A new chapter for aged care from 1 November

Acknowledgement of Country

The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community.

We pay our respects to them and their cultures, and to Elders both past and present.



Artist: Chern'ee Sutton

Today's agenda

- Short updates from:
 - Department of Health, Disability and Ageing
 - Aged Care Quality and Safety Commission
 - Services Australia
 - Ageing Australia
- Panel questions and answers

Department of Health, Disability and Ageing update

Sonja Stewart

Deputy Secretary | Ageing and Aged Care

The new Aged Care Act

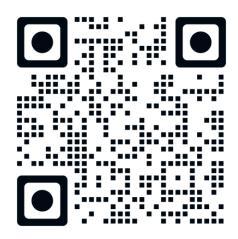
- Addresses 58 Royal Commission recommendations
- Creates an aged care system that puts the rights of older people first
- Statement of Rights ensuring older people remain active care system participants in their own care
- Strengthened Aged Care Quality Standards improve the quality of care
- New regulatory model ensures stronger working relationships, transparency and engagement
- Funding for culturally safe, trauma-aware and healing-informed services to older Aboriginal and Torres Strait Islander people



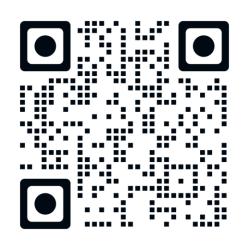
Updating our digital systems

- Government Provider Management System upgrades from 11:00pm Thursday 30 October until 6:00am Monday 3 November
- My Aged Care Service and Support Portal upgrades from 11:30pm Thursday 30 October until 6:00am Monday 3 November
- Aged Care Provider Portal (Services Australia) upgrades from 6:00pm
 Friday 31 October until 12:00pm Saturday 1 November
 - Will remain in view-only mode until at least 12:00pm Wednesday 5 November

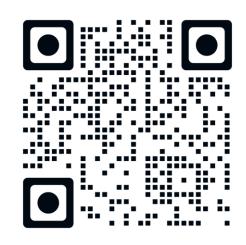
How we are supporting you



Priority Actions List



eLearning and training



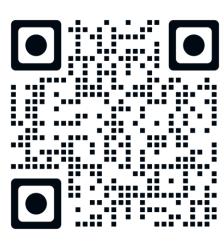
Business and Workforce
Advisory Service



Subscribe to our newsletters

Extra support for rural and remote providers

- Support at Home Thin Market grant for eligible providers
- Service Development Assistance Panel (SDAP)
 - Targeted to rural and remote providers, and First Nations aged care providers
 - Supporting provider capability, sector development and infrastructure project management



Service Development Assistance Panel



Aged Care Quality and Safety Commission update

Liz Hefren-Webb

Aged Care Quality and Safety Commissioner



Our regulatory approach from 1 November



Ensuring safe, high-quality care



Support providers to navigate this transition and beyond



Regulation will be proportionate, fair and balanced to risk



Promote best practice and continuous improvement



Provider registration





Providers notified in November with registration information, including registration end date



Your registration end date will determine when we undertake an audit



All providers registered in categories 4, 5, 6 will undergo an audit when registering or renewing after 1 November



Our new cost recovery arrangements apply from 1 November



Applications not finalised before 1 November will be considered under the new Act and we will advise you



We are no longer accepting registration applications. Applications submitted after 14 October will need to be resubmitted after 1 November.

Engage *Empower* **Safeguard**



from 1 November 2025



Process for managing complaints

Engage Empower Safeguard

Step 1.

Step 2.

Step 3.

Resolve

Step 4.

Collect & Triage

What will happen:

- Gather information from you and assess any risks
- Ensure we understand your complaint and the outcome you want
- We will take immediate action if an older person is at serious risk of harm.

You can expect:

- To be given details about aged care advocacy services
- Your complaint will be acknowledged within 3 business days.

Timeline: Within 3 business days

Assess

What will happen:

- Clarify issues with you and the steps in the complaints process
- Make contact with the provider about your concerns, and start gathering information.

You can expect:

- We will contact the older person about the complaint
- This usually takes approximately 10 business days
- We will let you know if it's going to take longer.

Timeline: Within 10 business days

What will happen:

- Aim to resolve all complaints in 90 days
- We will talk to you about what we will do to resolve your complaint, such as open disclosure or conciliation
- Sometimes it may take longer to resolve a complaint. We will discuss this with you, once we have all the information.

You can expect:

- To be advised of the actions we require the provider to take
- Fortnightly progress updates (unless agreed otherwise)
- We will let you know if your complaint will take longer.

Finalise

What will happen:

- We try to get the outcome you want
- We make sure risks to you, and other older person are managed
- We make sure providers are meeting their legislated obligations.

You can expect:

- We will talk through the outcome of your complaint with you, before it is closed
- We can advise of the next steps if you are not happy with the outcome
- You will be sent a letter explaining the outcome of your complaint.

Timeline: Within 90 days from receiving complaint

You can make a complaint about any aspect of your care from aged care services, including your rights.

For more information about our complaints policy and processes, visit agedcarequality.gov.au or call us on 1800 951 822

Supporting you

Sector Readiness Plan



www.agedcarequality.gov.au/sector-readiness

eLearning



www.agedcarequality.gov.au /providers/educationtraining

What you need to know



www.agedcarequality.gov.au /changing-aged-care-betterwhat-you-need-know

Services Australia update

Kathy Volkert

National Manager | Aged Care Programs

Services Australia's role in delivering the Aged Care Act 2024



Ensure that older peoples means are assessed, and contributions set correctly in alignment with the Act.

Help older people experiencing financial hardship to get support with their aged care costs.



Process subsidy and supplement payments to approved aged care providers



Communicate with people about any changes to their aged care fees or contributions.



Respond to enquiries from providers and their staff about Services Australia systems and processes.

Provide support for older people and their nominees including via specialist Financial Information Services (FIS) and Aged Care Specialist Officer (ACSO) Services



Ensure technology solutions that enable aged care means assessments and aged care claims and payments are fit for purpose and operational.

Host and maintain software to integrate provider systems and Services Australia systems.

Support software vendors and developers to integrate their software solutions with Services Australia systems









Ful Respectful

Implementation Timeline

From 1 October 2025

- Providers can currently view and download estimated contribution rates in the Aged Care Provider Portal. The estimates are:
 - calculated using means assessment
 information in Services Australia
 system as of 26 September

 Aged Care Act
 - o point in time only, not updated
 - o available until 31 October 2025.

From 5 November

- Providers can make Support at Home, Residential or Transitional Care claims.
- Report final balance of provider health Home Care Package Commonwealth unspent funds as part of October claim.
- 2024 start date Commence uploading Support at Home invoices in preparation for 1 December claiming period

From 1 December

 Submit Support at Home claims

Note: Support at Home claims can only be submitted once October Home Care claims have been finalised

 October
 November
 December

 5 6 7 8 9 12 13 14 15 16 19 20 21 22 23 26 27 28 29 30 2 3 4 5 6 9 10 11 12 13 16 17 18 19 20 23 24 35 26 27 30 1 2 3 4 7 8 9 10

1 – 31 October 2025

Estimated Contribution Rates available in the Aged Care Provider Portal on the Fees and Charges screen 31 Oct – 1 Nov 2025

Aged Care Provider Portal closed for system upgrades

1 – 5 November 2025Aged Care Provider Portal read-only period

5 – 30 November 2025Period for submitting final Home Care Package claims to start Support at Home Claiming from 1 December.

1 December 2025 onwards
Support at Home claiming available

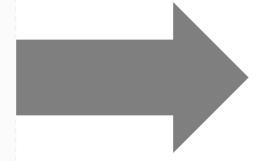
How we will support you through the transition



Website

Health
Provider
Educational
Resources

Support at Home E-kit



Software vendor support





1800 195 206 Aged Care Provider Line

Ageing Australia update

Tom Symondson

Chief Executive Officer

For transition-related enquiries and information:

• Email: membersupport@ageingaustralia.asn.au

• **Phone**: 1300 222 721

Website: ageingaustralia.asn.au/pathway-to-transition

 Members-only – Community of practice: care.ageingaustralia.asn.au

Panel questions and answers

Department of Health, Disability and Ageing

Sonja Stewart

Deputy Secretary
Ageing and Aged Care

Greg Pugh

First Assistant Secretary
Access and Home Support

Josh Maldon

A/g First Assistant Secretary Reform Implementation

Aged Care Quality and Safety Commission

Liz Hefren-Webb

Aged Care Quality and Safety Commissioner

Mel Metz

Deputy Commissioner Sector Capability and Regulatory Strategy **Services Australia**

Kathy Volkert

National Manager Aged Care Programs

Ageing Australia

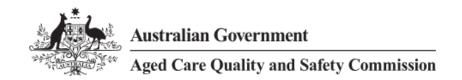
Tom Symondson

Chief Executive Officer

Contact us



9 1800 836 799



- 1800 951 822
- info@agedcarequality.gov.au
- 1800 081 549 (for SIRS enquiries)



1800 195 206