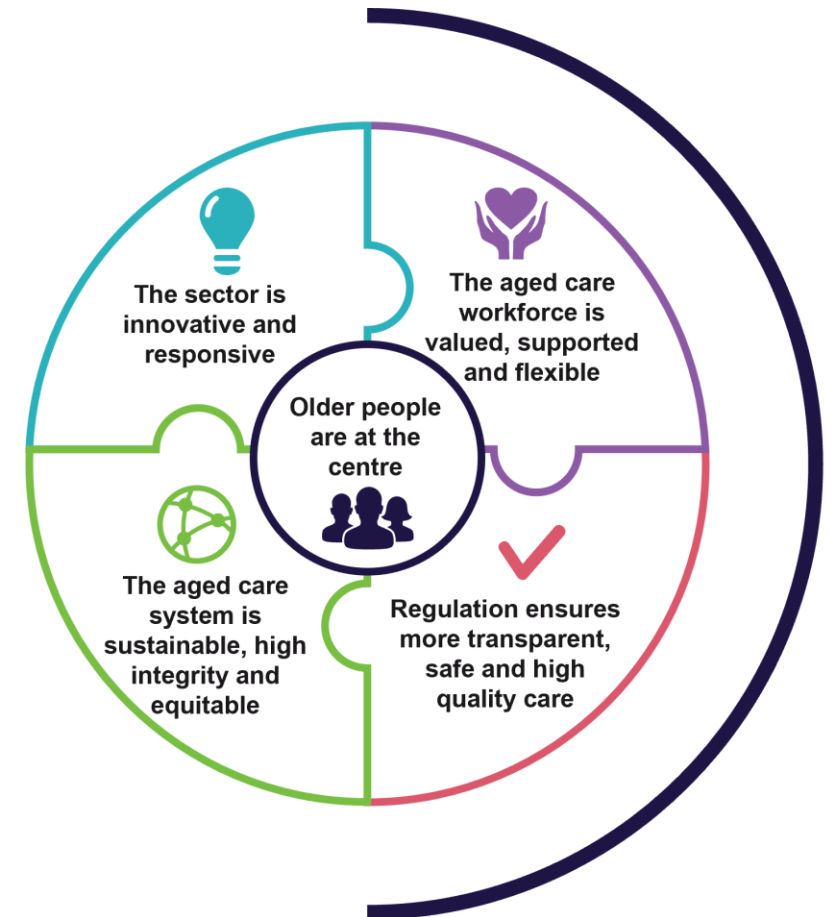
Figure 1: aged care's transformation vision

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:

Primarily affect:	Older people	Providers	Aged care workforce	Primary health care	Software vendors	Assessors	Access and navigation
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 the obligations of aged care providers and workers.	✓	✓	✓	✓		✓	✓
Provider registration and regulatory reform — Sets out how the sector will operate in a 'universal' provider registration, including the Commonwealth Home Support Program (CHSP) and National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program.		✓	✓	✓			✓
Supported Decision-Making — Older people can register one or more people to help decision-making, according to a new legal framework, principles and duties.	✓	✓	✓	✓		✓	✓
Single assessment system — Continuing to make it easier for older people to access aged care and adapt to changing needs, though a consistent assessment experience.	✓	✓	✓	✓		✓	
Support at Home — Replace the Home Care Packages (HCP) program and Short-Term Restorative Care (STRC) Programme with 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 supports and services 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.	✓	✓	✓			✓	✓

Sector Change Plan Timeline

At 26 June 2025. Activities are subject to change

Lead agency

Department of Health, Disability and Ageing

Aged Care Quality and Safety Commission (ACQSC)

Services Australia

Key milestones

- *Support at Home pricing advice*
- *Provider registration - preview*
- Aged Care Rules
- *Note:* worker screening functions start in 2026
- *Aged Care Act begins*

2025

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

Older people, their families and carers

Aware

Orientation to changes:
- [Summary of the Act](#) and how it will work.
- [Statement of Rights explainer](#), including Quality Standards and new regulations explaining person-centred care.
- Introduce [Supported decision-making](#).
- [First Nations Assessment](#) Pathway coming in 2025
- Frequently asked questions on changes to co-contributions, no worse off principle, grandparenting and financial hardship for [Support at Home](#) program.
- [Places to people](#), embedding choice in residential aged care.

Prepare

Understand the changes that matter to me:
- [Supported decision-making](#) change activities and opt out period.
- [Support at Home price advice](#) on co-contributions, monthly statements and costs.
- [Support at Home](#) update webinar.
- [Support at Home](#) overview and contributions videos, updated and tailored communication materials.
- First Nations Assessment available in select regions, for pilot.
- [Means testing webinar](#) for aged care residents explained.
- [Conversation cards](#) for older people to support understanding of the role of the strengthened Quality Standards.
- Access the [Resource hub](#).

Understand the changes that matter to me:
- [Supported decision-making](#) information
- [Whistle-blowing, complaints, new protections and enforcement process](#) information.
- Support at Home [fact sheets](#) and [fee estimator](#).
- Home Care Package Program participant letter (approved [before 12 September 2024](#) or [after 12 September 2024](#)) confirming changes, explaining price increases and how to negotiate Service Agreement with provider, [checklist](#) and [frequently asked questions](#)
- Video explaining [Quality Standards](#).
- First Nations engagement that will enable culturally safe care.
- [Infographic outlining the main parts](#) of the new Act and how they work together.
- Booklet on [Exploring aged care](#).
- New Aged Care Act [training](#) module 1 on understanding the new Act.
- New Act start update [open letter](#) and [FAQs](#).
- [Frequently asked questions](#) on the new Act start date.

Prepare

- Videos and animations explaining the new Act, Support at Home fees and funding, choice and control, rights and trusted workforce.
- Aged Care changes discussion guides, editorials and social content provided to community groups.
- Events for older people, their families and carers.
- [Financial and Prudential standards fact sheet.](#)
- Educative approach for older people on understanding the changes.
- Communications toolkit raising awareness of First nations Assessment Organisations.
- Support at Home booklets and fact sheets tailored and translated.
- Finalisation of Aged Care Rules.
- Guide to Aged Care Law.
- Supported decision-making case studies.

Transition support:
- Webinar on key aspects of the new Act.
- Events for older people, their families and carers.
- Support at Home webinar.
- Aged Care changes discussion guides, editorials and social content provided to community groups.

Adapt

Feedback and improvement:
- Communication for start of Act and Support at Home program.
- Aged Care changes discussion guides, editorials and social content provided to community groups.
- Updates to My Aged Care website including updated fee estimator.
- [Readiness for the new Act.](#)
- Support and awareness of First Nations assessment organisation availability.
- Residents' Experience Survey outcomes.
- [Contribution letter to HCP participants.](#)

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

What can stakeholders expect to receive in 2025?

Lead agency

Department of Health, Disability and Ageing

Aged Care Quality and Safety Commission (ACQSC)

Services Australia

⚑ **Key milestones**

Support at Home pricing advice

Provider registration - preview

2025 **Jan   Feb   Mar   Apr   May   Jun**

Aware

Prepare

Providers and provider peaks

Plan change efforts:
- Understanding new regulation and deeming process.
- Statement of Rights and Statement of Principles information clarifying impacts.
- Navigating the reforms timeline resource.
- Guidance on digital changes including GPMS for provider registration preview.
- Consultation on Age Care Rules and residential service list.
- Strengthened Quality Standards guidance, training and resource support.
- Explaining places to people.
- Understand accommodation reform.
- Introduce supported decision-making.
- Ongoing engagement with NATSIFAC providers to continue supporting culturally safe care.
- Support at Home Provider Transition Guide and frequently asked questions.
- Understand claims and payments business rules.
- Local network connections.

Adjust operations and prepare:
- Consultation on Aged Care Rules.
- Digital changes for providers guidance including read only periods, and GPMS end user testing preparation.
- Provider registration preview sent to validate information.
- 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.
- Support at Home program manual and guidance for setting prices.
- NATSIFAC providers webinar to prepare for transition to obligations under new Act.
- Higher everyday living and accommodation funding reform webinar.
- CHSP guidance on the new regulatory model and webinar on extension.
- Quality Standards, regulatory model and registration process webinar and resources.
- Provider registration and renewal in practice webinar.
- Understand proposed changes to worker screening.
- Access the Resource hub.

Adjust, prepare and train:
- GPMS conceptual data model, glossary, training, actions, read only periods, reminders, end user testing preparation.
- Updated guide to digital changes.
- Consultation on Aged Care Rules.
- Compliance and enforcement webinar and resources.
- Provider registration video, regulatory model webinar and how to become a registered provider video.
- Statement of Rights and Code of Conduct video.
- Supported decision-making information.
- Encourage developers to develop software against the specifications available in the Beta APIs.
- Strengthened Quality Standards workshop, preparing for the changes.
- Multi-Purpose Service webinar focused on readiness, new agreements and transitioning clients.
- Commonwealth Home Support Programme sector readiness webinar.
- New Aged Care Act training modules.
- Support at Home training modules.
- Provider Operational Readiness – Priority Actions List.
- Understand what is new or changing.
- New Act start update open letter and FAQs.
- Aged care changes discussion guides, editorials and social content provided for aged care clients, participants and residents, and aged care workers.
- Care minutes funding and financial reporting webinar.
- Support at Home monthly statement template and manual.
- Frequently asked questions on the new Act start date.
- CHSP webinar, updates and fact sheets.
- Places to People fact sheet.
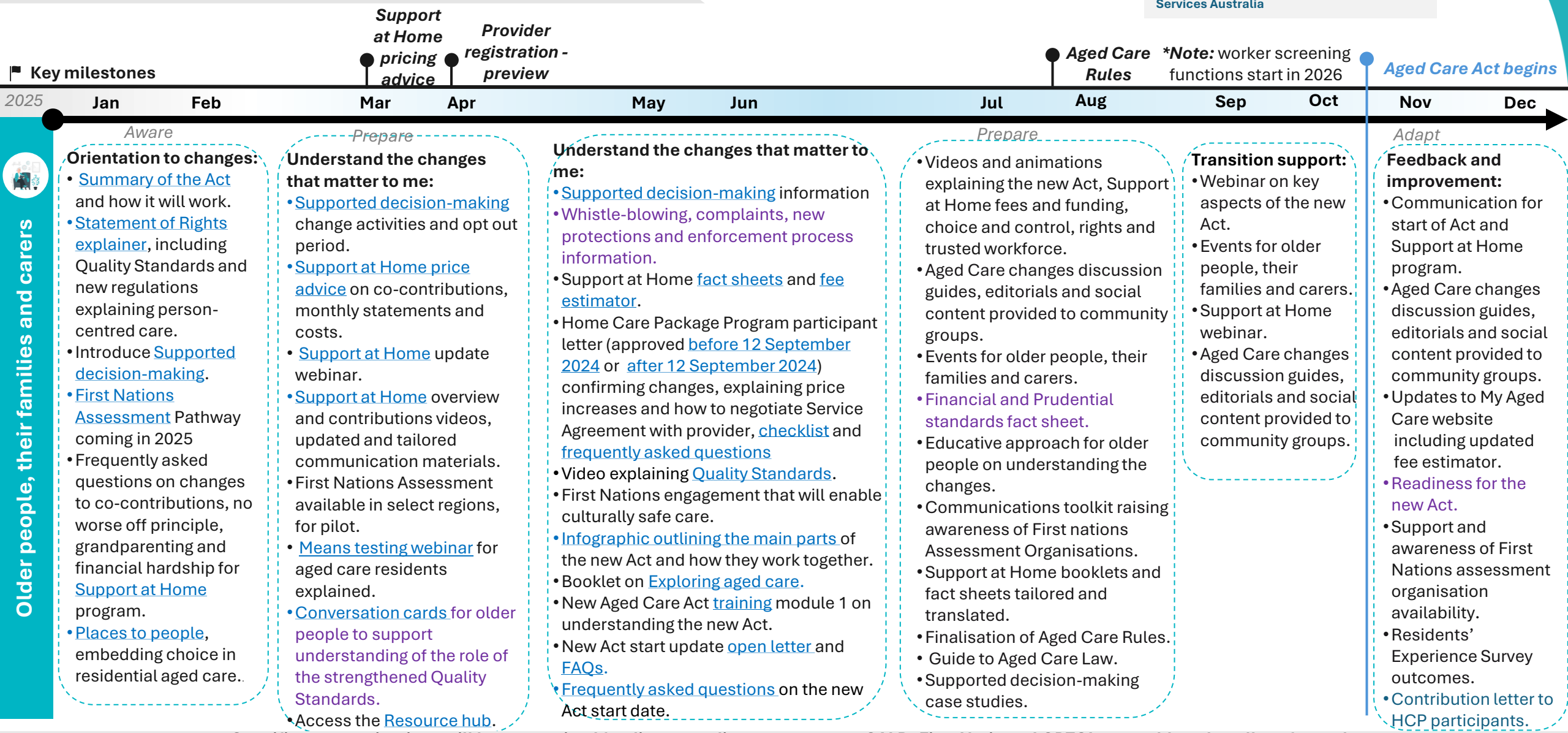
Sector Change Plan Timeline

At 26 June 2025. Activities are subject to change

Lead agency
Department of Health, Disability and Ageing
Aged Care Quality and Safety Commission (ACQSC)
Services Australia

🏳 **Key milestones**

● *Aged Care Rules*

Note: worker screening functions start in 2026

● *Aged Care Act begins*

2025 | Jul | Aug | Sep | Oct | Nov | Dec

Able | | *Doing*

Providers and provider peaks

Adjust, prepare and train:
- New Aged Care Act training Module 2 - aligning to changes.
- Guide to Aged Care Law.
- Supported decision-making case studies.
- Local Network engagement.
- Regulatory model and Quality Standards categories and connection explained.
- Updated guide to digital changes.
- Resources for First Nations Providers on the Financial and Prudential Standards
- Support at Home fact sheet Service Agreements and Care plans for transitioning HCP care recipients.
- Access Tech Talk webinars.
- Guidance on AT-HM data collection process.
- Aged care changes discussion guides, editorials and social content provided for aged care clients, participants and residents, and aged care workers.
- Food and nutrition training outcomes stories demonstrating new Quality Standard.
- Access the provider obligation tool.
- New Aged Care Act training Module 3.

Transition support:
- GPMS provider toolkit end user testing and system training.
- Guidance: Support at Home GPMS and My Aged Care B2G API.
- Access case studies on claiming for Support at Home.
- Support at Home training.
- Finalisation of Aged Care Rules.
- Updated guide to digital changes.
- Ongoing supports to access supported decision-making.
- Access Tech Talk webinars.
- Local Network engagement.
- Regulatory model and provider requirements update and communications, what is needed for start of the Act.
- Services Australia software developer webinar.
- Aged care changes discussion guides, editorials and social content provided for aged care clients, participants and residents, and aged care workers.
- Changes to costs, fees and funding updates.

Implement, monitor and adapt:
- Communication for start of Act and Support at Home program.
- Provider information and supports to navigate challenges and support options when Act is live.
- Aged care changes discussion guides, editorials and social content provided for aged care clients, participants and residents, and aged care workers.
- Readiness for the new Act.
- Interactive Voice Recording messaging, Aged Care Provider Portal eLearning.
- GPMS system training, and ongoing support materials published.
- 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.
- Local Network engagement.
- GPMS reporting as registered providers, updated Star Ratings, what has been achieved so far, prepare providers for changes in 2026.
- Guidance document on how to claim for Support at Home services.
- New Aged Care Act training Module 4 – reflection and best practice.
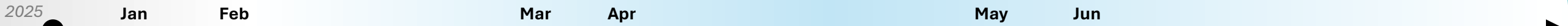
Sector Change Plan Timeline

At 26 June 2025. Activities are subject to change

Lead agency

Department of Health, Disability and Ageing

Aged Care Quality and Safety Commission (ACQSC)

Services Australia

🏳 **Key milestones**

Support at Home pricing advice

Provider registration - preview

● *Aged Care Rules*

***Note:** worker screening functions start in 2026*

Aged Care Act begins

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

Aware — *Prepare* — *Able* — *Doing*

Aged care workforce

Understanding key changes in aged care:
- Statement of Rights explainer, including Quality Standards and new regulations explaining person-centred care.
- 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 resources.
- About the new Aged Care Act and key changes.

What does it mean for me?
- Understanding increased whistleblower protections.
- Strengthened Quality Standards guidance.
- Obligations under the new regulations explained for all aged care service programs including guidance materials and webinars.
- Worker screening changes update, particularly for NATSIFAC and CHSP workers.
- Access the Resource hub.
- Booklet on working in aged care updated.
- Updated material about the Code of Conduct.
- Complaints handling checklist.
- First Nations stakeholder communications toolkit.
- Sector Readiness update and summary of latest resources
- Compliance and enforcement webinar and resources.

Education and training:
- New Aged Care Act and Support at Home training modules.
- Aged care workforce webpages updated, new ways of working in aged care.
- Key changes – Working in aged care booklet.
- Understand strengthened Quality Standards and key operational changes.
- Strengthened Quality Standards Poster and Resource Centre.
- Guidance: Online learning introducing the new Financial and Prudential Standards
- Supported decision-making information on registration.
- Preparing for the rollout of Aboriginal and Torres Strait Islander assessment organisations
- Understand what is new or changing.
- New Act start update open letter and FAQs.

Operational guidance on key changes:
- New Aged Care Act training Module 2 - Aligning to changes
- New Aged Care Act training Module 3
- University of Tasmania new Act training modules – New Aged Care Act and Support at Home.
- Guidance and resources to explain the steps workers should take when responding to complaints
- Supported decision-making case studies.
- Digital User Guide update published.
- Food and nutrition training outcomes stories demonstrating new Quality Standard.
- Aged care changes discussion guides and guidance materials.
- Guide to Aged Care Law.
- Video on impact of the Act on workforce.

Transition support:
- Digital platforms pre-release updates.
- Information on transition activities - reporting requirements, portal use and preparing for 1 October changes.
- Transitional and interim arrangements under the new regulations and obligations.
- Webinar on key aspects of the new Act.
- Australian Human Rights Commission (AHRC) ageism awareness workshop.
- Aged care changes discussion guides and guidance materials.

Implement, monitor and adapt:
- Communication for start of Act and Support at Home program.
- Aged care changes discussion guides and guidance materials.
- Health Provider Education Resources.
- New Aged Care Act training Module 4.
- Readiness for the new Act.
- University of Tasmania new Act training modules.
- Digital post-release communications.
- Information on GPMS reporting, updated Star Ratings to prepare for changes in 2026
- Ongoing supports to access supported decision-making.

Sector Change Plan Timeline

At 26 June 2025. Activities are subject to change

Lead agency

Department of Health, Disability and Ageing

Aged Care Quality and Safety Commission (ACQSC)

Services Australia

🏴 **Key milestones**

Support at Home pricing advice

Provider registration - preview

Aged Care Rules

*Note: worker screening functions start in 2026

Aged Care Act begins

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

Aware — *Prepare* — *Able* — *Doing*

Primary care and allied health

Understanding key changes in aged care:
- Statement of Rights explainer, including Quality Standards and new regulations explaining person-centred care.
- 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 guidance for setting prices.
- My Aged Care resources.

What does it mean for me?
- Engaging with the Single Assessment System and seamless delivery of care.
- Preparing for Support at Home.
- Understand strengthened Quality Standards and what is different in strengthened Quality Standards such as person-centred care.
- Access the Resource hub.
- Sector Readiness update and summary of latest resources.

Enhancing standards of care:
- How to apply the rights-based framework.
- Supported decision-making guidance.
- Restorative Care Pathway Clinical Guidelines under Support at Home.
- Strengthened Quality Standards Poster.
- Communication regarding availability of First Nations assessment organisations.
- Understand what is new or changing.
- New Aged Care Act and Support at Home training modules.
- Guidance on changes to reporting mechanisms, including clinical data contributes to compliance with the Act and quality improvement initiatives.
- Frequently asked questions on the new Act start date.

Operational guidance on key changes:
- Supported decision-making case studies.
- Referrals, care plan development, and ongoing collaboration with aged care providers.
- New Aged Care Act training Module 2 - Aligning to changes.
- New Aged Care Act training Module 3.
- Support at Home Guidance document and case studies.
- 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.
- Guide to Aged Care Law.
- Aged care changes discussion guides, editorials and social content provided to associations and peak bodies.

Adjusting to changes:
- Case studies of effective collaboration clinicians, allied health, and aged care services.
- Aged care changes discussion guides, editorials and social content provided to associations and peak bodies.
- 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.
- Support at Home training.

Implement, monitor and adapt:
- Communication for start of Act and Support at Home program.
- New Aged Care Act training Module 4.
- Readiness for the new Act.
- University of Tasmania new Act training modules.
- GPMS ongoing support materials published.
- Aged care changes discussion guides, editorials and social content provided to associations and peak bodies.
- Data, obligations and reporting processes under new regulations.
- Guidance on claiming for Support at Home services.
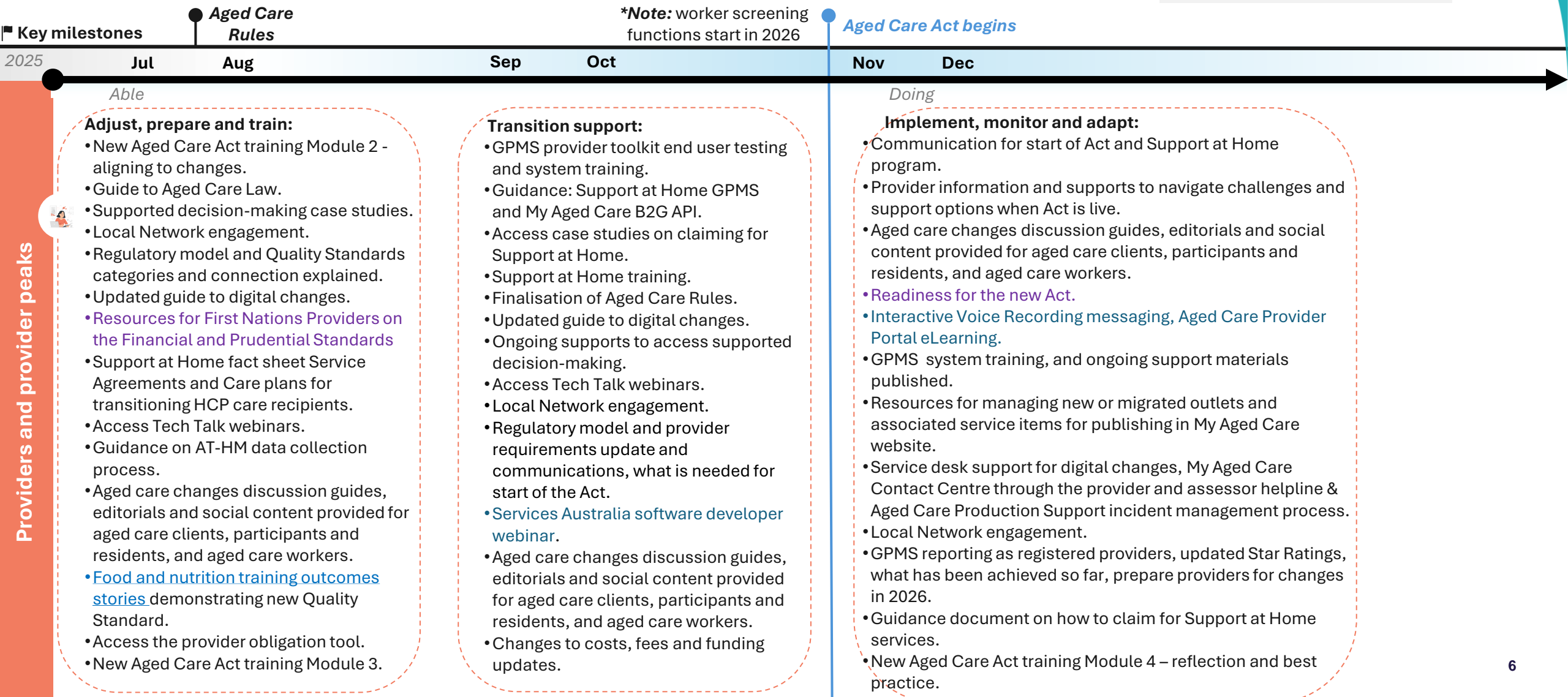
Sector Change Plan Timeline

At 26 June 2025. Activities are subject to change

Lead agency

Department of Health, Disability and Ageing

Aged Care Quality and Safety Commission (ACQSC)

Services Australia

🏳 **Key milestones**

Support at Home pricing advice

Provider registration - preview

Aged Care Rules

Note: worker screening functions start in 2026

Aged Care Act begins

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

Aware — *Ready* — *Able* — *Doing*

Software vendors

Understanding technical changes:
- Aged care software developer targeted information and technical documentation.
- Introduce supported decision-making.
- Sector Partners, Tech Talk webinars developer forum and Sector Reference group.
- Digital Data Reference Group.
- Data and digital roadmap and sector digital readiness.
- B2G (Business to Government) released Beta APIs for Provider Management, 24/7 Registered Nurse, and Quality Indicators reporting including technical specifications required under the new Act.

Support and engagement:
- Sector Partners webinar on digital transformation.
- Aged care software developer targeted engagement.
- Services Australia software vendor webinar (Tech Talk) and slides.
- Digital Data Reference Group meetings.
- B2G Quality Indicators Beta API moves into production to align terms with the new Act.
- Digital changes for providers guidance published.
- Services Australia aged care software developer webinar.
- Business to Government frequently asked questions.
- Access the Resource hub.

New regulations and system readiness:
- New Aged Care Act resources.
- Aged care software developer information and access technical documentation.
- Digital Transformation Sector Partners, tech talks, developer forum and Sector reference group.
- Digital Data Reference Group meeting.
- Care Minutes: B2G Quality Indicator Beta API released technical specification.
- Understand what is new or changing.
- Frequently asked questions on the new Act start date.

Operational 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.

Operational support:
- Sector partners, tech talks, developer forum and Sector reference group.
- Digital Data Reference Group meeting.

Implement, monitor and feedback:
- Communication for start of Act and Support at Home program.
- 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 to comply with the new Act.

Sector Change Plan Timeline

At 26 June 2025. Activities are subject to change

Lead agency

Department of Health, Disability and Ageing

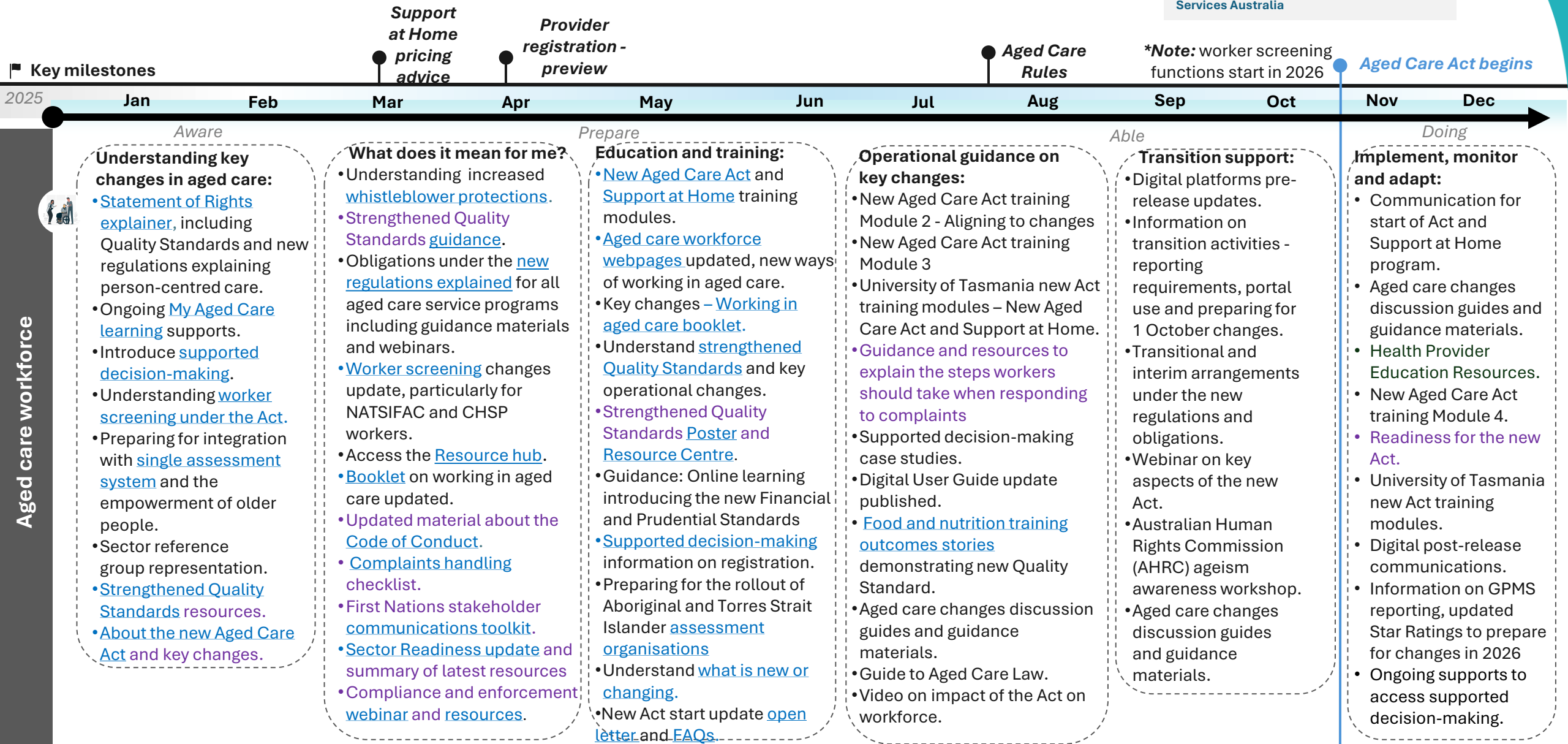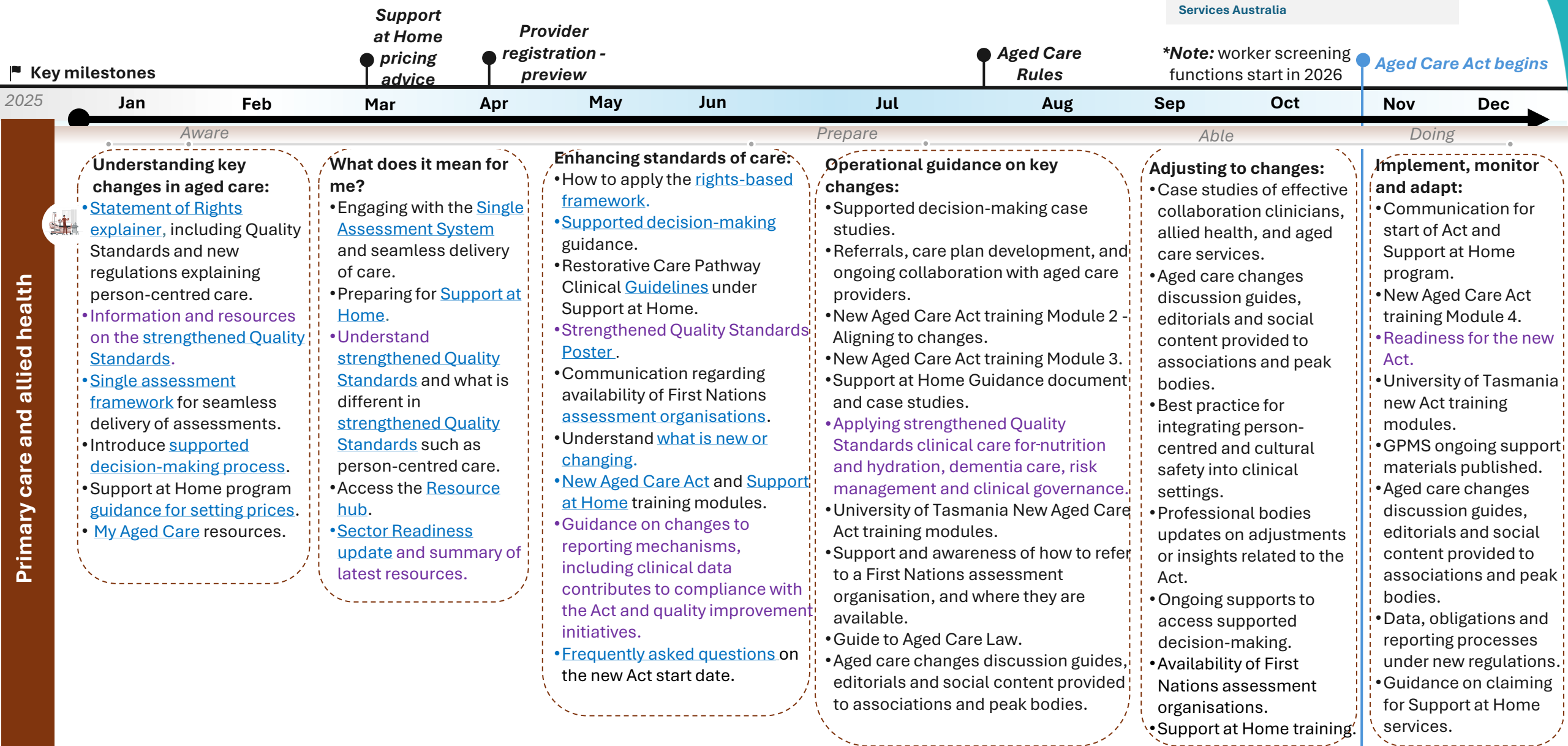**Aged Care Quality and Safety Commission (ACQSC)**

Services Australia

🚩 **Key milestones**

Support at Home pricing advice

Provider registration - preview

Aged Care Rules

*Note: worker screening functions start in 2026

Aged Care Act begins

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

Aware · *Prepare* · *Able* · *Doing*

Assessors and assessing organisations

Continued orientation to change:
- Support at Home program handbook and 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).
- Explaining Places to people.

Ongoing training:
- Support at Home program manual.
- Supported decision-making transition and opt out period explained.
- Capturing client's preference for First Nations Assessment Organisation.
- Access the Resource hub.
- Sector Readiness update and summary of latest resources.

Readiness:
- New Aged Care Act training modules.
- Understand what is new or changing.
- Support at Home training on algorithm, budgets, new functions and delegations for July 2025 release.
- Supported decision-making focused information on how to register, who can help an older person with the process.
- Preparation for start of First Nations assessment pathway including training and what all assessors need to know.
- Communications toolkit for First Nations assessment organisations (to use to raise awareness in the community).
- Frequently asked questions on the new Act start date.

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.
- Guidance: First nations assessment content into My Aged Care Assessment Manual (July release).
- Supported decision-making case studies.
- How to refer to a First Nations assessment organisation, and where they are available, supports and resources.
- Guide to Aged Care Law.

Transition support:
- Ongoing supports to access supported decision-making.
- Training for October digital release.
- Support and availability of First Nations assessment organisations.
- Digital pre-release communications.
- Guidance: First nations assessment content into My Aged Care Assessment. Manual (Oct release)
- New My Aged Care learning training elements on new Act and Support at Home changes - mandatory training for My Aged Care workforce, assessors, agents and care finders.

Implement, monitor and adapt:
- Communication for start of Act and Support at Home program.
- Ongoing supports for the registered supporter role.
- Continued updates.

What can stakeholders expect to receive in 2025?
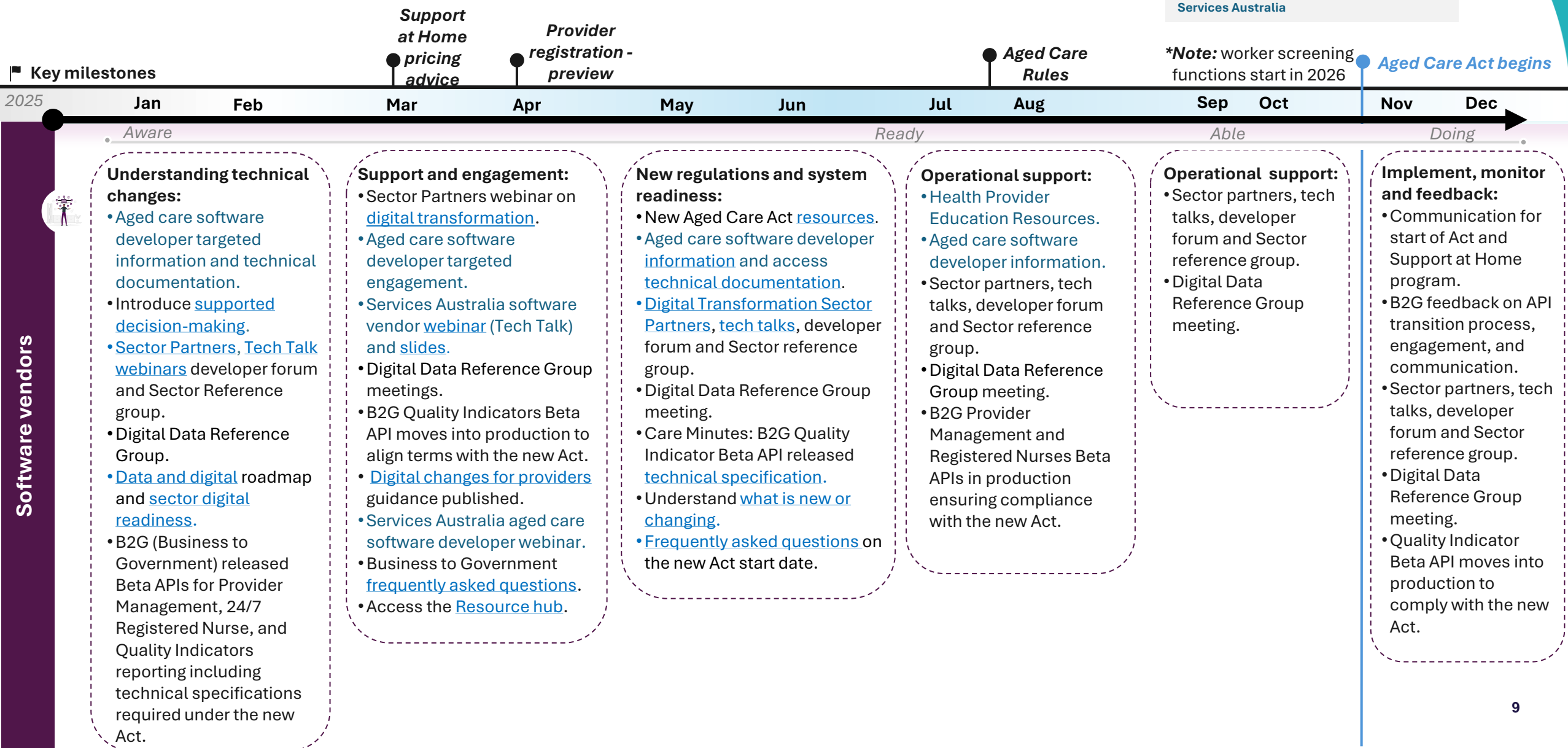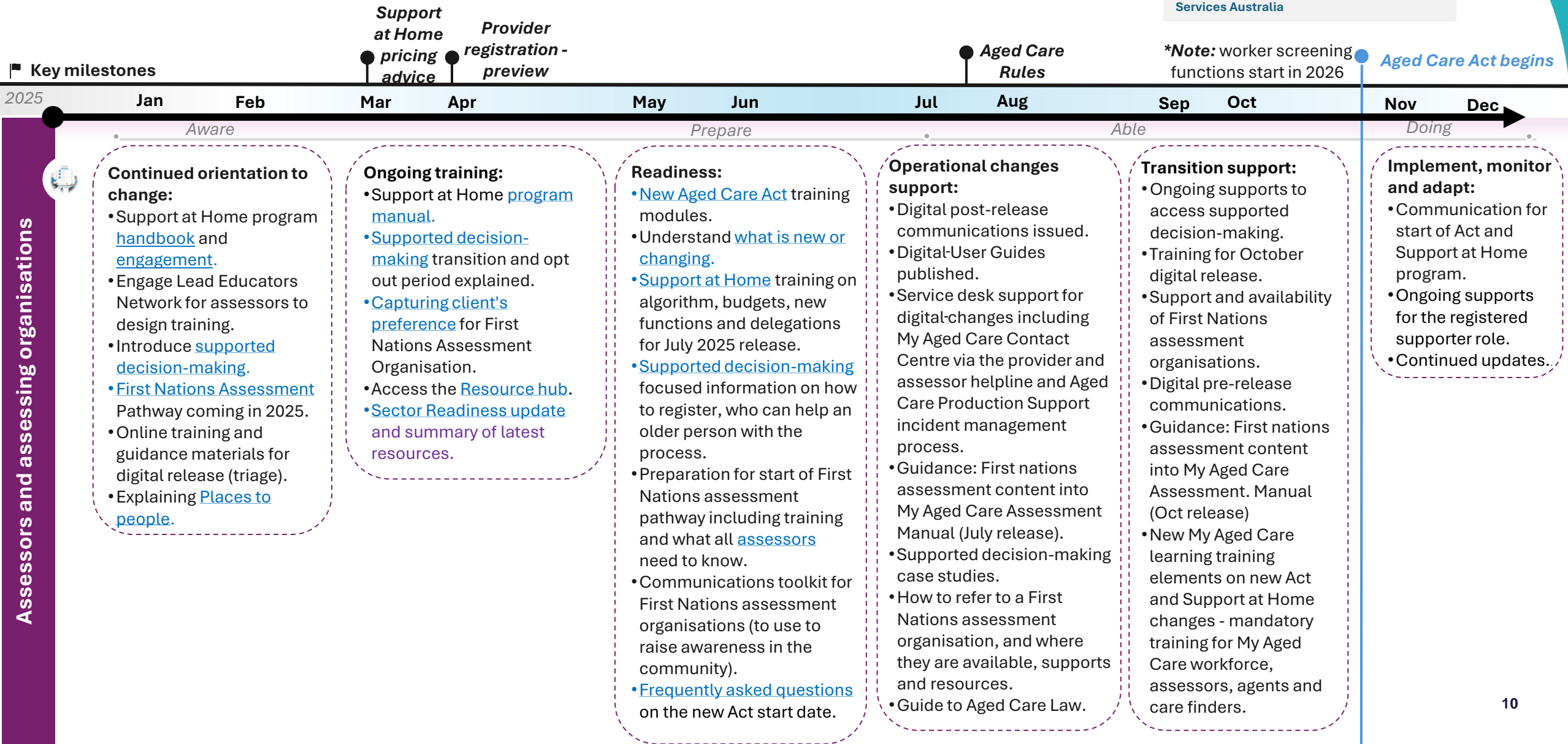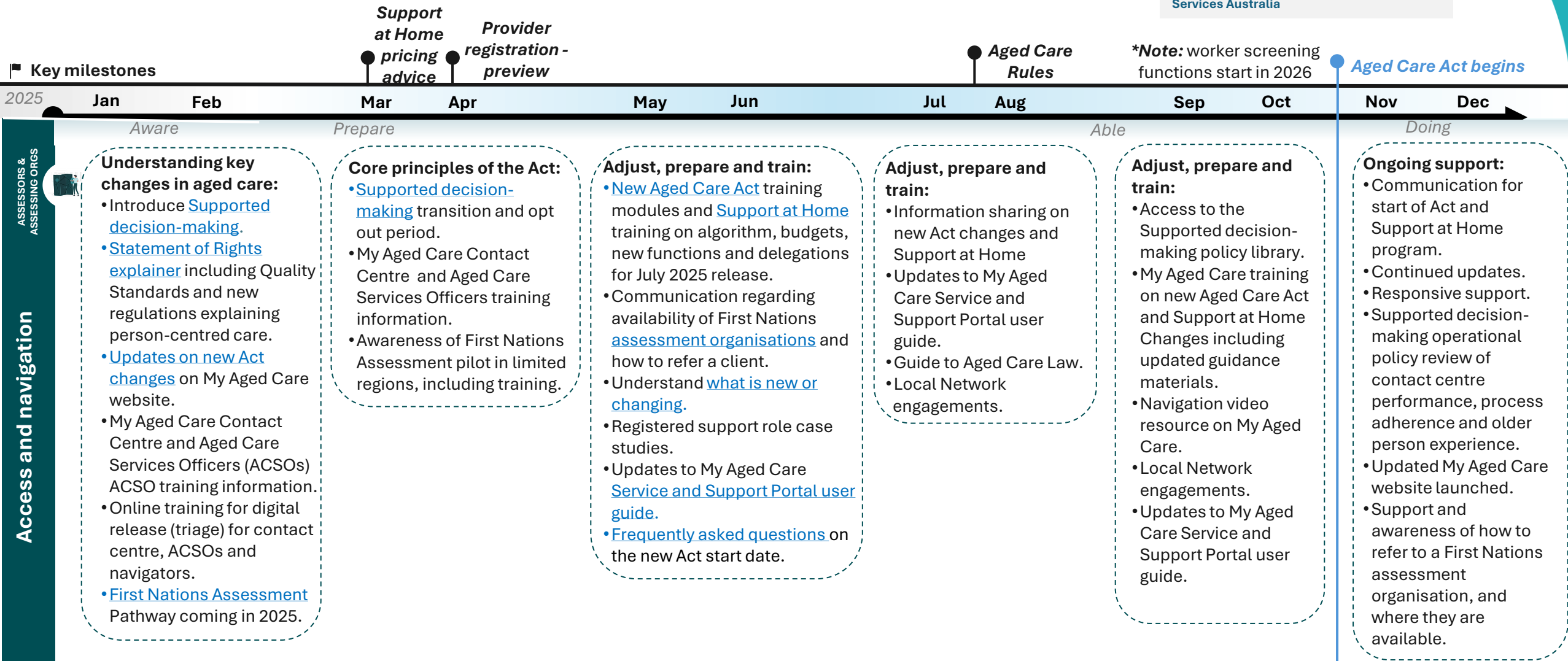
Sector Change Plan Timeline
At 26 June 2025. Activities are subject to change

Lead agency
Department of Health, Disability and Ageing
Aged Care Quality and Safety Commission (ACQSC)
Services Australia

Key milestones

Support at Home pricing advice

Provider registration - preview

Aged Care Rules

Note: worker screening functions start in 2026

Aged Care Act begins

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

Aware — *Prepare* — *Able* — *Doing*

ASSESSORS & ASSESSING ORGS

Access and navigation

Understanding key changes in aged care:
- Introduce Supported decision-making.
- Statement of Rights explainer including Quality Standards and new regulations explaining person-centred care.
- 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.
- Awareness of First Nations Assessment pilot in limited regions, including training.

Adjust, prepare and train:
- New Aged Care Act training modules and Support at Home training on algorithm, budgets, new functions and delegations for July 2025 release.
- Communication regarding availability of First Nations assessment organisations and how to refer a client.
- Understand what is new or changing.
- Registered support role case studies.
- Updates to My Aged Care Service and Support Portal user guide.
- Frequently asked questions on the new Act start date.

Adjust, prepare and train:
- Information sharing on new Act changes and Support at Home
- Updates to My Aged Care Service and Support Portal user guide.
- Guide to Aged Care Law.
- Local Network engagements.

Adjust, prepare and train:
- Access to the Supported decision-making policy library.
- My Aged Care training on new Aged Care Act and Support at Home Changes including updated guidance materials.
- Navigation video resource on My Aged Care.
- Local Network engagements.
- Updates to My Aged Care Service and Support Portal user guide.

Ongoing support:
- Communication for start of Act and Support at Home program.
- Continued updates.
- Responsive support.
- 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.

11