

Multi-Purpose Service Program (MPSP)

Webinar #12

Aged care reforms:

Impacts on the MPSP & providers

28 October 2025

Thin Markets Branch



What do we intend to cover today?

Agenda Item	Speaker
Introduction and acknowledgement of country	Cathy Milfull Acting Assistant Secretary Thin Markets Branch
MPSP Reforms update	
Presentation by My Aged Care Walk through of the client management system for providers	Paul Hutchinson Director, Digital Strategy & Assurance Branch
Question & Answers New Act implementation – feedback and queries	Panel discussion

Future webinar topics

Month	Items under consideration
November	New Act systems: more hints and tips Final client transitional arrangements and any outstanding issues Revised reform schedule to progress 2026 to 2028
February	MPSP funding model review: report back on deep dive outcomes and options Update on MPSP direct care targets trial Preparations for moving to formal 24/7 RN arrangements

Other ideas? Your suggestions are welcome!

MPSP reforms update

Cathy Milfull, Thin Markets Branch



Transitional rules are now finalised!

- Pleased to advised that the Rules related to transitional provisions are now published.

See: [Aged Care \(Consequential and Transitional Provisions\) Rules 2025](#)



Aged Care (Consequential and Transitional Provisions) Rules 2025

I, Sam Rae, Minister for Aged Care and Seniors, make the following rules.

Dated 24 October 2025

Sam Rae
Minister for Aged Care and Seniors

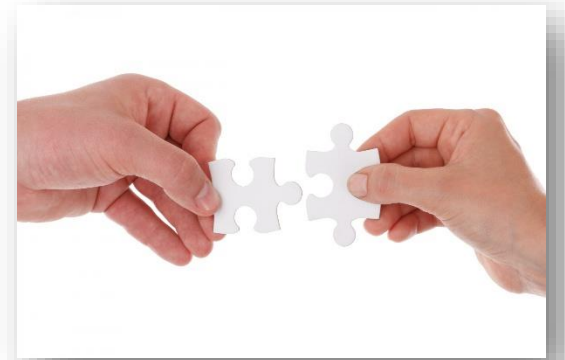
What do these Rules cover....MPSP places

- Ensure all **3,814** current allocated places will transition across to the new Act (see s 33)
 - This includes provisional places.
 - It does not include places allocated as provisional that have since expired (see ss 37-38)
- A determination will also be published on Friday (TBC) confirming the providers to which these **places have been re-allocated**.
 - These are the current providers though (i.e. where they are now) – so no changes here!
 - No further action will be required by you or the Department.
- The **conditions on these places are different** to new places allocated after 1 November (see s 42)
 - In practice, the only requirement is that you use the place as specified in your new MPSP agreement for 1 November:
 - *If you are using to deliver residential care:* at the relevant MPS
 - *If you are using to deliver home care:* at the specified place.



What do these Rules cover....other key items

- Confirm that providers have **6 months** to get service agreements & care and service plans in place where they **do not** already exist for older people in care (see ss 63-69).
 - For people with existing plans, they should be updated to align with the new requirements within 12 months.
- Ensure that the department does not need to pay providers twice for the same period, noting the new Act commences in the middle of a quarter (see s 101)
- Allows us to sign a specific transitional agreement for a private provider in QLD (s 125)
- Ensures complaints received before the transition still require action under the new law (s 155)
- Classification levels will be given to the MPSP transitional cohort (see Division 2).
 - This has no practical meaning because within the MPSP, classification levels will not impact what services they can access.



The final countdown – what's left to do for us....

- All signed agreements received will be signed and executed on Saturday
 - 2 more MPSP agreements need to be received by Wednesday
 - Executed copies will be provided next week
- Updated communication materials and policy manual are all set to go live on **1 November 2025**
 - A bulk email will be sent to providers and members with the link once live.



Finalising arrangements for transitional clients

**We need your final data workbooks and client consents
by 31 October 2025**

- Once received and signed off by the delegate, providers will be sent information about the services their clients have been given approval to access under the new Act.
- Providers will then need to give each older person, or their supporter or representative, a status notification from the department, which will also confirm this for them.
- Before the end of the year, a copy will be attached to the client's My Aged Care (MAC) profile to ensure contact centre staff can access. Their record will then be fully updated in mid 2026.
- If you have a transitional client that intends to transfer to another provider this FY, please email mpsagedcare@health.gov.au and notify our team as soon as possible. This will ensure we can advise how best to proceed to facilitate this move during this period.



Your final preparations for 1 November

For older people you deliver aged care services to:

- Make sure they are aware of their rights and protections under the new Act
- Understand they can have a registered supporter or representative
- Consider who needs a service agreement and/or care and service plan put in place
- Explain the different ways a person can provide feedback or raise a concern to you



For your organisation, people, processes and systems:

- Adjust operations to align with the Statement of Rights
- Ensure all services being delivered are consistent with the person's access approval from 1 November
- Check that all fees and charges align with the new Act
- Update provider information if things change in GPMS
- Confirm your MPS' details are correct in the Aged Care Gateway Service & Support Portal

What if I need help?

Check our MPSP resources online as they may already have the answers you need:
[The Multi-Purpose Service Program](#)

Otherwise contact the MPSP team directly: MPsreforms@health.gov.au

