



Provider Operational Readiness

Priority Actions List

October 2025

This list aims to guide aged care providers on what you need to do before and after 1 November 2025, to implement the new Aged Care Act and Support at Home program. This list consolidates information and guidance that has been (or soon will be) released to support transition and readiness.

We recommend providers consider these actions to prepare for the changes. The approach taken by your organisation may be different to others and individual circumstances should be considered.

What to expect in the first week of November

These are the key things you need to know with the start of the new Aged Care Act and Support at Home program, who to contact and where to find further guidance and support.

We are updating digital systems from 11.00pm 30 October. Not all system functionality will be available.

From 3 November, systems will operate as follows:

- The new Government Provider Management System (GPMS) Registered Provider Portal will be available to support mandatory reporting, as well as view and maintain organisation details.
- The GPMS Approved Provider Portal will be available to access information about your organisation as it existed under the previous Aged Care Act and to maintain historical records.
- My Aged Care Service and Support Portal will be available to manage data on services, clients and referrals.
 - 3-7 November: Support at Home providers must update service and price information as outlined in the [provider digital readiness checklist](#).
- A refreshed My Aged Care website will be available.
- The Services Australia Aged Care Provider Portal will be view only from 1-5 November, and online from 5 November with new Act functions.
- Refer to the [guide to digital changes for providers](#) and the [logging into aged care systems](#) guide.

If you need support, please contact the My Aged Care service provider and assessor helpline on 1800 836 799 (option 5 until 31 October, option 4 from 1 November).

Read about [what's changing with the new Act](#) on the Commission's website for more detail.

Guidance and support

System	Guides and resources	Contact
My Aged Care service provider and assessor helpline	Call for help with GPMS, My Aged Care Service and Support Portal and My Aged Care website, 'Find a Provider' tool.	1800 836 799 8:00 am to 8:00 pm (AEST) Monday to Friday and 10:00 am to 2:00 pm (AEST) Saturday
Aged care regulatory model	Aged Care Provider Requirements Search tool	AgedCareRegModel@Health.gov.au
Government Provider Management System (GPMS)	GPMS resources	GPMS.project@health.gov.au

System	Guides and resources	Contact
My Aged Care Service and Support Portal	My Aged Care Service and Support Portal resources	
Aged Care Quality and Safety Commission	Completing a notification Provider arrangements	1800 951 822 or info@agedcarequality.gov.au 9:00 am to 5:00 pm (AESTD) Monday to Friday
Aged Care Provider Portal (Services Australia)	Aged Care Provider Portal support resources	1800 195 206 Enquiry line for claims and payments 8:30 am to 5:00 pm (AESTD) Monday to Friday
Data Exchange (DEX) (Department of Social Services)	Data Exchange	Request a callback via the online form or support@communitygrants.gov.au 9:00am and 5:00pm (AESTD), Monday to Friday

The Department of Health, Disability and Ageing [Local Network](#) can support providers with general enquiries.

Version history

Date	Summary of changes
October 2025	The primary changes included in the October release (v4) are: • All providers: what to expect in week one and where to go for help. • All providers: more information on registered supporters and whistleblowers. • All providers: more information on changes to reporting (QFR, QI and ACFR). • All providers: links to updated information on digital changes and scheduled maintenance periods for GPMS and ACPP. • Home care providers: more information on claims. • CHSP providers: link to CHSP provider transition checklist and CHSP 25-27 Manual.
29 September 2025	The changes included in the September release (v3) are links to information on: • All providers: the Aged Care Rules 2025 including the new aged care service list. Additional guidance on the new regulatory model, Statement of Rights, Code of Conduct, Quality Standards, the handling of complaints, incident management and the Aged Care Provider Requirements Search tool. • All providers: guidance on submitting claims to Services Australia and reporting. • All providers: guidance on digital changes for 1 November. • All providers: communication resources to help inform older people of changes. • All providers: guidance on screening requirements for aged care workers. • Home care providers: service agreement guidance, fee estimators, and guidance for care partners. • Residential providers: residential fee estimator and more information on DAP Indexation, RAD/RAC Retention and Higher Everyday Living Fee (HELF). • NATSIFACP providers: new regulatory model guidance. • CHSP providers: new regulatory model guidance and removal of the grant extension action, which was due 01 July. • MPS providers: additional information added, including MPSP new Act provider checklist and Integrated Health and Aged Care Services (IHACS) Module. • Minister for Aged Care and Seniors' open letters regarding training expectations.
4 July 2025	Version 2 published – following the deferral to 1 November.
12 May 2025	Version 1 published.

Actions to take with your residents and participants

Engage with your residents, participants and clients

Home Care Package (HCP) providers

- Establish Support at Home Service Agreements with your HCP recipients and update their care plan.
 - Use the [Service Agreement resources](#) to support conversations.
 - Use the [My Aged Care Support at Home fee estimator](#) to get a general understanding of fees and contribution for older people.
 - View an estimate of Support at Home contribution rates for eligible participants in the [Aged Care Provider Portal \(ACPP\)](#) until 31 October.
 - The estimate will be based on the participant's asset and income information as at 26 September 2025.
 - Use the [Services Australia eKit](#) to understand estimated contributions and support discussions with older people accessing your services.
 - From 5 November, you will be able to view real contribution rates in the Aged Care Provider Portal, based on asset and income information held by Services Australia.
- Share the [Support at Home booklet for older people, families and carers](#) and tailored for [Aboriginal and Torres Strait Islander peoples](#).

Commonwealth Home Support Program (CHSP) providers

- Confirm all CHSP clients are registered with My Aged Care and have an assessment for CHSP services. Support clients to access an assessment by 31 October and read the [CHSP provider fact sheet](#).
 - This includes CHSP clients aged between 45-49 (Aboriginal and Torres Strait Islander person and experiencing homelessness or at risk of homelessness). Clients must be registered and assessed before 1 November 2025 to remain eligible to continue receiving CHSP services.
 - Provide the [CHSP client factsheet](#) to your clients for what they need to do maintain eligibility for government-funded services from 1 November.

Multi-Purpose Service Providers (MPSP)

- Submit your final data workbooks to support transitional arrangements for existing clients by 31 October using the Health Data Portal.
 - Ensure all fields for each client record contains accurate information, including their 10 digit Medicare number plus their 1 digit Individual Reference number. This will help information matching with existing records in My Aged Care.

Actions to take for your organisation, people, processes and systems

New regulatory model and the deeming process

All providers

- Check your organisation's information is correct in GPMS or through your Funding Arrangement Manager, for your services, locations and key personnel contact details.
 - For **CHSP providers**: to update incorrect information relating to your CHSP services, please contact CHSPprogram@health.gov.au.
 - Email queries to AgedCareRegModel@Health.gov.au.
- Check contact details are correct in the [My Aged Care Service and Support Portal](#).

Adjust operations to align with the Statement of Rights and Statement of Principles

All providers

- Review Statement of Rights and Statement of Principles to align your policies, business processes, training, and information and communication technology (ICT) systems.

Comply with provider requirements

All providers

- Review the [new Act resources for aged care providers](#) to understand what and how changes will impact you.
- Download the Aged Care Quality and Safety Commission (ACQSC) new [financial and prudential standards guidance](#) to ensure your organisation meets applicable new Financial and Prudential Standards.
 - Use the [liquidity calculator](#) to make sure your organisation complies with the new Liquidity Standard
- Understand your requirements under the final strengthened Aged Care Quality Standards.
 - Complete the strengthened [Aged Care Quality Standards Provider Readiness Checklist](#) to ensure your organisation is prepared if registered in categories 4, 5 and 6.

Read the [Strengthened Aged Care Quality Standards - August 2025](#) booklet.

Read the ACQSC [Strengthened Aged Care Quality Standards sector support guidance materials](#).

- Use the [new regulatory model resources](#), including guidance materials, videos and questions and answers:
 - watch the [associated providers](#) video to understand how third-party providers and subcontractors will deliver services on behalf of registered providers
 - watch the [Statement of Rights and Code of Conduct](#) video to understand how providers need to put older people at the centre of aged care
 - watch the [provider registration process and the new regulatory model](#) video to understand the registration process and other key features.
- Implement and maintain a comprehensive complaints and feedback management system (replacing existing complaints resolution mechanisms); implement and maintain a whistleblower system and policy.
 - Use the ACQSC [complaints handling checklist](#) to understand the activities, and the systems required to support your complaints and feedback management system and the resources available.
 - Read the ACQSC [Better Practice Guide to complaints handling in aged care services](#) for guidance on managing complaints and feedback and whistleblower system and policy requirements.
 - Read the [Whistleblower System Guidance](#) materials to support your whistleblower system and policy requirements.

CHSP providers

- Review the [new regulatory model – Guidance for CHSP providers](#) to understand requirements.

MPSP providers

- Sign your new MPSP agreement and return it to the department if you have not yet done so.
- Attend the MPSP webinars and access the [MPSP related fact sheets](#) and [MPSP new Act Provider Checklist](#).
- Review the new [Integrated Health and Aged Care Services \(IHACS\)](#) module and user guide.

NATSIFACP providers

- Review the [new regulatory model – Guidance for NATSIFACP providers](#) to understand requirements.
 - If needed, engage with the [NATSIFACP Program Regulation Support Hub](#) coordinated by Ninti One.
 - Register for upcoming workshops, email natsifacregulationsupport@nintione.com.au.

Digital changes

All providers

- Complete the [Provider Digital Readiness Checklist](#) and read the [guide to digital changes for providers](#).
 - Understand GPMS and Aged Care Provider Portal scheduled maintenance periods and claiming timeframes.
- Update your provider information in the [Manage Your Organisation tile](#) in GPMS.
- Review [GPMS resources](#) for updated support material, including [resources to prepare for the new Act GPMS system enhancements](#).
- Ensure service contact details, including postal addresses, are up to date in GPMS.

Continue to support your workforce

All providers

- Remind workers and governing persons of changes to [screening requirements for aged care workers](#), ensure all, including volunteers, are up to date on the [Code of Conduct in Aged Care](#) and share the [guide for workers about the new Aged Care Act](#).
- Provide training for your workforce:
 - Department [eLearning modules for the new Aged Care Act](#).
 - ACQSC strengthened Quality Standards [education and training](#).
 - [Support at Home provider training](#) can be used for worker training.
 - Services Australia changes via the [Aged Care Provider Portal \(ACPP\)](#) elearning.
 - Check for new or updated [GPMS training](#) materials.
 - [Equip Aged Care Learning Packages](#) are available for personal care workers, nurses, allied health professionals, volunteers and families.

New services lists, payment and financial mechanisms

Residential care providers

- Ensure accommodation agreements commencing on or after 1 November comply with the new Act. Agreements must be entered into before entry to care and include information about [Daily Accommodation Payments \(DAP\) indexation](#) and [Refundable Accommodation Deposit \(RAD\) retention](#).
 - Read about the changes to [accommodation funding](#).
- Keep residential monthly claims with Services Australia up to date and ensure September 2025 claims are lodged before 24 October 2025 to avoid any delays in November advances.
- Discuss changes to residential places with your Local Network team. Check [timeframes to submit applications](#) to manage residential places before 1 November.
- Continue reporting against the approved provider structure for your:
 - Q4 2024-25 and Q1 2025-26 Quarterly Financial Report (QFR)

- Q1 2025-26 National Aged Care Mandatory Quality Indicator (QI) Program data
- Q2 2025-26 QI Program data if you are operational in October but ceasing operations before 1 November
- 2024-25 Aged Care Financial Report (ACFR).
- Review the [aged care service list](#), ensure your aged care residents are aware.

Home care providers

- Refer to the [Support at Home Program Provider Transition Guide](#), and use the following key resources:
 - [Support at Home Program Manual](#)
 - [Support at Home provider training](#) to ensure you and your workers understand the new arrangements.
 - Support at Home – [Guidance for providers on service agreements](#)
- [Guidance for setting Support at Home prices](#) – fact sheet for providers.
- Prepare for new Support at Home claiming requirements, you can review:
 - [Support at Home program claims and payments business rules guidance](#)
 - [Support at Home invoice sample files](#)
 - [Support at Home - Finalising HCP claims and commencing claims for Support at Home](#)
- Upload a revised pricing schedule including prices for Support at Home services to the [My Aged Care Service and Support Portal](#). Read the [Support at Home service list](#).
- Continue reporting against the approved provider structure for your:
 - Q4 2024-25 and Q1 2025-26 QFR
 - 2024-25 ACFR.

CHSP providers

- Review and understand the [CHSP 2025-27 Manual](#) and associated guidance materials.
 - Read the [CHSP provider transition checklist](#) to be published by end of October
- Make any updates to your organisation details, read the [the new regulatory model – Guidance for CHSP providers booklet](#) and ensure you are compliant.

NATSIFACP providers

- Read about the [Aboriginal and Torres Strait Islander assessment organisations](#) phased rollout.
- Prepare for referring aged care assessments to the [Single Assessment System](#).

MPSP providers

- If you charge accommodation payments, ensure accommodation agreements that commence on or after 1 November comply with the new Act.
- Agreements must be entered into before entry to care and include information about [Daily Accommodation Payments \(DAP\) indexation](#) and [Refundable Accommodation Deposit \(RAD\) retention](#).
 - Read about the changes to [accommodation funding](#).
 - Continue your ACFR prudential accommodation reporting.
 - Note that non-government MPSP providers are subject to other prudential requirements including new liquidity management standards. Read about the new [standard and other prudential information](#).
- Continue reporting against the approved provider structure for your:
 - Q4 2024-25 and Q1 2025-26 QFR
 - 2024-25 ACFR.

Actions to take with your residents and participants

Engage with your residents, participants and clients

All providers

- Check if your residents and home care participants have registered supporters in the [My Aged Care Service and Support Portal](#), engage with [their registered supporter/s as appropriate](#).
 - Review the [provider policy for registered supporters](#), and explore the [resource library](#).
- Advise residents and participants on how to [provide feedback or raise a concern](#).
- For providers, other than MPSP or NATSIFACP providers, encourage your residents and participants to update their income and assets with Services Australia.
- Check if a [Aboriginal and Torres Strait Islander aged care assessment organisation](#) is in your region for culturally safe, trauma aware and healing informed assessments for older Aboriginal and Torres Strait Islander people.

Residential care providers

- From 1 November, commence Refundable Accommodation Deposit (RAD) and Refundable Accommodation Contribution (RAC) retention for eligible residents that enter care after this date, read [RAD and RAC retention](#).
- Index the Daily Accommodation Payments (DAP) of eligible residents that enter care on or after 1 November 2025 on 20 March and 20 September each year, read [DAP indexation](#).
- Use new residential cost model for residents entering care from 1 November – changes to non-clinical care cost contributions and hoteling supplements.
 - Share the [fee estimator](#) with your residents to help them understand the cost of care.
- Prepare for the Higher Everyday Living Fee (HELF) starting 1 November.
 - No new extra or additional fee arrangements can commence from 1 November, all existing arrangements must cease by 31 October 2026.
 - Read about [higher everyday living, additional and extra service fees](#) and share the [HELF fact sheet](#) to help your residents understand the new HELF.

Support at Home providers

- Complete Home Care Package claim, including reporting unspent funds, to start Support at Home claiming.
 - Resources to support claiming and payment statements will be available at [Health Professionals Education Resources](#) in early November.
 - Read [Finalising HCP claims and commencing claims for Support at Home](#).
- Care managers continue to support older people to understand Support at Home changes as needed.
- Establish service agreements and care plans for new participants approved for Support at Home. Read the Notice of Decision to confirm participant's eligibility to access specific service groups.

CHSP providers

- Continue to support clients to access their entry level services.
- Ensure new clients seeking government-funded CHSP services are assessed as eligible to receive supports.
 - New applicants who are Aboriginal and Torres Strait Islander people aged 45-49 years experiencing homelessness or at risk of homelessness will no longer be eligible to receive CHSP services from 1 November 2025 under s55 entry to aged care provisions of the new Act.
- Contact [Aboriginal and Torres Strait Islander aged care assessment organisations](#) to find supports for Aboriginal and Torres Strait Islander people.

MPSP providers

- Clients can access service types and services for their approved service group as set out in the [Service List](#).
- Explain the client status notifications you are sent by the Department for your clients. We anticipate these will be sent to providers by December. If one of your clients has not been included, you can email: MPsagedcare@health.gov.au to ensure the transitional process is completed.
- Ensure your clients have a service agreement, a care and services plan, and an accommodation agreement (where applicable) in place. Use the [MPSP resources for providers](#) as required.
 - For clients already accessing MPSP services before 1 November, these documents must be in place within 6 months if equivalent documents do not already exist.

Actions to take for your organisation, people, processes and systems

All providers

Continually improve your business

Connect with your [Local Network team](#) on what is working well and implementation challenges.

Comply with new regulatory model and requirements

- Use the [Aged Care Provider Requirements Search tool](#) to understand your requirements under the new Act and [Aged Care Rules 2025](#).
 - Download the ACQSC [sector readiness plan](#) tools and resources.
- Ensure compliance with registration requirements aligned to your [registration category\(ies\)](#).
 - Read the ACQSC [registration and renewal](#) process information, including the provider registration policy.
 - Continue to check for [new aged care regulatory model](#) updates and information.
- Reinforce obligation to have an incident management system in place and notify the ACQSC of incidents in accordance with the incident management system and reporting obligations.
 - Read the ACQSC [effective incident management systems guidance](#).
 - Use the ACQSC [Serious Incident Response Scheme \(SIRS\) provider resources](#) as needed.
 - Updated guidance materials will be published in November.
- Ensure compliance with your requirements under the [final strengthened Aged Care Quality Standards](#).
- Guidance on whistleblowers to be published by ACQSC in November.

Digital changes

- Confirm registration details are correct in the [My Aged Care Service and Support Portal](#); check and maintain your service provider, outlet, service types and contact details are correct and keep up to date.
- Review the [Provider Digital Readiness Checklist](#) and use the [New Aged Care Act: A guide to digital changes for providers](#) for support.
- Review [GPMS resources](#) for updated support material.
- My Aged Care Contact Centre provider and assessor helpline, phone 1800 836 799 is available for technical support. Call from 8 am to 8 pm Monday to Friday or 10 am to 2 pm Saturday.

Continue to support your workforce

- Use the [communication toolkit to talk to your workers](#) about the changes and answer questions.
- Continue to provide [training opportunities for your workforce](#) in relation to the changes.

New services lists, payment and financial mechanisms

Residential care providers

- Accommodation agreements need to comply with the new Act. Enter agreement before a person enters care.
- Start including Refundable Accommodation Deposit (RAD) / Refundable Accommodation Contribution (RAC) balances with monthly services claims for November claims submitted to Services Australia in December via the Aged Care [Aged Care Provider Portal \(ACPP\)](#).
- Consider new [Higher Everyday Living Fees](#). No new extra or additional services fee arrangements can commence, and all existing arrangements must cease by 31 October 2026.
- Update documentation that refers to residential care and services to reflect the aged care service list.
- Report against your registered provider structure for your Q2 2025-26 QFR and QI Program data, and 2025-26 ACFR reporting. Refer to [QFR](#), [ACFR](#) and [QI Program](#) resources for more information.

Support at Home providers

- Deliver care to Support at Home participants in alignment with their new care plan and service agreement.
- 3-7 November: verify and update your service and outlet details on the [My Aged Care Service and Support Portal](#), including:
 - the [services](#) you are delivering
 - your service delivery areas
 - the pricing for the services you deliver
 - provide a link to the published pricing on your website
 - ensure your outlet(s) name reflects the area where you deliver services (optional).
- Read the user guides for outlet and service set up in My Aged Care Service and Support Portal:
 - [My Aged Care - Service and Support Portal user guide – Part 1: Administrator functions](#)
 - [My Aged Care – Service and Support Portal user guide – Creating service delivery outlets and adding service information.](#)
- Upload October 2025 HCP claim and report balance of provider-held HCP unspent funds in the [Aged Care Provider Portal](#) during November 2025. This will enable Support at Home claiming to commence from 1 December 2025.
- Complete actions in the [Support at Home Program Provider Transition Guide](#), including implement new care management responsibilities, read the [Support at Home Program Manual](#) for detail.
- Generate and issue monthly home care statements for your participants and any registered supporters authorised to receive these.
- Report against your registered provider structure for your Q2 2025-26 QFR and 2025-26 ACFR reporting. Refer to [QFR](#) and [ACFR](#) resources for more information.
- Complete the Provider Operations Collection [Form](#) for 2024-25 in line with the approved provider structure. Registered provider structure first reporting period will be 2025-26, commencing July 2026.

CHSP providers

(can be registered in any combination of 1,2,3,4 or 5 registration categories)

- Complete the [CHSP provider transition checklist](#).
- Ensure new clients seeking government-funded CHSP services are assessed as eligible to receive supports.
- Referrals are available for any client needing urgent services while they are waiting for an assessment, these arrangements will continue under the new Act. Clients who access urgent or emergency services will still need to complete an aged care assessment. Read the [CHSP provider fact sheet](#).
- Maintain service availability, outlet information and manage referrals via [My Aged Care Service and Support Portal](#).

- Read the [workforce screening requirements - guidance material](#) for changes to the worker screening requirements from 1 November.

MPSP providers

- Receive your executed agreement from the department after the new Act starts.
- Review the new MPSP policy manual (published on 1 November).
- Read the [workforce screening requirements - guidance material](#) for changes to the worker screening requirements from 1 November.
- Make sure your workers understand what fees you can charge, read about [MPSP fees and charges](#).
- Report against your registered provider structure for your Q2 2025-26 QFR and 2025-26 ACFR reporting and onwards. Refer to [QFR](#) and [ACFR](#) resources for more information.

NATSIFACP providers

- Ensure new clients are assessed as eligible to start services unless the alternative entry pathway applies.
 - The services you deliver from 1 November must be aligned to your client's access approval.
- Make sure your workers understand what fees you can charge, read the [NATSIFACP Manual](#).
- Read the [workforce screening requirements - guidance material](#) for changes to the worker screening requirements from 1 November.
- Use [Single Assessment System](#) or [Aboriginal and Torres Strait Islander Aged Care Assessment Organisations](#) where available for assessments of new people seeking to access aged care.