New Aged Care Act – Sector Change Plan

18 November 2025



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.

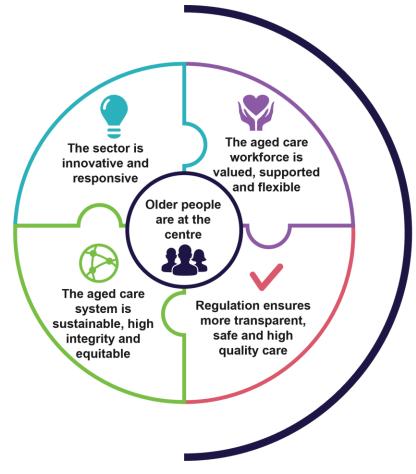


Figure 1: aged care's transformation vision

Critical areas that will be covered

LGBTQI+ people.

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:	rimarity aff	i Deople	ders ed	primary	nediti Softwar	le verit	Professor
Rey topics.	W 0/10	840	Prop	b _{kll}	SO,	ASS	₽ _{CC}
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.			<u> </u>				▼
Supporting change for diverse audiences							
Supporting change through tailored communication and engagement							
across Australia, including Aboriginal and Torres Strait Islander, CALD and			V				V
LODTOL							

Specific communications will be customised for diverse audience groups e.g. CALD, First Nations, LGBTQI+ to enable culturally safe aged care.

Older people, their families and carers

Sector Change Plan Timeline

At 18 November 2025. Activities are subject to change.

Support
at Home
pricing
advice

Mar

Provider registration preview

Key milestones

Jan

2025

Plan change efforts:

Aware

• Understanding new regulation and deeming process.

Feb

- 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 <u>Age Care Rules</u> and residential service list.
- <u>Strengthened Quality Standards</u> 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 <u>Provider Transition</u> <u>Guide</u> and <u>frequently asked questions</u>.
- Understand <u>claims and payments</u> <u>business rules</u>.
- Local network connections.

- Adjust operations and prepare:
 Consultation on Aged Care Rules.
- <u>Digital changes for providers guidance</u> including read only periods, and GPMS end user testing preparation.
- <u>Provider registration preview</u> sent to validate information.

Apr

- Guidance on financial and provider operations reporting against the new registration structure.
- <u>Financial and Prudential</u> Standards and <u>strengthened Quality Standards</u> updates.
- Supported decision-making information.
- Support at Home <u>program manual</u> and <u>guidance for</u> <u>setting prices</u>.
- 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:

Prepare

May

- •GPMS <u>conceptual data model</u>, <u>glossary</u>, 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.
- <u>Provider registration video</u>, <u>regulatory model webinar</u> and how to become a registered provider <u>video</u>.
- •Statement of Rights and Code of Conduct video.

Jun

- <u>Supported decision-making information</u>.
- Encourage developers to develop software against the specifications available in the Beta APIs.
- Strengthened Quality Standards workshop, preparing for the changes.
- <u>Multi-Purpose Service webinar</u> 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.
- <u>Information</u> on supporting clients with the rollout of the Aboriginal and Torres Strait Islander assessment organisations.
- New Act start update open letter and FAOs.
- Care minutes funding and financial reporting webinar.
- Support at Home monthly statement template and updated program manual.
- Commonwealth Home Support Program webinar, and manual.

Sector Change Plan Timeline

At 18 November 2025. Activities are subject to change.

Lead agency

Department of Health, Disability and Ageing

Dec

Aged Care Quality and Safety Commission (ACQSC)

Services Australia

Key milestones

2025

Aged Care Rules

Aug

*Note: worker screening functions start in 2026

Aged Care Act begins

Nov

Doing

Adjust, prepare and train:

New Aged Care Act training Module 2, aligning to changes, and Support at Home training.

- Guide to Aged Care Law published.
- Refundable accommodation deposit and contribution retention information.
- Higher everyday living fee fact sheet.
- Supported decision-making case studies.

Jul

- Local Network engagement.
- Aged Care regulatory and governance roles explained.
- Strengthened Aged Care Quality Standards.
- Resources for First Nations providers.
- Support at guidance published for care partners on service agreements and care plans, for providers on claims and payments, and service list.
- Access Tech Talk webinars.
- Understand means tested fees for residential aged care.
- Guidance on embedding choice in residential aged care for providers.
- Communication toolkits, including videos on topics related to the Act and Support at Home sent to providers.
- Food and nutrition training outcomes stories demonstrating new Quality Standard.
- Guidance for CHSP providers on the new regulatory model and service catalogue.
- Summary and final draft of the Aged Care Rules.

Transition support:

Able

- New Aged Care Act roadmap.
- GPMS Frequently Asked Questions, provider toolkit including end user testing and system training.

Oct

- Letter to support training for workers from the Minister for Aged Care and Seniors.
- Support at Home online workshops.

Sep

- Financial and Prudential Standards booklet and Management Standard fact sheet.
- Support at Home program manual <u>updates</u> and summary of indicative Support at Home prices fact sheet.
- Digital readiness checklist and updated guide to digital changes, GPMS video on viewing registered provider organisation details.
- · Changes in financial reporting webinar.
- Supported decision-making policy library.
- Access Tech Talk webinars.
- · Local Network engagement.
- Webinar, a new chapter for aged care.
- Provider Operational readiness, Priority Actions List updated.
- New Aged Care Act training, Module 3- Release 1, best practice and Release 2 -embedding rights.
- Aged Care Provider Requirements Search tool and introduction webinar.
- Transition Care Program guidance and resources.
- Services Australia software developer webinar.
- Communication toolkits, including videos on topics related to the Act and Support at Home sent to providers.
- Aged Care Rules 2025 finalised.
- My Aged Care Assessment Manual updated.

Implement, monitor and adapt:

- Communications for start of Act and Support at Home program.
- Communication toolkits to communicate with aged care clients, participants and residents, and aged care workers about the new Act.
- Understand how the new Act is changing aged care for the better.
- Aged Care Provider Portal eLearning.
- GPMS guidance videos, resources, Registered provider portal overview and support materials published.
- Access service desk support for digital changes, My Aged Care Contact Centre through the provider and assessor helpline & Aged Care Production Support incident management process.
- ·Local Network engagement.
- GPMS reporting as registered providers, updated Star Ratings, to-prepare for changes in 2026.
- Guidance on AT-HM scheme data collection.
- New Aged Care Act training Module 4 reflection and best practice.

Lead agency

Department of Health, Disability and Ageing

Nov

Aged Care Quality and Safety Commission (ACQSC)

Services Australia

Oct

Sector Change Plan Timeline

Feb

At 18 November 2025. Activities are subject to change.

Mar

Support at Key milestones advice

Apr

Provider Home pricing oregistration preview

May

Aged Care Rules

Aug

*Note: worker screening functions start in 2026

Aged Care Act begins

Doing

Aware Únderstanding key changes in aged care:

Jan

Statement of Rights explainer, including Quality Standards and new regulations explaining personcentred care.

- Ongoing My Aged Care learning supports.
- Introduce supported decision-making.
- Understanding worker screening under the Act.
- Preparing for integration with single assessment system and the empowerment of older people.
- Sector reference group representation.
- Strengthened Quality Standards resources.
- About the new Aged Care Act and key changes.

What does it mean for me?

- Understanding increased whistleblower protections.
- Strengthened Quality Standards guidance.
- Obligations under the new regulations explained for all aged care service programs including guidance materials and webinars.
- Worker screening changes update, particularly for NATSIFAC and CHSP workers.
- · Access the Resource hub.
- Booklet on working in aged care updated.
- Updated material about the Code of Conduct.
- Complaints handling checklist.
- First Nations stakeholder communications toolkit.
- Sector Readiness update and summary of latest resources
- Compliance and enforcement webinar and resources.

Education and training:

- New Aged Care Act and Support at Home training modules.
- Aged care workforce webpages updated, new ways of working in aged care.

Prepare

Jun

- Key changes Working in aged care booklet.
- Understand strengthened **Quality Standards** and key operational changes.
- Strengthened Quality Standards Poster and Resource Centre.
- Strengthened Quality Standards case study activity pack for residential services.
- Supported decision-making information on registration.
- Preparing for the rollout of Aboriginal and Torres Strait Islander assessment organisations
- Understand what is new or changing.
- •New Act start update open letter and FAQs.

Operational guidance on key changes:

Jul

New Aged Care Act training Module 2- Aligning to changes, and Support at Home training.

- Training checklist to track completion.
- Guidance and resources to explain the steps workers should take when responding to complaints.
- Understand the new aged care regulatory model.
- Strengthened Aged Care Quality Standards.
- Support at Home service list.
- · Food and nutrition training outcomes stories demonstrating new Quality Standard.
- · Communication toolkits, on topics related to the new Act sent to providers.
- Guide to Aged Care Law published.
- Requirements and responsibilities: New Aged Care Act training, for aged care volunteers.
- Summary and final draft of the 'Aged Care Rules.

Transition support:

Letter to support training for workers from the Minister for Aged Care and Seniors.

Sep

- Digital platforms pre-release updates.
- Supported decision-making case studies and policy library.
- Communication toolkits, including videos on new ways of working sent to associations, unions and providers.
- First Nations visual guide to support conversations about aged care.
- New ways of working in aged care communication toolkit.
- •End of Life Pathway fact sheet for doctors and nurse practitioners.
- Aged Care Rules 2025 finalised. Aged Care changes discussion guides and guidance materials.
- My Aged Care Assessment Manual updated.
- Module 3- Release 1, best practice and Release 2 èmbedding rights.

Implement, monitor and adapt:

Dec

- Communications for start of Act and Support at Home program.
- Health Professional **Education Resources.**
- New Aged Care Act training Module 4 reflection and best practice.
- Understand how the new Act is changing aged care for the better.
- Overview of resources and learning opportunities.
- University of Tasmania new Act training modules.
- Information on GPMS reporting updated Star Ratings, to-prepare for changes in 2026.
- Registered supporter resources.

2025

