



Provider Operational Readiness

Priority Actions List

September 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
29 September 2025	<p>The changes included in the September release (v3) are links to information on:</p> <ul style="list-style-type: none">• All providers: the Aged Care Rules 2025 including the new aged care service list.• All providers: additional guidance on the new regulatory model, Statement of Rights, Code of Conduct, Quality Standards, the handling of complaints, incident management and the Aged Care Provider Requirements Search tool.• All providers: guidance on submitting claims to Services Australia and reporting.• All providers: guidance on digital changes for 1 Nov.• All providers: communication resources to help inform older people of changes.• All providers: guidance on screening requirements for aged care workers.• Home care providers: service agreement guidance and fee estimators• Home care providers: guidance for care partners.• Residential providers: residential fee estimator and more information on DAP Indexation, RAD/RAC Retention and Higher Everyday Living Fee (HELF).• NATSIFACP providers: new regulatory model guidance (July 2025).• CHSP providers: new regulatory model guidance (July 2025).• CHSP providers: removal of the grant extension action, which was to be completed by 01 July 2025.• MPS providers: additional information added, including MPSP new Act provider checklist and Integrated Health and Aged Care Services (IHACS) Module.• Minister for Aged Care and Seniors' open letters regarding training expectations
4 July 2025	<p>The primary changes included in the July release (v2) include:</p> <ul style="list-style-type: none">• Amending dates to reflect the deferred implementation of the new Act.• All providers: updated training information on the new Act, Equip Aged Care Learning Packages and Support at Home.• Home care providers: Support at Home fee estimator link added.• Home care providers: Support at Home letters – frequently asked questions for older people link provided.

	<ul style="list-style-type: none"> • Home care providers: publication date added, 3 November 2025, for updated user guides for outlet set up in My Aged Care Service and Support Portal. • Commonwealth Home Support Program (CHSP) providers: detail added regarding Aboriginal and Torres Strait Islander CHSP recipients experiencing homelessness. • Residential care providers: link added to Response to the Aged Care Taskforce – Accommodation Reform. • Residential care providers: information added regarding National Aged Care Mandatory Quality Indicator Program. • Link added to guide for workers about the the new Act • Updated link to eLearning on the new Act
12 May 2025	Provider Operational Readiness – Priority Actions List (v1) first issued.

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 [Exploring aged care](#) booklet for information on changes to aged care.
 - Use [communication resources to help inform](#) older people, their families and carers.
 - Use the [registered supporter transition case studies](#) to inform older people of changes to My Aged Care representative relationships, including the option to opt out of the registered supporter role change.
- Encourage your residents and participants to update their income and assets with Services Australia.

Home care providers

- Talk to your Home Care Package (HCP) care recipients to put in place a Support at Home service agreement and update their care plan. This will replace their current Home Care Agreement.
 - Use the [Service Agreement resources](#) to support conversations and ensure recipients are fully informed.
 - Use the [My Aged Care](#) Support at Home fee estimator for older people to get a general understanding of fees and their contribution.
 - From 1 October, view an estimate of Support at Home contribution rates for eligible home care recipients in the [Aged Care Provider Portal \(ACPP\)](#).
 - The estimate will be based on the recipient's asset and income information as at 26 September 2025.
 - Use the [Services Australia eKit](#) to understand estimated contributions and support discussions with older people receiving your services.
- The Department of Health, Disability and Ageing will send letters to home care recipients in early October about their contribution rates. The letter is based on individual circumstances and will inform the care recipient about:
 - their coverage under the 'no worse off' principle,
 - financial contribution rates that may apply to them
 - upcoming steps, and how to access more information.

- Share the [Support at Home booklet for older people, families and carers](#) and tailored for [Aboriginal and Torres Strait Islander peoples](#).

Commonwealth Home Support Program (CHSP) providers

- Confirm all CHSP clients 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 and read the [CHSP provider fact sheet](#).
 - This includes CHSP clients aged between 45-49 (Aboriginal and Torres Strait Islander person and experiencing homelessness or at risk of homelessness). These clients must be registered and assessed before the new Act starts to remain eligible to continue receiving CHSP services from 1 November 2025.
 - Use the [CHSP client factsheet](#) to help your clients to understand what they need to do to maintain their eligibility for government funded services from 01 November 2025.

Multi-Purpose Service Providers (MPSP)

- Collect consent from your clients to share their data and ensure they can be transitioned to the new Act.
- Submit the 3rd tranche of client deeming data on 31 October 2025 using the Health Data Portal.
- Ensure all fields for each client record contains accurate information, including Medicare and Individual Reference (11th digit) numbers. This will help information matching with existing records in My Aged Care.
- Ensure your clients have a service agreement, a care and services plan, and an accommodation agreement (where applicable) developed. Use the [MPSP resources for providers](#) as required.
 - For clients accessing MPSP services after 1 November 2025, these documents must be in place within 28 days.
 - For clients already accessing MPSP services, these documents must be in place within 6 months, from 1 November 2025.
 - Make sure clients understand any fees and charges included in their service or accommodation agreement before the agreement(s) is signed.

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 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 before 1 November 2025. Read about the [new aged care regulatory model](#) and use the [GPMS guidance resources](#) 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.
 - For **CHSP providers**: to update incorrect information relating to your CHSP services, please contact CHSPprogram@health.gov.au.
 - Email queries to AgedCareRegModel@Health.gov.au.
- Check that the personnel and contact details are correct in the [My Aged Care 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 the services you deliver are consistent with the [Statement of Rights](#) and [Statement of Principles](#).

Comply with provider requirements

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](#).
 - Use the [Aged Care Provider Requirements Search tool](#) to understand your requirements under the new Act.
 - Understand the [Aged Care Rules 2025](#).
- Review the [new Act resources for aged care providers](#) to understand what and how changes will impact you.
- Understand and make changes to ensure your organisation meets applicable new Financial and Prudential Standards when the new Act commences.
 - Download the Aged Care Quality and Safety Commission (ACQSC) new [financial and prudential standards guidance](#).
- Understand your requirements under the final strengthened Aged Care Quality Standards.
 - Review and consider completing the strengthened [Aged Care Quality Standards Provider Readiness Checklist](#) to ensure your organisation is prepared if registered in categories 4, 5 and 6.
 - Understand what the strengthened Quality Standards will mean [for providers and workers](#).
 - Read the [Strengthened Aged Care Quality Standards - August 2025](#) booklet.
 - Read the supporting [Strengthened Aged Care Quality Standards sector support guidance materials](#) published by the ACQSC (including audit guidance)
- Download the ACQSC [sector readiness plan](#) tools and resources.
- Use the [new regulatory model resources](#), including guidance materials, videos and questions and answers, to understand the development approach of the new model for regulating aged care.
 - Watch the [associated providers](#) video to understand how third-party providers and subcontractors will deliver services on behalf of registered providers under the new Act.
 - Watch the [Statement of Rights and Code of Conduct](#) video to understand how providers need to put older people at the centre of aged care under the new Act from 1 November 2025.
 - Watch the [provider registration process and the new regulatory model](#) video to understand the registration process and other key features of the new model.
- Implement and maintain a comprehensive complaints and feedback management system (replacing existing complaints resolution mechanisms); and implement and maintain a whistleblower system and policy.
 - Use the ACQSC [complaints handling checklist](#) to understand the activities, and the systems required to support your complaints and feedback management system and the resources available.
 - Read the ACQSC [Better Practice Guide to complaints handling in aged care services](#) for guidance on managing complaints and feedback and whistleblower system and policy requirements.
 - Further guidance from the ACQSC on whistleblowers is expected to be published prior to 1 November.

CHSP providers

- Review the [new regulatory model – Guidance for CHSP providers](#) to prepare for transition to obligations under new Act.

MPS providers

- Sign your new MPSP agreement and return it to the department if you have not yet done so.
- Upload your final data workbooks to the Health Data Portal by 31 October 2025.
- Improve your understanding of new Act requirements, attend the MPSP webinars and access the [MPSP related fact sheets](#) and [MPSP new Act Provider Checklist](#).
- Review the new [Integrated Health and Aged Care Services \(IHACS\)](#) module and user guide.

NATSIFACP providers

- Review the [new regulatory model – Guidance for NATSIFACP providers](#) to prepare for transition to obligations under new Act.
 - If needed, engage with the [NATSIFACP Program Regulation Support Hub](#) coordinated by Ninti One.
 - Register for upcoming workshops, email natsifacregulationsupport@nintione.com.au.

Digital changes

All providers

- Complete the [Provider Digital Readiness Checklist](#) and read the [guide to digital changes for providers](#).
- Understand Aged Care Provider Portal Outages and claiming timeframes over the transition period. These are outlined in the guide to digital changes for providers.
- Continue to update your provider information in the [Manage Your Organisation tile](#) in GPMS (access the [GPMS resources webpage](#) for user guides, FAQs, videos and other resources about GPMS).
- Regularly review [GPMS resources](#) for updated support material, including [new resources](#) to prepare for new Act GPMS system enhancements. Further guidance materials are currently being developed and will be available in October.
- Ensure service contact details, including postal addresses, are up to date in GPMS to avoid any delays in communication after 1 November 2025.

Continue to support your workforce

All providers

- Ensure your workers are aware of changes including [screening requirements for aged care workers](#), share the [guide for workers about the new Aged Care Act](#).
- Remind your governing persons and workers (including volunteers) of the [Code of Conduct in Aged Care](#).
- Provide training for your workforce:
 - Department [eLearning modules for the new Aged Care Act](#).
 - ACQSC strengthened Quality Standards [education and training](#).
 - [Support at Home provider training](#) can be used for worker training.
 - Services Australia changes via the [Aged Care Provider Portal \(ACPP\)](#) elearning.
 - Check for new or updated [GPMS training materials](#).
 - [Equip Aged Care Learning Packages](#) are also available for anyone interested in the aged care sector, including personal care workers, nurses, allied health professionals, volunteers and families.
 - Note the Minister for Aged Care and Seniors' [open letter to aged care providers](#) and [open letter to aged care workers](#) on training expectations and the education and training resources available.

New services lists, payment and financial mechanisms

Residential care providers

- Ensure 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 provider viability in the longer term.
- Keep residential monthly claims with Services Australia up to date and ensure September 2025 claims are lodged before 24 October 2025 to avoid any delays in November advances.
- Discuss any changes to residential places with your [Local Network team](#) (Places to People). Check [timeframes to submit applications](#) to manage residential places before 1 November.
- Continue reporting against the approved provider structure for your:
 - Q4 2024-25 and Q1 2025-26 Quarterly Financial Report (QFR)
 - National Aged Care Mandatory Quality Indicator (QI) Program data
 - 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](#).
- 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 the ACQSC [Financial and Prudential Standards](#) guidance, 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.
- Prepare for the introduction of the Higher Everyday Living Fee (HELFF), starting 1 November 2025, to replace extra and additional fee arrangements. Read about [higher everyday living, additional and extra service fees](#).

Home care providers

- Complete the [Support at Home Program Provider Transition Guide](#), use:
 - [Support at Home Program Manual](#)
 - [Support at Home provider training](#) to ensure you and your workers understand the new arrangements:
 - Program Overview
 - Module 1: Assessment process and service delivery
 - Module 2: Service agreement, care plan and budget planning
 - Module 3: Short-term pathways
 - Module 4: Claiming and payment arrangements
 - Module 5: Care management
 - Module 6: Self management
 - Support at Home – [Guidance for providers on service agreements](#)
 - [Guidance for setting Support at Home prices](#) – fact sheet for providers.
- Home care providers in categories 4 and 5 must comply with the ACQSC new [Financial and Prudential Standards](#) from 1 November.
- Prepare for new Support at Home claiming requirements, you can review:
 - [Support at Home program claims and payments business rules guidance](#)
 - [Support at Home invoice sample files](#)

- In September and October 2025, upload a revised pricing schedule including prices for Support at Home services to the [My Aged Care Service and Support Portal](#).
 - Read the [Support at Home service list](#).
- Continue reporting against the approved provider structure for your:
 - Q4 2024-25 and Q1 2025-26 QFR
 - 2024-25 ACFR.

CHSP providers

- Understand the new 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 [the new regulatory model – Guidance for CHSP providers booklet](#).

NATSIFACP providers

- Prepare for [Aboriginal and Torres Strait Islander assessment organisations](#) phased rollout, pilot started in August 2025.
- Prepare for referring aged care assessments to the Single Assessment System.

MPS providers

- If you charge accommodation payments, ensure 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](#).
 - Continue your ACFR prudential accommodation reporting.
 - Note that non government MPSP are subject to other prudential requirements including new liquidity management standards. Read about the new [standard and other prudential information](#).
- MPSP clients that are deemed eligible to receive care under the new Act (transitional clients) can continue to receive service types and services for their approved service group as set out in the [Service List](#).

November 2025 – ongoing

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 automatically sharing certain information or correspondence with them and partnering with them to support your resident or participant to make their own decisions. Read about [changes to support roles and relationships](#) and the [new registered supporter role](#).
 - Check whether your residents or home care participants have registered supporters in the [My Aged Care Service and Support Portal](#).
- Advise residents and participants on the different ways to [provide feedback or raise a concern](#).
- For providers other than those in the MPSP or NATSIFACP, encourage your residents and participants to update their income and assets with Services Australia.

- Monitor the phased start of [Aboriginal and Torres Strait Islander 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, commence Refundable Accommodation Deposit (RAD) and Refundable Accommodation Contribution (RAC) retention for eligible residents that enter care after this date, read [RAD and RAC retention](#).
- 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, read [DAP indexation](#).
- Use new residential cost model for residents entering care from 1 November – changes to non-clinical care cost contributions and hoteling supplements.
 - Share the fee estimator with your residents to help them understand the cost of care.
- Prepare for the introduction of the Higher Everyday Living Fee (HELFF) starting 1 November 2025.
 - No new extra or additional fee arrangements can commence from 1 November 2025 and all existing arrangements must cease by 31 October 2026.
 - Read about [higher everyday living, additional and extra service fees](#) and share the [HELFF fact sheet](#) to help your residents understand the new HELFF.

Home care providers (Support at Home)

- Complete your final Home Care Package claim, including reporting any unspent funds, to commence Support at Home claiming.
 - Resources to support you with claiming and payment statements on the [Health Professionals Education Resources](#) website will be available early November.
- Care managers continue to provide ongoing support to care recipients to understand Support at Home changes as needed.
- Create service agreements and care plans for new participants approved for Support at Home from 1 November 2025. Refer to the Notice of Decision to confirm the participant's eligibility to access specific service groups.

CHSP providers

- From the start of the new Act, continue to support clients to access their entry level services.
- Ensure any new clients 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 new Act.
- Contact [Aboriginal and Torres Strait Islander aged care assessment organisations](#) to find supports for Aboriginal and Torres Strait Islander people.

MPS providers

- Distribute and explain the client status notification letters to your clients, these will be emailed by the department after 1 November 2025.
- If one or more of your clients did not receive a letter, email: MPSagedcare@health.gov.au to ensure:
 - the transitional process is completed and client consent collected
 - deeming eligibility has been achieved for continued access to aged care services
 - information can be shared with My Aged Care.
- Ensure your clients have a service agreement, a care and services plan, and an accommodation agreement (where applicable) in place. Use the [MPS resources for providers](#) as required.

- For clients already accessing MPSP services, these documents must be in place within 6 months, from 1 November 2025.

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 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 for [new aged care regulatory model](#) 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.
 - Read the ACQSC [effective incident management systems guidance](#).
 - Use the ACQSC [Serious Incident Response Scheme \(SIRS\) provider resources](#) as needed.
 - Updated guidance materials will be published in October.

Digital changes

- Confirm registration details are correct in the [My Aged Care 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.
- Review [GPMS resources](#) for updated support material.
- 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 [aged care service list](#).
- Continue to collate your data required to complete Q2 2025-26 QFR and QI Program data, and 2025-26 ACFR reporting. Read about [aged care provider reporting](#) for guidance on completing your QFR and ACFR against the new registered provider structure and care services model.

Home care providers (Support at Home)

- 3-7 November: verify and update your service and outlet details on the [My Aged Care 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 the user guides for outlet and service set up in My Aged Care Service and Support (to be updated in November):
 - [My Aged Care - Service and Support Portal user guide – Part 1: Administrator functions](#)
 - [My Aged Care – Service and Support Portal user guide – Creating service delivery outlets and adding service information](#).
- Lodge October 2025 Home Care Claims and report balance of provider-held HCP Commonwealth unspent funds in the [Aged Care Provider Portal](#) during November 2025. This will enable Support at Home claiming to commence from 1 December 2025.
- 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. Read about [aged care provider reporting](#) for guidance on how to complete your QFR and ACFR against the new registered provider structure and care services model.
- Complete the [Provider Operations Collection Form](#) on GPMS 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.
- Referrals are available for any client needing urgent services while they are waiting for their assessment and these arrangements will continue under the Act. All clients who access urgent or emergency services will still need to complete an aged care assessment. For more information refer to the [CHSP provider fact sheet](#).
- From 1 November, continue to maintain service availability, outlet information and manage referrals through the [My Aged Care 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 [workforce screening requirements - guidance material](#).

MPS providers

- Receive your executed agreement from the department after the new Act starts.
- Review the MPSP policy manual (to be published in October) and related parts of the new Act and the Aged Care Rules from 1 November 2025 for a detailed explanation of your obligations.
- For existing MPS providers, worker screening requirements will remain the same from 1 November 2025. Read the [workforce screening requirements - guidance material](#).
- Make sure your workers understand what fees you can charge, read about [MPSP fees and charges](#).

- Continue to collate your data required to complete Q2 2025-26 QFR and 2025-26 ACFR reporting. Read about [aged care provider reporting](#) for guidance on how to complete your QFR and ACFR against the new registered provider structure and care services model.

NATSIFACP providers

- Ensure all new clients have completed an assessment and obtained an access approval prior to commencing services unless the alternative entry pathway applies.
- Ensure services are delivered from 1 November 2025 consistent with the access approval given to the person.
- Make sure your workers understand what fees you can charge, read the [NATSIFACP Manual](#).
- For existing NATSIFACP providers, worker screening requirements will remain the same from 1 November 2025. Read the [workforce screening requirements - guidance material](#).
- Use [Single Assessment System](#) or [Aboriginal and Torres Strait Islander Aged Care Assessment Organisations](#) where available for assessments of new people seeking to access aged care.
- Review the NATSIFACP Manual and related parts of the new Act and the Aged Care Rules from 1 November 2025 for detailed explanation of your obligations.