



# Provider Operational Readiness

## Priority Actions List

July 2025

This list aims to guide aged care providers on what you need to do before and after 1 November 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.

## Version history

Date	Summary of changes
March 2025	Provider Operational Readiness – Priority Actions List (v1.0) first issued.
July 2025	<p>The primary changes included in the July release (v2.0) include:</p> <ul style="list-style-type: none"><li>• Amending dates to reflect the deferred implementation of the new Act on 1 November 2025</li><li>• All providers: updated training information on the new Act, Equip Aged Care Learning Packages and Support at Home</li><li>• Home care providers: <i>Support at Home fee estimator</i> link added</li><li>• Home care providers: <i>Support at Home letters – Frequently asked questions</i> for older people link provided</li><li>• Home care providers: Publication date added (3 November 2025) for updated user guides for outlet set up in <i>Aged Care Gateway Service and Support Portal</i></li><li>• Commonwealth Home Support Program (CHSP) Providers: detail added regarding Aboriginal and Torres Strait Islander CHSP recipients experiencing homelessness</li><li>• Residential care providers: link added to <i>Response to the Aged Care Taskforce – Accommodation Reform</i></li><li>• Residential care providers: information added about <i>Higher Everyday Living Fee (HELF)</i></li><li>• Residential care providers: information added regarding <i>National Aged Care Mandatory Quality Indicator Program</i></li></ul>

May – October 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.

#### Home care providers

- Engage with Home Care Package (HCP) care recipients to discuss their service agreements (currently referred to as Home Care Agreements under HCP) and their care plans. The Department of Health, Disability and Ageing sent a letter to HCP recipients in early May 2025 outlining transition to the Support at Home program.
  - Share the [Support at Home booklet for older people, families and carers](#) and separate edition for [Aboriginal and Torres Strait Islander peoples](#).
  - Share the [Support at Home fee estimator](#) to help older people understand the new funding arrangements and impact on their contributions.
  - Share the [Support at home letters – Frequently asked questions for older people](#) to help older people about preparing for the new Support at Home program.

#### Commonwealth Home Support Program (CHSP) Providers

- Confirm all CHSP recipients of government-subsidised services are registered with My Aged Care and have an assessment for CHSP services. Continue to support them to access an assessment by 31 October, read the [CHSP provider fact sheet](#).
  - This includes CHSP recipients aged between 45-49 (Aboriginal and Torres Strait Islander person and experiencing homelessness or at risk of homelessness). These recipients must be registered and assessed before the new Act comes into effect to remain eligible to continue receiving CHSP services from 01 November.

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

### New regulatory model 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 email queries to [AgedCareRegModel@Health.gov.au](mailto: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 and expected to be available in late July.
- 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 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 tools 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. Guidance on these requirements will be published in July 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](#) 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:
  - [eLearning for the new Aged Care Act | Australian Government Department of Health and Aged Care](#)
  - 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 via the department's website. Services Australia changes in [Aged Care Provider Portal](#).
  - Check for new or updated [GPMS training material](#).
  - [Equip Aged Care Learning Packages](#) for anyone interested in the aged care sector, including personal care workers, nurses, allied health professionals, volunteers and families.

## New services lists, payment and financial mechanisms

### Residential care providers

- Ensure that accommodation agreements that commence on or after 1 November 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 funding](#) and understand how the changes will support viability in the longer term.

- Keep residential monthly claims with Services Australia up to date. Providers should monitor for further information on claiming timeframes in the lead up to November.
- 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 and Q1 2025-26 Quarterly Financial Report (QFR) and National Aged Care Mandatory Quality Indicator (QI) Program data 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 November, 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, commencing July 2026.

### Home care providers

- Complete the [Support at Home Program Provider Transition Guide](#), use:
  - the [Support at Home Program Manual](#)
  - the [Support at Home training](#) to ensure you and your workers understand the new arrangements: Overview and Module 1: Assessment process and service delivery are now available, Module 2: Service agreement, care plan and budget planning and Module 3: Short-term pathways.
  - guidance for setting Support at Home prices
- Home care providers in categories 4 and 5 must comply with the Financial and Prudential Standards from 1 November.
- Prepare to update your service information in the My Aged Care Service and Support Portal in early November to ensure that your organisation's information is accurate on the My Aged Care website and Find a Provider Tool. Updated user guides for new Support at Home outlet set up in the Aged Care Gateway Service and Support portal will be published 03 November.
- Continue reporting against the approved provider structure for your Q4 2024-25 and Q1 2025-26 QFR and your 2024-25 ACFR.

### 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 November.
- 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.

### 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).

## November 2025 – December 2026

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## Actions to take with your residents and participants

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### 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 November, 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.
- Providers will need to index the Daily Accommodation Payments (DAP) of eligible residents that enter care on or after 1 November 2025 on 20 March and 20 September each year, beginning from 20 March 2026. Read about changes to [accommodation funding](#).
- Use new residential cost model for residents entering care from 1 November – changes to non-clinical care cost contributions and hoteling supplements.
- Speak to residents paying extra or additional service fees and ask if they want to transition to the Higher Everyday Living Fee (HELFF). No new extra or additional fee arrangements can commence from 01 November 2025, and all existing arrangements must cease by 31 October 2026.

#### 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 government-subsidised CHSP services are assessed as eligible to receive those supports.
  - New applicants who are Aboriginal and Torres Strait Islander people aged 45-49 years experiencing homelessness or at risk of homelessness will no longer be eligible to receive CHSP services from 1 November 2025 under s55 entry to aged care provisions of the Act.

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

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#### All providers

#### Continually improve your business

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

#### Comply with new regulatory model 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 November claims submitted to Services Australia in December via the Provider Portal.
- Consider offering new Higher Everyday Living Fees. No new extra or additional services fee arrangements can commence, and all existing arrangements must cease by 31 October 2026).
- 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.
- Continue to collate your data required to complete Q2 2025-26 QFR and QI Program data and 2025-26 ACFR reporting. Guidance on how to complete your QFR, QI Program data submission and ACFR against the new registered provider structure and care services model will be distributed separately.

### Home care providers (Support at Home)

- Deliver care to Support at Home participants in alignment with their new 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.
- Continue to collate your data required to complete Q2 2025-26 QFR and 2025-26 ACFR reporting. Guidance on how to complete your QFR and ACFR against the new registered provider structure and care services model will be distributed separately.
- 3-7 November: 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)-
- ⊖ Read updated user guides for outlet set up in Aged Care Gateway Service and Support Portal (to be published on 3 November).
- 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, commencing July 2026.

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

- Ensure all clients have an assessment prior to receipt of government-subsidised CHSP services to ensure they are eligible to receive support.
- From 1 November continue to maintain service availability, outlet information and manage referrals through 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 November 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 November 2025. Refer to the [Worker Screening Provider Factsheet](#) for details.
- Use Single Assessment System for assessments of new care recipients.
- From 1 November continue to maintain service availability, outlet information and manage referrals through the Aged Care Gateway Service and Support Portal.
- Continue to collate your data required to complete Q2 2025-26 QFR and 2025-26 ACFR reporting. Guidance on how to complete your QFR and ACFR against the new registered provider structure and care services model will be distributed separately.