

Multi-Purpose Service Program (MPSP)

Webinar #16 Aged care reforms

Impacts on the MPS Program and Providers

14 September 2026
Thin Markets Branch

What do we intend to cover today?

Agenda Item	Speaker
1. Introduction and Acknowledgement of Country	
2. General MPSP and reform updates: • MPSP reform schedule and trials • 2026-27 MPSP Place Allocations • MPSP Funding Model Review • MPSP manual revisions • Other updates	Cathy Milfull, MPSP section (10 mins)
3. 24/7 RN Reporting from 1 October 2026	Tony Lloyd, MPSP section (15 mins)
4. Regulatory approach to 24/7 RN obligations	Kristian Wynn, ACQSC (10 mins)
5. Direct Care Minutes Targets Trial – reporting arrangements	Roger Hunt, MPSP section (20 mins)
6. Q & A session	Panel (5 mins)

Agenda Item 2: General MPSP & reform updates

Cathy Milfull, Multi-Purpose Service Program

MPSP reforms schedule and status of trials

- A revised reform schedule has been agreed with the MPSP Working Group (WG) and is now with the Minister to consider.
- Reflects our progress over the last 12 months with:
 - information for transitional clients now in My Aged Care
 - 24/7 registered nursing arrangements now in place as of 1 July 2026 **with reporting requirements to commence on 1 October 2026**
 - Direct Care Target Trial proceeding to the next phase on **1 October 2026**
- Will also reflect agreed prioritisation of funding reform and data collection improvements



MPSP Funding Model Review

- IHACPA's final report on MPSP funding matters has been received and is being considered by the department.
- The report confirms that **block funding** remains an appropriate model for the MPSP, recognising the unique challenges of rural and remote service delivery.
- Findings and recommendations will help inform future funding reform discussions, including possible refinements to indexation arrangements.
- More to come on this at the next MPSP WG meeting and webinar.



2026-27 MPSP place allocations requests are live!

- **100 residential care places available** for allocation in 2026-27.
- Requests for additional places for existing MPS are open from:
 - **27 July 2026 to 30 April 2027**
- Requests to establish a new MPS may be submitted during:
 - **3 August to 30 September 2026 OR 1 February to 31 March 2027**
- Guidance, application forms and information on allocation and bring-into-effect processes are available on the department's website.

Note: Please also let us know through your State/Territory health agency if you would be interested in more home & community places if they were available.



MPSP manual updates to come

- Updated MPSP manual planned for **1 November 2026**.
- Will reflect changes associated with reporting arrangements commencing from October 2026.
- MPSAgedCare@health.gov.au will also become the primary contact point for enquiries, with the reforms mailbox being phased out.
- We will share a draft with MPSP WG members – but would welcome suggestions for improvements or additional content.



Agenda Item 3:

24/7 RN reporting from 1 October 2026

Tony Lloyd, Multi-Purpose Service Program



24/7 RN reporting in GPMS

- How to Use GPMS to report RN 24/7
- When does it start?
- How do extensions and exemptions work for MPS?
- Resubmissions?





Australian Government

Aged Care Quality and Safety Commission

Agenda Item 4: Regulatory approach to 24/7 RN obligations

Multi-Purpose Service Program

Kristian Wynn
Director, Regulatory Strategy
Aged Care Quality and Safety Commission





Aged Care Regulatory Strategy

Our Regulatory Purpose



• Our regulatory functions

- Safeguard the rights of older people.
- Sector capability through engagement and education.
- Registration and re-registration.
- Manage complaints.

• Our regulatory approach

- We are a data-driven, rights-based, risk led regulator.
- Our response to non-compliance is proportionate to risk.
- We expect providers to work with us.
- Will use compliance and enforcement powers to safeguard older people.

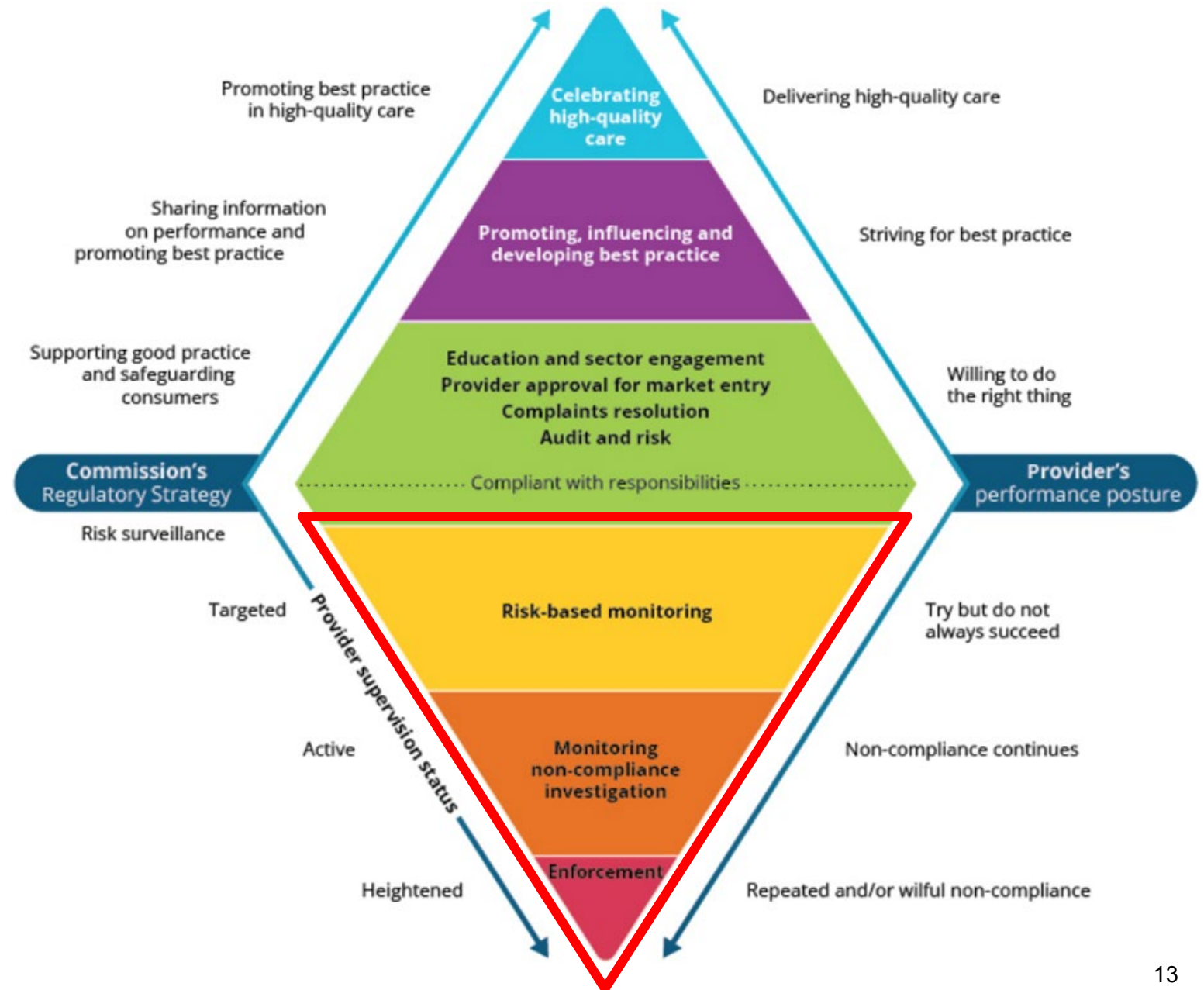
• Expectations of the sector

- Comply with obligations under the *Aged Care Act 2024*.
- Listen and empower older people to assert their rights.
- Develop a skilled and dedicated workforce.
- Continuously aim to deliver high-quality care
- When things go wrong: remedy, restore and prevent!



Regulatory Strategy

Regulatory Diamond



Our regulatory approach to 24/7 RN non-compliance

- Non-compliance does not always mean enforcement action.
- The key regulatory questions are whether:
 - older people remain safe
 - the provider has taken reasonable steps to meet its obligations
 - the provider is managing the risks associated with the absence of an onsite RN.
- We will work with providers who make a genuine efforts to comply.
- Enforcement action is considered where alternative arrangements are poor, significant or persistent, coverage gaps exists and risk is unacceptably high.

[Reference: Regulatory Bulletin 2023-19](#)



Applying for an exemption

MPSP providers may apply for an exemption where eligibility criteria are met, including:

- the home has 30 or fewer places in effect in MM 5-7 locations.
- demonstrate reasonable steps to meet older people's clinical care needs
- exemptions may be granted for up to 12 months at a time
- submitting monthly 24/7 RN reports



Assessing exemptions risk

- Commission assesses risk in granting an exemption
- Reasonable steps taken to address clinical safety.
- These include:
 - alternative clinical care arrangements (telehealth, RN and GP on-call)
 - arrangements meet clinical needs
 - risks associated with the provider's proposed arrangements
 - capacity to monitor and detect clinical deterioration
 - arrangements high-level or complex clinical care
 - emergency clinical access and support
 - a provider's clinical governance system.





Australian Government

Aged Care Quality and Safety Commission

Closing

Phone: 1800 951 822

Web: agedcarequality.gov.au

Email: info@agedcarequality.gov.au



Australian Government

Aged Care Quality and Safety Commission

Regulatory Strategy 2025-26

Version 1.0 | November 2025



Direct Care Minutes Targets Trial –reporting arrangements

Roger Hunt, Multi-Purpose Service Program



Direct Care Targets Trial from 1 October 2026

- 1st Reporting period: **1 October to 31 December 2026 (Stage 1)**
- Participating sites are requested to submit their Stage 1 report by **31 January 2027**.
- Providers will be able to report through either:
Qualtrics online form or an **Excel reporting template**.
- Excel reporting options include a **Single MPS** and a **Multi-MPS template** designed to support providers reporting across multiple MPSs.
- Optional Care Minutes Calculator Tool available to support reporting.
- The following demonstration will walk through the proposed reporting questions and reporting options.

Stage 1 Reporting – Questions

Q1	During this reporting period, did your MPS meet the applicable total direct care target per resident per day?
Q1a	<i>If the total direct care target was not met, approximately how many total care minutes per resident per day do you estimate were delivered?</i>
Q2	During this reporting period, did your MPS meet the applicable RN care target per resident per day?
Q2a	<i>If the RN care target was not met, approximately how many RN care minutes per resident per day do you estimate were delivered?</i>
Q3	What type(s) of information did your MPS rely on to support the reporting above? • rosters or staffing allocations; • payroll or pay records; • timesheets or staff time allocation records; • workforce, rostering or clinical systems; • aggregated summaries supported by routine records; • time in motion or structured sampling study; • other business-as-usual information.
Q3a	<i>Briefly describe the “Other business-as-usual information” used (shown only if selected at Q3).</i>
Q3b	<i>Of the information types selected, which do you prefer most?</i>

Q4	Please provide any additional information to help explain your responses.
Q5	Enter the estimated total time to complete this report.
Q6	Do you intend to submit a complete and optional Calculator Tool? If no – enter details for the person submitting the report and upload or confirm the signed provider Endorsement document.
Q6a	<i>If, yes upload the Tool.</i>
Q6b	<i>Enter the estimated total time to complete the Calculator Tool.</i>

Video recording

2026-09-13 06:34 UTC

Recorded by

PATEL, Stuti

Organized by

HUNT, Roger

Q & A Session

