



Australian Government

Department of Health, Disability and Ageing

New Aged Care Act – Sector Change Plan

18 November 2025



agedcareengagement.health.gov.au

About the Sector Change Plan

Why this plan is important to deliver transformation

The new *Aged Care Act 2024* (the new Act) started on 1 November 2025, together with a new regulatory model, strengthened Aged Care Quality Standards, Support at Home, and a new aged care funding model.

The Royal Commission into Aged Care Quality and Safety made clear the need to improve aged care services and standards of care for older people in Australia. The new rights-based Act delivers on 58 recommendations from the Royal Commission into Aged Care Quality and Safety. It enshrines the rights of older people in law, and creates a system designed to deliver safe, dignified and high-quality care for an ageing population. Most importantly, the new Act will put the rights of older people at the centre of the aged care system.

Working together with the sector – older people, their families and carers, providers, aged care workers, assessors, primary care, allied health, aged care navigators, peaks and advocates, software vendors and others – to develop policy, legislation, sector change, communication and the staged digital delivery of the new Act and related programs.

This Sector Change Plan aligns with aged care's transformation vision. This vision is a cultural shift, that will take commitment and active involvement by the Department of Health, Disability and Ageing and the sector to embed over time.

The plan outlines the communication, engagement, guidance and training activities that the department, the Aged Care Quality and Safety Commission (the Commission), and Services Australia have delivered to support older people and the sector to transition and adopt the new Act.

The department will monitor adoption of the new Act by actively listening, supporting and responding to sector feedback through our engagement channels and forums.

Aged care's transformation vision

Older people are at the centre

We have a vision to transform aged care to **improve the quality of life for older people and ensure they are at the centre of all we do.**

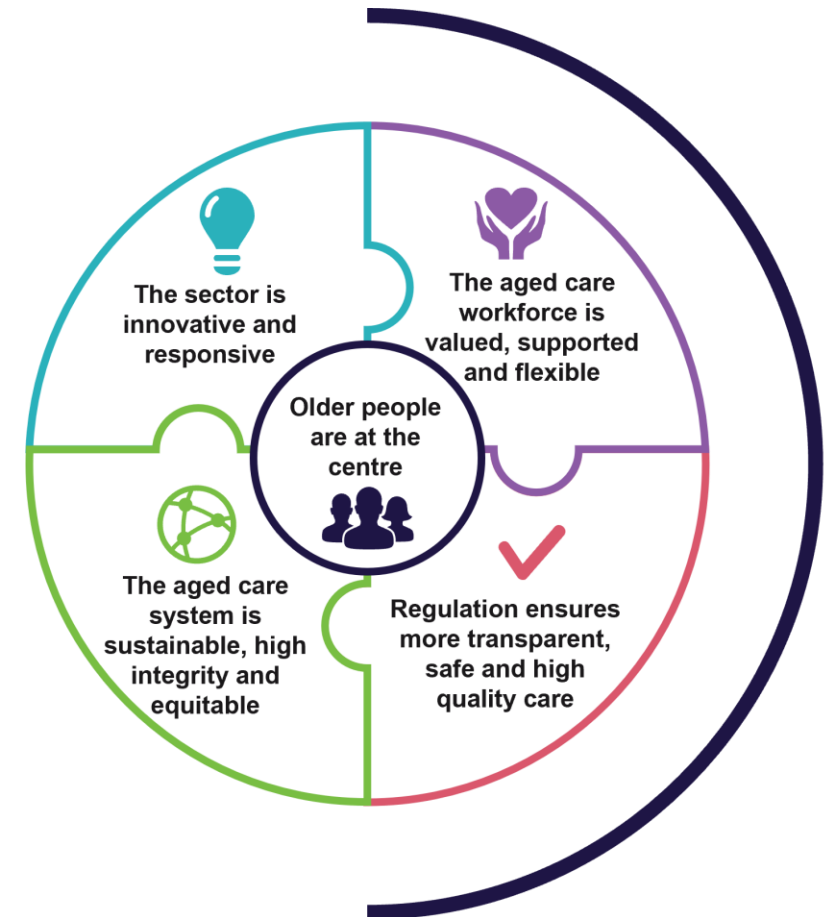


Figure 1: aged care's transformation vision

Critical areas that will be covered

Context

The Sector Change Plan outlines the activities to support the sector to transition to the new Aged Care Act. It includes activities delivered by the department, the Commission and Services Australia to stakeholders.

The program of communication, engagement, guidance and training explains the changes, detail actions stakeholders will need to take pre and post 1 November and articulates how it will affect them.

A significant focus will be placed on key topics, however, other changes will also be supported.

Further supports for diverse audiences

Specific communication, engagement, guidance and training that meet the needs of diverse audiences, including the culturally and linguistically diverse (CALD), LGBTQI+ and Aboriginal and Torres Strait Islander communities are being developed.

Key topics:

Statement of Rights

The rights that older people in the aged care system should expect when seeking or accessing government-funded aged care services. It drives the obligations of aged care providers and workers.

Provider registration and regulatory reform

Sets out how the sector will operate in a 'universal' provider registration, including the Commonwealth Home Support Program (CHSP) and National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program.

Supported Decision-Making

Older people can register one or more people to help decision-making, according to a new legal framework, principles and duties.

Single assessment system

Continuing to make it easier for older people to access aged care and adapt to changing needs, though a consistent assessment experience.

Support at Home

Replace the Home Care Packages (HCP) program and Short-Term Restorative Care (STRC) Programme with the Support at Home program, helping older people live independently at home for longer.

Data and digital

Stakeholders are ready and able to use relevant digital systems updated to support the functions-of the new Act and associated changes.

Deeming and grandfathering

Existing supports and services transitioned into arrangements under the new Act.

Supporting change for diverse audiences

Supporting change through tailored communication and engagement across Australia, including Aboriginal and Torres Strait Islander, CALD and LGBTQI+ people.

Primarily affect:
Older people
Providers
Aged care workforce
Primary health care
Software vendors
Assessors
Access and navigation

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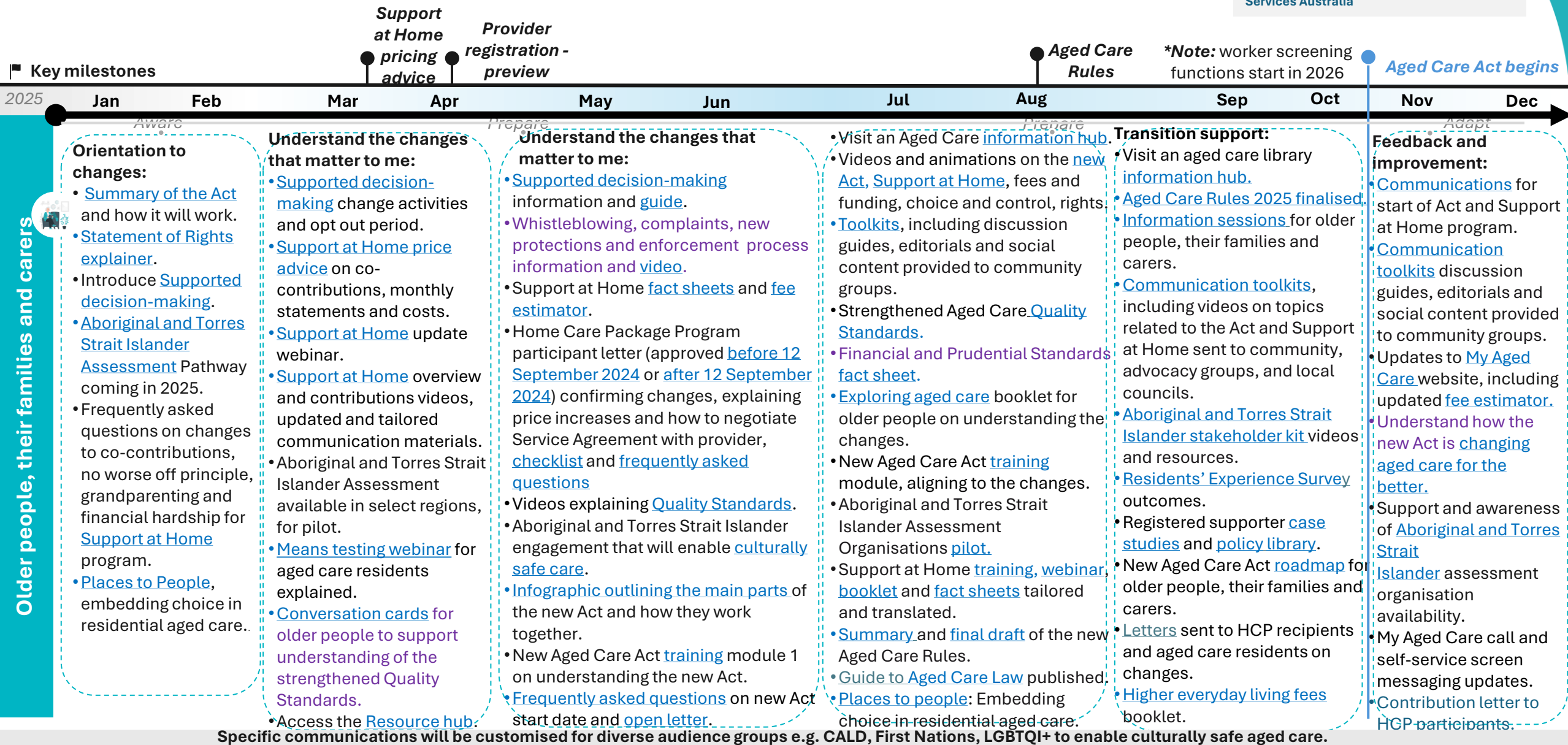


What can stakeholders expect to receive in 2025?

Sector Change Plan Timeline

At 18 November 2025. Activities are subject to change.

Lead agency
Department of Health, Disability and Ageing
Aged Care Quality and Safety Commission (ACQSC)
Services Australia



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Key milestones

Support at Home pricing advice
Provider registration - preview



Providers and provider peaks

Plan change efforts:

- Understanding [new regulation and deeming process](#).
- [Statement of Rights](#) and Statement of Principles information clarifying impacts.
- [Navigating the reforms](#) timeline resource.
- [Guidance on digital changes](#) including GPMS for provider registration preview.
- Consultation on [Age Care Rules](#) and residential service list.
- [Strengthened Quality Standards guidance, training and resource support](#).
- Explaining [places to people](#).
- Understand [accommodation reform](#).
- Introduce [supported decision-making](#).
- Ongoing [engagement with NATSIFAC providers](#) to continue supporting culturally safe care.
- Support at Home [Provider Transition Guide](#) and [frequently asked questions](#).
- Understand [claims and payments business rules](#).
- [Local network](#) connections.

Adjust operations and prepare:

- Consultation on [Aged Care Rules](#).
- [Digital changes for providers guidance](#) including read only periods, and GPMS end user testing preparation.
- [Provider registration preview](#) sent to validate information.
- [Guidance on financial and provider operations reporting against the new registration structure](#).
- [Financial and Prudential Standards](#) and [strengthened Quality Standards](#) updates.
- [Supported decision-making](#) information.
- Support at Home [program manual](#) and [guidance for setting prices](#).
- [NATSIFAC providers webinar](#) to prepare for transition to obligations under new Act.
- [Higher everyday living and accommodation funding reform](#) webinar.
- [CHSP guidance](#) on the new regulatory model and [webinar on extension](#).
- [Quality Standards, regulatory model and registration process webinar and resources](#).
- [Provider registration and renewal in practice webinar](#).
- Understand proposed changes to [worker screening](#).
- Access the [Resource hub](#).

Adjust, prepare and train:

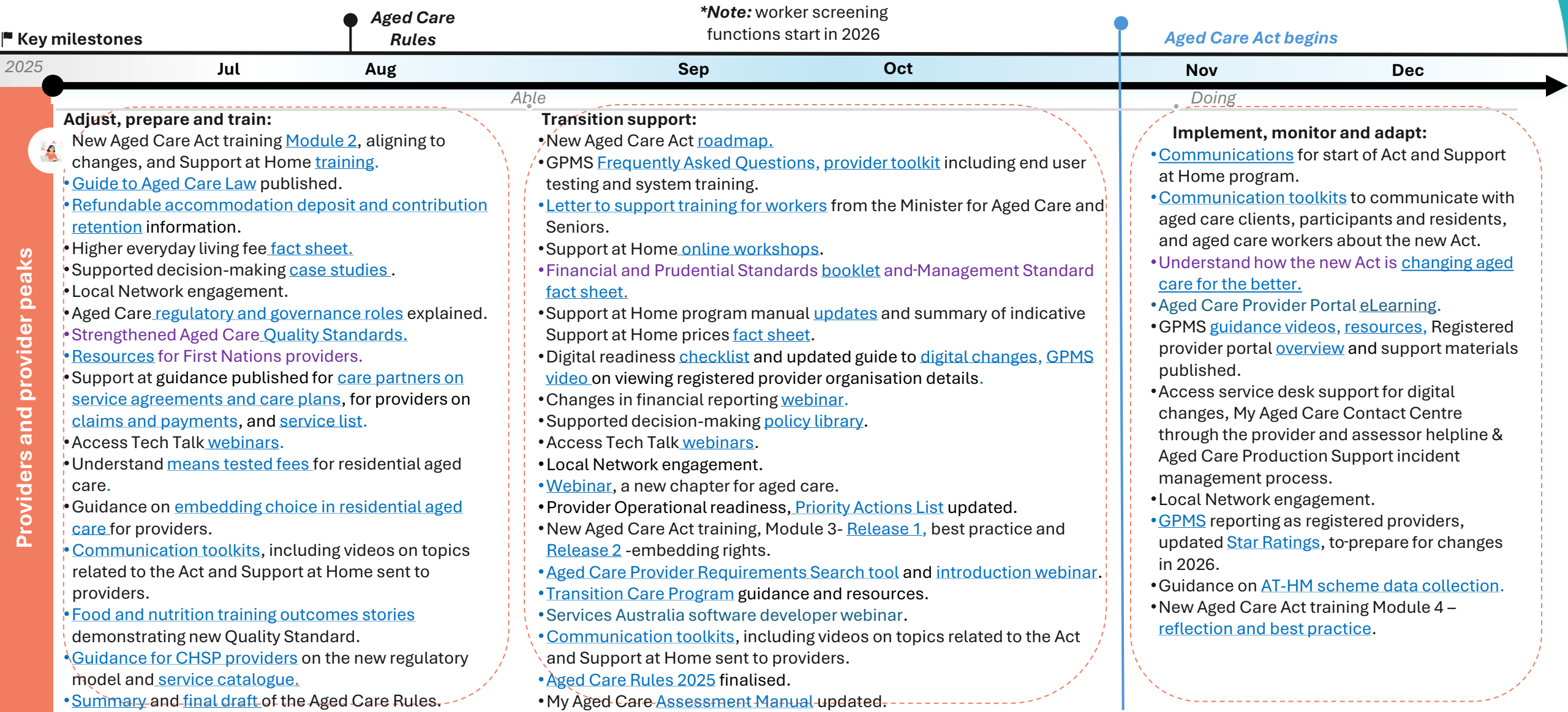
- GPMS [conceptual data model](#), [glossary](#), training, actions, read only periods, reminders, end user testing preparation.
- Updated guide to [digital changes](#).
- Consultation on [Aged Care Rules](#).
- Explaining [Higher everyday living fee](#).
- [Compliance and enforcement webinar and resources](#).
- [Provider registration video](#), [regulatory model webinar](#) and [how to become a registered provider video](#).
- Statement of Rights and Code of Conduct [video](#).
- [Supported decision-making](#) information.
- Encourage developers to develop software against the specifications available in the Beta APIs.
- [Strengthened Quality Standards workshop, preparing for the changes](#).
- [Multi-Purpose Service webinar](#) focused on readiness, new agreements and transitioning clients.
- CHSP sector readiness webinar.
- [New Aged Care Act and Support at Home](#) training modules.
- Provider Operational Readiness – [Priority Actions List](#).
- Understand [what is new or changing](#).
- [Information](#) on supporting clients with the rollout of the Aboriginal and Torres Strait Islander assessment organisations.
- New Act start update [open letter](#) and [FAQs](#).
- Care minutes [funding and financial reporting webinar](#).
- Support at Home [monthly statement template](#) and updated program [manual](#).
- Commonwealth Home Support Program [webinar](#), and [manual](#).

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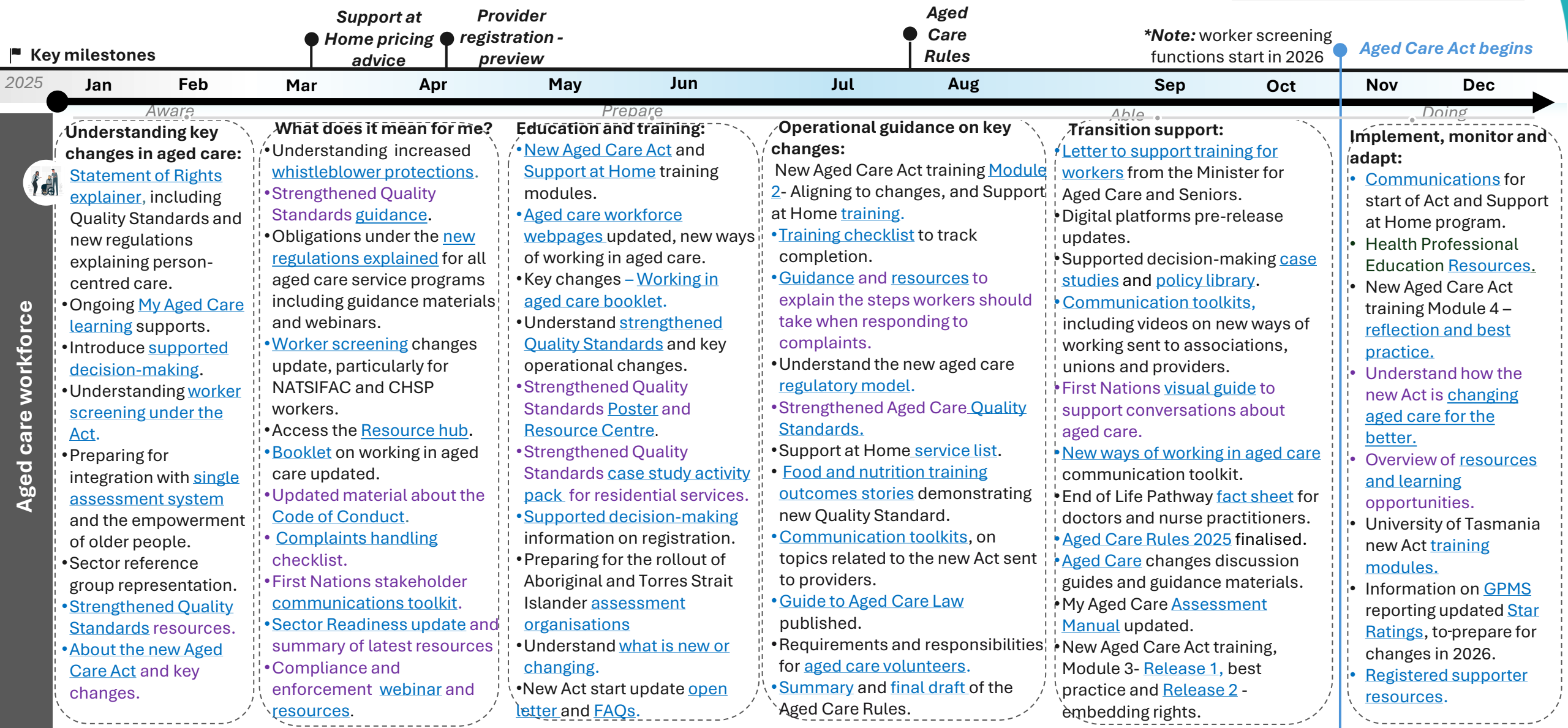
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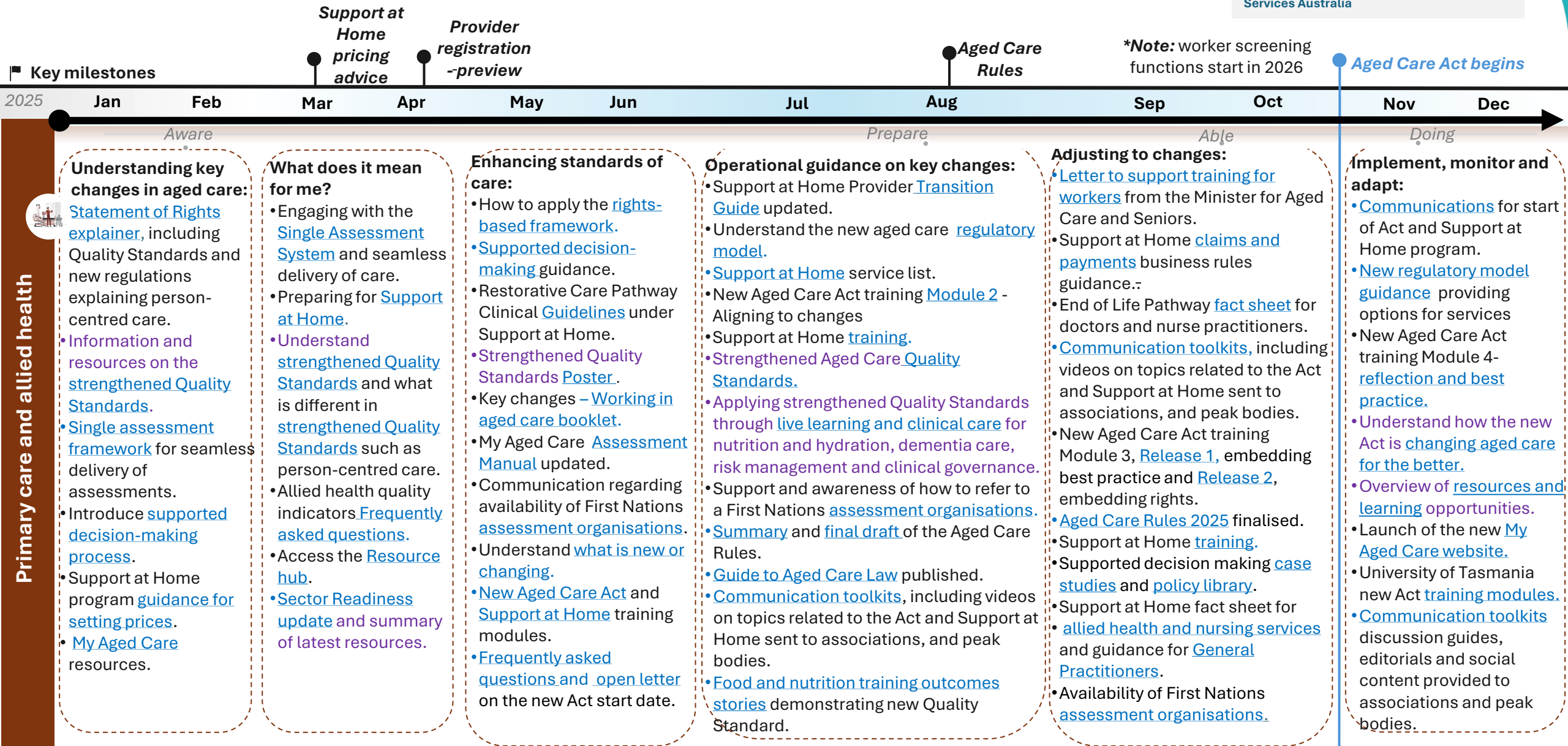
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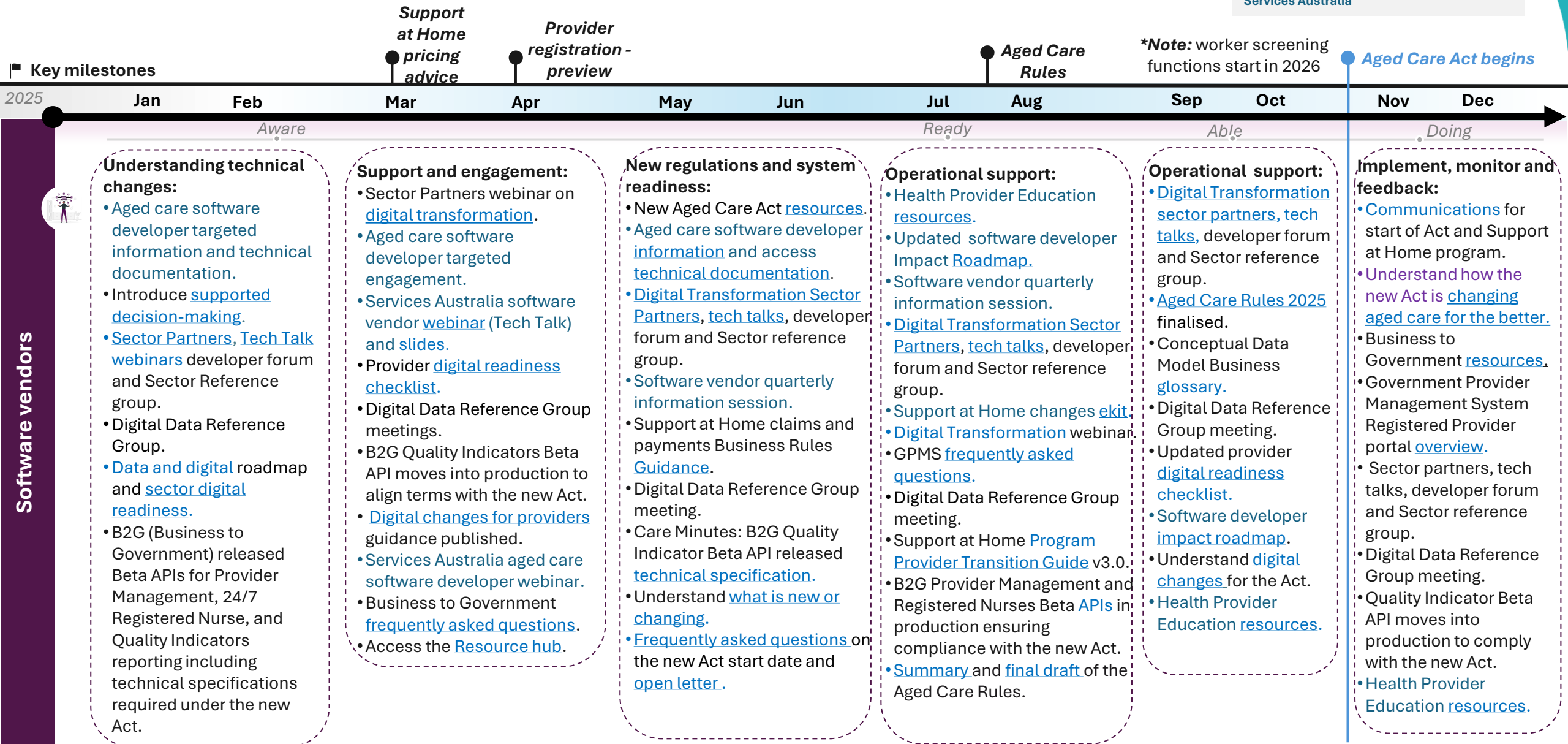
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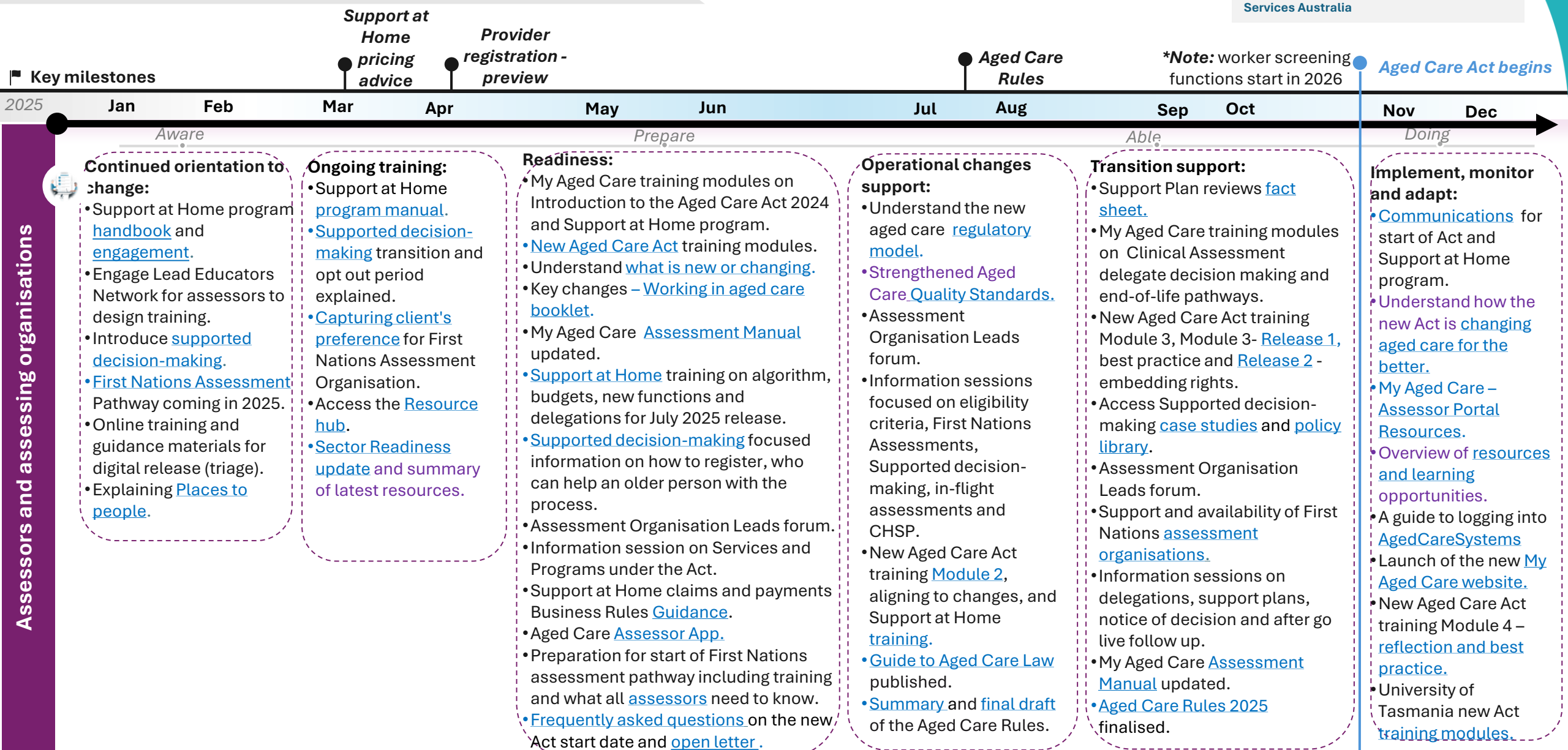
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