New Aged Care Act: Provider Digital Readiness Checklist

August 2025

Version history

- Version 2.0 - August 2025

- Updated digital readiness activities to align with commencement of the new Aged Care Act from 1 November 2025

- Reformatted for accessibility, improved design and readability

- Aligned with Provider Operational Readiness - Priority Actions List

- Aligned to new Aged Care Act resources to support providers

Item numbering may have changed since Version 1.0, as new actions have been added and others removed. This document is subject to change.

Getting ready for the new Aged Care Act

This **Provider Digital Readiness Checklist** aims to support aged care providers to prepare for the digital and data changes required for the start of the new *Aged Care Act 2024* to from 1 November 2025.
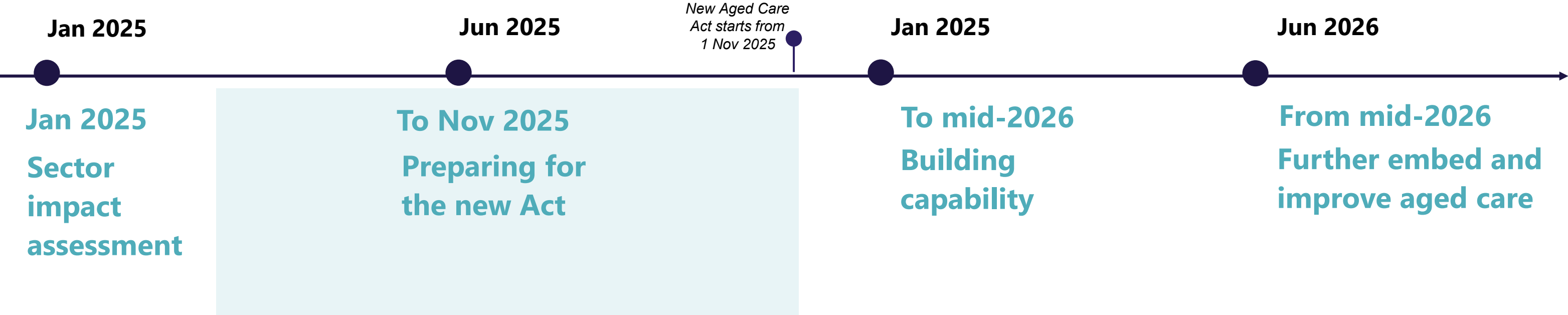
It includes key dates to help providers through the transition and support digital readiness.

Providers should also refer to the Provider Operational Readiness – Priority Actions List for guidance on what you need to do before and after 1 November 2025, to implement the new Act and Support at Home program more broadly.

Context to the Digital Readiness Checklist

This checklist covers digital readiness activities for providers in the lead up to 1 November 2025. The activities covered will help providers to achieve mission critical changes relating to digital readiness.

Jan 2025

Jun 2025

New Aged Care Act starts from 1 Nov 2025

Jan 2025

Jun 2026

Jan 2025

Sector impact assessment

To Nov 2025

Preparing for the new Act

To mid-2026

Building capability

From mid-2026

Further embed and improve aged care

Provider digital readiness

As a provider of aged care services under the Act…

...there are things that are critical for myself and my organisation to continue operations **from the commencement of the new Aged Care Act on 1 November 2025**.

...focusing on these actions will ensure continuity of service, operations, payments and compliance.

I CAN...

✓ **Understand the principles of the Act,** and what I (and my workforce) need to be compliant, including reporting obligations.

✓ Review and update my **services and registration categories according to the new service list**, and receive my certificate as a registered provider for these service categories.

✓ Review and update my **organisation information, outlets, services and pricing in government systems,** and set up and train my workforce to use these portals so new participants can find me.

✓ Update **funding and payment processes and information** so that I can make claims and get paid promptly.

✓ Update my **business processes, training and IT systems** to reflect changes to services, standards, reporting and compliance.

✓ **Communicate with my existing participants** and ensure they're ready for the change, having signed new service agreements (where applicable).

✓ Work with my **partner eco-system** to ensure joint readiness for the new operating arrangements.

Provider Digital Readiness Checklist

KEY 2025 MILESTONES

- Support at Home pricing advice
- Provider deeming preview
- New rules established under Act
- GPMS scheduled outages 17–19 Oct 2025
- New Aged Care Act begins 1 Nov 2025
- New GPMS Registered Provider portal live 3 Nov 2025
- Additional system updates

Mar · Apr · May · July · Aug · Sep · Oct · Nov

January to June 2025

Deeming

1. Advise your Local Network of service transfers/ combines/ openings to support deeming accuracy.

2. Submit any material changes and key personnel changes which may impact deeming (e.g. provider transfers) through the Manage Your Organisation tile in GPMS.

3. Review deeming information and registration categories (sent to providers in April 2025).

Guides

4. Review the Guide to Digital Changes for Providers and stay on top of updates.

5. Review the Support at Home Provider Transition Guide to prepare for Support at Home.

6. Review documentation on the claiming process to understand additional data and information sharing requirements for receiving payments.

Prepare

7. Maintain provider information (contact details, user roles) within GPMS via the Manage Your Organisation tile.

8. Engage your IT providers to prepare your ICT systems.

9. Providers need to review their Organisation Administrator details in GPMS and the My Aged Care Service and Support Portal. Commonwealth Home Support Program (CHSP) / National Aboriginal Torres Strait Islander Flexible Aged Care Program (NATSIFACP) providers need to provide details of a staff member to be an Organisation Administrator with access to GPMS from 3 November 2025.

10. Prepare financial and reporting processes and systems for transition to Support at Home.

11. Participate in surveys and forums on the department Consultation Hub site to understand changes.

July to August 2025

Validate

12. Continue to ensure all provider information is up to date in GPMS via the Manage Your Organisation tile. This includes contact details and user roles.

13. Submit any material changes and key personnel changes through the Manage Your Organisation tile in GPMS.

Guides

14. Review outcomes of the Support at Home pricing survey in preparation for uploading services prices in the My Aged Care Service and Support Portal.

15. Review resources about the Aged Care Provider Portal (ACPP) on Service Australia's website to stay on top of claiming processes.

Prepare

16. Assess operational impacts resulting from digital changes (e.g. claims submission).

17. Review GPMS resources to prepare for digital changes.

18. Assist Home Care Package (HCP) care recipients to navigate the reforms and understand what transitioning to Support at Home will mean for them.

19. Review the new draft interactive forms on the Commission's website.

20. Continue to review items in Jan-June column (checklist items 1-11) for updates to links/ guides.

September to October 2025

Guides & Training

21. Organisations to provide training for your workforce on technical changes to provider internal systems and portals.

22. Access the guidance materials on government systems changes including GPMS and My Aged Care Service and Support Portal.

Prepare

23. In September and October upload a PDF of the revised pricing schedule for Support at Home services they will offer to the My Aged Care Service and Support Portal.

24. Users of newly deemed provider organisations to set up authentication across government systems (including GPMS and My Aged Care Service and Support Portal.

25. Submit any material changes, key personnel changes through the Manage Your Organisation tile in GPMS and complete all GPMS user access changes by 11:15pm Friday 17 October 2025.

26. Continue to review items in Jan-June and July-August columns (checklist items 1-20) for updates to links/ guides.

For November 2025

Prepare

27. Providers deploy digital changes in preparation for the start of the new Act on 1 November 2025.

28. Implement operational and digital changes to support the commencement of the new Act.

29. Update service information in the My Aged Care Service and Support Portal. Verify and update the services you are delivering, update pricing for the services you deliver and revalidate the service delivery.

30. Engage with HCP care recipients to discuss their care plans and service agreements (currently known as Home Care Agreements).

31. Talk to your software vendors or internal ICT teams to develop API solutions to streamline reporting.

Provider Digital Readiness Dependencies

The following statements define the dependencies to be system, people, organisation and process ready for 1 November 2025.

My **systems have been updated to align to the new Act**. (6, 8, 9, 10, 11, 15, 16, 17, 21, 24, 27, 31)

My **people have the skills and knowledge to operate** the updated systems under the new Act (11, 16, 17, 18, 19, 21, 22)

My **organisation and processes are in place** to manage my obligations under the new Act (1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 19, 22, 28, 29, 30, 31)

For further information visit the Navigating the reforms page.

Provider Digital Readiness Checklist Appendix

#	Action	Context	Where to go for support
1	**Advise your Local Network of service transfers/ combines/ openings to support deeming accuracy.**	Service transfers, combines and openings are managed by your Local Network office therefore it is important that you engage with them if this applies to you. Where required (e.g. closure of a service ID) Services Australia may perform a financial reconciliation.	• Local Network contacts • Residential applications need to be finalised prior to the GPMS outage period.
2	**Submit any material changes and key personnel changes which may impact deeming (e.g. provider transfers) through the Manage Your Organisation tile in GPMS.**	Existing Approved Providers should advise any changes to an organisation's details (including business address) and key personnel changes by completing and submitting a notification through the Manage Your Organisation tile in GPMS. The only exception to this is ending or changing a key personnel record linked to an individual service - you will find a specific form for this on the Commission's website. Once processed, updates will be reflected in GPMS. Outcomes of these changes may impact your deeming outcome.	• Notification form guide • Managing your organisation
3	**Review deeming information and registration categories.**	Providers received a preview of the registration category from April 2025 (Provider Registration Preview). Providers were given the opportunity to review the deeming outcome and if required you can contact the department about the outcome. 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.	• Learn more about the deeming process. • For registration preview or deeming enquiries, please email AgedCareRegModel@health.gov.au.
4	**Review the Guide to Digital Changes for Providers and stay on top of updates.**	The GPMS guide to digital changes for providers outlines the key digital changes that you may experience in the lead up to the implementation of the new Act on 1 November 2025. It provides information for you to anticipate and prepare for changes. An updated version of the Guide (to prepare for 1 November 2025) will be available by the end of August 2025.	• Guide to Digital Changes for Providers.
5	**Review the Support at Home Provider Transition Guide to prepare for Support at Home.**	This guide provides guidance on the actions existing Home Care Package (HCP) program and Short-Term Restorative Care (STRC) programme providers should take to be digitally and operationally ready to transition to the Support at Home program.	• Support at Home Provider Transition Guide
6	**Review documentation on the claiming process to understand additional data and information sharing requirements for receiving payments.**	The Support at Home Business Rules provides business guidance on claims and payments for providers who will be operating under Support at Home from 1 November 2025. Consider what changes are required to your ICT systems to support this.	• Support at Home: Claims and Payments Business Rules Guidance
7	**Maintain provider information (contact details, user roles) within GPMS via the Manage Your Organisation tile.**	Providers can manage their organisation details, including key personnel, contacts and user roles, in GPMS via the Manage Your Organisation tile in GPMS. As a provider, you should continue to ensure your organisation details are kept up to date.	• Log in to GPMS and go through the Manage Your Organisation tile. • Guidance is also available in the GPMS User Guide: Maintenance and Services.
8	**Engage your IT providers to prepare your ICT systems.**	To support these conversations, the GPMS Conceptual Data Model is available on the department's website. It provides detailed technical information and describes the key entities and their relationships underpinning the changes under the new Act.	• GPMS conceptual data model and its associated business glossary

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9	**Providers need to review their Organisation Administrator details in GPMS and the My Aged Care Service and Support Portal.** **Commonwealth Home Support Program (CHSP) / National Aboriginal Torres Strait Islander Flexible Aged Care Program (NATSIFACP) providers need to provide details of a staff member to be an Organisation Administrator with access to GPMS from 3 November 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 3 November 2025 and can then set up additional users.	• All questions should be directed to GPMS.project@health.gov.au • Review Organisation Administrator details through the My Aged Care Service and Support Portal
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: • processes and reporting to claim against care management funds • financial reporting • technologies adaptable for quality reporting (such as the Serious Incident Response Scheme) • processes to monitor each participant's quarterly budget and expenditure to mitigate risks of overspends/ running out of funds • processes to collect participant contribution payments.	• Support at Home program manual • Support at Home Claims and Payments Business Rules • Services Australia education gateway: Aged Care Provider Portal (ACPP) - Health Professional Education Resources includes resources and information on Support at Home claiming • Submit a Support at Home Claim • Support at Home Program Provider Transition Guide • Technical specifications to support the change are available for software developers on the Health Systems Developer Portal. Aged care APIs are available on the vendor test environment. • Support at Home monthly statement template
11	**Participate in surveys and forums on the department's Consultation Hub site 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 Consultation Hub site and access consultations that are currently running
12	**Continue to ensure all provider information (contact details, user roles) is up to date in GPMS via the Manage Your Organisation tile. This includes contact details and user roles.**	Approved Providers can manage their organisation details, including key personnel, contacts and user roles, in GPMS. It is important you review all provider information and contact details to ensure you are set up correctly.	• Log in to GPMS and go through the Manage Your Organisation tile • GPMS User Guide: Maintenance and Services
13	**Submit any material changes and key personnel changes the Manage Your Organisation tile in GPMS.**	Existing Approved Providers should advise any changes to an organisation's details (including business address) and key personnel changes by completing and submitting a notification through the Manage Your Organisation tile in GPMS. The only exception to this is ending or changing a key personnel record linked to an individual service - you will find a specific form for this on the Commission's website. Once processed, updates will be reflected in GPMS.	• Notification form guide • Managing your organisation

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14	**Review outcomes of Support at Home pricing survey in preparation for uploading services prices in the My Aged Care Service and Support Portal.**	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 2025 will assist Support at Home participants make decisions about their care.	• Support at Home pricing resources
15	**Review resources about the Aged Care Provider Portal (ACPP) on Services Australia's website to stay on top of claiming processes.**	Service Australia's ACPP will be updated as new education resources become available to assist providers with Support at Home. On 1 November 2025, in line with the new Act, the way Home Care Package providers claim will change. As such, updated ACPP claims process guides, will be available in November 2025, including the information required to submit and finalise a home care claim.	• Aged Care Provider Portal (ACPP) - Home Care • Current claims process: Submit and Finalise a Home Care Claim • Support at Home invoice sample files • Support at Home resources
16	**Assess operational impacts resulting from digital changes (e.g. claims submission).**	The Support at Home User Guide – submitting claims to the Aged Care Provider Portal (ACPP) explains how providers can submit Support at Home payment claims through the Services Australia Aged Care Provider Portal (ACPP). Services Australia have an education gateway, Health Professional Education Resources, that will include resources and information for providers about Support at Home from 1 November 2025.	• Health Professional Education Resources • The Support at Home User Guide • Support at Home Provider Transition Guide
17	**Review GPMS resources to prepare for digital changes.**	Staged digital implementation is being progressively delivered across scheduled ICT releases, and supporting resources are being released to support these changes. GPMS resources for the current functionality are available on our website. We are currently developing a range of new and updated training and support materials (user guides, fact sheets, videos, FAQs) which will be shared with providers in the lead up to 1 November 2025 to assist you with becoming familiar with how to use the system. Some GPMS materials will be published in August 2025, to provide providers with early visibility of future GPMS functionality available from 3 November 2025.	• GPMS conceptual data model and its associated business glossary • Support at Home Claims and Payments Business Rules • Navigating the reforms • GPMS resources
18	**Assist Home Care Packages (HCP) care recipients to navigate the reforms and understand what transitioning to Support at Home will mean for them.**	Early and frequent communication with your client on changes will help them also prepare for the new Act. 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.	• Navigating the reforms • 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. • Guidance for Support at Home care partners
19	**Review the new draft interactive forms on the Commission's website.**	From 1 November 2025, the Commission will be responsible for registration activities for government-funded providers under the new Aged Care Act. The Commission is developing new interactive forms for providers to apply for and manage their registration. To help providers prepare, draft versions of these forms are already available to view. Please note, the forms are for **viewing only and may change**. Providers **should not** try to submit a form. Final forms will be available on the Commission's website from 1 November 2025 when the new Act commences.	• View the draft registration forms on the Commission's website under the Guidance and resources section. The Commission will publish guidance material for these forms from October 2025. • To keep up to date (including updates on these new interactive forms), the Commission encourages providers to sign up to their monthly newsletter.
20	**Continue to review items in Jan-June column (checklist items 1-11) for updates to links/ guides.**		

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21	**Organisations to provide training for your workforce on technical changes to provider internal systems and portals.**	This will allow your staff to implement changes from 1 November 2025.	• Discuss training supports with your software providers .
22	**Access the guidance materials on government system changes including GPMS and My Aged Care Service and Support Portal.**	Guidance materials will become available for providers to understand and implement the changes from 1 November 2025.	• GPMS resources • My Aged Care Service and Support Portal resources
23	**In September and October upload a PDF of the revised pricing schedule for Support at Home services they will offer to the My Aged Care Service and Support Portal.**	Update service pricing schedule in the My Aged Care Service and Support Portal. Providers should upload a revised pricing schedule for Support at Home services they will offer to the My Aged Care Service and Support Portal. Pricing schedules should be uploaded in September and October 2025 and can be viewed on the 'Find a provider' tool under the Full price lists section.	• Support at Home pricing resources
24	**Users of newly deemed provider 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 3 November 2025, you need to ensure your authentication and user access is set up correctly prior. 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 published on the department's website in the lead up to the new Act. • All questions should be directed to GPMS.project@health.gov.au.
25	**Submit any material changes and key personnel changes through the Manage Your Organisation tile in GPMS by 11:15pm Friday 17 October 2025.**	**A GPMS release outage is planned from 11:15pm Friday 17 October 2025 until midnight Sunday 19 October 2025 where the system will be unavailable. During this period, providers will not be able to view or modify any information within the system and are encouraged to make required changes before the outage period commences.** • Existing Approved Providers should advise any changes to an organisation's details (including business address) and key personnel changes by completing and submitting a notification through the Manage Your Organisation tile in GPMS. The only exception to this is ending or changing a key personnel record linked to an individual service - you will find a specific form for this on the Commission's website. Once processed, updates will be reflected in GPMS. • Any changes to GPMS user access that are submitted prior to 11:15 PM on Friday, 17 October 2025 will be processed. These users will automatically have access to the Registered Provider Portal from 3 November 2025. If a user is added after 17 October 2025 and requires access to future reporting periods, the organisation must add the user to the Registered Provider portal from 3 November 2025. • Any Notifications or Determination Applications that are submitted prior to 11:15pm Friday 17 October 2025 will be processed, and the changes will be visible in GPMS from 3 November 2025. Between 11:15pm Friday 17 October and 1 November 2025 (when the Change in Circumstances forms will be available on the Commission's website), the Commission expects providers to defer submission of changes until after 1 November 2025. If this raises any concerns, please contact the Commission at providernotifications@agedcarequality.gov.au.	• Notification form guide • Managing your organisation
26	**Continue to review items in Jan-June and July-August columns (checklist items 1-20) for updates to links/ guides.**		

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27	**Providers deploy digital changes in preparation for the start of the new Act on 1 November 2025.**	This will allow you to be ready for operations from 1 November 2025.	• [Guide to Digital Changes for Providers](#) • [Support at Home Business Rules](#)
28	**Implement operational and digital changes to support the commencement of the new Act.**	From the commencement of the new Act, 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. From 3 November 2025, all Registered Providers will have access to GPMS, which will be used to maintain organisational and personnel information and complete mandatory reporting obligations under the new Act.	• [Aged care provider reporting](#) • [Provider Operational Readiness – Priority Actions List](#) to guide aged care providers on what to do before and after 1 November 2025, to implement the new Aged Care Act and Support at Home program. • GPMS support material will continue to be updated and made available through the [GPMS Resources](#) page.
29	**Update service information in [the My Aged Care Service and Support Portal.](#) Verify and update the services you are delivering, update pricing for the services you deliver and revalidate the service delivery.**	3-7 November 2025: Verify and update the services you are delivering. This will include removing services that are not included in the Support at Home service list. You will also need to update pricing for the services you deliver and revalidate that your service delivery area is accurate. If the services you are providing within a registration category change (removal or addition of a service type within a registration category) from 1 November 2025, you will need to notify the Aged Care Quality and Safety Commission of a Change in circumstance. If you are removing all service types in a category, you will need to submit an Application for variation form to the Commission to remove the registration category.	• Verify and update service details through the [My Aged Care Service and Support Portal,](#) noting that for Support at Home, outlets will be created and available for you to edit from 3 November 2025, existing home care information will be used as the basis on most data points. • Read updated user guides for outlet set up in My Aged Care Service and Support Portal (to be published on 3 November 2025). • [Support at Home care partner guidance](#) • [Draft Change in circumstance notification form](#) (draft, for viewing only until 1 November 2025) • [Draft Application for variation form](#) (draft, for viewing only until 1 November 2025)
30	**Engage with HCP care recipients to discuss their care plans and service agreements (currently known as Home Care Agreements).**	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. Providers will have access to the client's supporter information in [My Aged Care Service and Support Portal.](#)	• Information on Service Agreements will be included in the HCP [Program Manual.](#) • Additional guidance will be available on the department's website, including [Support at Home care partner guidance.](#)
31	**Talk to your software vendors or internal ICT teams to develop API solutions to streamline reporting.**	The department is working with ICT vendors to improve ICT platforms and systems for information and data sharing between aged care businesses and government. APIs allow direct information and data sharing to support timely, high-quality data to support more time spent delivering direct, high-quality care. Business to Government (B2G) APIs assists software developers to create integrated software solutions that enable streamlined mandatory reporting by aged care providers to the department. Services Australia's APIs assist software developers to create integrated software solutions for health programs and aged care provider's claims and payment interactions with government.	• [Aged Care Business to Government project](#) • [B2G Developer Portal](#)

Further support:

- The [My Aged Care service provider and assessor helpline](#) (1800 836 799) provides technical support and general information to Registered Providers, assessors, and hospital staff who use the My Aged Care Service and Support Portal and GPMS portal.
- Visit [MyAgedCare.gov.au](#) for more information and the [GPMS Resources](#) page for updated GPMS support material. Use the [My Aged Care Service and Support Portal](#) to manage information about services, clients and referrals.
- Call the Services Australia aged care providers enquiry line on 1800 195 206 for help with aged care claims and payments. This includes supplement claims, Approved Provider forms, online claiming registrations and transitional and respite care extensions.
- For general enquiries relating to GPMS, contact [GPMS.project@health.gov.au.](#)