

Multi-Purpose Service Program (MPSP)

Webinar #13

Aged care reforms:

Impacts on the MPSP & providers

27 November 2025

Thin Markets Branch



Australian Government
Department of Health, Disability and Ageing

www.health.gov.au

What do we intend to cover today?

Agenda Item	Speaker
Introduction and acknowledgement of country	Cathy Milfull Acting Assistant Secretary Thin Markets Branch
New Act and systems update	
Final client transitional arrangements (outstanding issues)	Kate Harkins Director, Multi-Purpose Service Program
Question & Answers (new Act implementation – feedback and queries)	Panel discussion

Future webinar topics

Month	Items under consideration
February	Revised MPSP reform schedule for 2026 to 2028 and updates MPSP funding model review: consultation paper and next steps Preparations for moving to formal 24/7 RN arrangements Update on MPSP direct care targets trial
May	MPSP reform updates MPSP funding model review: report back on workshops and next steps Proceeding to full trial for direct care targets trial in October Final arrangements for formal implementation of 24/7 RN arrangements

Other ideas? Your suggestions are welcome!

New Act and systems update

Cathy Milfull, Thin Markets Branch



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Aged Care Act 2024 implementation update

- The MPSP team has been responding to provider queries relating to the new Act.
- Questions are being tracked to determine common queries.
- Emerging themes over the last three weeks relate to:
 - Service Agreements
 - Responsible Persons
 - Fees
 - Leave Entitlements and Rent Assistance



Service agreement requirements

- Required for all individuals accessing aged care services through your MPS (section 148 of the Rules).
- **New clients:** providers must enter into a service agreement with each individual within 28 days of commencing services.
- **Existing/transitional clients:** transitional arrangements are in place:
 - Existing service agreements can remain in place until the next regular review.
 - Providers have 6 months to get service agreements in place for people already in their care.
- Providers must review service agreements at least once every 12 months.
- The service agreement does not need to be a standalone document, but can be incorporated into existing documents used by the MPS.



Who is a responsible person?

- All registered providers will have one or more *responsible persons* who have specific responsibilities under the Act.
- **Who a responsible person is**, however, different for different providers.
- **For all providers**, the following will be a responsible person (see paragraph 12(1)(c) of the Act):
 - a registered nurse who has responsibility for overall management of the nursing services delivered by a registered provider, at one or more of their MPS, and
 - any person who is responsible for the day-to-day operations of an MPS.
- **If you are not a government entity**, in addition to the above a responsible person will be:
 - any person responsible for the executive decisions **or** who has authority or responsibility for (or significant influence over) planning, directing or controlling the activities, of the provider.
- Multiple individuals may be responsible persons at the same time.
- Responsible people are not restricted to employees of a registered provider and can include subcontractors.



Regulatory decisions for MPSP

- The Aged Care Quality and Safety Commission, and the Department of Health, Disability and Ageing can take action where providers do not meet their obligations under the Act
- The response will depend on the risk any non-compliance presents to older people, and how willing the provider is to work with us to manage the risk.
- Compliance decisions will be recorded in the Department's Government Provider Management System (GPMS).
- From 1 November 2025, the Commission began publishing regulatory decisions on its website. The Department will also publish these decisions on a provider's page on the My Aged Care website.
- This information will be available to Department teams to support risk-based monitoring & management.



Reminder regarding fees under the MPSP

- Under the *Aged Care Act 2024*, only the following fees can be charged in the MPSP:
 - specialist aged care program fee
(no more than 85% of the base rate of a single aged care pension)
 - accommodation payment via a Refundable Accommodation Deposit (RAD) or a Daily Accommodation Payment (DAP)
- Accommodation payments can only be charged if the older persons means assessments shows they are not generally eligible for government assistance with their accommodation costs.
- The Higher Everyday Living Fee (HELFF) does **not** apply to individuals who are accessing funded aged care services under a specialist aged care program such as the MPSP.
- The HELFF fee, along with other fees listed in Chapter 8 of the Rules, are designed for the mainstream residential aged care context only.

Leave entitlements & rent assistance

Leave entitlements

- There are no leave limits for older people accessing aged care services through the MPSP.
- Leave requirements are directly linked to AN-ACC funding and therefore only applicable in mainstream residential aged care homes.

Rent Assistance (RA)

- Services Australia's approach to assessing RA eligibility for residents at an MPS has not changed since 1 November.
- Registered providers can charge a *specialist aged care fee* that does not exceed 85% of the single aged care pension, calculated daily.
- Where residents have been charged more than this amount, registered providers should adjust fees downward from 1 November. This may result in a change to their financial circumstances and Services Australia will need to be notified.

Post 1 November systems update

- Not receiving referrals for new clients? Refer any outlet setup problems to the GPMS team. Contact details and tips are on the MPSP website.
- My Aged Care records will not fully align until July 2026 due to ongoing deeming activities.
- You can still provide services to:
 - older people you have included in your data workbooks
 - those with an aged care approval
- Movement between providers may be difficult before July 2026.



If older people need to move from your MPS, contact us early

Final client transitional arrangements

Kate Harkins, Multi-Purpose Service Program



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Client deeming

- **Client data workbooks have been received for 183 MPS aged care homes**
- Only 7 providers still have some outstanding elements that need to be finalised.
- 138 workbooks have been processed by the MPSP team resulting in 26 MPS aged care homes receiving outcome letters for their MPS clients.
- This week another set of workbooks from 3 providers will be submitted for processing to the data remediation team, finalising the transitional process.
- While our team confirms the deeming status, the data remediation team may need to confirm some elements to ensure proper matching. We will reach out if needed.
- **Thank you to the providers who have been checking their deeming outcomes. We have been updating our records as needed.**



Managing clients who don't consent

- Commonwealth funding can only be used to deliver services to people approved to access services under the *Aged Care Act 2024* **OR** to whom transitional provisions under the *Aged Care (Consequential and Transitional Provisions) Act 2024* (the CTP Act) apply.
- The Commonwealth is **unable** to confirm that an individual in an MPS meets transitional requirements if:
 - they were accessing services at the MPS without prior approval (e.g. following ACAT), and
 - has not provided consent to share their information with the Department for the purposes of assessing them against transitional requirements.
- These individuals do **not** have approval to access Commonwealth funded aged care.
- Once deeming processes are complete, this means MPSP providers should **not use Commonwealth funding** to meet the costs of their care, if you choose to continue to deliver services to them through your MPS.
- If they have changed their mind, you can still provide us with their details – it is not too late. But please refer through, as soon as possible.

Questions

