



Multi-Purpose Service Program readiness checklist for 1 November

This checklist is for providers who deliver services under the Multi-Purpose Service Program (MPSP). It outlines what needs to be done before, and after, 1 November 2025 to ensure you are ready for the start of the *Aged Care Act 2024* (the new Act) and can meet all necessary requirements.

This list is not exhaustive. It seeks to consolidate key information and guidance that has been released to support transition and readiness. The approach taken by your organisation may be different to others and individual circumstances should be considered.

For the older people you deliver aged care services to

- ☐ Ensure all older people in your care are aware of their rights and protections under the new Act (including the [Statement of Rights](#) and the [new registered supporter role](#)). Share the [Changes to aged care in Australia](#) booklet.
- ☐ Ensure they have a service agreement and care and services plan in place, and discuss their care plans with them.
 - These need to be completed before the end of the April 2026 at the latest.
 - You need to make sure old people understand any fees and charges included in their service agreement before they sign the agreement.
- ☐ Check if they want, or already have, a registered supporter/s and engage with this person(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.
 - See [Supported Decision Making](#) and [changes to support roles and relationships](#) for more information.
- ☐ Explain the different ways they can [provide feedback or raise a concern](#).
- ☐ Monitor the phased commencement of [First Nations aged care assessment](#) organisations in your region. These organisations can provide a culturally safe, trauma aware and healing informed assessment for older Aboriginal and Torres Strait Islander people.

For your organisation, people, processes and systems

Ensure those in your care can continue to access services on 1 November 2025

- ☐ Collect consent to share the data of the older people in your care with us.
- ☐ Upload your first two data spreadsheets to the Health Data Portal by 30 June 2025.
- ☐ Upload your final data spreadsheets to the Health Data Portal by 30 October 2025.
- ☐ Notify older people in your care of the outcomes of transitional processes where advised by the department.

Your MPSP agreement

- ☐ Sign your new MPSP agreement by 1 August 2025 and return it to the department.
- ☐ Receive your executed agreement from the department after the new Act starts.

Adjust your operations to align with the Statement of Rights

- ☐ 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.

Service delivery

- ☐ Ensure services are delivered from 1 November 2025 consistent with the access approval given to the person.
- ☐ Where you need to commence services before a person can go through the new application and assessment process, make sure they apply within 30 days of service delivery commencing.

Fees and charges and financial mechanisms

- ☐ Make sure your staff understand who can be asked to contribute to the costs of their service delivery under the MPSP, as explained on our website.
- ☐ 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 if charging accommodation payments include information about Daily Accommodation Payments (DAP) indexation and Refundable Accommodation Deposit (RAD) retention.

Comply with your obligations under the new Act

- ☐ Make sure your organisation and your staff are aware of what obligations apply under the new Act, including what fees you can charge older people in your care under the MPSP.
 - More information about fees and charges in the MPSP can be found on our website.
- ☐ Review the Aged Care Quality Standards Readiness Checklist to ensure your organisation is prepared.
- ☐ Review the webinars on our website for MPSP specific guidance on obligations before 1 November 2025.

- ☐ Review the MSPS policy manual and related parts of the new Act and the Aged Care Rules 2025 from 1 November 2025 for detailed explanation of your obligations.

Continue to support your workforce

- ☐ Remind your governing persons and workers (including volunteers) of the Code of Conduct in Aged Care.
- ☐ Reinforce new requirements with your workers during team meetings and regular communications and encourage workers to ask questions about the changes and escalate questions.
- ☐ Continue to provide training opportunities for your workforce in relation to the changes.

Digital changes

- ☐ 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).
- ☐ 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.
 - Technical support is available from the My Aged Care Contact Centre provider and assessor helpline. Phone 1800 836 799 from 8am to 8pm Monday to Friday, or 10am to 2pm Saturday.

Reporting

- ☐ Note the earlier reporting date for the 2024-25 Annual Activity Report and Service Demographic report – due before 31 August 2025.
- ☐ Be aware of your other reporting obligations – these will largely stay the same.

Continually improve your business

- ☐ Connect with your Local Network team to discuss what is working well and any implementation challenges.

More information

For further information, please email the MPSP team at mpsagedcare@health.gov.au.