



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

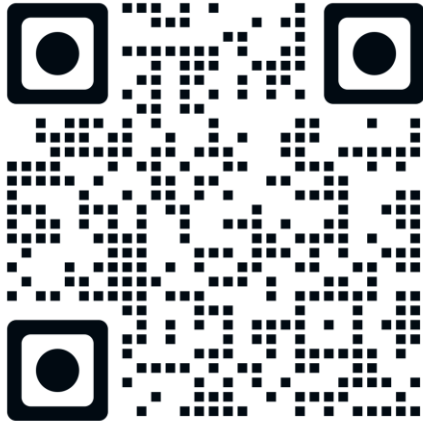
- Addresses 58 Royal Commission recommendations
- Creates an aged care system that **puts the rights of older people first**
- **Statement of Rights** ensuring older people remain active care system participants in their own care
- **Strengthened Aged Care Quality Standards** improve the quality of care
- **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

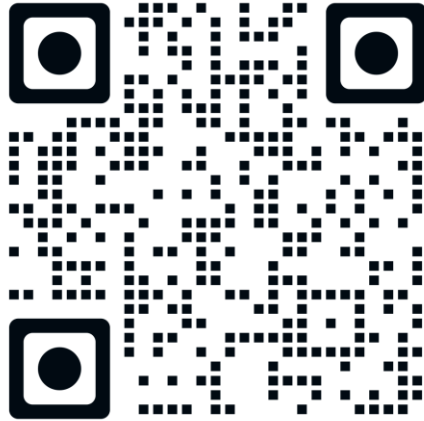
- **Government Provider Management System** upgrades from 11:00pm Thursday 30 October until 6:00am Monday 3 November
- **My Aged Care Service and Support Portal** upgrades from 11:30pm Thursday 30 October until 6:00am Monday 3 November
- **Aged Care Provider Portal (Services Australia)** upgrades from 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



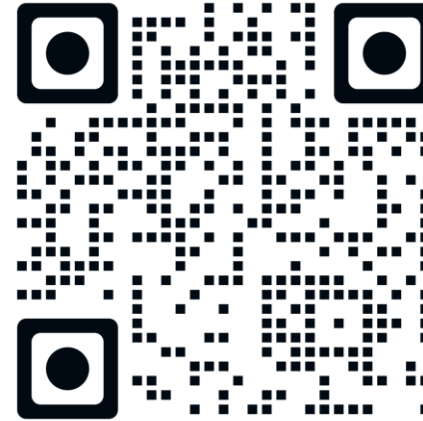
How we are supporting you



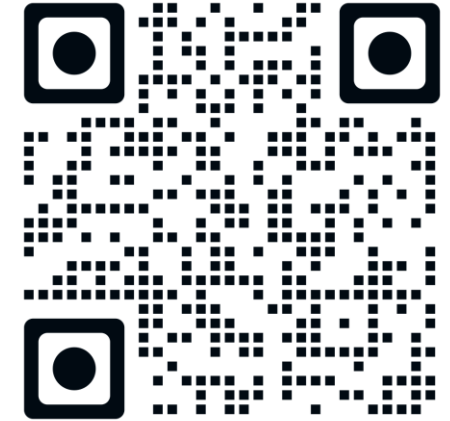
[Priority Actions List](#)



[eLearning and training](#)



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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](#)





Australian Government

Aged Care Quality and Safety Commission

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

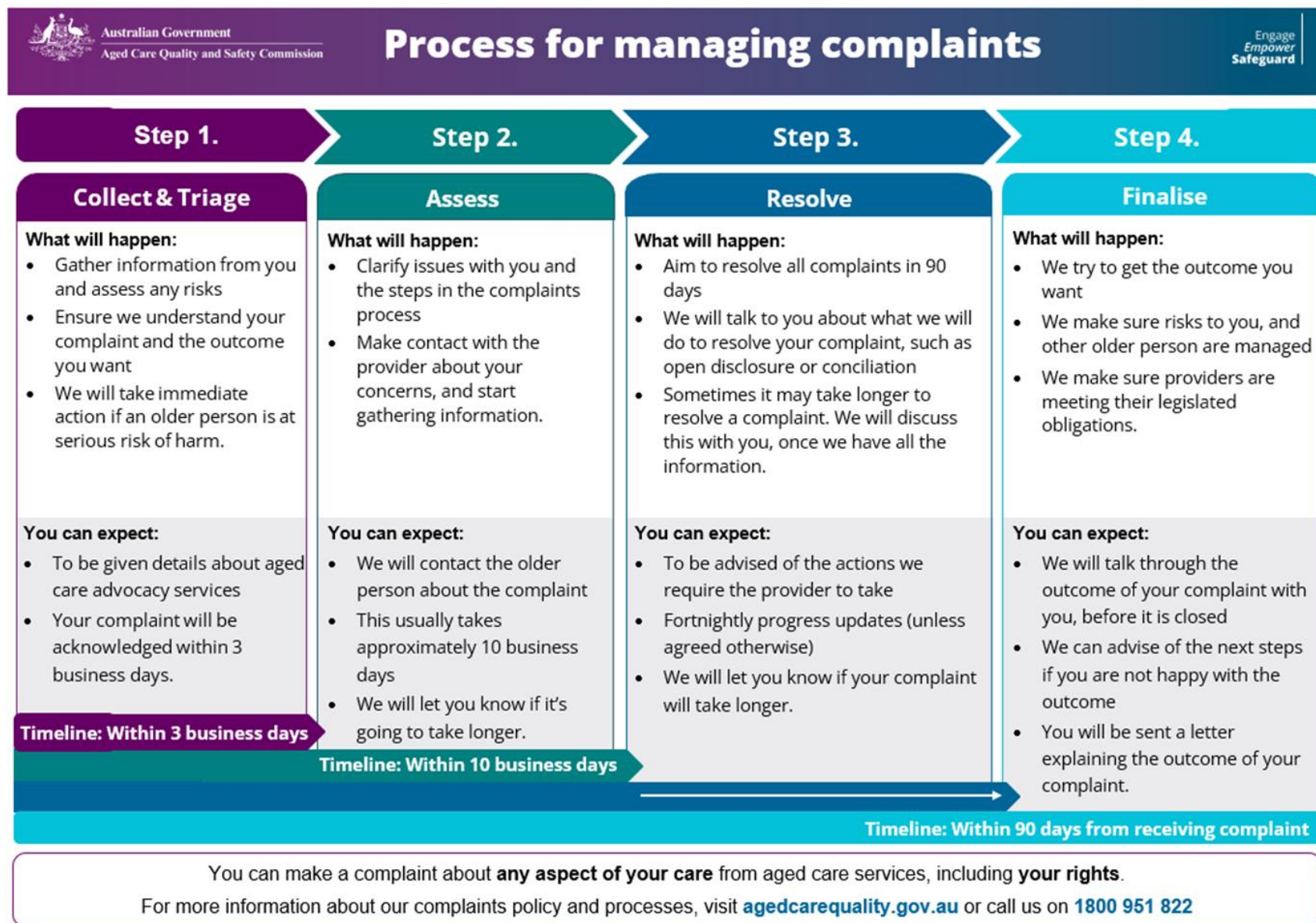


We are no longer accepting registration applications. Applications submitted after 14 October will need to be resubmitted after 1 November.



Our rights-based complaints process for older people

from
1 November 2025





Supporting you

Sector Readiness Plan



www.agedcarequality.gov.au/sector-readiness

eLearning



www.agedcarequality.gov.au/providers/education-training

What you need to know



www.agedcarequality.gov.au/changing-aged-care-better-what-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.



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



Process subsidy and supplement payments to approved aged care providers



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



Simple



Helpful



Respectful



Transparent

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
 - point in time only, not updated
 - available until 31 October 2025.

1 November 2025
Aged Care Act
2024 start date



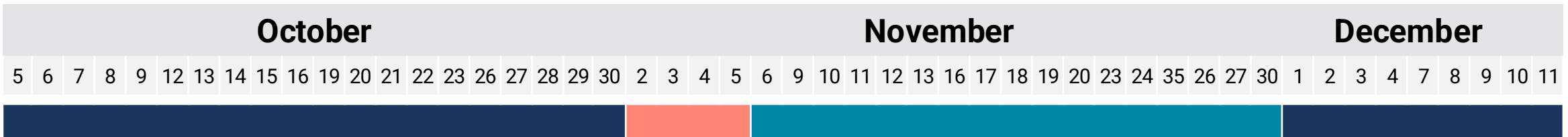
From 5 November

- 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.
- 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



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 2025

Aged Care Provider Portal **read-only** period

5 – 30 November 2025

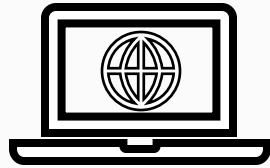
Period for submitting final Home Care Package claims to start Support at Home Claiming from 1 December.

1 December 2025 onwards

Support at Home claiming available

There is no requirement that final Home Care Package claims be submitted in November. This can occur later - December, January etc – however, Support at Home claiming cannot commence until this has occurred.

How we will support you through the transition



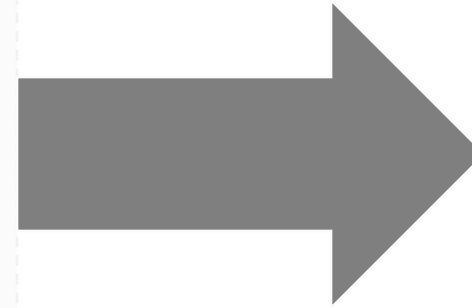
Website

Health
Provider
Educational
Resources

Support at
Home
E-kit



1800 195 206
Aged Care Provider Line



Software
vendor
support



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



myagedcare



1800 836 799



Australian Government

Aged Care Quality and Safety Commission



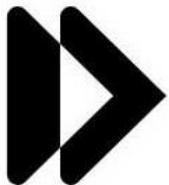
1800 951 822



info@agedcarequality.gov.au



1800 081 549 (for SIRS enquiries)



Services
Australia



1800 195 206

