

Multi-Purpose Service Program (MPSP)

Webinar #10

Aged care reforms:
Impacts on the MPSP & providers

5 August 2025
Thin Markets Branch



What do we intend to cover today?

Agenda Item	Speaker
Introduction and acknowledgement of country	Cathy Milfull A/g Assistant Secretary Thin Markets Branch
MPSP reform updates: <ul style="list-style-type: none">• New Act and Rules Update• Revised Reform Schedule update• MPSP trials update• Client deeming revised timelines• Annual reporting approach for 2024-25• Other updates	
Home care in the MPSP from 1 November 2025 and beyond	
Preparation for 1 November: <ul style="list-style-type: none">• Readiness checklist• Service Agreement template	Kate Harkins Director MPSP Section
Q&A session	Panel

Future webinar topics

Month	Items under consideration
September	MPSP reform updates Understanding the new MPSP policy manual Update on broader thin markets projects (e.g. MMM review)
October	MPSP reform updates Final preparations for 1 November 2025 Outcomes of MPSP direct care targets trial Presentation by the My Aged Care team
November	MPSP reform updates New Act implementation – feedback and queries New Act systems: more hints and tips Transitionals - final outcomes and outstanding issues
December (TBC)	MPSP funding model review update, including deep dive outcomes

Other ideas? Your suggestions are welcome!

MPSP reform updates

Cathy Milfull, Thin Markets Branch



Aged Care Act update

- [Aged Care and Other Legislation Amendment Bill 2025](#) was introduced to Parliament in July 2025
- Currently before the Senate with a review to be undertaken by the Senate Community Affairs Legislative Committee
- No changes that impact MPSP service delivery or funding under the new Act - just some technical clarifications; plus consequential changes designed to preserve the current position on rent assistance for those in an MPS



Aged Care Rules Update

- The final draft of the new Aged Care Rules is now available - [Final draft of the new Aged Care Rules](#)
- Amended and consolidated Rules have been released and are available online
- This version includes minor changes relevant to the MPSP including:
 - renaming of the MPSP module as the *Integrated Health and Aged Care Services Module*
 - updates to reflect implementation of the MMM2023
 - updates to subsidy amounts to reflect indexation
 - fixes regarding subsidy payment timing for MPSP
 - exempt MPS from certain obligations relating to providing governing body statements and provider operations reporting (s166); and
 - exempt government providers in presenting certain types or financial information (s155)

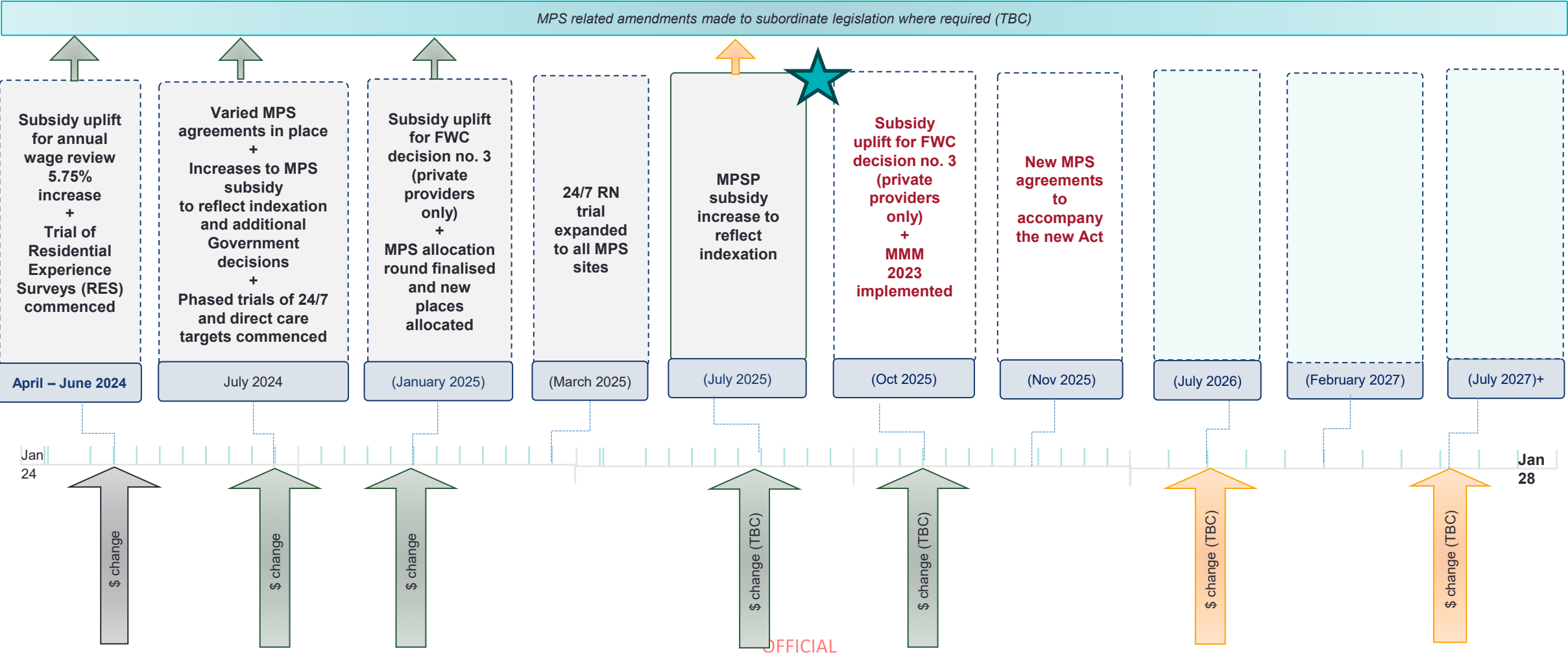
Note: Transitional Rules still to come – we hope to be able to discuss these further at the next webinar



MPSP reform schedule - update coming soon...

Aged Care Act 2024 commences on 1 November 2025 including:

- new eligibility and assessment requirements, and requirements for delivery of home care under the MPSP
- new regulatory model and new quality standards (with MPS module)
- new subsidy framework based on current funding model
- transitional arrangements in place for existing providers, individuals and places



What's changed since last year? - reforms

Then	On 1 November 2025...
MPSP not fully catered for under legislation	<i>Aged Care Act 2024</i> provides for MPSP as one of the specialist aged care programs to continue under the new Act
Limited aged care rights charter	Statement of Rights included in the new Act
No set entry or eligibility processes for MPS	MPSP clients to go through standard entry and assessment processes consistent with the new Act
MPSP regulation unclear	Obligations on MPS and regulatory powers of the ACQSC clearly set out under the new Act and its Rules
Interaction of agreements with Act not completely clear	New agreements in place consistent with new Act
No cap on MPSP daily fees	Caps on specialist aged care program fees
No monitoring of 24/7 RN or care fees	24/7 RN trial underway in all sites; direct care target trial in phase 2

Update on MPSP trials

Outcomes of 24/7 RN trial

- Both phases of this trial period for the MPSP are now complete.
- The overall compliance rate was over 90% across all MPS.
- Results provide assurance that the majority of MPSP providers already have RNs available on site and on duty 24/7.

Phase	Number of sites	Reporting periods	Results
1	55	August and October 2024	<ul style="list-style-type: none"> • 57 reports were received for August and 59 for October, with only 4 sites failing to submit a required report. • 52 sites, or 86%¹ met the RN coverage requirements. • Only 8 sites reported they did not meet or only partly met the RN requirement. • The sites that reported they did not meet the requirement appeared to be sites that either: <ul style="list-style-type: none"> ○ reported an RN absence due to triaging of acute patients, or ○ had a low acuity lodge/hostel that was not co-located.
2	183	March and May 2025	<ul style="list-style-type: none"> • For March reporting 175 reports were submitted with 91.4% compliance. For May reporting 163 reports were submitted with 92% compliance. • Similar to Phase 1 findings, the sites that did not meet the requirement appeared to be either: <ul style="list-style-type: none"> ○ RN absence due to illness or staffing issues/requirements, or ○ had a low acuity lodge/hostel that was not co-located.

Jurisdiction	No. of MPS	Meets 24/7 RN	Does not meet 24/7 RN	Report not submitted*
Norfolk Island	1	1	0	0
New South Wales	66	65	0	1 [^]
Victoria	11	8	2	1
Queensland	37	30	2	5
South Australia	26	19	6	1 [^]
Western Australia	38	33	5	0
Tasmania	3	3	0	0
Northern Territory	1	1	0	0

[^] reporting not requested from site due to identified issues/sensitivities, site meets current exemption criteria.

Proposed timeline for implementation of 24/7 RN

- The MPSP can now move to formal implementation of the 24/7 RN obligation.
- This position is supported by the Reform SWG and the MPSP WG.
- Subject to Government agreement, a phased implementation is planned in 2026, with trial arrangements to be extended in the meantime.
- Exact timeframes will depend on subordinate legislation timeframes and funding/timelines for online reporting functionality.
- During the extended trial period, reporting will be manually collected for 3 x 1 month periods (Sept 2025, Feb 2026 and April 2026 TBC).



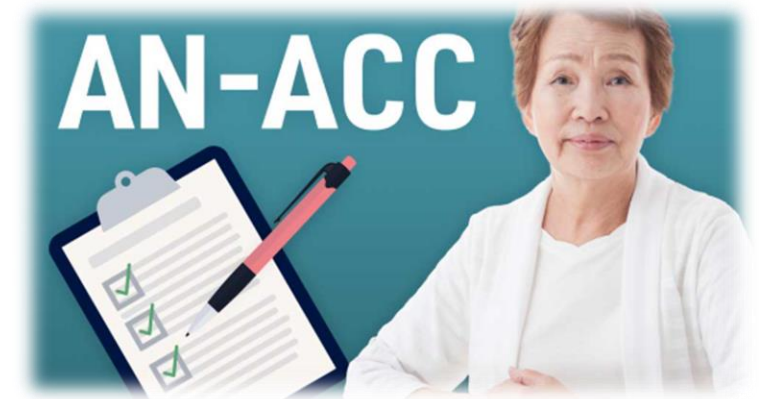
Direct Care Target trials: Phase 2 – pilots to inform policy design

Pilot 1: AN-ACC assessments

- **260 residents** across **16 MPS sites** in Tas, SA, NSW, Qld, Vic and WA late May through to end of June.

Trial Site Distribution:

- **1 site** in Tasmania
- **3 sites each** in South Australia, New South Wales, Queensland, Victoria, and Western Australia



Calculating the direct care targets

Assessment data was collected for each resident. This information was to determine each resident's AN-ACC classification.

Direct care minutes for each site were calculated using the Department of Health, Disability and Ageing's [Care Minutes Target Calculator](#) by inputting resident numbers and AN-ACC classifications per site to calculate the required care minutes per site and RN minutes per site.



Next Steps

- Results of the AN-ACC assessment trial will be provided to each participating MPS and a formal summary provided to MPS WG members.
- The next pilot involves a time in motion study to understand:
 - the amount of time care staff provide direct care within the aged care area
 - current mandated staff nursing ratios that may apply to MPS in each jurisdiction
 - other potential ways for setting, or reporting against, agreed direct care targets.
- A trial of the agreed approach is targeted for commencement for no later than **1 October 2026**.
- Full implementation would then be targeted for the year after – that is, on or after **1 October 2027**.

Changes to key data collection dates

Client Deeming

- Final client deeming data workbooks due on **31 October** to:
 - ensure any updates are covered
 - include client data for any resident who entered an MPS between May and September 2025



Annual Reporting for 2024-25

- All reporting documentation and links sent to providers by 4 July 2025.
- Providers have to **31 August 2025** to submit their Annual Activity & Client Demographics (***no extensions can be granted***)
- Data is required by other areas within the department to calculate occupancy rates and publish other data sets (the Report on the Operation of the Aged Care Act 1997 [ROACA](#)) and the [MPS Factsheet](#).



Home care in the MPSP from 1 November 2025 and beyond

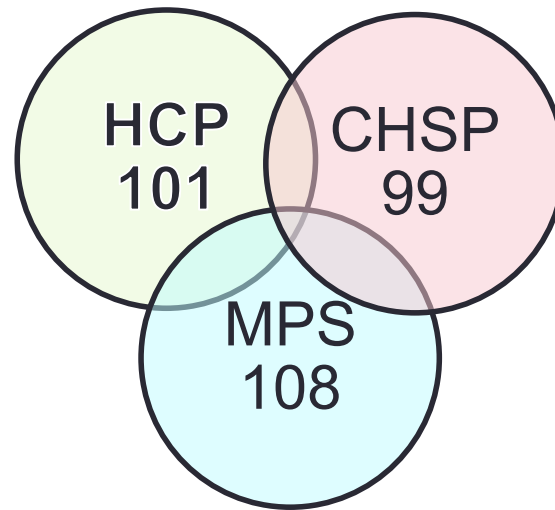
Cathy Milfull, Thin Markets Branch



What is currently happening in MPSP home care?

- All MPSP providers are either directly or indirectly involved in the provision of home care services:
 - Direct home care service provision at site level through MPSP (or CHSP/HCP).
 - Sub-contracting service providers to provide home care services.

Delivery of commonwealth aged care funded home care programs at MPS



June 2024

What home care services do MPSP Providers deliver?

Category	Type of Home Care Services under the new Aged Care Act	Count	%
1	Home and Community Services - Domestic assistance (e.g., laundry, shopping)	80	44.44%
1	Home and Community Services - Home maintenance and repairs (e.g., gutter cleaning)	59	32.78%
1	Home and Community Services - Meals	74	41.11%
1	Home and Community Services - Transport	80	44.44%
2	Assistive technology and home modifications - Digital technologies	6	3.33%
2	Assistive technology and home modifications - Digital monitoring, education, and support	8	4.44%
2	Assistive technology and home modifications - Goods, equipment and assistive technologies (non-digital) (e.g., reading aids, mobility aids)	20	11.11%
2	Assistive technology and home modifications - Home modifications	18	10.00%
3	Social support	79	43.89%
4	Clinical and specialised supports - Personal care	101	56.11%
4	Clinical and specialised supports - Care management	36	20.00%
4	Clinical and specialised supports - Specialised supports	14	7.78%
4	Clinical and specialised supports - Assistance with hoarding and squalor (e.g., one off clean-ups)	45	25.00%
4	Clinical and specialised supports - Nursing	67	37.22%
4	Clinical and specialised supports - Allied Health	35	19.44%
5	Home or community-based respite - Respite in the home or community (e.g. cottage respite)	50	27.78%
	Total	180	100.00%

Source: MPS special survey on the use of MPS funding for Home Care, February 2024

Delivery of MPSP services in a home or community

- Home or community aged care services can be delivered through the MPSP.
- This must be done through one of three service groups:
 1. **Home support**
 2. **Assistive technology**
 3. **Home modifications**
- Service delivery can be subcontracted to an associated provider
- Services must be delivered:
 - **in line with a person's access approval**
 - **in the location/s specified in the relevant MPSP Agreement, which can't be an MM1 area**
- A home or community setting does not include any of the following places:
 - **group home funded under the NDIS**
 - **hospital or psychiatric facility**
 - **prison or detention centre**
 - **hospice or facility that primarily provides palliative care**
 - **any other place prescribed by the rules**

Service list for home support

Allied Health & therapy (includes podiatry, social work, speech pathology, physio, psychology, exercise physiology, OT, music therapy)	Restorative care management
Care management	Social support & community engagement
Domestic assistance (includes house cleaning, laundry and shopping)	Therapeutic services for independent living
Home maintenance & repairs (includes gardening, maintenance and repairs)	Transport
Meals	Nursing care
Nursing care	Personal care



Important information

- There will be standard time limits in place where a person is approved for short-term home support as follows:
 - *Restorative Care Pathway – support for up to 12 weeks plus a 4-week extension where needed to ensure the person has support to increase their independence to remain at home and restore function*
 - *End of Life Pathway – support for 16 weeks to help people stay at home for as long as possible*
- MPSP providers should deliver services in line with standard time limits.



Using multiple programs to offer home care

- Two pathways for an older person to access services in the home or community:
 - **Normal pathway**
 - **Alternative entry pathway**
- An older person, with the relevant approvals, can access home care services through both the MPSP and another non-MPSP provider (e.g. a Support at Home [SaH] provider).
- This might happen when:
 - **The MPSP can provide nursing care, but not home maintenance**
 - **An MPSP can provide some personal care, but not enough to meet all the older persons needs**
- The assessment system will enable people to receive a referral code for both the MPSP and SaH.
- Restrictions on the delivering types of home care services to a client include:
 - **Cannot deliver the same type of service to a client from multiple programs on the same day.**
 - **MPS residential funding or MPS home care funding can be used to fund MPS home care services as long as this is done consistently with the MPSP agreement**

Home care – what would you like to see in future?

- Should all services be able to be delivered under MPSP?
- What works/doesn't work with block funding for home care?
- What are the drivers for utilising multiple programs (e.g. HCP, CHSP and MPSP)?
- Should home care places allocated at the provider level?
(where providers are local health districts)
- Revised funding for home care places?
- Could expanded home care delivery by MPSP reduce pressures on residential care capacity and delayed discharge of older people from hospitals?
- What would be needed?
- Would better integrated of disability and aged care service delivery in the home or community improve the viability of service delivery?
- What are the blockers – workforce?
- Are there infrastructure issues here too? (transport vehicles etc.)

Preparation for 1 November: Readiness checklist/Service Agreement template

Kate Harkins, Thin Markets Branch



Provider Readiness Checklist

- Designed to assist MPSP providers with preparedness for 1 November 2025.
- Will be cross checked against final set of rules to ensure accuracy.
- Designed to be:
 - high-level
 - themed
 - include links to key resources
 - complement the MPSP Policy Manual (provides detailed guidance on implementation)
- Will be made available on the department's webpage
 - **Multi-Purpose Service Program**
- Draft will be circulated shortly to MPSP WG members. Feedback welcome!





Multi-Purpose Service Program (MPSP) 1 November 2025: readiness checklist

This readiness checklist list is for providers who deliver services under the MPSP. It outlines what needs to be done before, and after, 1 November 2025 to ensure they are ready for the commencement of the *Aged Care Act 2024* (the new Act) and can meet all necessary requirements.

Note: 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.

Actions to take with 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.
 - These need to be completed before the end of the April 2026 at the latest.
 - You need to make sure they 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.
- Advise them of different ways to [provide feedback or raise a concern](#).
- 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.

Actions to take 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 the Department
- 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.

MPSP agreement

- Sign your new MPSP agreement by 1 August 2025 and return to the Department
- Receive your executed agreement from the Department after the new Act commences.

Adjust 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 what individuals can be asked to contribute in terms of 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

- 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.
 - Further information relating to 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 MPSP 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.
 - 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.

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](#) on what is working well and implementation challenges.

More information

- If you need any further information, email the MPSP team at mpsagedcare@health.gov.au.

Service Agreement template

- Strictly reflects the minimum requirements under the *Aged Care Act 2024*.
- Include references to essential resources/information that must be provided to a MPS resident
- Does not incorporate all the requirements of a care and services plan, or accommodation plan (these are existing requirements)
- Draft will be shared shortly with MPSP WG members for feedback prior to finalisation.

Note: It is not mandatory to use the template, and providers should obtain independent advice to determine its suitability



Questions

