



Australian Government

Department of Health, Disability and Ageing

New Aged Care Act: Provider Digital Readiness Checklist

October 2025



health.gov.au/our-work/aged-care-reforms

Version 3.0

Version history

- Version 3.0 - October 2025
- Updated digital readiness activities to align with commencement of the new Aged Care Act from 1 November 2025
- Aligned with Provider Operational Readiness - Priority Actions List
- Aligned to new Aged Care Act resources to support providers

Item numbering may have changed since previous versions, 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* from 1 November 2025.

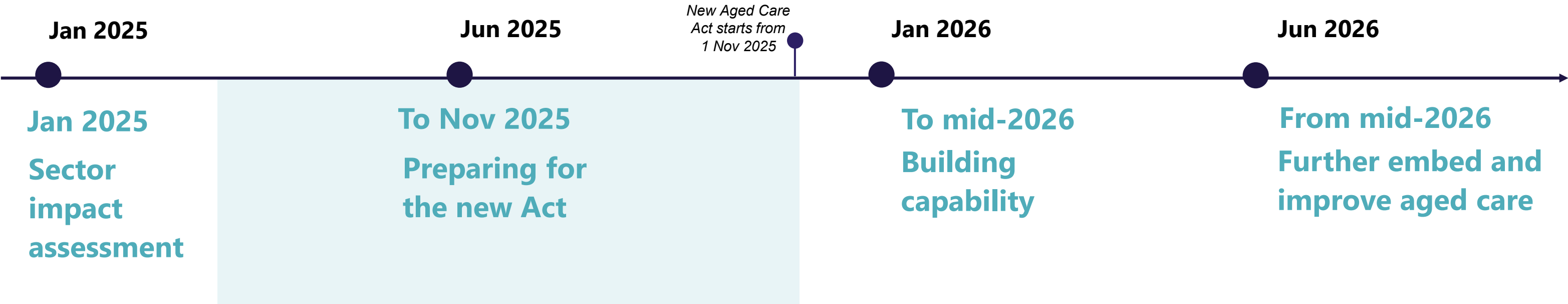
It includes key dates to help providers through the transition and support digital readiness.



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.



A new [Aged Care Act roadmap](#) has recently been published by the department - providing key dates and milestones that aged care providers should be aware of in the lead up to the start of the new Aged Care Act from 1 November 2025, including Legislation and Policy, Digital and Systems, Education and Training, Sector Readiness and Operational Readiness key dates.

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


Provider Digital Readiness Checklist															GPMS Scheduled Maintenance 1 17 –19 Oct 2025	GPMS Scheduled Maintenance 2 30 Oct – 3 Nov 2025	ACPP Scheduled Maintenance 31 Oct – 1 Nov 2025	ACPP Read-Only Period 1 – 5 Nov 2025	New Aged Care Act begins 1 Nov 2025	GPMS Registered Provider Portal Live 3 Nov 2025	Additional system Updates										
Key Milestones		Support at Home pricing advice	Provider deeming preview	Rules established under new Act																											
		MAR	APR	MAY	JUL	AUG	SEP	OCT	NOVEMBER																						
January to June 2025								July to August 2025				September to October 2025				For November 2025															
Deeming	<input type="checkbox"/>	1. Advise your Local Network of service transfers/combines/openings to support deeming accuracy.						Validate	<input type="checkbox"/>	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.						Guides & Training	<input type="checkbox"/>	21. Organisations to provide training for your workforce on technical changes to provider internal systems and portals.						Prepare	<input type="checkbox"/>	33. Providers deploy digital changes in preparation for the start of the new Act on 1 November 2025.					
	<input type="checkbox"/>	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.							<input type="checkbox"/>	13. Submit any material changes and key personnel changes through the Manage Your Organisation tile in GPMS.							<input type="checkbox"/>	22. Access the guidance materials on government systems changes including GPMS and My Aged Care Service and Support Portal .							<input type="checkbox"/>	34. Implement operational and digital changes to support the commencement of the new Act.					
	<input type="checkbox"/>	3. Review deeming information and registration categories (sent to providers in April 2025).							<input type="checkbox"/>	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.							<input type="checkbox"/>	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 .							<input type="checkbox"/>	35. 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.					
Guides	<input type="checkbox"/>	4. Review the Guide to Digital Changes for Providers and stay on top of updates.						Guides	<input type="checkbox"/>	15. Review resources about the Aged Care Provider Portal (ACPP) on Service Australia's website to stay on top of claiming processes.						Prepare	<input type="checkbox"/>	24. Users of newly deemed provider organisations to set up authentication across government systems including GPMS and My Aged Care Service and Support Portal .						Prepare	<input type="checkbox"/>	36. Engage with HCP care recipients to discuss their care plans and service agreements (currently known as Home Care Agreements).					
	<input type="checkbox"/>	5. Review the Support at Home Provider Transition Guide and the Guide for Short-Term Restorative Care providers transitioning to the Restorative Care Pathway to prepare for Support at Home.							<input type="checkbox"/>	16. Assess operational impacts resulting from digital changes (e.g. claims submission).							<input type="checkbox"/>	25. Prepare for GPMS Approved Provider Portal Scheduled Maintenances: Scheduled Maintenance 1 from 11:15 PM (AEDT) Friday 17 October 2025 until midnight (AEDT) Sunday 19 October 2025 Scheduled Maintenance 2 from Thursday 30 October 2025 11:00 PM (AEDT) until approximately 08:00 AM (AEDT) on Monday 3 November 2025.							<input type="checkbox"/>	37. Talk to your software vendors or internal ICT teams to develop API solutions to streamline reporting and claiming.					
	<input type="checkbox"/>	6. Review documentation on the claiming process to understand additional data and information sharing requirements for receiving payments.							<input type="checkbox"/>	17. Review GPMS resources to prepare for digital changes.							<input type="checkbox"/>	26. Submit any material changes, key personnel changes through the Manage Your Organisation tile in GPMS by 5:00pm (AEDT) Friday 17 October 2025.													
Prepare	<input type="checkbox"/>	7. Maintain provider information (contact details, user roles) within GPMS via the Manage Your Organisation tile.						Prepare	<input type="checkbox"/>	18. Assist Home Care Package (HCP) care recipients to navigate the reforms and understand what transitioning to Support at Home will mean for them.						Prepare	<input type="checkbox"/>	27. Review and update your Provider Contacts in your Quarterly Financial Report for Quarter 1 if required by 11:15pm (AEDT) Friday 17 October 2025.													
	<input type="checkbox"/>	8. Engage your IT providers to prepare your ICT systems.							<input type="checkbox"/>	19. Review the new draft interactive forms on the Commission’s website.							<input type="checkbox"/>	28. To prepare for the transition: Residential Aged Care Providers should ensure that all residential claims and entry events are up to date prior to 24 October 2025. Home Care Providers transitioning to the Support at Home program should ensure all claims and entry events are up to date prior to 31 October 2025 in the Aged Care Provider Portal (ACPP) on Services Australia's website						<input type="checkbox"/>	29. Providers should work with their participants to ensure they understand their required contributions when Support at Home begins.						
	<input type="checkbox"/>	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.							<input type="checkbox"/>	20. Continue to review items in Jan-June column (checklist items 1-11) for updates to links/guides.							<input type="checkbox"/>	30. Understand Support at Home ongoing and transitional claiming requirements and processes.													
	<input type="checkbox"/>	10. Prepare financial and reporting processes and systems for transition to Support at Home .															<input type="checkbox"/>	31. Continue to review items in Jan-June and July-August columns (checklist items 1-20) for updates to links/guides.							<input type="checkbox"/>						
	<input type="checkbox"/>	11. Participate in surveys and forums on the department Consultation Hub site to understand changes.															<input type="checkbox"/>	32. Complete the AT-HM Scheme data collection process for HCP care recipients transitioning to the Support at Home program							<input type="checkbox"/>						

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, 33, 37)



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, 31, 34, 35, 36, 37)


For further information visit the [Navigating the reforms](#) page.

Provider Digital Readiness Dependencies

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 My **systems have been updated to align to the new Act.** (6, 8, 9, 10, 11, 15, 16, 17, 21, 24, 33, 37)

 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, 31, 34, 35, 36, 37)

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.	<ul style="list-style-type: none">Local Network contactsResidential applications need to be finalised prior to the first GPMS Scheduled Maintenance.
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.	<ul style="list-style-type: none">Notification form guideManaging 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.	<ul style="list-style-type: none">Learn more about the deeming processFor 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.	<ul style="list-style-type: none">Guide to Digital Changes for Providers.
5	Review the Support at Home Provider Transition Guide and the Guide for Short-Term Restorative Care providers transitioning to the Restorative Care Pathway 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.	<ul style="list-style-type: none">Support at Home Provider Transition GuideGuide for Short-Term Restorative Care providers transitioning to the Restorative Care Pathway.
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.	<ul style="list-style-type: none">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.	<ul style="list-style-type: none">Log in to GPMS and go through the Manage Your Organisation tileGuidance 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.	<ul style="list-style-type: none">GPMS conceptual data model and its associated business glossary.
9	Providers need to review their Organisation Administrator details in GPMS and the My Aged Care Service and Support Portal . CHSP / 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.	<ul style="list-style-type: none">All questions should be directed to GPMS.project@health.gov.auReview Organisation Administrator details through the My Aged Care Service and Support Portal.

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10	Prepare financial and reporting processes and systems for transition to Support at Home .	<p>Prepare financial and reporting processes and systems for transition to Support at Home. This includes establishing:</p> <ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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• Support at Home program – Pooled care management funding and service delivery branches fact sheet.
11	Participate in surveys and forums on the department’s Consultation Hub site to understand changes.	<p>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.</p>	<ul style="list-style-type: none">• 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.	<p>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.</p>	<ul style="list-style-type: none">• 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.	<p>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.</p>	<ul style="list-style-type: none">• Notification form guide• Managing your organisation.
14	Review outcomes of Support at Home pricing survey in preparation for uploading services prices in the My Aged Care Service and Support Portal.	<p>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.</p>	<ul style="list-style-type: none">• 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.	<p>Services Australia's ACPP will be updated as new education resources become available to assist providers with Support at Home.</p> <p>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.</p>	<ul style="list-style-type: none">• 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 User Guide – submitting claims to the Aged Care Provider Portal.
16	Assess operational impacts resulting from digital changes (e.g. claims submission).	<p>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).</p> <p>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.</p>	<ul style="list-style-type: none">• Health Professional Education Resources• Support at Home User Guide – submitting claims to the Aged Care Provider Portal• Support at Home Provider Transition Guide.

Provider Digital Readiness Checklist Appendix

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17	Review GPMS resources to prepare for digital changes.	<p>Staged digital implementation is being progressively delivered across scheduled ICT releases, and supporting resources are being released to support these changes.</p> <p>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.</p>	<ul style="list-style-type: none">• 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.	<p>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.</p>	<ul style="list-style-type: none">• 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.• Support at Home service agreement resources• Share the Support at Home fee estimator to help older people understand the new funding arrangements and impact on their contributions.• Guidance for Support at Home care partners.
19	Review the new draft interactive forms on the Commission’s website.	<p>From 1 November 2025, the Commission will be responsible for registration activities for government-funded providers under the new Aged Care Act.</p> <p>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.</p> <p>Final forms will be available on the Commission’s website from 1 November 2025 when the new Act commences.</p>	<ul style="list-style-type: none">• 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.		
21	Organisations to provide training for your workforce on technical changes to provider internal systems and portals.	<p>This will allow your staff to implement changes from 1 November 2025.</p>	<ul style="list-style-type: none">• 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 .	<p>Guidance materials will become available for providers to understand and implement the changes from 1 November 2025.</p>	<ul style="list-style-type: none">• 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 .	<p>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.</p>	<ul style="list-style-type: none">• Support at Home pricing resources.

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#	Action	Context	Where to go for support
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.	<ul style="list-style-type: none">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	Prepare for GPMS Approved Provider Portal Scheduled Maintenances: Scheduled Maintenance 1 from 11:15 PM (AEDT) Friday 17 October 2025 until midnight (AEDT) Sunday 19 October 2025 Scheduled Maintenance 2 from Thursday 30 October 2025 11:00 PM (AEDT) until approximately 08:00 AM (AEDT) on Monday 3 November 2025	<p>GPMS Approved Provider Portal will have the first scheduled maintenance from 11:15 PM (AEDT) Friday 17 October 2025 until midnight (AEDT) 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 maintenance period commences.</p> <p>GPMS Approved Provider Portal will have the second scheduled maintenance from Thursday 30 October 2025 11:00 PM (AEDT) until approximately 08:00 AM (AEDT) on Monday 3 November 2025 where the system will be unavailable.</p> <p>Please note: While QFR, QI and APO submissions can still be completed from 19-30 October 2025, it is recommended that Providers complete their reporting by 17 October 2025.</p>	<ul style="list-style-type: none">All questions should be directed to GPMS.project@health.gov.au.GPMS resources
26	Submit any material changes, key personnel changes through the Manage Your Organisation tile in GPMS by 5:00 PM (AEDT) Friday 17 October 2025.	<ul style="list-style-type: none">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 (AEDT) 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 11:15 PM Friday 17 October 2025 will be processed, and the changes will be visible in GPMS from 3 November 2025. Between 11:15 PM Friday 17 October and 1 November 2025 (when the Change in Circumstance 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.	<ul style="list-style-type: none">Notification form guideManaging your organisation.
27	Review and update your Provider Contacts in your Quarterly Financial Report for Quarter 1 if required by 11:15 PM (AEDT) Friday 17 October 2025.	<ul style="list-style-type: none">Ensure Provider Contacts in Quarterly Financial Report for Quarter 1 are correct. Any changes made before 17 October 2025 will be migrated and reflected in your Quarter 2 2025-26 QFR. Any changes made after this date will need to be re-entered in the Quarter 2 2025-26 QFR. Note: Reporting requirements for QFR, Quarter 1 2025-26 do not change, and Providers do not need to submit their QFR Quarter 1 2025-26 report before 17 October 2025, only update and save contact details if changes are required.	<ul style="list-style-type: none">Quarterly Financial Report.
28	To prepare for the transition: Residential Aged Care Providers should ensure that all residential claims and entry events are up to date prior to 24 October 2025. Home Care Providers transitioning to the Support at Home program should ensure all claims and entry events are up to date prior to 31 October 2025 in the Aged Care Provider Portal (ACPP) on Services Australia’s website	<p>The ACPP will have a release scheduled maintenance starting from 6:00 PM (AEDT) Friday 31 October 2025. The scheduled maintenance is expected to end 12:00 PM midday Saturday 1 November 2025, during this time the system will be unavailable. Following this scheduled maintenance the ACPP will enter a read-only mode until at least 12:00 PM midday Wednesday 5 November 2025. During this period providers will be unable to submit claims or events within the system and are encouraged to ensure all claims and entry events are up to date before the scheduled maintenance period commences.</p> <ul style="list-style-type: none">Following the read-only period providers will be able to make Residential, Home Care or Transitional Care claims for the October 2025 period. Some Support at Home data such as budget information may be visible.To prepare for the transition, providers should ensure that all residential claims and entry events are up to date prior to 24 October 2025.Home Care providers transitioning to the Support at Home program, providers should ensure all claims and entry events are up to date prior to 31 October 2025.Support at Home claiming under the new Aged Care Act will not be available in the ACPP until 1 December 2025.	<ul style="list-style-type: none">ACPP resourcesCurrent claims process: Submit and Finalise a Home Care ClaimSupport at Home invoice sample filesSupport at Home resources.

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#	Action	Context	Where to go for support
29	Providers should work with their participants to ensure they understand their required contributions when Support at Home begins.	From 1 October 2025 Services Australia will populate the Aged Care Provider Portal (ACPP) with indicative Support at Home contribution rates for existing home care recipients. Providers should work with their participants to ensure they understand their required contributions when Support at Home begins.	Refer to the Providing home care page on the Services Australia website for guidance on how to access the estimated contribution rates on the Aged Care Provider Portal and guidance when discussing these estimated rates with HCP care recipients. <ul style="list-style-type: none">Support at home estimated contribution rate eKit
30	Understand Support at Home ongoing and transitional claiming requirements and processes.	<p>The ACPP is expected to be available for claiming from 12:00pm midday Wednesday 5 November 2025. This means providers have between 5 and 30 November to submit their final Home Care Package claims to commence Support at Home claiming in early December.</p> <ul style="list-style-type: none">Finalise and upload the October 2025 HCP claim to Services Australia and report any unspent HCP funds as soon as possible and by 30 November 2025. Completing this by 30 November will enable Support at Home claiming from 1 December 2025.Providers do not need to wait to receive invoices to submit their HCP claims. Providers can claim for services once the services have been delivered. Providers should follow up with subcontractors to confirm outstanding invoice amounts to ensure claiming is accurate.	<p>Prepare for new Support at Home claiming requirements, you can review:</p> <ul style="list-style-type: none">Submit and Finalise a Home Care Claim on the Services Australia education gateway, Health Professional Education Resources.Finalising HCP claims and commencing claims for Support at Home guidance’ for the timeline and checklist (<i>available mid-October</i>).Support at Home program claims and payments business rules guidanceSupport at Home invoice sample filesSupport at Home Provider Transition Guide.
31	Continue to review items in Jan-June and July-August columns (checklist items 1-20) for updates to links / guides.		
32	Complete the AT-HM Scheme data collection process for HCP care recipients transitioning to the Support at Home program.	<p>The data collection is a temporary pathway for providers to make bulk requests for AT-HM funding tiers for transitioned HCP care recipients directly with the Department. This will ensure providers can get prompt funding approvals without the need for individual Support Plan Reviews. The AT-HM scheme data collection will run from October 2025 to February 2026.</p> <p>Providers need to prepare for the collection by nominating coordinators to register early for Health Data Portal access. Care Partners should also ensure their HCP recipients have appropriate prescriptions/quotes for the AT-HM they require additional funding for. During the collection, providers will need to coordinate bulk submissions at an organisation or outlet level using the submission form. Care Partners will also need to upload supporting evidence to client records in the My Aged Care Service and Support Portal for processing.</p>	<p>More detailed information to support the AT-HM scheme data collection process will be available on the department’s website from October 2025.</p>
33	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.	<ul style="list-style-type: none">Guide to Digital Changes for ProvidersSupport at Home Business Rules.
34	Implement operational and digital changes to support the commencement of the new Act.	<p>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.</p> <p>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.</p>	<ul style="list-style-type: none">Aged care provider reportingProvider 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 programGPMS support material will continue to be updated and made available through the GPMS Resources page.

Provider Digital Readiness Checklist Appendix

#	Action	Context	Where to go for support
35	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.	<p>From 3-7 November 2025, providers must verify and update service and pricing information in the My Aged Care Service and Support Portal. This is a critical requirement for transition to Support at Home:</p> <ul style="list-style-type: none">• verify and update the services you deliver. This includes removing services that are not included in the Support at Home service list• update pricing for the services you deliver• revalidate that your service delivery area is accurate• confirm outlet names and descriptions. Support at Home outlets will be created using existing home care information as the basis on most data points. <p>Important: Providers who do not complete this within the specified window will not have accurate service and pricing information available in the My Aged Care Service and Support Portal.</p> <p>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.</p>	<ul style="list-style-type: none">• 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).• 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).
36	Engage with HCP care recipients to discuss their care plans and service agreements (currently known as Home Care Agreements).	<p>Engage with transitioning HCP care recipients to discuss their care plans and service agreements (currently known as Home Care Agreements). Ensure HCP care recipients:</p> <ul style="list-style-type: none">• Enter into a new Support at Home service agreement or sign a variation to their existing Home Care Agreement.• Are provided with a copy of the Statement of Rights and offered assistance to understand it.• Are provided with all other information, including complaints and feedback, Code of Conduct, protection of personal information, contributions framework, ceasing services and care plans. <p>Access the Aged Care Provider Portal to view estimated contribution rates for HCP care recipients you deliver services to. You can refer to these estimated contribution rates when discussing Support at Home service agreements with HCP care recipients to help them understand what their contributions might be under Support at Home.</p>	<ul style="list-style-type: none">• Refer to Support at Home service agreement resources for guidance and key messaging for older people• Refer to the Providing home care page on the Services Australia website for guidance on how to access the estimated contribution rates on the Aged Care Provider Portal and guidance when discussing these estimated rates with HCP care recipients.• Refer to the Commission’s webpage on the Statement of Rights.• Support at Home program manual• Support at Home Provider Transition Guide• Support at Home care partner guidance
37	Talk to your software vendors or internal ICT teams to develop API solutions to streamline reporting and claiming.	<p>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.</p> <p>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.</p> <p>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.</p>	<ul style="list-style-type: none">• Aged Care Business to Government project• B2G Developer Portal.



Further support:

- The [My Aged Care service provider and assessor helpline](#) on 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](#) and [My Aged Care Service and Support Portal Resources](#) page for updated 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.