



New Aged Care Act – Sector Change Plan

August 2025



About the Sector Change Plan

Why this plan is important to deliver transformation

The new *Aged Care Act 2024* (the new Act) starts from 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 current *Aged Care Act 1997* and its related legislation is structured around providers and how to fund them, rather than around the people accessing services and what they need. The new Act will underpin responses to around 60 Royal Commission recommendations and build on priority aged care reforms that have already been delivered. Most importantly, the new rights-based 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 get ready and implement these landmark changes will be critical. 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. 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 and Aged Care and the sector to embed over time.

This Sector Change Plan outlines the communication, engagement, guidance and training activities that the department, the Aged Care Quality and Safety Commission (the Commission), and Services Australia will deliver to support older people and the sector to transition to the new Act.

This plan is subject to change, so that we can iterate and respond and ensure the activities meet stakeholders’ needs. We will work closely with the sector on the design of activities and look forward to ongoing feedback as we roll out. We will monitor the implementation of the plan with the Aged Care Transition Taskforce and through the department’s working groups and engagement channels.

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.**

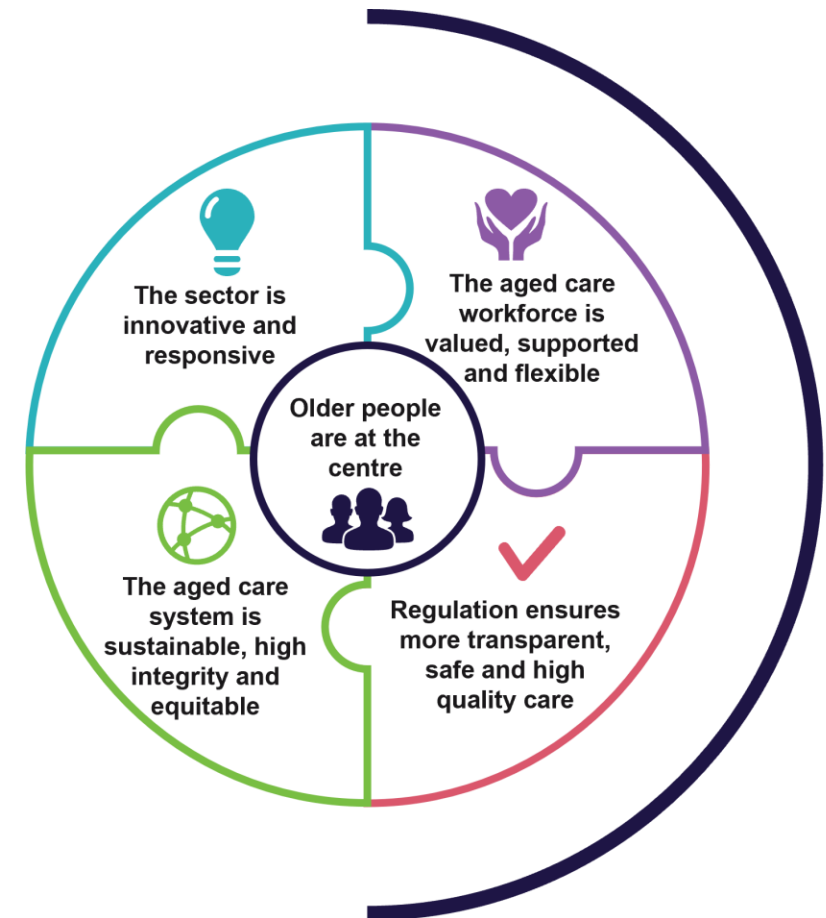


Figure 1: aged care’s transformation vision

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 will explain the changes, detail actions stakeholders will need to take, and articulate 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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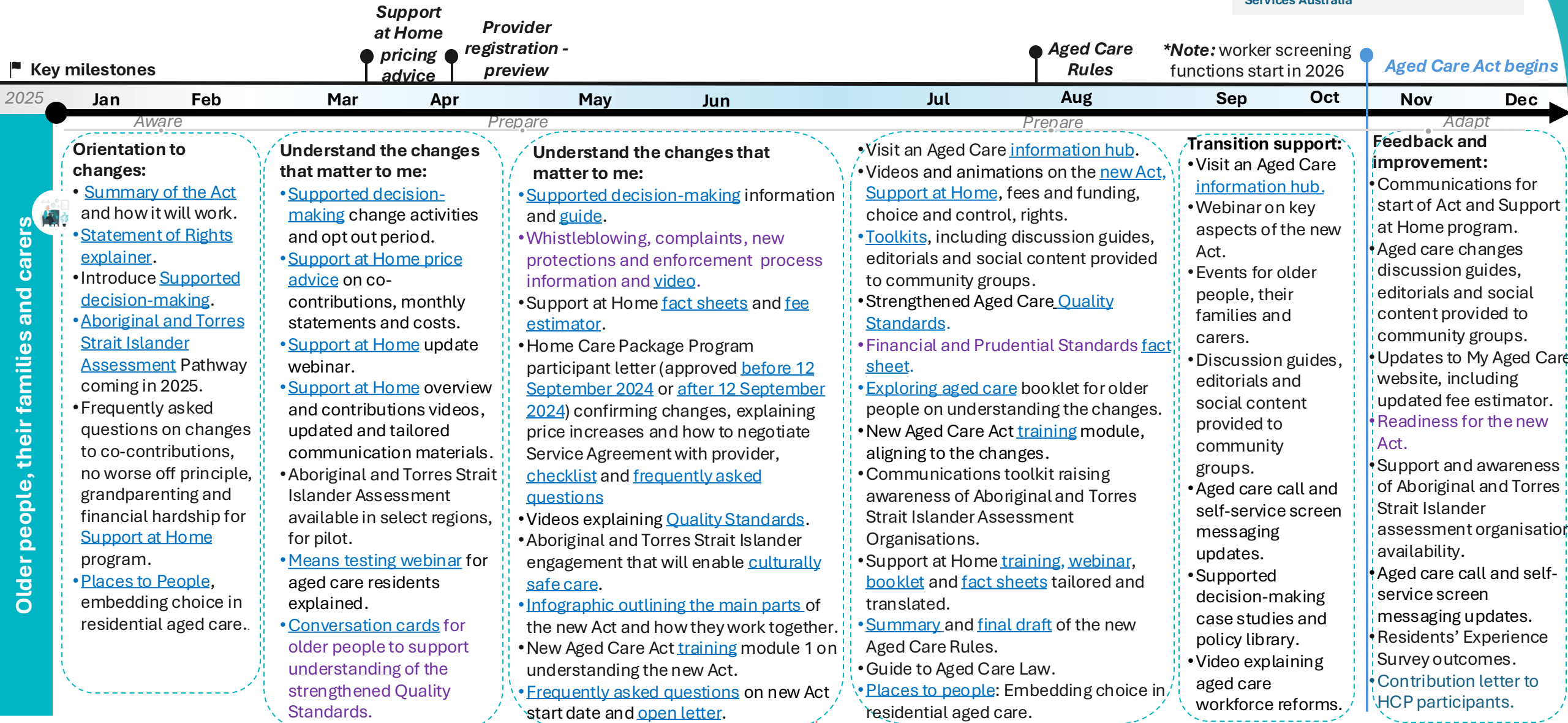
What can stakeholders expect to receive in 2025?

Sector Change Plan Timeline

At 11 August 2025. Activities are subject to change.

Lead agency

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



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

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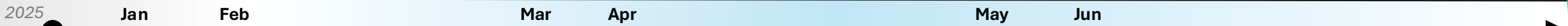
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Key milestones

Support at Home pricing advice
Provider registration - preview



Aware

Prepare

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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Key milestones

2025

Jul

Aug

Sep

Oct

Nov

Dec

Aged Care Rules

***Note:** worker screening functions start in 2026

Aged Care Act begins

Able

Doing

Adjust, prepare and train:

- New Aged Care Act training [Module 2](#), aligning to changes, Module 3, best practice and Support at Home [training](#).
- Guide to Aged Care Law.
- [Refundable accommodation deposit and contribution retention](#) information.
- Higher everyday living fee [fact sheet](#).
- Supported decision-making case studies.
- Local Network engagement.
- Aged Care [regulatory and governance roles](#) explained.
- [Strengthened Aged Care Quality Standards](#).
- [Resources for First Nations Providers](#).
- Support at Home [fact sheet](#) Service Agreements and Care plans for transitioning HCP care recipients.
- Support at Home [service list](#).
- Access Tech Talk [webinars](#).
- [Places to people](#): Embedding choice in residential aged care.
- [Aged Care](#) changes discussion guides, editorials and social content provided for aged care clients, participants and residents, and aged care workers.
- [Food and nutrition training outcomes stories](#) demonstrating new Quality Standard.
- [Guidance for CHSP providers](#) on the new regulatory model and [service catalogue](#).
- Access the provider obligation tool.
- [Summary](#) and [Final draft](#) of the Aged Care Rules.

Transition support:

- GPMS provider toolkit end user testing and system training.
- Guidance: Support at Home GPMS and My Aged Care B2G API.
- Access case studies on claiming for Support at Home.
- Support at Home training.
- Updated guide to digital changes.
- Ongoing supports to access supported decision-making.
- Access Tech Talk webinars.
- Local Network engagement.
- Regulatory model and provider requirements update and communications, what is needed for start of the Act.
- [Services Australia software developer webinar](#).
- Aged care changes discussion guides, editorials and social content provided for aged care clients, participants and residents, and aged care workers.
- Changes to costs, fees and funding updates.
- My Aged Care Assessment Manual updated.

Implement, monitor and adapt:

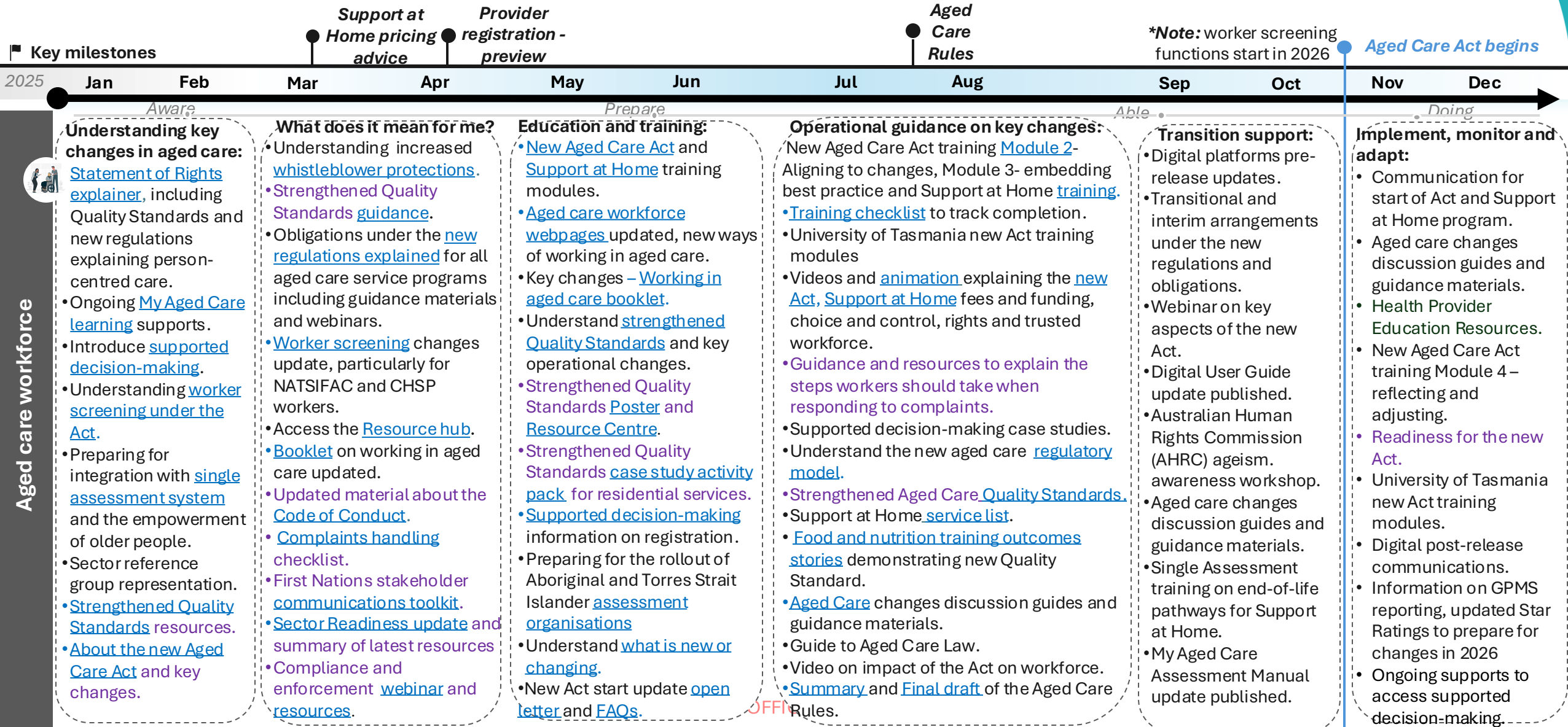
- Communication for start of Act and Support at Home program.
- Provider information and supports to navigate challenges and support options when Act is live.
- Aged care changes discussion guides, editorials and social content provided for aged care clients, participants and residents, and aged care workers.
- [Readiness for the new Act](#).
- [Interactive Voice Recording messaging, Aged Care Provider Portal eLearning](#).
- GPMS system training, and ongoing support materials published.
- Resources for managing new or migrated outlets and associated service items for publishing in My Aged Care website.
- 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, what has been achieved so far, prepare providers for changes in 2026.
- Guidance on AT-HM data collection process.
- New Aged Care Act training Module 4 – reflection and best practice.

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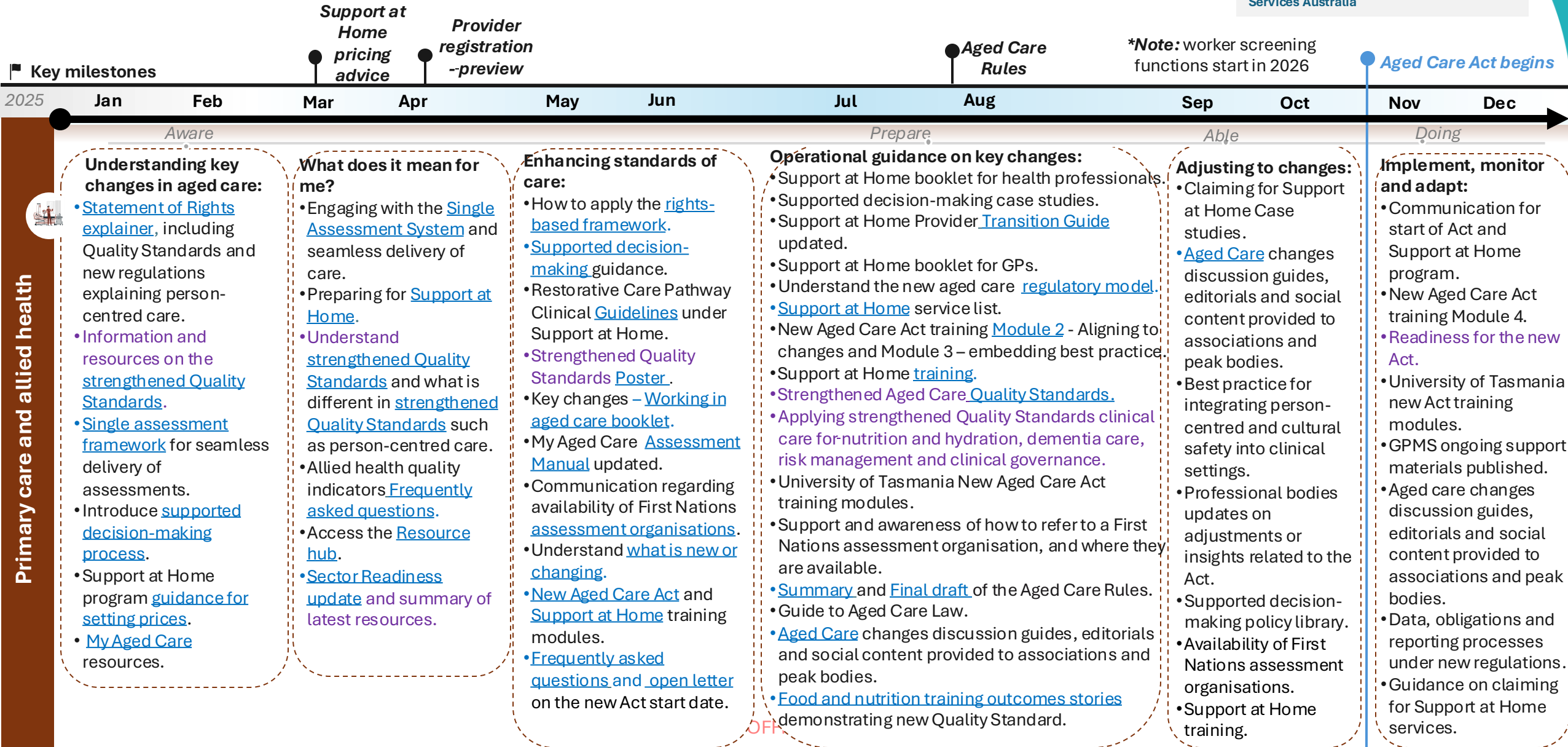
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Primary care and allied health

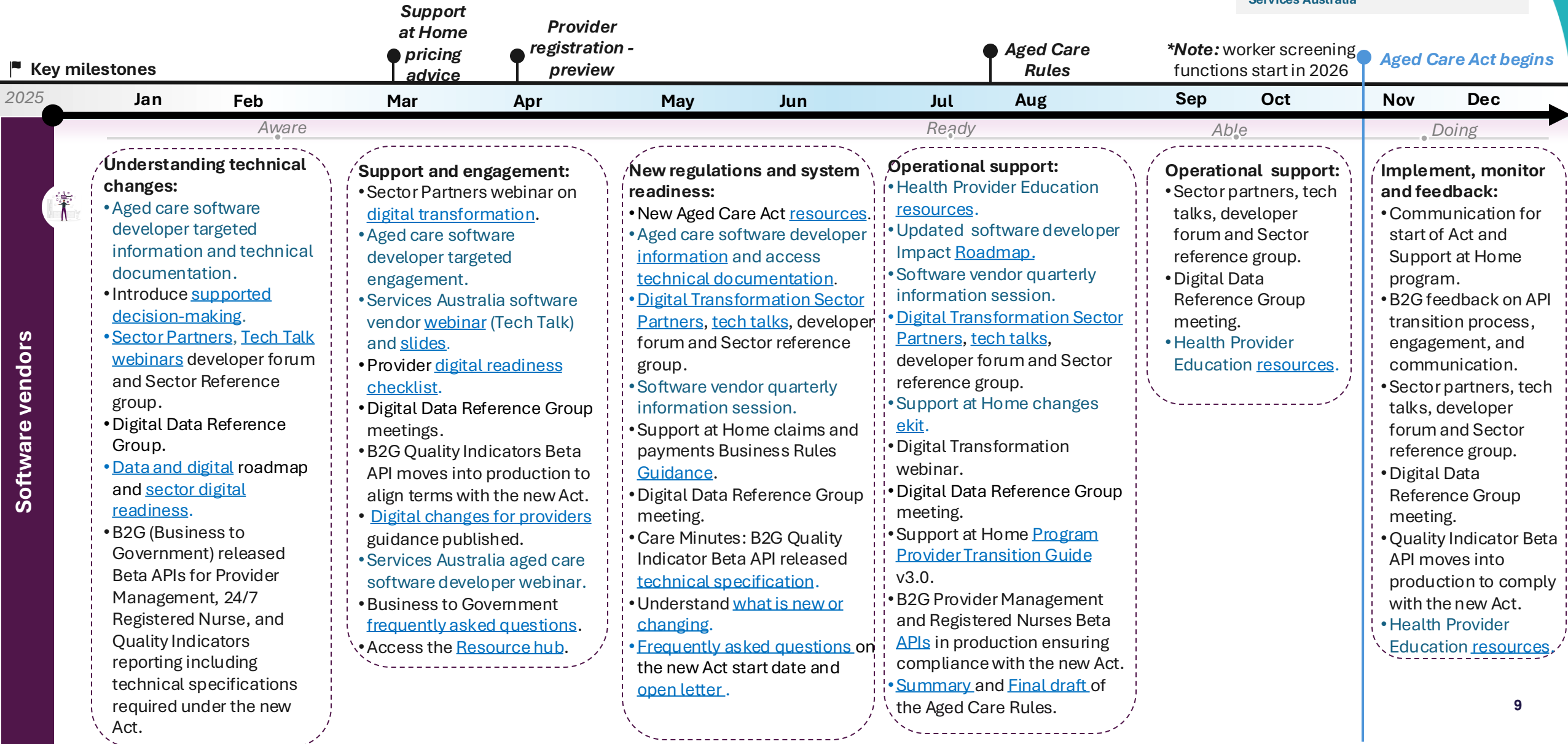
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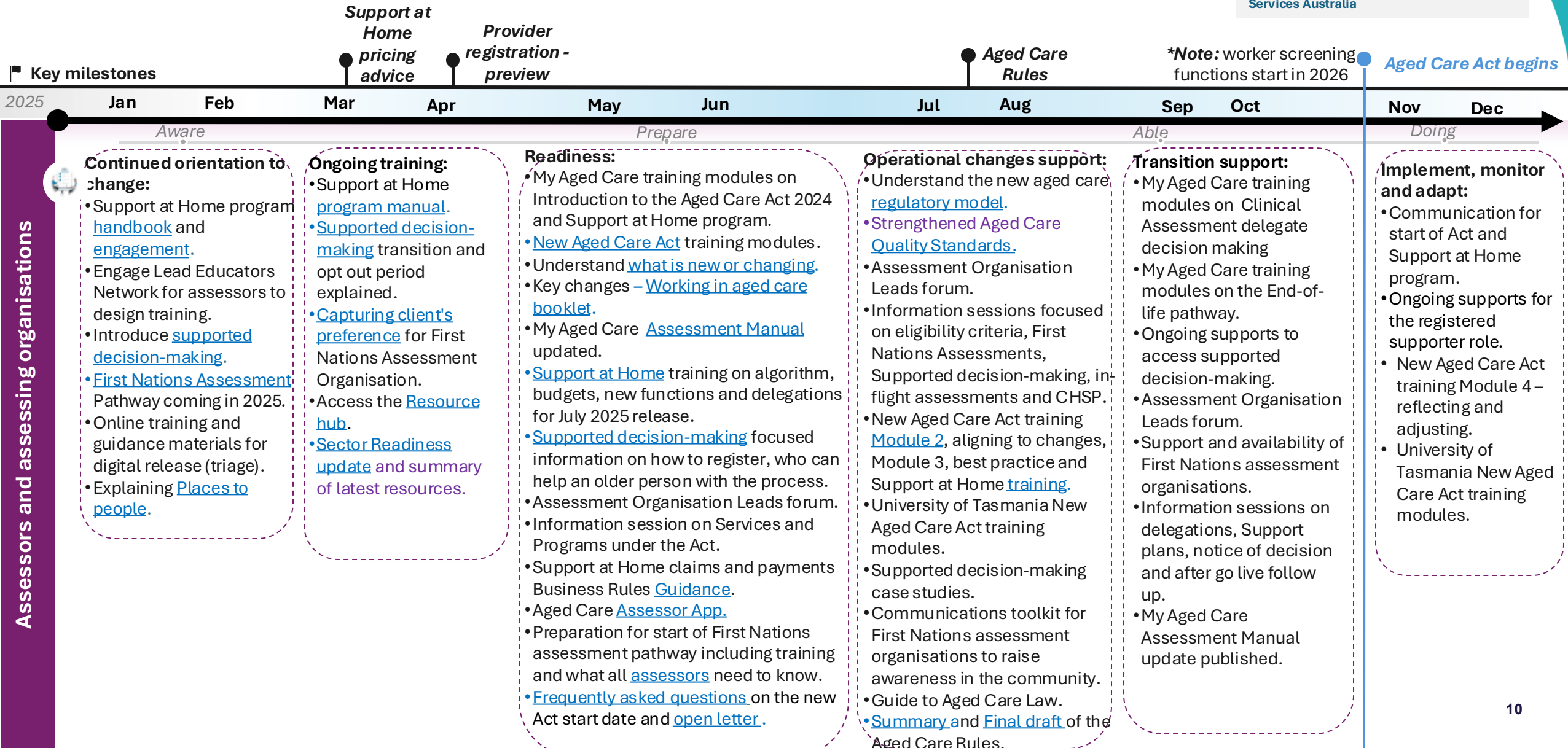
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