



New Aged Care Act: A guide to digital changes for providers

Version 4.0



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About this document

The *New Aged Care Act: A guide to digital changes for providers* provides a brief introduction to the digital systems enabling provider operations under the new Aged Care Act (new Act). It complements the [Digital Readiness Checklist for providers](#), available through the department's website.

This guide outlines the digital changes and how they support provider operations, including the data fields, categories and rules critical to software system development. Where details are not yet available, we have identified the proposed mechanism and timeframe for supply.

We regularly update this guide with feedback and information we collect at sector forums to address feedback and/or interest.

More information can be found in program handbooks and system guides available on health.gov.au, including:

- [Support at Home](#)
- [New regulatory model](#)
- [Places to People](#)
- [New Aged Care Act](#)
- [Government Provider Management System \(GPMS\)](#)
- [My Aged Care Service and Support Portal](#)
- [Aged care provider reporting](#)
- [Business to Government \(B2G\)](#).

Version control

Table 1 below provides an overview of changes made to this guide for easier navigation.

Date	Summary of changes
December 2024 (v1.0)	Guide to digital changes for providers (v1.0) first issued.
March 2025 (v2.0)	<p>Guide to digital changes for providers updated (v2.0):</p> <ul style="list-style-type: none"> • New branding applied – all pages. • New version control section included – p 6. • Updated visual representation of the 'Key stages for providers' table – p 15. • Updates to the transition timeline to include support available – p 25. • Deeming requirements section: New information available – p 27. • Support at Home claims: References to new guidance material available – p 42. • Submit real time data: New table with links to system guides and resources for each relevant system to support providers keeping their service information up to date – p 39. • Link to the GPMS Conceptual Data Model (CDM) and the associated CDM business glossary – p 59.
August 2025 (v3.0)	<p>Guide to digital changes for providers updated (v3.0):</p> <ul style="list-style-type: none"> • Alignment of data and digital project and program activities to new Aged Care Act date 1 November 2025, and GPMS release planning activities for 3 November 2025 – throughout. • Update to department's name: now called Department of Health, Disability and Ageing (previously Department of Health and Aged Care) – as applicable. • Digital systems: updated table with links to system guides and resources for each

Date	Summary of changes
	<p>relevant system to support providers keeping their service information up to date – p 10.</p> <ul style="list-style-type: none"> • The Data Exchange (DEX) added to list of related websites - p 11. • New information on the Community Grants Hub (CGH) – p 14. • Updates to Table 4 – Key stages for providers with content refinement and additional detail – p 15, 18 • Updated and new information about GPMS Portals – Approved Provider and Registered Provider – p 19. • New table on what is changing and what is continuing on GPMS from 3 November – p 20. • New section about the My Aged Care Service and Support Portal – p 21. • Updated information about GPMS cut off dates for transition activities in preparation for 3 November 2025 – p 24. • Updated API table with new information on Production and Beta APIs – p 49. • Additional supporting material from the Commission for registering and exiting the sector – p 34, 52. • Updates to Glossary – p 55. • Updates to Appendix A – Relevant forms, including new draft interactive SmartForms from the Commission – p 58. • General wording refinement – as applicable.
October 2025 (v4.0)	<p>Guide to digital changes for providers updated (v4.0):</p> <ul style="list-style-type: none"> • Updates for providers on verifying and updating service and pricing information in the My Aged Care Service and Support Portal – p 16, 22. • Updates to Approved Provider and Registered Provider portal views – p 19. • Updates to GPMS transition activities and portal access – p 25.

Date	Summary of changes
	<ul style="list-style-type: none"> • Updates to Aged Care Provider Portal (ACPP) transition activities and portal access – p 27. • Updated information from the Commission on deeming – p 28. • Updated information from the Commission on the new SmartForms – p 36. • Updated information from the Commission on managing associated providers – p 44. • Updated information on Support at Home claims – p 49. • Updates to Appendix A Relevant forms – p 67. • Addition of Appendix B Key resources – p 72. • Addition of Appendix C Where to go for support – p 73. • General wording refinement – as applicable.

Table 1 – Version control

Context

Aged Care Act 2024

The Royal Commission into Aged Care Quality and Safety recommended the *Aged Care Act 1997* and its related legislation is no longer fit for purpose. The Australian Government is changing aged care laws to put the rights and needs of older people first, as they are at the centre of all we do.

Aged care is enabled through a range of services and supports. Aged care services range from low-level support to more complex services.

The government pays Approved Providers (Registered Providers from 1 November 2025) to deliver aged care through subsidies, grants and program funding. People who receive government-funded aged care can also help with the cost, if they can afford to.

The Aged Care Quality Standards will be strengthened under the new Aged Care Act. The strengthened Aged Care Quality Standards (strengthened Quality Standards) aim to make sure older people receive safe and quality care and services. The strengthened Quality Standards set obligations on providers regarding the care and services they deliver. The Aged Care Quality and Safety Commission (ACQSC), also referred to as the Commission, will be responsible for monitoring conformance with the strengthened Quality Standards.

The new Act, which takes effect from 1 November 2025, aims to improve the ways services are delivered to older people in their homes, community settings and approved residential care homes. The new Act will:

- outline the rights of older people who are seeking and accessing aged care services
- create a single-entry point, with clear eligibility requirements
- include a fair, culturally safe [single assessment framework](#)
- support the delivery of aged care services
- establish new [system oversight and accountability arrangements](#)
- increase provider accountability through a new [regulatory model](#)
- strengthen the [aged care regulator](#).

Registered Providers under the new Act

Under the new Act, government-funded aged care services can only be delivered by Registered Providers. Registered Providers can claim or receive government funding for delivering aged care services to a person who has been approved for those services. This includes services delivered through the Support at Home program, in residential aged care or through a specialist aged care program (government-funded

program where there is an agreement or arrangement, such as a grant, in place to deliver aged care services) such as the:

- Multi-Purpose Services Program (MPS)
- Commonwealth Home Support Program (CHSP)
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP)
- Transition Care Program (TCP).

All providers of funded aged care services need to be registered by the Commission. Organisations and people must register in one or more provider registration category. The categories are based on the types of services they plan to deliver.

Changes for providers will be effective from 1 November 2025:

The Support at Home program will replace the Home Care Packages (HCP) Program and Short-Term Restorative Care (STRC) Programme.

Regulatory model changes mean the Government Provider Management System (GPMS) will reflect new registration categories. The My Aged Care Service and Support Portal will also reflect new registration categories and services.

Provider capacity for residential beds will be managed differently, with older people allocated residential places.

Payment and subsidy changes for the Support at Home program may require changes to invoicing practices and payment systems with Services Australia.

Some providers, such as those delivering CHSP, MPS and NATSIFACP programs under the new Act, will gain access to GPMS for the first time. Providers will have access to the My Aged Care Service and Support Portal and will receive referrals and oversee clients through My Aged Care.

Digital systems

Providers will continue to interact with government and do business through three key digital systems. Table 2 below summarises the links to system guides and resources available for each relevant system to support providers keeping their service information up to date.

System	Description	System guides and resources
Government Provider Management System	<p>The Government Provider Management System (GPMS) is the portal where providers view and maintain some of their organisation and personnel information and complete mandatory reporting.</p> <p>On 3 November 2025, providers will need to access 2 separate GPMS portals to maintain provider information and to submit mandatory reporting. Provider information will remain against the current Act in the Approved Provider Portal and will be updated to the new Act in the Registered Provider Portal.</p>	GPMS resources
My Aged Care Service and Support Portal	<p>Providers use the My Aged Care Service and Support Portal to create outlets, which allow for service referrals, service advertising and care delivery to older people. Providers can access older people's assessment information and Support Plan to understand their needs and plan their care.</p> <p>Registered Provider information in the My Aged Care Service and Support Portal is fed from GPMS.</p>	My Aged Care Service and Support Portal resources
Aged Care Provider Portal	<p>The Aged Care Provider Portal (ACPP) is managed by Services Australia. Providers can use the portal to make claims for aged care subsidies and supplements for:</p> <ul style="list-style-type: none"> • home care • residential care • transition care • short-term restorative care. 	Aged Care Provider Portal support resources

Table 2 – Digital systems summary

In addition to the digital systems providers have access to, the table below outlines where provider information is also displayed. These systems have built-in integrations to support providers to connect with the aged care system.




Website	Description
Aged Care Quality and Safety Commission (ACQSC) Provider Register	<p>The Commission will maintain a Provider Register of the registration details and status of Registered Providers. The Commission will publish this information on their website to make the registration process transparent.</p> <p>The Provider Register will include each provider's:</p> <ul style="list-style-type: none"> • name and address • registration period • registration categories • whether the registration is current or is suspended • any specific conditions of registration. <p>The Commission will update the Provider Register based on Commission information or information supplied by providers through GPMS or directly to the Commission.</p> <p>Registered Providers can view some information about their registration in the Provider Register through the GPMS Portal. This can help them manage their registration and responsible people to ensure the Commission has up-to-date information.</p> <p>The Provider Register will also record the details of former Registered Providers.</p>
My Aged Care website	<p>The My Aged Care website provides older people, their families and carers with:</p> <ul style="list-style-type: none"> • information about government-funded aged care services • the 'Find a provider' tool – to find and compare government-funded aged care providers by location • directions on how to access care. <p>Provider information displayed on this website is a combination of outlet information entered in the My Aged Care Service and Support Portal and reporting information entered in GPMS.</p>
Data Exchange (DEX)	<p>The Data Exchange lets Commonwealth Home Support Program (CHSP) providers submit performance and client demographic information relating to CHSP services delivered.</p> <p>More information relating to the DEX requirements can be found at DEX Exchange toolkit (Stage 1) and the Data Dictionary Stage 1 regarding data submission.</p>

Website	Description
	Information submitted through DEX relates to eligible CHSP clients accessing services and will be linked to clients aged care assessed approval of services.

Table 3 – Websites with provider information

Contact the My Aged Care service provider and assessor helpline

The [My Aged Care service provider and assessor helpline](#) provides technical support to all users including government-funded aged care providers, assessors and hospital staff who use the My Aged Care Service and Support Portal, GPMS Portal, Assessor Portal, Hospital Portal and the Aged Care Assessor app.

	<p>Call the My Aged Care service provider and assessor helpline on 1800 836 799 (option 5* for GPMS queries). Available 8 am to 8 pm Monday to Friday and 10 am to 2 pm (local time) Saturday.</p> <p>*from 1 November 2025 this will be option 4 for GPMS queries</p>
	<p>Visit MyAgedCare.gov.au for more information and the GPMS resources page for updated GPMS support material. Use the My Aged Care Service and Support Portal to manage information about services, clients and referrals – visit the My Aged Care Service and Support Portal resources page.</p>
	<p>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.</p>

Government agency roles

The following government agencies have roles under the new Act.

Department of Health, Disability and Ageing

The Department of Health, Disability and Ageing (the department) has policy and program oversight of the aged care programs supporting the aged care sector.

The department's Secretary will be the aged care System Governor.

The System Governor and the department will be responsible for the operations and oversight of the aged care system. The System Governor will be delegating the authority to a range of departmental staff and people approved by the delegate.

The department will also play an important role in actively managing the aged care system to ensure component parts work together effectively.

Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission (the Commission) is the national regulator of funded aged care services.

Under the new Act, it will be responsible for:

- protecting and enhancing the safety and wellbeing of people accessing aged care services
- registering providers to deliver aged care services
- approving residential care homes
- engaging with people accessing aged care services and their representatives to develop best-practice models for Registered Providers and aged care workers
- monitoring and assessing providers' compliance with the Code of Conduct for Aged Care, other obligations and conformance with the strengthened Quality Standards
- administering the Serious Incident Response Scheme
- resolving complaints about services and workers
- reporting frequently on complaints received and handled by the Commissioner
- reducing the use of restrictive practices.

Learn more about [regulation and oversight under the new Act](#).

Services Australia

Services Australia will continue to assess older peoples' income and assets to determine how much they can contribute towards their care.

Services Australia manages the [Aged Care Provider Portal](#) (ACPP) enabling providers to:

- manage which users can claim on their behalf
- filter details in claim and event screens
- securely search for care recipients and events
- manage care recipient events
- make claims for aged care subsidies and supplements for:
 - support at home
 - residential care
 - transition care.

Department of Social Services

The Department of Social Services (DSS) is responsible for the payment of grant-funded aged care programs via the whole of government grants platform the Community Grants Hub (CGH), including CHSP.

The CGH manages aged care grant funding providers on the department's behalf. Funding Arrangement Managers (FAMs) in the CGH monitor contract compliance against deliverables established in funding agreements including how funds are spent in line with the program, performance and demographic data (through the Data Exchange) and provider enquiries.

Department of Veterans' Affairs

The Department of Veterans' Affairs (DVA) is responsible for income and asset information for veterans who receive government-funded aged care services.

Key stages for providers

Stage	Description
Awareness and information	<p>Aged care providers receive information about registration, business and government obligations and requirements under the new Act to:</p> <ul style="list-style-type: none"> • Understand their requirements • Prepare their business operations • Manage user details in the Government Provider Management System (GPMS) and the My Aged Care Service and Support Portal, ensuring they are prepared for the transition.
Registration	<p>Providers review their registration in preparation for 1 November 2025. This started with a preview from 1 April to 30 June 2025.</p> <ul style="list-style-type: none"> • From April 2025, existing providers received a preview of their registration category (Provider Registration Preview). The deeming process will transition providers to the new registration categories when the new Act comes into effect on 1 November 2025. • Providers can review the proposed deeming outcome (how they will be registered and if any information is incorrect). Providers should follow the instructions in the preview to make the relevant updates. • Check your organisation's information is correct in GPMS if you have access, or through your Funding Arrangement Manager, for your services, locations and Responsible Persons contact details.
Service establishment and delivery	<p>Providers deliver services aligning to the new aged care regulatory model.</p> <ul style="list-style-type: none"> • For subsidy providers, submit claims (by 24 October 2025 for Residential Care providers and by 31 October for Home Care providers transitioning to the Support at Home program) and receive payments from Services Australia through the Aged Care Provider Portal (ACPP). • From 3 November 2025, update information about Responsible Persons, contacts, user roles, services and third-party arrangements through the GPMS 'Manage Your Organisation' tile.

Stage	Description
	<ul style="list-style-type: none"> From 3-7 November 2025, Support at Home 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: <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. 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. Access information about supporter relationships registered with the System Governor for older people they are providing care to via the My Aged Care Service and Support Portal.
Quality and safety /compliance reporting	<p>Providers report on their organisation and care delivery according to their key registration categories.</p> <ul style="list-style-type: none"> For general reporting obligations up to 31 October 2025, providers will be required to report against the current Approved Provider structure (under the current Aged Care Act). From 1 November 2025, reporting obligations for Registered Providers will be against the new Act provider entity structure. For monthly reporting obligations (24/7 Registered Nurse report): <ul style="list-style-type: none"> Providers will submit their monthly data for October 2025 onwards under the new Act. For quarterly reporting obligations (Quarterly Financial Report, National Aged Care Quality Indicator Program): <ul style="list-style-type: none"> Approved Providers will continue to submit quarterly data for Quarter 1 2025-26 (1 July to 30 September) under the current Aged Care Act. Registered Providers are required to submit a QFR and Quality Indicator reporting from Quarter 2, 2025-26 onwards under the new Act. For annual reporting obligations (Provider Operations Collection Form, Aged Care Financial Report): <ul style="list-style-type: none"> Providers will continue to submit annual data for FY 2024-25 (1 July 2024 to 30 June 2025) under the current Aged Care Act. The submission period is 1 July 2025 to 31 October 2025.

Stage	Description
	<ul style="list-style-type: none"> Registered Providers are required to submit an ACFR for FY 2025-26 (1 July 2025 – 30 June 2026) under the new Act. The submission period is 1 July 2026 to 31 October 2026. Provider information will continue to be published on the My Aged Care website and 'Find a provider' tool. Between November 2025 and February 2026, the My Aged Care website will display information for both Approved and Registered Providers. As the deeming process transitions providers into new registration categories when the new Act takes effect on 1 November 2025, provider details will be displayed as Registered Providers.
Improvement and innovation	<p>Providers meet the strengthened Quality Standards to make sure older people receive safe and quality care.</p> <ul style="list-style-type: none"> Seek feedback from older people, their families, carers and health professionals about their services and quality of care. Review their performance against the strengthened Quality Standards to determine areas for improvement. Continue to innovate through digital support provided by Business to Government (B2G) initiatives.
Exit	<p>Providers are required to undertake a number of actions before they are allowed to exit the sector to ensure the older person will have continuity of care throughout the transition. Providers will exit the sector under any of the following circumstances:</p> <ul style="list-style-type: none"> The Commission revokes the providers registration. Provider initiated revocation. Provider receives a notice of lapsed registration.

Table 4 - Key stages for providers

Awareness and information

Aged care providers will receive information about registration, business and government obligations and requirements under the new Act. During this time, providers will need to:

- understand their requirements
- prepare provider business operations
- manage user details in GPMS ensuring they are up to date to prepare for the transition.

About GPMS

GPMS lets providers manage and report their organisational information to government (including workforce data) and view regulatory information.

GPMS is being updated through a staged digital implementation process to align with the new regulatory requirements under the new Act and will continue to add new functionality over time.

While the new Act takes effect from 1 November 2025, GPMS system updates to align with the new Act will go live on 3 November 2025.

From 3 November 2025, providers delivering the following programs will have access to GPMS for the first time:

- Commonwealth Home Support Program (CHSP)
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP).

GPMS Portals

GPMS includes an external portal (Approved Provider Portal) currently used by Approved Providers. It is used to maintain provider information and complete mandatory reporting requirements set by the department, under the current Aged Care Act.

From 3 November 2025, Registered Providers will get access to an additional external GPMS portal (Registered Provider Portal). It will be used to complete certain mandatory reporting requirements and manage organisation details under the new Act.

GPMS Registered Provider Portal

Access this portal to view information about your Registered Provider entity, as it exists under the new *Aged Care Act 2024*. From 3 November 2025, in the new portal, providers can:

- View and maintain the information about your organisation
- Submit and edit Registered Provider reporting:
 - 24/7 Registered Nurse (RN) report
 - Quarterly Financial Report (QFR) (from Q2 2025-26 onwards)
 - Quality Indicator (QI) Program data (from Q2 2025-26 onwards)

As GPMS is enhanced, additional applications will be introduced through future updates.

Log in to GPMS – Registered Provider

GPMS Approved Provider Portal

Access this portal to view information about your Approved Provider entity, as it existed under the *Aged Care Act 1997* up to 31 October 2025. In this portal, providers can:

- View information about your organisation and personnel, as well as submit Approved Provider reporting:
 - Star Ratings
 - Care Minutes Targets
 - Quarterly Financial Report (QFR)
 - Quality Indicator (QI) Program data*
 - Provider Operations
- Preview information before it is published for the next period:
 - Finance & Operations
 - Star Ratings

*from 1 January 2026, providers will only be able to view QI data in the Approved Provider portal (not edit or submit)

Log in to GPMS – Approved Provider

Further information on mandatory reporting for these programs is included in section 'Managing compliance reporting' within this document (p. 43).

The [GPMS resources](#) page has been updated to include a '[New Aged Care Act - 1 November 2025 system enhancements](#)' section, where providers can get early access to new Act information relevant to GPMS, including new GPMS FAQs, videos and user guides.

Fully updated GPMS supporting material and resources are available in the [GPMS resources](#) page.

What is changing and what is continuing in GPMS from 3 November 2025

Table 5 summarises what is changing and what is continuing in GPMS from 3 November 2025:

	Provider registration	Accessing GPMS	Manage Your Organisation and reporting
What is changing	<ul style="list-style-type: none"> Registered Providers become active in GPMS from 3 November 2025. New providers will apply for registration through the Commission's website. The Commission will use the registration category listed for a provider in GPMS to regulate it. Registered Providers will have a single ABN. 	<ul style="list-style-type: none"> Grant funded providers can log on to GPMS for the first time. Existing Third-Party Organisations (TPO) will move to the GPMS Registered Provider Portal with all deemed Registered Provider information. Existing users will automatically be given access to the new Registered Provider Portal. The Organisation Administrator will need to set up new users. 	<ul style="list-style-type: none"> GPMS data model will reflect requirements under the new Act. Change in Circumstance form and other forms (e.g. variations, suspensions, revocations and corrections) will be available on the Commission's website with submissions to the Commission. Providers will use the 2 GPMS portals for specific reporting and submission requirements: <ul style="list-style-type: none"> Approved Provider Portal to submit mandatory reporting (other than 24/7 RN) for previous reporting periods under the current Aged Care Act. Registered Provider Portal to manage organisation and personnel details, view service/branch details and submit mandatory reporting (including 24/7 RN) for periods under the new Act.
What is continuing	<ul style="list-style-type: none"> GPMS will continue to be integrated with Services Australia to support payments to Registered Providers. 	<ul style="list-style-type: none"> Existing providers continue to use GPMS, with access aligned to their provider registration and ABN. 	<ul style="list-style-type: none"> Providers will continue to view and maintain organisational information in GPMS from 3 November 2025, just via the Registered Provider Portal. Continuity of mandatory reporting for the periods prior to the new Act (via the Approved Provider Portal). Continuity of mandatory reporting from 3 November 2025 (via the Registered Provider Portal).

Table 5 - What is changing and what is continuing with GPMS

 Learn more about how to manage provider information in GPMS:

- [Government Provider Management System](#)
- [Government Provider Management System resources](#)
- [GPMS – User Guide](#) on how to manage users
- [GPMS Frequently Asked Questions](#).

About the My Aged Care Service and Support Portal

The My Aged Care Service and Support Portal is for aged care providers and their staff to:

- enter and manage information about their services
- manage referrals
- view client records and access Support Plans to assist care planning request review of a client's support plan.

My Aged Care Service and Support Portal from 3 November 2025

To align with the department's release schedule, from 3 November 2025, the My Aged Care Service and Support Portal will reflect provider registration categories and the services within each category the provider is registered for. The My Aged Care Service and Support Portal will also reflect the Support at Home program start and have Supporter information for older people accessible. Registered Providers will need to verify, update and manage their Outlets and Services through My Aged Care Service and Support Portal. This includes:

- the services being delivered and their availability
- service delivery areas
- service pricing
- outlet name and description
- staff users and the roles assigned to them within organisation administration and outlet user roles.

Other changes to the My Aged Care Service and Support Portal include:

- Wording updates to replace Aged Care Act 1997 references.
- Go-live of the new Supported Decision-Making (SDM) framework, enabling nominees to be captured and managed under the new legislation.
- Representative roles will now become Supporter roles with new functions, revised consent scripting, and updated system processes.
- Replacement of the Commonwealth Home Support Program (CHSP) service list to the Care Service Model (CSM) service list across all aged care systems.

This new centralised list ensures consistency across portals and features improved terminology, and categorisation improvements to the Serious Incident Response Scheme (SIRS) webform to include new data fields, improved terminology, enhanced guidance and form functionality, and better integration between healthcare systems.

Pricing, services and outlet information

September and October 2025:

- Support at Home providers should upload a revised pricing schedule for Support at Home services they will offer to the [My Aged Care Service and Support Portal](#). This enables the schedule to be viewed on the 'Find a provider' tool under the Full price lists section.
- CHSP, MPS and NATSIFACP providers should access the My Aged Care Service and Support Portal to ensure their outlets and services are set up correctly to receive referrals.

November 2025:

- From 3-7 November 2025, Support at Home 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:
 - 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.
 - 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.
- If the services a provider is delivering within a registration category change (removal or addition of a service type within a registration category) from 1 November 2025, providers will need to notify the Commission of a Change in Circumstance. If providers are removing all service types in a category, they will need to submit an Application for variation form to the Commission to remove the registration category. The final forms will be available on the Commission's website from 1 November 2025. Providers can only submit the forms from 1 November 2025. To help providers prepare, draft versions of the forms are available on the Commission's website. The Commission will publish guidance material for these forms from October 2025.

Accessing the My Aged Care Service and Support Portal



Learn more about how to manage provider service and outlet information in the My Aged Care Service and Support Portal:

- [My Aged Care Service and Support Portal](#)
- [My Aged Care Service and Support Portal resources](#)
- [Support at Home service list](#).

Transition

The following timeline outlines key milestones for aged care providers during the transition to the new Act:

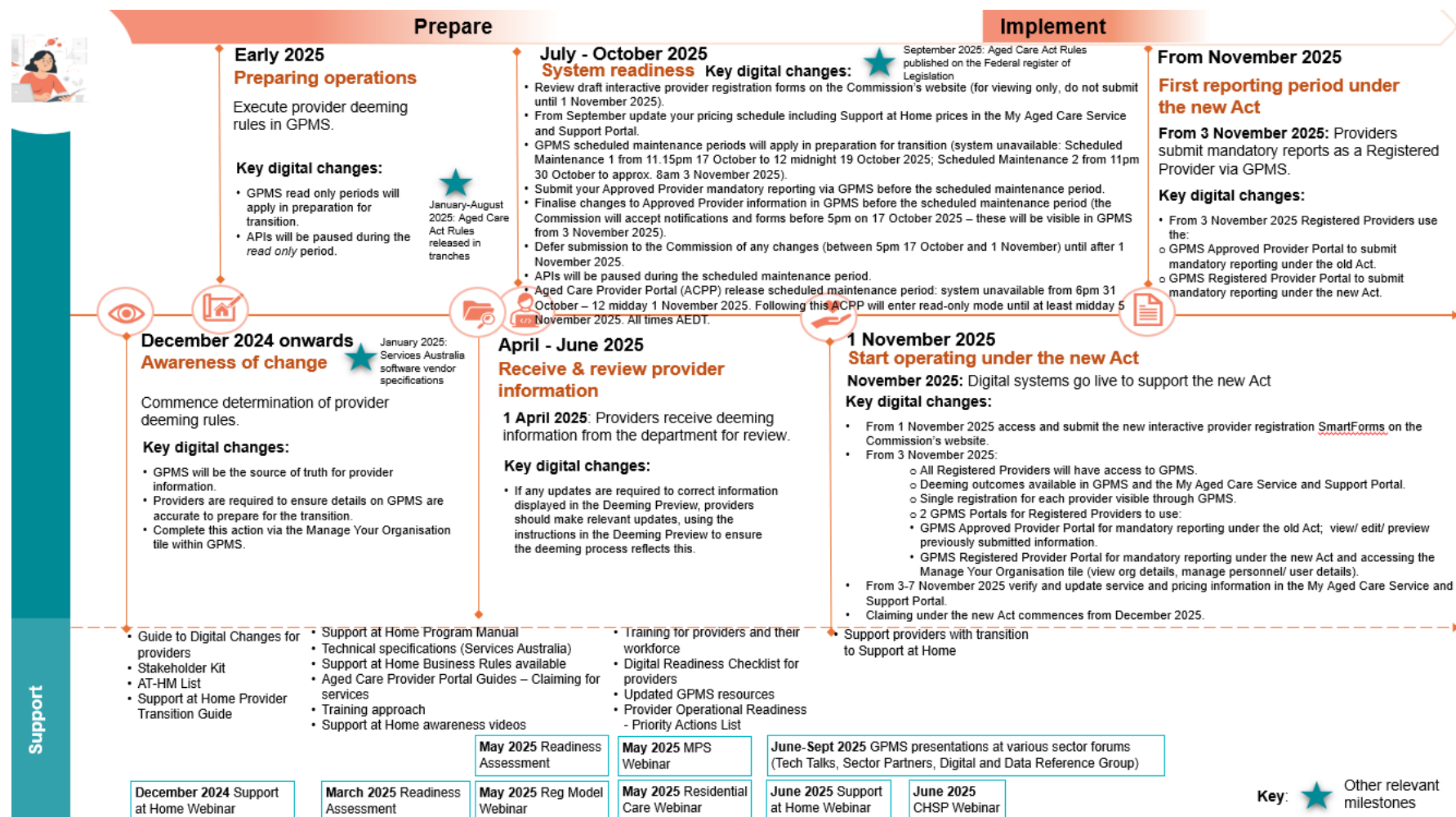


Figure 1 - Provider transition timeline

What providers need to know about the GPMS transition activities

To prepare data for the 3 November 2025 GPMS release, there will be 2 GPMS Approved Provider Portal release scheduled maintenances:

GPMS Release Scheduled Maintenance 1:

- GPMS Approved Provider Portal will have Release Scheduled Maintenance 1 from **11:15 PM (AEDT) on Friday 17 October 2025 to midnight (AEDT) Sunday 19 October 2025** where the system will be unavailable.
 - During the GPMS Release Scheduled Maintenance 1 period, providers will not be able to view or modify any information within the system and are encouraged to make required changes before the scheduled maintenance 1 period commences.
- Providers need to finalise any changes to their Approved Provider information (in the [GPMS Approved Provider Portal](#) (including any changes to organisation details, business address, key personnel, contact details, user roles and user access) before the GPMS Release Scheduled Maintenance 1 period from 11:15 PM on Friday 17 October 2025.
 - Advise any 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 - providers will find a specific form for this on the [Commission's website](#). Once processed, updates will be reflected in GPMS.
- Any changes to the GPMS Approved Provider Portal user access that are submitted prior to 11:15 PM on Friday 17 October 2025 will be processed.
 - These users will automatically have access to the **new GPMS Registered Provider Portal** from 3 November 2025.
 - If a user is added to the GPMS Approved Provider Portal after 17 October 2025 they will not automatically have access to the **new Registered Provider Portal** - the organisation administrator must add the user to the Registered Provider Portal from 3 November 2025.
- Where users are required to continue accessing the GPMS Approved Provider Portal, they will be allowed back into the system from Monday 20 October 2025. Some users will have restricted access.

GPMS Release Scheduled Maintenance 2:

- GPMS Approved Provider Portal will have a second release scheduled maintenance window, GPMS Release Scheduled Maintenance 2 will run from **Thursday 30 October 2025 11:00 PM (AEDT) until approximately 8:00 AM (AEDT) on Monday 3 November 2025** where the system will be unavailable.

In addition:

- The GPMS Registered Provider Portal will be made available to users with relevant access for the first time on Monday 3 November 2025.
- The Commission will accept all Approved Provider Notifications and Determination forms submitted (through GPMS) before 5:00 PM (AEDT) Friday 17 October 2025.
 - These updates will be visible in GPMS from 3 November 2025.
 - Updates made after this time will not be reflected in the Registered Provider Portal on 3 November 2025. They will be visible later.

- Between 5:00 PM on Friday 17 October and 1 November 2025 (when the Change in Circumstance form 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

Integration with Services Australia

GPMS will continue to be integrated with Services Australia to support payments to Registered Providers.

Under the current Aged Care Act, payment of claims for the October 2025 period will be paid in November 2025 by Services Australia.

Home Care Package Providers will need to finalise their October 2025 claims before they can transition to Support at Home claiming.

Resources about the Aged Care Provider Portal (ACPP) on Services Australia's website will be updated as new education resources become available to assist providers with Support at Home claims.

What providers need to know about Aged Care Provider Portal Transition Activities

- 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 should ensure all claims and entry events are up to date prior to 31 October 2025.
- To ensure the successful release of changes to the ACPP and make sure that provider data is accurate in the system:
 - 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 (AEDT) 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 via the portal.
- From 1 November 2025, updated ACPP claiming resources will be available to support providers submitting Support at Home claims for the first time.
- 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.
- Support at Home claiming under the new Act will not be available in the ACPP until 1 December 2025.
- Submit the October 2025 HCP claim to Services Australia as soon as possible, including reporting any unspent HCP funds. Completing this by 30 November 2025 will enable Support at Home claiming from 1 December 2025.

 Resources to support the claims process:

- [ACPP resources](#)
- [Support at Home program claims and payments business rules guidance](#)
- Current claims process: [Submit and Finalise a Home Care Claim](#)
- [Support at Home invoice sample files](#)
- [Support at Home resources](#).

Website integration

[My Aged Care](#) is the government's entry point for older people to access Government funded aged care services. Providers can expect changes to reflect the introduction of the new Act and the [new regulatory model](#).

The My Aged Care website will be updated on 1 November 2025. In line with the Department's system release, the '[Find a provider](#)' tool will be available from 3 November 2025 to enable older people to find providers best meeting their needs.

Deeming requirements and updates

All current government-funded providers will be transitioned to the new system as Registered Providers. This process is called deeming.

Providers received a preview of the registration category from April 2025 (Provider Registration Preview). Providers should review the proposed deeming outcome and contact the department about the outcome if required.

The deeming process will transition providers to the new registration categories.

Effective changes from the new Act on 1 November 2025 include:

- All Registered Providers will have a single ABN. This may affect provider structures as per Provider Registration Preview. Should structures appear differently in GPMS, changes will be reflected in the My Aged Care Service and Support Portal from 3 November 2025.
- Providers' Registered Provider Name will be updated via a data remediation process in the department to reflect the ABN Entity Name held within the Australian Business Register (ABR).
 - The department has identified some providers where the ABR Entity Name is different from the provider name in GPMS.
 - This will not have an impact to Registered Providers on 3 November 2025 as GPMS is not using the ABN name as the Registered Provider name.
 - It is important providers review their ABN Entity Name and make any changes required via the ABR as soon as possible.
- Providers will still be able to manage outlets and outlet names through the My Aged Care Service and Support Portal. Providers may consider reviewing and updating outlet names to align to registration categories.
- Between 3 to 7 November 2025, Support at Home providers must verify and update the services they are delivering.

- If the services a provider is delivering 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 Commission of a [Change in Circumstance](#).
- If a provider is removing all service types in a category, they will need to submit an [Application for Variation form](#) to the Commission to remove the registration category.
- For Approved Providers who are becoming Registered Providers, Service IDs will become Payment IDs in GPMS from 3 November 2025 and will support continuity of provider claims and payments.
 - For claims resources, go to [ACPP resources](#) on Service Australia's website.
- Current sub-contractors of government-funded providers (known as [associated providers](#) under the new Act) will not be deemed as Registered Providers. Associated providers can continue to deliver services if they are contracted by a Registered Provider. They will not have access to GPMS.
- Providers will need to maintain services for discontinued programs (e.g. Short-Term Restorative Care and specialised programs) for continuity of care to older people, while creating a replacement service for new older people or recently referred older people who haven't commenced receiving their services.
- The deeming process will transition providers to the new registration categories.
- On 1 November 2025, aged care providers will be deemed as registered providers under the Aged Care Act 2024.
- In the first week of November 2025, providers will receive a notification of their deeming outcome. This will be sent by email to the contact nominated and confirmed as part of the Provider Registration Preview held in April 2025.
- Providers will receive this email regardless of whether they participated in the registration preview.
- No action is required by providers as part of this notification.
- The notification will include details of registration categories and include details of places where government funded residential care services or funded flexible care services are delivered where this applies.
- The notification will also include the registration end date.
- Registration ends dates will be a minimum of 6 months from 1 November 2025.
- Prior to expiry of the registration period, the Aged Care Commission will invite registered providers to initiate the registration renewal process and advise the provider of the timeframe to commence a Registration Renewal Application Form.
- These timeframes will depend on the provider's registration categories, and whether an audit against the strengthened Quality Standards is required. This

process may commence up to 18 months prior to the end of the registration period.

- Once deemed, providers will be subject to relevant conditions, obligations, and duties under the Aged Care Act 2024, including those under section 142.

The deeming process is being used to transfer Approved Providers to Registered Providers under the new Act.

Check your organisation's information is correct in GPMS if you have access, or through your Funding Arrangement Manager, for your services, locations and Responsible Persons contact details.

Providers should continue to advise the department of any changes via the Manage Your Organisation tile within [GPMS](#) from 3 November 2025.

An Approved Provider must continue to inform the Commission of certain changes or events affecting their suitability to continue as a Registered Provider. They also need to let the Commission know about changes to Responsible Persons and their suitability.

Resources:

- Learn more about [the deeming process](#)
- For Provider Registration Preview or deeming enquiries, please email AgedCareRegModel@health.gov.au.
- Learn about [notifying the Commission of certain matters](#)
- Draft [Change in circumstance notification form](#) (final form available from 1 November 2025).
- Draft [Application for variation form](#) to remove all service types/ the registration category (final form available from 1 November 2025).

In summary:

Key digital changes

Scheduled maintenance periods will apply on GPMS and the ACPP in preparation for the transition in November 2025.

The GPMS Approved Provider Portal will have Release Scheduled Maintenance 1 from 11:15 PM (AEDT) Friday 17 October 2025 until midnight (AEDT) Sunday 19 October 2025, where the system will be unavailable.

GPMS Approved Provider Portal will have Release Scheduled Maintenance 2 from Thursday 30 October 2025 11:00 PM (AEDT) until approximately 8:00 AM (AEDT) on Monday 3 November 2025, where the system will be unavailable.

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 (AEDT) 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 via the portal.

From 3 November 2025, all Registered Providers will have access to GPMS to maintain information in the GPMS Registered Provider Portal about their organisation and personnel and complete mandatory reporting under the new Act.

What does this mean for providers?

GPMS will remain the source of truth for all provider information.

Providers will need to ensure their details (services, locations, key personnel, contact details) are up to date in GPMS in preparation for deeming and transition to new registration categories.

From September, in preparation for 1 November 2025, home care providers should upload new pricing for Support at Home as a PDF through the My Aged Care Service and Support Portal.

Providers are encouraged to attend information sessions and make use of guidance materials to prepare for 1 November 2025 such as those provided through the website [Prepare for the new Aged Care Act](#) and the Your Aged Care Update (YACU) newsletter.

Registration

A Registered Provider is defined as an entity registered under paragraph 105(1)(a) or because of a renewal under paragraph 108(1)(a), or because of a determination made by the System Governor under subsection 117(1), in one or more provider registration categories.

Aged Care Act 2024

All providers of government-funded aged care services must be registered by the Commission. An organisation or person seeking to deliver government-funded aged care services must register in one or more provider registration category. The categories are based on the types of services they plan to deliver.

Aged care programs under the new Act include:

- [Residential aged care services](#)
- [Support at Home program](#) (replaces [Home Care Packages \(HCP\)](#) Program and [Short-Term Restorative Care \(STRC\)](#) Programme from 1 November 2025)
- [Commonwealth Home Support Program \(CHSP\)](#) remains as a grant funded program from 1 July 2025 to 30 June 2027 and will transition to Support at Home no earlier than July 2027
- [Transition Care Program \(TCP\)](#)
- [Multi-Purpose Services \(MPS\)](#)
- [National Aboriginal and Torres Strait Islander Flexible Aged Care Program \(NATSIFACP\)](#).

Information about how [providers can become a Registered Provider under the new Act](#) is available on the Commission's website.

Registration categories

From 1 November 2025, all aged care service providers must be registered by the Commission to deliver government-funded services. An organisation or person must be registered as a provider in one or more provider registration categories.

These categories group together types of services based on:


- common characteristics
- risks associated with that service
- provider obligations addressing those risks.

Providers have different obligations depending on the category they are registered in. When applying for registration, an organisation or person must tell the Commission about each type of service they plan to deliver in the chosen registration category, as outlined in Table 6:

Provider registration category	Description	Service types
Category 1	Home and community services	Domestic assistance Home maintenance and repairs Meals Transport
Category 2	Assistive technology and home modifications services	Equipment and products Home adjustments
Category 3	Advisory and support services	Hoarding and squalor assistance Social support and community engagement
Category 4	Personal care and care support in the home or community (including respite)	Allied health and other therapy Personal care Nutrition Therapeutic services for independent living Home or community general respite Community cottage respite Care management Restorative care management
Category 5	Nursing and transition care	Nursing care Assistance with transition care
Category 6	Residential care services (including respite)	Residential accommodation Residential everyday living Residential non-clinical cares Residential clinical care

Table 6 - Provider registration categories

* These categories may be subject to minor changes as the new Act and associated Rules are finalised.

 Learn more about registration:

- [New Aged Care Regulatory Model](#)
- [Registration categories](#)
- [New rights-based Aged Care Act](#)
- [New Aged Care Rules](#).

Existing providers

Government-funded aged care providers currently delivering services will be transitioned to the new regulatory model as outlined in Figure 2 below:

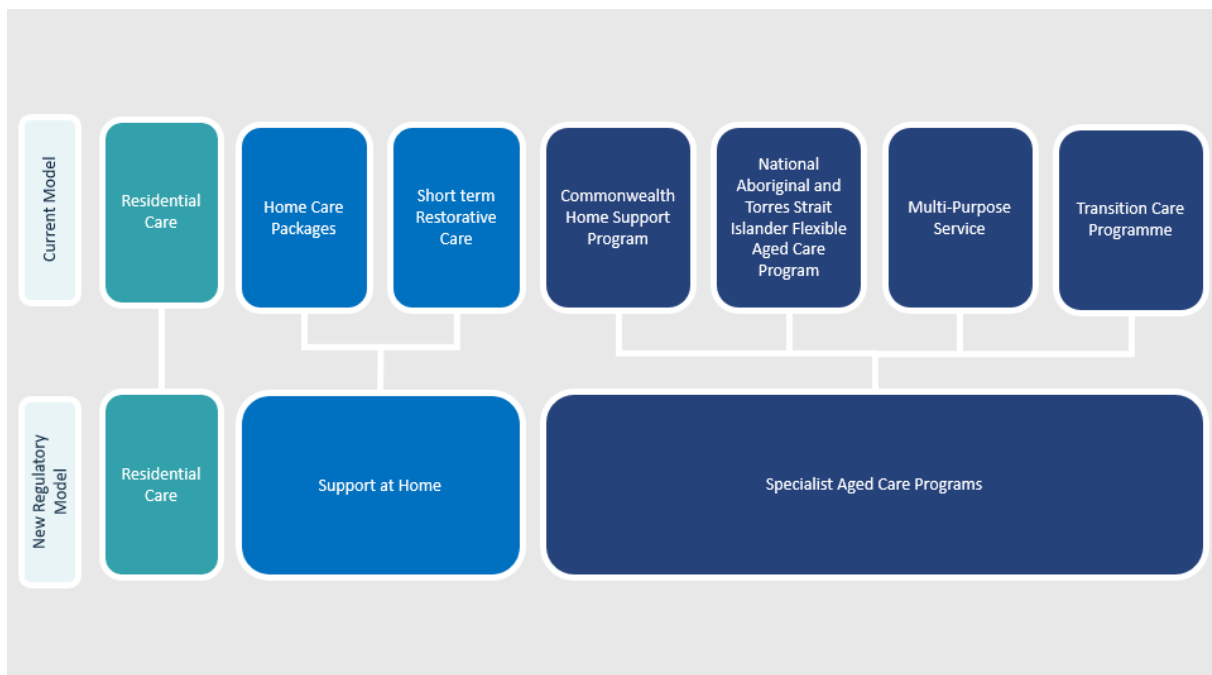


Figure 2 - New Regulatory Model

Support at Home

The new Support at Home program will provide more effective in-home aged care to support older people to stay independent.

It will be implemented in stages. The program will commence on 1 November 2025 incorporating the Home Care Packages (HCP) Program and Short-Term Restorative Care (STRC) Programme. The Commonwealth Home Support Program (CHSP) will transfer into the Support at Home program no earlier than 1 July 2027.

From 1 November 2025, existing HCP providers will be deemed into registration categories aligning to services they currently deliver. The deeming process will involve confirming this information with all HCP and STRC providers.

Underpinning the regulatory categories and service types is the Support at Home service list. From 1 November 2025, there will be a consistent service list for all in-home aged care services. The [Support at Home service list](#) can be found on the department's website.

Information on Support at Home claiming process can be found on page 47. This includes business guidance available on claims and payments for providers who will be operating under Support at Home from 1 November 2025.

Commonwealth Home Support Program

From 1 November 2025, there will be changes to the way CHSP services are described, regulated and delivered. These changes reflect how CHSP providers are expected to deliver care and services to older people under the new Act.

From 1 November 2025, providers will need to be registered in the relevant registration categories with the Commission and reflected in GPMS to deliver services to older people.

Existing CHSP providers will be deemed into relevant registration categories. All operational government-funded aged care providers holding an ABN will be deemed. Providers will receive a preview of their registration category or categories (Provider Registration Preview).

The 2025-27 [CHSP service catalogue](#) will be active in GPMS. A provider's GPMS information will reflect the negotiated and mapped CHSP contracted services as outlined in the provider's 2025-27 CHSP funding agreements.

Sub-contractors of existing CHSP providers who are currently delivering services on behalf of an approved provider will be known as associated providers under the Act. Associated providers will provide aged care services on behalf of the registered provider. The registered provider will be responsible for making sure the associated provider complies with all relevant obligations. If current sub-contractors seek to hold CHSP grant agreements with the Commonwealth directly, they will need to apply for and be successful in a grant funding round and register as a provider with the ACQSC.

Places to People

Following the introduction of the Places to People policy under the new Act, the department will no longer rely on allocated residential care places to understand a provider's capacity to provide services at an aged care home. Residential places will be allocated to older people through the My Aged Care Service and Support Portal from 1 November 2025.

Following this change, a provider's capacity to deliver subsidised care will be determined through the Commission's registration processes, including approval of residential care homes.

If the Commission approves the residential care home, it will decide the total number of beds covered. Providers will be unable to claim payment for more than the total number of beds approved.

From 1 November, providers will be required to report changes in the number of beds available through applying to vary the number of total beds of a home.

- Between November 2025 and February 2026, if providers wish to reduce the number of available beds in the home for a period less than 2 years, they can contact their Local Network office.
- From February 2026, this feature will be available in the Manage Your Organisation tile in GPMS.
- To increase the total number of beds in the home, providers will need to lodge an [Application for variation form](#) with the Commission (draft form currently available for viewing only – please do not submit until 1 November 2025).

Residential applications prior to 1 November need to be finalised before the GPMS Release Scheduled Maintenance 1 period at 11:15 PM (AEDT) on 17 October 2025.

Learn more on the [Places to People webpage](#).

National Aboriginal and Torres Strait Islander Program (NATSIFACP)

From 1 November, the NATSIFACP will be regulated under the *Aged Care Act 2024*.

NATSIFACP providers will be deemed as a Registered Provider and allocated into registration categories based on the services they are approved to deliver in their current grant agreement. That is:

- category 1, 2, 3, 4 and 5 if they have places allocated to provide home care services, and/or
- category 6 if they have places allocated to provide residential services.

Providers are not required to deliver all services in the categories they are registered. However, providers should deliver at least one service in each category they are registered into.

Learn more about the [new regulatory changes for the NATSIFACP](#).

Interactive SmartForms

From 1 November 2025, the Commission will be responsible for registration activities for government-funded providers under the new Act.

As such from 1 November 2025, the Commission will require other forms to manage a provider's registration. These forms will be largely similar to current ones available but adjusted to reflect the new Act.

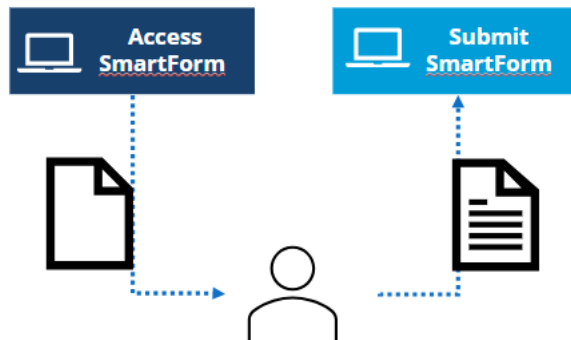
New SmartForms

The Commission is developing new interactive SmartForms for providers to apply for and manage their registration. These forms are being created to capture information about providers and workers, which are then uploaded into ACRES (Aged Care Resident's Experience Survey, a survey conducted by the Department to gather feedback on the experiences of residents in aged care).

Form Name	Large form with sub forms	Single-page form	Downloaded from Commission's website	Invite-Only
Application for registration	✓		✓	
Application for renewal of registration	✓		✗	✓
Change in circumstance notification	✓		✓	
Application for registration variation	✓		✓	
Request for reconsideration	✓		✓	
Request for revocation of registration		✓	✓	
Request for suspension of registration		✓	✓	
Request for a determination		✓	✓	
Serious Incident Response Scheme (SIRS) Notice		✓	✓	


Table 7 – ACQSC SmartForms

How to access and submit SmartForms




- Access - The final forms will be available on the Commission's website from 1 November 2025 when the new Act starts.
- Submit - Providers can only submit the forms from 1 November 2025.


What are you looking to do?



Start a form

- Applications
 - Applying to become a registered provider
 - Application for variation of registration
 - Approval of a residential care home is included in these forms.
- Requests
 - Suspend provider's registration
 - End provider's registration
 - Request that we reconsider a decision
 - Request a determination
- Notifications
 - Change in circumstance notification







Submit a completed form

Upload your completed forms and documents here.

Remember to check that you have all supporting documents and attachments ready before starting this section.

You will not be able to save your progress.






Renewal of registration forms are emailed to registered provider's and not available here.

To help providers prepare for changes under the new Act, [the Commission has published draft forms on the Commission's website](#) under the Guidance and resources section. They will publish guidance material for these forms from October 2025. Draft forms for viewing only include:

- [Draft Application for registration form](#)

- [Draft Application for renewal of registration form](#)
- [Draft Application for variation form](#)
- [Draft Change in circumstance notification form](#)
- [Draft Request for reconsideration of a Reviewable Decision form](#).
- Final forms will be available on the Commission's website from 1 November 2025 when the new Act starts.

To keep up to date (including updates on these new interactive SmartForms), the Commission encourages providers to sign up to their [monthly newsletter](#).

 Refer to [Appendix A](#) for a list of the current forms available to providers, as well as the forms required from 1 November 2025.

Steps to becoming a registered aged care provider from 1 November 2025

After 1 November 2025, an organisation or person seeking to deliver funded aged care services may need to apply for funding for a specialised aged care program. They will then need to apply to the Commission to become a Registered Provider. The process involves the following digitally supported steps.

Step 1. Apply for funding for a specialist aged care program

Before an organisation or person applies to be a Registered Provider, they will need to apply for funding to set themselves up, especially when they may be preparing to provide care within a specialist aged care program.

 Find out more about [how to apply for funding](#).

The government provides funding for providers to deliver services to older people under a specialist aged care program, such as:

- [Transition Care Program \(TCP\)](#)
- [Multi-Purpose Services \(MPS\)](#)
- [National Aboriginal and Torres Strait Islander Flexible Aged Care Program \(NATISFACP\)](#)
- [Commonwealth Home Support Program \(CHSP\)](#).

Step 2. Registration application

In the new regulatory model, there will be a single registration of each provider across all aged care programs. Providers delivering across multiple programs will only need to register once.

Providers will register into one or more of the 6 categories relevant to the type of services they provide.

To become a Registered Provider, an organisation or person will need to apply to the Commission to deliver aged care services in their chosen registration categories.

An organisation or person can apply to become a Registered Provider by completing an [Application for registration form](#) on the Commission's website (draft available for

viewing only prior to 1 November 2025 – please do not submit until 1 November 2025).

The Application for registration form includes an application for approval of residential care homes.

Through the application process, the Commission will require certain information to decide whether to register the organisation or person as a Registered Provider. Organisations or people applying for registration in categories 4 to 6 will need to submit more information than those applying for registration in categories 1 to 3.

Step 3. Assessment

The Commission will assess the application against specific criteria to decide whether to register the organisation or person.

For organisations or people applying for registration in categories 4 to 6, the Commission will audit them against the relevant strengthened Quality Standards.

To be registered in category 6, the organisation or person must meet the approval requirements for at least one residential care home.

Step 4. Decision to register or refuse registration

When the Commission makes a registration decision, they will provide the organisation, person or provider a Notice of Decision.

Decision to register

If the Commission decides to register the provider, they will set the categories the provider is registered in and the registration period. A provider will need to apply to the Commission to renew their registration at the end of that period.

The Commission will record and update provider registration details in the Provider Register.

To protect older people receiving aged care services, the provider's continued registration will depend on them meeting the obligations and conditions of registration.

Decision to refuse registration

The Commission follows procedural fairness processes before deciding to refuse registration. They will write to the applicant letting them know why they are considering refusing their registration application and give the applicant an opportunity to respond.

A decision to refuse provider registration is a reviewable decision. Organisations, people or Registered Providers can apply to have the Commission reconsider the decision. This can be done by completing the [Request for reconsideration of a Reviewable Decision form](#) on the Commission's website (draft available for viewing only prior to 1 November 2025 – please do not submit until 1 November 2025).

Decision to approve a residential care home

If the Commission approves a residential care home, they will decide the total number of beds covered by the approval.

Approved residential care homes do not need to be re-approved as part of the registration renewal process, or if the home is transferred to another Registered Provider.

Step 5. Maintain and renew registration

The Commission will give all Registered Providers a date marking the end of their registration. The standard registration period for all providers will be 3 years. For existing aged care providers, the Commission will stagger these dates after the new Act commences to allow the orderly management of registration renewal.

The Commission will set the registration renewal date and take matters such as these into consideration:


- risk
- regulatory intelligence
- workforce management
- recency of audits.

Before the registration period expires, the Commission will invite providers to start the registration renewal process. The Commission will advise the provider of the timeframe to complete an [Application for renewal of registration form](#) on the Commission's website (draft available for viewing only prior to 1 November 2025 – please do not submit until 1 November 2025).

These timeframes will depend on the provider's registration categories, and whether an audit against the strengthened Quality Standards is required.

This process may begin up to 18 months before the registration period ends.

Providers will need to demonstrate their suitability, capability, viability, and propriety to deliver aged care services to the Commission at entry, and then again at renewal.

 More information can be found on the Commission's website.

Refer to [Appendix A – Relevant Forms](#) for draft versions of the forms are available on the Commission's website. The final forms will be available on the Commission's website from 1 November 2025. Providers can only submit the forms. The Commission will publish guidance material for these forms from October 2025.

In summary:

Key digital changes

From 1 November 2025, providers will need to be registered in relevant categories with the Commission.

GPMS will reflect new registration categories aligning to the new deeming rules from 3 November 2025.

A single registration will apply for each provider.

What does this mean for providers?

Provider single registration means providers delivering across multiple programs will only need to register once.

Any sub-contractors or associated providers delivering services will need to be listed by providers submitting a registration application.

Service establishment and delivery

Assessment and referrals

From 1 November 2025, older people seeking to access government-funded aged care services will need to have undergone an aged care needs assessment through My Aged Care. An aged care assessor will complete the assessment and identify which aged care services the older person is approved to access and document this in a Support Plan.

Assessors will provide eligible older people (or their families and carers) information about Registered Providers who can provide support.

Providers can access Support Plans for older people they have accepted service referrals for through the [My Aged Care Service and Support Portal](#).

Eligible older people accessing either Support at Home **or** residential aged care can only receive services from a single provider. However, third party providers may be used to assist in care delivery. Providers need to list third party providers delivering services when submitting a registration application. Eligible clients accessing CHSP services can receive services through more than one provider.

To assist assessors with referrals, providers must:

- establish a presence in the [My Aged Care Service and Support Portal](#) for assessors to identify their service.
- maintain their information in the [My Aged Care Service and Support Portal](#) with accurate, timely and meaningful information which may include availability, specialisations and service delivery area.

The provider can accept or decline the referral of older people from the assessment organisation. If they accept, they will gain access to the client's record in the system so they can onboard the older person and work with them, their families and carers.

Care partner

From 1 November 2025 under Support at Home, participants will receive care management services from the provider by a staff member known as a care partner.

The care partner will develop a care plan and individualised budget with the participant which will need to be reviewed and updated at least once every 12 months or when there is a change to the participants needs, services or circumstances.

The care partner will require ongoing access to reporting and information via the [My Aged Care Service and Support Portal](#). Through this portal, the care partner will view the Support at Home participant's Support Plan, oversee service operations for the participant and manage the participant's service provision within their individualised budget.

Restorative care partner

All participants receiving services through the Support at Home Restorative Care Pathway will have care management activities delivered through a staff member known as a restorative care partner. Restorative care partners must have appropriate skills and knowledge for clinical coordination and oversight for short intensive periods of care. Restorative care partners will develop a service agreement and goal plan. Funding for restorative care management is taken for the individual restorative care budget. The care partner will require ongoing access to reporting and information via the [My Aged Care Service and Support Portal](#).

Submit real time data

Registered Providers will be required to keep information about their services up to date. This includes:

- providing real-time data on vacancies, location and service specialisation.
- maintaining service delivery care provision to older people, including to enable processing of payments and claims.
- continuing to do business and manage claims using the [Aged Care Provider Portal](#) (ACPP). Registered Providers can access the ACPP with an individual or organisation Provider Digital Access (PRODA) account. If they don't have one, they can [register for a PRODA account](#).
- for CHSP, submitting live performance data through the [Data Exchange](#) (DEX).

Managing compliance reporting

Reporting requirements

The Australian Government remains committed to providing greater transparency of Registered Providers' information. Under the new Act, Registered Providers remain accountable for service delivery and are obliged to report financial and operational information on their performance.

In addition to information provided about the older people in care and the services they deliver, Registered Providers unless exempt must continue to meet reporting requirements through the:

- Quarterly Financial Report (QFR), including care minutes
- Aged Care Financial Report (ACFR)
- Provider Operations Collection Form
- 24/7 Registered Nurse Coverage Report
- Serious Incident Response Scheme (SIRS)
- National Aged Care Quality Indicator Program.

Reporting periods

From 1 November 2025, for reporting obligations for periods prior to the new Act, Registered Providers will need to continue to report against their current Approved Provider details and related business structures as approved under the current *Aged Care Act 1997*.

For reporting obligations for periods from 1 November 2025, Registered Providers will need to comply with any reporting and notification obligations under the new Act.

Report submission

Registered Providers will continue to use existing portals to report, including:

- Existing GPMS Approved Provider Portal* to report on:
 - Quarterly Financial Report – for Q1 2025-26 FY (1 July - 30 September 2025), due 4 November 2025
 - Quality Indicator Program data – for Q1 2025-26 FY (1 July - 30 September 2025), due 21 October 2025
 - Quality Indicator Program data – for Q2 2025-26 FY (1 October – 31 October 2025), only for those Approved Providers operating in October 2025 and ceasing to operate prior to the new Act
 - Provider Operations Collection Form - for 2024-25 FY (1 July 2024 – 30 June 2025), due 31 October 2025
- New GPMS Registered Provider Portal to report on:
 - Quarterly Financial Report – for Q2 2025-26 FY (1 October – 31 December 2025), due 14 February 2026
 - Quality Indicator Program data – for Q2 2025-26 FY (1 October – 31 December 2025), due 21 January 2026
 - Provider Operations Collection Form – for 2025-26 FY (1 July 2025 – 30 June 2026) and onwards
 - 24/7 RN reporting (including viewing and resubmitting past reporting if needed)
- [My Aged Care Service and Support Portal](#) to manage care recipient and service information and SIRS
- [Forms Administration](#) to submit the Aged Care Financial Report (ACFR) for 2025-26 FY (1 July 2025 – 30 June 2026), due 31 October 2026
- [Data Exchange](#) for CHSP providers.

*Note: The GPMS Approved Provider Portal will be offline for maintenance (Release Scheduled Maintenance 2) from 11:00 PM (AEDT) on 30 October 2025, until approximately 8:00 AM (AEDT) on 3 November 2025, where the system will

be unavailable. Any reports due during this period should be submitted prior to the start of the scheduled maintenance.

Report outcomes

The department will continue to publish report outcomes through:

- aged care research and reporting, for sector performance updates
- [Star Ratings](#) through the [department's website](#) which compares the quality of care at aged care homes
- the [My Aged Care website](#) 'Find a provider' tool for:
 - individual home and service provider updates
 - information about finances and operations of residential aged care and Support at Home care providers
 - information about a home's quality of care through Star Ratings.

Providers will report service delivery from associated providers through their compliance reporting obligations.

Managing associated providers

Definition

Associated providers are defined as entities with a direct arrangement to deliver funded aged care services on the provider's behalf.

Registering associated providers

After 1 November, Registered Providers will need to include information about their associated providers as part of their application for registration and renewal.

Current Approved Providers should have updated their Third Party Organisations (TPO) in GPMS as part of the Provider Preview process administered by the Department. Existing TPO arrangements captured in GPMS will be migrated across as associated providers as part of the transition to the new Act. If these records are accurate, providers will not need to do anything further. Providers can continue to make updates to their GPMS records until 17 October 2025 to ensure this data is accurately migrated.

Providers other than Approved Providers, such as those delivering funded aged care services through specialist aged care programs, will have six months following the commencement of the new Act to provide information to the Commission about their associated provider relationships (in addition to the other information in section 104(3) of the new Act).

In addition to providing information at registration/renewal, providers registered in categories 4, 5 and 6 will need to notify the Commission when they add, change or remove certain types of associated providers through the Change in Circumstance form. Change in Circumstance forms are only required for changes to associated

provider relationships where those associated providers are delivering funded aged care services in categories 4, 5 or 6 on behalf of the Registered Provider.

Providers do not need to notify the Commission about changes to their relationships with associated providers if they only deliver services on your behalf in registration categories 1, 2 or 3.

While bulk upload functionality is not currently available, the Commission is exploring options to enable this capability to ease the workload and time burden for providers managing large numbers of associated providers. Further information and guidance will be provided in due course.

Managing sub-contracting arrangements

Under the Aged Care Act 2024, Registered Providers are required to notify the Commission of changes involving associated providers. This requirement does not extend to fourth- or fifth-party subcontractors, as they fall outside this definition. However, Registered Providers are accountable for all services delivered through subcontracting layers and must ensure that workers engaged at any level comply with obligations under the Act.

Adding associated providers vs. adding a Third Party Organisation

As with other notifications, the new process will be through smart forms that are downloaded from the Commission's website. These will be submitted using a unique code, through the Commission's website. Currently, Approved Providers notify the Commission of third party providers through the Manage Your Organisation tile in the GPMS self-service portal.

Submission of new Change in circumstance form

The final forms will be available on the Commission website from 1 November 2025. Providers can only submit the Change in circumstance notification form from 1 November 2025. To help providers prepare, draft versions of the forms are available on the Commission's website. The Commission will publish guidance material for these forms from October 2025.

Date of birth for registering third party contact

Date of birth is not currently required, nor is it required in the future. The guidance material for the current process (on the Commission's website) incorrectly indicates that it is mandatory, and the Commission will be working with the department to have this corrected. When a user currently completes a notification through the Manage Your Organisation tile in GPMS, please be advised the date of birth field is **not mandatory**.

Other relevant information (referenced in this document) about associated providers

- Current sub-contractors of government-funded providers (known as [associated providers](#) under the new Act) will not be deemed as Registered Providers.
- Associated providers can continue to deliver services if they are contracted by a Registered Provider. They will not have access to GPMS.
- Any sub-contractors or associated providers delivering services will need to be listed by providers submitting a registration application.
- Eligible older people accessing either Support at Home **or** residential aged care can only receive services from a single provider. However, third party providers may be used to assist in care delivery. Providers need to list third party providers delivering services when submitting a registration application. Eligible clients accessing CHSP services can receive services through more than one provider.
- Providers will report service delivery from associated providers through their compliance reporting obligations.

View guidance on [associated providers on the Commission's website](#).

The Commission is publishing the October 2025 issue #82 of the Quality Bulletin with updated information on associated providers. Access the [latest Bulletin here](#).

Managing provider registration

The Manage Your Organisation tile in GPMS lets Registered Providers interact more efficiently with government and manage some information about the provider's registration. The tile will remain largely the same, allowing Registered Providers to view and maintain information such as:

- provider details
- specialist aged care programs
- Responsible Persons (previously Key Personnel)
- personnel contacts
- user roles
- approved residential care homes
- service delivery branches.

Specific roles and controls will allow role-based access to the Manage Your Organisation tile and other information in GPMS.

Under the new Aged Care Act, a service delivery branch is the place of business of the registered provider through which funded aged care services are delivered to an individual. On 1 November 2025, all notified home care services will automatically become service delivery branches. Refer to [Support at Home program – pooled care management funding and service delivery branches](#) for further information.

From 1 November 2025, the Commission will require other forms to manage a provider's registration. These forms will be largely similar to current ones available

but adjusted to reflect the new Act. A list of current forms is provided in Relevant forms. Further detail on these forms will be provided as it becomes available on the [Commission's website](#).

To keep up to date (including updates on these new interactive SmartForms), the Commission encourages providers to sign up to their [monthly newsletter](#).

Payments

Providers can currently make claims for subsidy via Services Australia directly in the Aged Care Provider Portal, by Bulk upload using a CSV file, or through their Business to Government integrated software solution.

These options will remain available from 1 November 2025 including for Support at Home claiming.

Residential claims

The provider will receive an advance payment in the first few days of each month. Services Australia will estimate the payment amount based on past payments. When a claim is received, Services Australia will check the advance payment against the claim. If needed, Services Australia will either make an extra payment or reduce the following month's payment.

Services Australia will check against the total number of beds approved by the Commission before a claim can be finalised. Permanent and respite care services are claimed together on the one claim.

Commencing with November 2025 claims, submitted in December 2025, providers need to include the balance of individual residents lump sum accommodation balances as part of their claim.

Find out more about the [subsidy for residential aged care](#).

Respite claims

The provider will receive an advance payment in the first few days of each month. Services Australia will estimate the payment amount based on past payments. When a claim is received, Services Australia will check the advance payment against the claim. If needed, Services Australia will either make an extra payment or reduce the following month's payment.

The permanent and respite care services are claimed together on the one claim.

Find out more about the [residential respite subsidy and supplements](#).

Transition Care claims

The Transition Care Program helps older people recover after a hospital stay by providing short-term care for up to 12 weeks. It is claimed through a transition claim. Older people may pay a basic daily fee (where state and territory governments may

choose to charge client fees as a contribution towards their care) jointly subsidised by federal and state governments. Place allocation will remain as places to providers due to this funding arrangement.

The Transition Care subsidy rate increased by 0.10% from 1 March 2025 to support the increased award wage rates for registered and enrolled nurses delivering services under the Transition Care Program.

Find out more about the [Transition Care Program](#).

Support at Home claims

The provider will submit Support at Home claims for payment to Services Australia.

Services Australia will manage and process payment claims, including the calculating of individual contributions and issuing payment statements.

Services delivered under Support at Home will be paid on a payment in arrears basis. Providers must only claim for services on the service list that have been approved in the participant's Notice of Decision.

Providers must keep evidence of all services and purchases to support their claims.

Providers can determine the frequency of their claiming and can submit claims daily, weekly, fortnightly, monthly or quarterly. Claims can be submitted individually for a participant or as a bulk import for multiple participants. To transition to Support at Home claiming providers will need to submit their final Home Care Package claim, including reporting unspent funds.

- The first Support at Home claiming period will commence on 1 December 2025
- Completing the final HCP claim by 30 November 2025 will enable Support at Home claiming from 1 December 2025

The evidence upload requirements for Support at Home claims has recently been reduced. Evidence is now only mandatory for Assistive Technology - Home Modifications High Tier budgets. All other budget streams are optional.

Business guidance on claims and payments for providers who will be operating under Support at Home from implementation of the new Act, including information on evidence requirements, can be found in the [Support at Home program claims and payments business rules guidance](#).

For guidance on participant unspent budget please refer to the [Support at Home program manual](#).



Providers can find more information in the following resources:

- [Support at Home User Guide – submitting claims to the Aged Care Provider Portal](#)
- [Submit a Support at Home claim](#)

- [Support at Home monthly statement template](#)
- [Support at Home Invoice Sample Files](#)
- [Support at Home program claims and payments business rules guidance](#).

Grants based funding

Providers can apply for funding grants through the following aged care programs:

- [Commonwealth Home Support Program \(CHSP\)](#)
- [Dementia and Aged Care Services \(DACS\) Fund](#)
- [Multi-Purpose Services Program](#)
- [National Aboriginal and Torres Strait Islander Flexible Aged Care Program](#)
- [Specialist Dementia Care Program](#).

Other considerations

Older people who can contribute to the cost of their care will be expected to do so. The amount payable will depend on the type of support being accessed and the older people's financial situation.

Providers will invoice their older people in care for the co-contribution amount. Non-grant funded providers will then submit claims for payment to Services Australia and receive payment in arrears based on the services they have provided to their older people.

In summary

Key digital changes

Registered Providers can make updates to their organisation details including contacts through the GPMS Manage Your Organisation tile.

For reporting obligations for periods from 1 November 2025, 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 (refer to Table 8 - Reporting obligations in the following section).

Providers will manage their registration with information required by the Commission and available through the [Commission's website](#).

What does this mean for providers?

Providers will need to establish a presence in the [My Aged Care Service and Support Portal](#) for assessors to identify their service and obtain referrals, and to have their service information displayed on the My Aged Care website 'Find a provider' tool.

Providers will need to familiarise themselves with changes to submission of reporting obligations from 1 November 2025.

Providers will need to stay up to date with updates on payment details and engage with their software developers (where applicable) for changes across home care and residential care.

Quality and safety

Registered Providers will report key information on their organisation and care delivery. These largely relate to the organisation, workforce, financial, quality and safety of care.

Providers will continue reporting across key areas of care as listed in Table 8 - Reporting obligations below.

Reporting Obligation	Frequency of reporting	System used for reporting	Change identified from 1 November 2025
Serious Incident Response Scheme (SIRS)	Priority 1 incidents reported within 24 hours; Priority 2 incidents reported within 30 days	My Aged Care Service and Support Portal	Same form but with categorisation improvements to include new data fields, improved terminology, enhanced guidance and form functionality and better integration between healthcare systems.
National Aged Care Quality Indicator Program Reporting (QI Program)	Quarterly	At a residential service level in GPMS	2 GPMS portals (Approved Provider Portal and Registered Provider Portal) for submission for different quarters (over the new Act commencement period).
Quarterly Financial Report (QFR)	Quarterly	At a Registered Provider level in GPMS	Minor field changes. 2 GPMS portals (Approved Provider Portal and Registered Provider Portal) for submission for different quarters (over the new Act commencement period).

Reporting Obligation		Frequency of reporting	System used for reporting	Change identified from 1 November 2025
Aged Care Financial Report (ACFR)		Annually	At a Registered Provider level via Forms Administration	Minor field changes to existing forms. New form for Support at Home income and expenditure.
24/7 Registered Nurse Report		Monthly	At a residential facility level in GPMS	No field changes, but will be reported at the approved residential care home level in GPMS (Registered Provider Portal) from the October 2025 period onwards.
Provider Operations Collection Form (provider operations reporting)		Annually	At a Registered Provider level in GPMS	Minor changes.
CHSP reporting obligations	Performance Data Reporting	Monthly	DEX	No change. Reports on service delivery and/or sector support activities and outcomes.
	Financial Reporting	Annual	DEX	Inclusion of additional statement of compliance grant funding was expended on clients assessed as approved to access those services.
	Child Safety Compliance Statement	Annual	DSS	New – an annual statement confirming organisations comply with state, territory and Commonwealth laws relating to employing, engaging or instances where there is incidental contact with children.

Reporting Obligation		Frequency of reporting	System used for reporting	Change identified from 1 November 2025
	Wellness and Reablement Reporting	Annual	DEX	No change. Reports on service level information on wellness and reablement approaches used by the provider.

Table 8 - Reporting obligations

For reporting obligations for the collection period up to 31 October 2025, providers will be required to report against the Approved Provider structure.

Reporting obligations for the collection periods commencing from 1 November 2025 will be against the Registered Provider structure.

Information will continue to be published on the My Aged Care website and 'Find a provider' tool and via GPMS, transferring to the continuing Registered Provider entity. This includes:

- Star Ratings and supporting information
- 24/7 Registered Nurse reporting
- Care minutes
- Finance and operations information
- Specialisations
- Service information and availability.

Star Ratings

Star Ratings help older people, their families and carers compare the quality of residential aged care homes.

Star Ratings will undergo some changes to the design of the Compliance rating due to the new Act. The Compliance rating will start to include residential aged care homes' performance against the strengthened Quality Standards via audit at re-registration using the new graded assessments.

The new Compliance rating will consider:

- an aged care home's graded assessment findings against the strengthened Quality Standards
- whether the provider has a specific type of regulatory notice in place.

Provider re-registration decisions will occur approximately every 3 years. This will mean it will take about 3 years for all residential aged care homes to transition to the new Compliance rating.

In summary:

Key digital changes

For reporting obligations for the period up before the new Act takes effect on 1 November 2025, providers will be required to report against the current Approved Provider structure.

Reporting obligations for the reporting period from 1 November 2025 will be against the new Act Registered Provider entity structure.

What does this mean for providers?

Providers will continue to submit their mandatory reporting via GPMS, just in the specific GPMS portal required for that type of submission. Refer to GPMS section in this document (p19) for more detail.

Improvement and innovation

Innovation and digital maturity drive automation and information sharing in business-to-government interactions. An innovation focus will remain throughout the transition period to the new Act ensuring a better-connected and efficient aged care network enabling high quality aged care.

Under the strengthened Quality Standards providers are required to seek feedback from older people, their families, carers, and others (e.g. health professionals) about their services and quality of care. Providers are expected to action this feedback.

Providers should also gather and analyse how they are performing using data such as their conformance against [the strengthened Quality Standards](#) to identify improvements to care and quality.

Providers should also consider other information including Star Ratings, Quality Indicator Program data, staffing data and financial data to make decisions about their services, care delivery and outcomes, business strategy and workforce.

Further guidance is available through:

- [Quality Indicators Program Manual](#)
- [Star Ratings Improvement Manual](#)
- [Star Ratings Provider Manual](#).

GPMS provides support for providers to do this through dashboards for quality improvement ([Quality Indicators](#)).

Business to Government

The [Business to Government \(B2G\) developer portal](#) is a key initiative by the department, designed to enhance digital integration between aged care providers and government systems. By offering Application Programming Interfaces (APIs), the portal facilitates secure and efficient information exchange, enabling providers to focus more on delivering quality care and less on administrative tasks.

B2G APIs assist software developers creating integrated software solutions, enabling streamlined reporting by aged care providers to the department.

B2G has released new Beta version APIs incorporating specifications aligned with the new Act. These Beta APIs provide software vendors and developers with early access to updated functionality, allowing time to adapt systems and ensure compatibility ahead of the legislative changes.

Both Beta and production API versions are available on the B2G developer portal. They are accompanied by detailed release notes helping developers stay informed and up to date. Table 9 below outlines key information.

We recommend software vendors currently developing B2G APIs begin transitioning to the Beta versions to ensure alignment with new legislative requirements. While the current API versions will remain available for now, vendors must update their software solutions by November 2025 to maintain compliance and ensure uninterrupted operations.

Learn more about the [Business to Government \(B2G\) project](#).

API Name	Description	API Role	What providers need to know
Authentication API Production – Version 1.0	<ul style="list-style-type: none"> Enables authorisation for users to securely log in and access the developer portal. Controls permissions for data access. 	Foundational	<ul style="list-style-type: none"> Provider software using the Authentication API must be updated by 1 November 2025. This API will be paused during the GPMS scheduled maintenance periods.
Authentication Beta API – Version 2.0	<ul style="list-style-type: none"> Developers must update their system configuration to use the new API version URL. Review the updated API documentation. Perform any required testing to ensure compatibility. 	Foundational	<ul style="list-style-type: none"> Developers must update their systems to use the new API version by 1 November 2025.
Provider Management API Production – Version 1.0	<ul style="list-style-type: none"> Enables authorised providers to access and report against appropriate APIs. This ensures information is protected and only available to authorised users. 	Foundational	<ul style="list-style-type: none"> The Provider Management API will be updated to align to the new Provider Entity Structure under the new Act. Provider software using the Provider Management API must be updated by 1 November 2025. This API will be paused during the GPMS scheduled maintenance periods.
Provider Management Beta API – Version 2.0	<ul style="list-style-type: none"> Developers must update their system configuration to use the new API version URL. Review the updated API documentation. Update their system configuration to use the new API payloads. 	Foundational	<ul style="list-style-type: none"> Developers must update their systems to use the new API version by 1 November 2025.

API Name	Description	API Role	What providers need to know
	<ul style="list-style-type: none"> Implement necessary adjustments to handle the updated URI and query parameters. Test their systems to ensure compatibility and functionality. 		
Quality Indicators API Production Version 1.2	<ul style="list-style-type: none"> Enables providers to submit reporting for Quality Indicators (QI). 	Residential aged care provider-focused API	<ul style="list-style-type: none"> The Quality Indicators API will remain connected to GPMS under the Approved Provider structure, allowing for ongoing QI submissions under this structure until 1 November 2025. Provider software using the Quality Indicators API must be updated by 1 November 2025 This API will be paused during the GPMS scheduled maintenance periods.
Quality Indicators Beta API – Version 2.0	<ul style="list-style-type: none"> Developers must update their systems to recognise and use the term ‘Individuals’ instead of ‘Care Recipients’. Any API calls using the old terminology after the release date may result in errors or data discrepancies. Update their systems to point to the new API version URL. Review the updated API documentation. Perform any required testing to ensure compatibility. 	Residential aged care provider-focused API	<ul style="list-style-type: none"> Developers must update their systems to use the new API version by 1 November 2025.

API Name	Description	API Role	What providers need to know
Registered Nurses API Production Version 2.0	<ul style="list-style-type: none"> Enables providers to submit reporting for 24/7 Registered Nurse responsibility. 	Residential aged care provider-focused API	<ul style="list-style-type: none"> To align with the requirements for 24/7 RN reporting submissions, Provider software using the Registered Nurses API must be updated by 1 November 2025. This API will be paused during the GPMS scheduled maintenance periods.
Registered Nurses Beta API – Version 3.0	<ul style="list-style-type: none"> Developers must update their systems to point to the new API version URL. Perform any required testing to ensure compatibility. 	Residential aged care provider-focused API	<ul style="list-style-type: none"> Developers must update their systems to use the new API version by 1 November 2025.

Table 9 - API information for providers

GPMS Data Model

To support providers in the transition to the new Act, the department has made the [GPMS Conceptual Data Model](#) available. This describes the key entities and their relationships underpinning the changes under the new Act. The accompanying [business glossary](#) defines key terms and concepts in the Conceptual Data Model. Both documents are now available in the [GPMS resources collection](#).

In summary:

Key digital changes

Improvement materials available to continue to support sector improvement under the new Act, including portal pathways such as GPMS, My Aged Care and B2G APIs. The GPMS Conceptual Data Model and its associated business glossary are now available in the [GPMS resources collection](#).

Dashboards will continue to be available in GPMS to support comparison of performance and enable quality improvement.

To support efficiency and innovation, B2G released Beta APIs with updated specifications to support providers under the new Act.

What does this mean for providers?

For reporting obligations for the period up to 31 October 2025, providers will be required to report against the current Approved Provider structure.

Reporting obligations for the reporting period from 1 November 2025 will be against the Registered Provider structure under the new Act.

Providers interested in connecting to B2G should talk to their software vendor or IT operations team. To find out more, visit the [B2G website](#).

Provider exiting the sector

Providers may exit the sector under one of the following circumstances.

The Commission revokes provider registration

The Commission may revoke the registration of a Registered Provider. If this occurs, the provider can no longer provide government-funded aged care services.

The Commission will work closely with the provider and the department if needed. This helps manage complex risks and protects the safety and access to care for older people.

Notify the Commission of exit from the sector (provider-initiated revocation)

A Registered Provider can also ask the Commission to revoke its registration.

Under the new Act, Registered Providers need to make requests to vary, suspend or revoke their registration in an [Application for variation form](#) on the Commission's website (draft available for viewing only prior to 1 November 2025 – please do not submit until 1 November 2025).

The provider must request revocation before they stop providing services as a Registered Provider and exit the market. They will also need to consider how this will affect the people using their service. They will need to show they have made plans so they don't cause risk or harm to older people by stopping their services.

The Commission will consider the information in the request (to revoke registration) and decide whether it is appropriate to revoke the registration.

When deciding whether to revoke a provider's registration, the Commission will look at what arrangements there are to make sure people receiving care have continuity of care.

If the Commission refuses to revoke a registration, this is a reviewable decision. The provider can apply for the Commission to reconsider a reviewable decision, by completing the [Request for reconsideration of a Reviewable Decision form](#) on the Commission's website (draft available for viewing only prior to 1 November 2025 – please do not submit until 1 November 2025).

If provider registration ends, the Commission will update the Provider Register to reflect this. The provider should also:

- contact the department to [request approval to transfer allocated places to another provider](#)
- notify [Services Australia](#) about changes to the provider's organisation.



Find out more about:

- [Revocation of Approved Provider Status](#)
- [Market exit](#).

Provider does not renew registration

A provider's registration will end if they do not submit their renewal application before the end of their registration period.

If this happens, the provider still needs to meet the conditions of registration for stopping services to an older person. For example, they must tell the Commission and have a plan to manage continuity of care for people receiving aged care services.



Find out more about registration:

- [Becoming a Registered Provider and renewing provider registration](#)
- [Changing, suspending and revoking provider registration](#)
- [Registration Model](#).

In summary:

Key digital changes

From 1 November 2025, the Commission will be responsible for registration activities for government-funded aged care providers under the new Act.

Providers may exit the sector under different circumstances and each one will be managed through respective forms.

On 1 November 2025, new interactive provider registration forms will be available on the Commission's website.

What does this mean for providers?

Providers will still need to meet the conditions of registration for stopping services to an older person. They must tell the Commission and have a plan to manage continuity of care for people receiving aged care services.

Glossary

Term	Definition
ABN	Australian Business Number
ABR	Australian Business Register
ACFR	Aged Care Financial Report
ACO	Approved Care Organisation
ACQSC	Aged Care Quality and Safety Commission (referred to as ‘the Commission’)
ACPP	Aged Care Provider Portal
ACFR	Aged Care Financial Report
API	Application Programming Interface
Approved Provider	Approved Providers are those who have been approved to deliver government-funded aged care services under the Aged Care Act 1997.
B2G	Business to Government
CDM	Conceptual Data Model
CHSP	Commonwealth Home Support Program
DACS	Dementia and Aged Care Services
Deeming	A process to set up current government-funded providers to become Registered Providers. The department will move providers to registration categories based on the services they deliver or the services as required by their current funding agreement.
DHDA	Department of Health, Disability and Ageing (referred to as ‘the department’)
DSS	Department of Social Services
GPMS	Government Provider Management System
HCP	Home Care Packages
MPS	Multi-Purpose Services Program

Term	Definition
NATSIFACP	National Aboriginal Torres Strait Islander Flexible Aged Care Program
Obligations	Registered Providers must comply obligations as set out in the new Aged Care Act. This includes their required actions and behaviours. Failure to comply with one or more of their obligations result in enforcement action being taken against the provider such as penalties, fines or other legal action. Obligations include conditions of registration.
P2P	Places to People
Person-centred	We work with older people and value their wants and expectations. Older people are involved and informed to make choices about their care. Person-centred means older people receive care that is respectful and responsive to their needs.
PRODA	Provider Digital Access
QI	Quality Indicators
QFR	Quarterly Financial Report
Registered Provider	Registered Providers are those who will be registered to deliver government-funded aged care services under the new Aged Care Act 2024.
Renewal of registration	All Registered Providers will be given a date marking the end of their registration during the deeming process. These dates will be sequenced when the new Act starts. This will allow the good management of registration renewal. The standard registration period for all providers will be 3 years.
RCP	Restorative Care Partner
RN	Registered Nursing
SaH	Support At Home
SIRS	Serious Incident Response Scheme
STRC	Short-Term Restorative Care
TCP	Transition Care Program

Term	Definition
Universal registration	<p>A single registration for each provider across all aged care program. This is the case regardless of:</p> <ul style="list-style-type: none"> • funding arrangements • whether providers are registered in one or multiple registration categories.

Appendix A – Relevant forms

Current Form	Forms from 1 November 2025
<p>Approved Provider Application Form.</p> <p>From 1 November 2025 this will be removed as it is no longer relevant.</p>	<p>* Application for registration form</p>
n/a	<p>* Application for renewal of registration form</p>
n/a	<p>* Application for variation form</p>
<p>Request to revoke approval form (published October 2023).</p> <p>From 1 November 2025 this form will be updated.</p>	<p>There will be an updated Revocation form from 1 November 2025 to replace the old one. Form name and location will be shared once available.</p>
<p>Approved Provider Notification Form</p> <p>Notification form guide</p> <p>Under the current Aged Care Act, Approved Provider Notification forms are used to notify the Commission of all material changes and provider Key Personnel changes. The form is in GPMS under the Manage Your Organisation tile.</p> <p>From 1 November 2025 this form will be replaced by the CiC form.</p>	<p>* Change in Circumstance notification (CiC) form</p>
n/a	<p>* Reconsideration of a Reviewable Decision form</p>
<p>ACQSC Complaints & concerns.</p>	<p>No change.</p> <p>Complaints & concerns.</p>
<p>Submit and Finalise a Home Care Claim.</p>	<p>New forms available in Aged Care Provider Portal (ACPP) from 1 November 2025.</p>

Current Form	Forms from 1 November 2025
Serious Incident Response Scheme (SIRS) webform (in My Aged Care Service and Support Portal).	Same form but with categorisation improvements to include new data fields, improved terminology, enhanced guidance and form functionality, and better integration between healthcare systems.

* On the [Commission's new interactive SmartForms](#), please note:

- The final forms will be available on the Commission's website from 1 November 2025.
- Providers can only submit the forms from 1 November 2025. To help providers prepare, draft versions of the forms are available to view now on the Commission's website.
- The Commission will publish guidance material for these forms from October 2025.
- To keep up to date (including updates on these new interactive SmartForms), the Commission encourages providers to sign up to their [monthly newsletter](#).

Manage corrections and changes to provider organisation or services

Currently, Approved Providers can update and manage their service details in GPMS. The provider organisation is currently able to update their details such as location, address and key contacts.

Under the new Act, Registered Providers will be able to manage their contact and user details in GPMS from 3 November 2025 in the Manage Your Organisation tile in the GPMS Registered Provider Portal.

Providers can update Responsible Persons, key contacts, and system users in GPMS.

Under the new Act, Registered Providers will no longer be able to update provider organisation services, location and address details in GPMS.

- Location and address changes:
 - Providers will need to contact their Local Network to make changes to their location and address details.
- Outlets, services and pricing updates:
 - From 3-7 November 2025, Support at Home 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:
 - 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.
 - **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.
 - If the services they are providing within a registration category change (removal or addition of a service type within a registration category) from 1 November 2025, providers will need to notify the Commission of a Change in Circumstance.
 - If providers are removing all service types in a category, they will need to submit an Application for variation form to the Commission to remove the registration category (see below).

Registration, renewals and variations

The Commission's [Provider Registration Policy](#) explains the process and principles for provider registration. The policy includes information on:

- the registration model
- initial registration of providers
- approving residential care homes
- renewing registration
- changes the Commission can make to registration
- changes a provider can request to their registration
- the Provider Register.

The final forms will be available on the Commission's website from 1 November 2025.

Providers can only submit the forms from 1 November 2025. To help providers prepare, draft versions of the forms are available on the Commission's website.

The Commission is developing guidance material and resources to support the provider registration and renewal experience. The Commission will publish guidance material for these forms from October 2025.

Resources:

- [Provider Registration Policy](#)
- [Draft Application for registration form](#)
- [Draft Application for renewal of registration form](#)
- [Draft Application for variation form](#)
 - Use this form to ask the Commission to make changes to your registration including:
 - register in a new category
 - remove a registration category
 - vary or revoke a condition of registration added by the Commission.
 - If registered or applying for category 6, providers can also apply to:
 - add or remove existing approved residential care home to their registration
 - request to vary the total number of beds of an approved residential care home
 - apply to have a new residential care home approved
 - request to have approval of a residential care home revoked.


Change in circumstance

From 1 November 2025 Registered Providers will need to submit a Change in Circumstance form through the Commission's website for any changes such as:

- provider suitability
- changes to Responsible Persons
- organisation structure or governance arrangements
- changes to scale of provider
- changes to services
- changes to associated providers
- changes to approved residential care homes

- changes to financial and prudential matters.

The Commission is developing guidance material and resources to support the provider registration and renewal experience.

 The final forms will be available on the Commission's website from 1 November 2025. Providers can only submit the Change in circumstance notification form from 1 November 2025. To help providers prepare, draft versions of the forms are available on the Commission's website. The Commission will publish guidance material for these forms from October 2025. Read the [Draft Change in circumstance notification form](#).

Reconsideration of a Reviewable Decision

Providers may want to request the Commission reconsiders a reviewable decision.

The Commission is developing guidance material and resources to support the provider registration and renewal experience.

They have published this draft form to help providers prepare for changes under the new Act. This form is for viewing only and is subject to change. Providers should not try to submit the form.

The Commission will publish updated guidance material on this draft form from October 2025.

The final form will be available on the Commission's website from 1 November 2025.

 [Read the Draft Reconsideration of a Reviewable Decision form](#).

Home Care Claims

Currently, Home Care Package providers can submit and finalise a Home Care Claim by submitting their claim on the Aged Care Provider Portal or [submitting a paper claim](#).

Under the new Act, from 1 November 2025, the Support at Home program will replace the Home Care Packages program. As such, the claims process will change to support the new Act from 1 November 2025. The ACPH Home Care claims website page will be updated as new education resources become available.

 Resources:

- Current process: [Submit and Finalise a Home Care Claim](#)
- Updated process: Refer to [ACPH Home Care claims website page for future updates](#)

Appendix B – Key resources

Resource type	Link
Digital readiness checklist	New Aged Care Act – A digital readiness checklist for providers
Priority Actions List	Provider Operational Readiness – Priority Actions List
New Aged Care Act Roadmap	New Aged Care Act roadmap
GPMS resources	Government Provider Management System resources
B2G resources	Business to Government (B2G) resources
Support at Home resources	Support at Home program resources
Aged care provider reporting	Aged care provider reporting
My Aged Care Service and Support Portal resources	My Aged Care – Service and Support Portal resources
Strengthened Quality Standards	Strengthening the Aged Care Quality Standards
Aged Care Provider Portal (ACPP)	Aged Care Provider Portal (ACPP) - Home Care - Health Professional Education Resources
Commission resources for providers	Resource library
Commission reform changes for providers	Register and audit providers
Data Exchange (for CHSP providers)	Homepage
Commonwealth Home Support Program (CHSP)	Commonwealth Home Support Program (CHSP)

Appendix C – Where to go for support

Area	I need support with...	Visit	Call	Email
My Aged Care Service and Support Portal and GPMS	Technical and general information as a Registered Provider, assessor or hospital staff member using My Aged Service and Support Portal and the GPMS portal		My Aged Care service provider and assessor helpline on 1800 836 799 (8am to 8pm Mon to Fri or 10am to 2pm Sat)	GPMS.project@health.gov.au
Aged Care Regulatory Model, deeming process & Support at Home Program	Deeming, Aged Care Regulatory Model and Support at Home program enquiries	The deeming process website , Regulatory Model website and Support at Home program website		AgedCareRegModel@health.gov.au sah.implementation@health.gov.au
Provider registration, renewal and variation forms	Information on provider registration, renewal and variation forms	The Commission's website to view information on provider registration, renewal and variation forms		info@agedcarequality.gov.au

Area	I need support with...	Visit	Call	Email
Provider Change in Circumstance	Reporting any circumstance changes which impact suitability as a Registered Provider through a change the Circumstance Form	The Commission's website to view information and complete the Change in Circumstance form	ACQSC Customer Contact team 1800 951 822 for all enquiries	providernotifications@agedcarequality.gov.au for questions about the form
Provider obligations and responsibilities including reporting	Understanding provider obligations and responsibilities in delivering safe, quality care	The Commission's website to view information on provider obligations and responsibilities	ACQSC Customer Contact team 1800 951 822 for all enquiries	info@agedcarequality.gov.au for general queries, access to information, complaints and concerns and more
Associated Provider arrangements	Understanding how to report and manage associated provider arrangements	The Commission's website to view information and complete the Change in Circumstance form to add, remove or change associated provider arrangements. The Associated providers under the new Aged Care Act website		providernotifications@agedcarequality.gov.au for questions about the CiC form

Area	I need support with...	Visit	Call	Email
Maintaining operational beds, location, address and places events	Changing operational beds, location, address places events (e.g. service combine and transfers) details	Your Local Network. Local Network details can be found here		
November 2025 GPMS changes	Understanding and learning about the November 2025 GPMS changes	The GPMS resources website		GPMS.project@health.gov.au
Aged Care Act 2024	Understanding the new Aged Care Act 2024	About the new rights-based Aged Care Act website		AgedCareLegislativeReform@health.gov.au
Aged care claims and payments	Aged care claims and payments, including supplement claims, online claiming registrations and transitional and respite care extensions		Services Australia aged care providers enquiry line on 1800 195 206	
Services Australia software development	Software development for digital health and aged care programs	The software developer website		developerliaison@servicesaustralia.gov.au

Key contacts – Provider support cheat sheet

Please note: Phone lines are recommended as the first line of support. Any specific enquiries or issues that are not resolved by phone may flow through to specific email contact points.

Area	Key contact/s
My Aged Care Service provider and assessor helpline	1800 836 799 (8am to 8pm Mon to Fri or 10am to 2pm Sat)
Aged Care Regulatory Model	AgedCareRegModel@health.gov.au
Aged Care Quality and Safety Commission	1800 951 822 info@agedcarequality.gov.au
Aged Care Act 2024	AgedCareLegislativeReform@health.gov.au
Quality Indicator Program	qpsec@health.gov.au
Serious Incident Response Scheme	sirs@agedcarequality.gov.au
Star Ratings	StarRatings@health.gov.au
Commonwealth Home Support Program	CHSPprogram@health.gov.au
Services Australia software development	developerliaison@servicesaustralia.gov.au
GPMS Project	GPMS.project@health.gov.au
Local Networks	Local Network details can be found here
Support at Home program	sah.implementation@health.gov.au
National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP)	NATSIFACP@health.gov.au
Aged care subsidies and supplements	subsidiesandsupplements@health.gov.au



Phone **1800 318 209**



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

For translating and interpreting services

Call **131 450** and ask for the call centre on **1800 318 209**.

Use the National Relay Service

Visit **nrschat.nrscall.gov.au/nrs** or call **1800 555 660**.

Area	Key contact/s
Residential aged care fees	AgedCareFees@health.gov.au enquiries@health.gov.au
My Aged Care	1800 200 422 1800 836 799 (8am to 8pm Mon to Fri or 10am to 2pm Sat)
Short-Term Restorative Care Programme	STRC@health.gov.au
Services Australia Provider Enquiry Line	1800 195 206
A full list of aged care contacts can be found here	



Phone **1800 318 209**



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

For translating and interpreting services

Call **131 450** and ask for the call centre on **1800 318 209**.

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Visit **nrschat.nrscall.gov.au/nrs** or call **1800 555 660**.