Managing Home Care Package service information in the My Aged Care 'Find a provider tool'

This document provides information for Home Care Packages (HCP) Program service providers on the requirements for managing service information in the My Aged Care Find a provider tool.

This user guide contains the following topics:

Introduction

Service providers have an obligation to provide accurate information in My Aged Care. The service information you provide assists older Australians, their loved ones, carers, and aged care representatives to find and compare providers.

It is critically important that service information (such as availability and services provided) is maintained by providers to ensure accurate referrals.

The departmental policy is:

- the same service should only be listed once per location and 'duplicate' services must be removed
- outlet names should not include phone numbers or marketing slogans
- service delivery areas should reflect only those locations (such as postcodes) where services can be delivered
- availability information should be kept up to date

Any providers that wish to claim in their service information that they provide specialised care for one or more diverse needs groups must apply to have these claims independently assessed and meet the requirements set out in the My Aged Care Provider Specialisation Verification Framework. It is a requirement under the Aged Care Quality Standards that information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand, and enables them to exercise choice.

Important Information

The purpose of this document is to outline the requirements for managing Home Care Package service information in the My Aged Care Find a provider tool. It does not provide information on how to update information in the My Aged Care Service and Support Portal. Resources on the Service and Support Portal are available on the Department's website, including:

- quick reference guides
- guidance documents
- fact sheets
- videos

For updates from the department for aged care service providers subscribe to the aged care sector announcements and newsletters.

Administrators

Administrators are responsible for setting up their organisation in the My Aged Care Service and Support Portal, including managing outlets, service information and all staff user accounts:

- **Organisation Administrator:** people assigned an Administrator role at an organisation level can view and manage information for the entire organisation in the portal.

- **Outlet Administrator:** people assigned an Administrator role for one or more outlet(s) in the organisation will only be able to view and manage information for the outlet(s) they have been assigned.

Updating information in the Find a provider tool

Service information in the Service and Support Portal is displayed publicly in the Find a provider tool on the My Aged Care website. When you update service information in the Service and Support Portal it will appear the next day on the Find a provider tool.

The Find a provider tool includes a disclaimer stating service providers are responsible for keeping their information up to date. The disclaimer is displayed on individual provider pages. An example is shown below:

All information on this page - excluding Star Ratings and verified specialisations - is entered and maintained by ████████████ who is responsible for ensuring the information is accurate, complete and up to date. This information was last updated on ████████

Services that have a tick mark next to them in the Specialisations section of this page are verified by the Department of Health and Aged Care. After the initial verification, the Specialisations are reviewed every three years. Read more about how the Specialisation verification process works.

The Department of Health and Aged Care assessed the quality of care at all government-funded aged care homes. Based on these assessments each home receives a Star Rating as a simple way of showing information about the quality of care they provide and how they compare to others. Read more about Star Ratings.

Tips and guidance on how to improve the quality of your profile listing on the Find a provider tool is also available on the My Aged Care website.

Technical questions and assistance

If you require further technical assistance, please call the My Aged Care service provider helpline on 1800 836 799 and select Option 2:

- The helpline is available between 8am and 8pm on weekdays and 10am and 2pm on Saturdays AEST.

- Only staff assigned the Organisation Administrator or Outlet Administrator role in your organisation can request some changes through the helpline.

- Make sure you have exact information ready about the change you are requesting when you call, such as the National Approved Provider System (NAPS) ID, outlet name, service and delivery area.

Home Care Pricing

This document does not cover information for Home Care Package providers on home care pricing requirements, including the mandatory publication of home care pricing information on the My Aged Care website. For more information please visit the Department's website.

Home Care Service Notification form

It is important that you keep your contact details updated, as it ensures that the department can contact you to provide important information about aged care. To update your service contact details, use the Home Care Service Notification form.

> ! Updating your contact information in the My Aged Care Service and Support Portal will not update your NAPS record.

Duplicate services

What is a duplicate service?

A duplicate Home Care Package (HCP) entry is a service item that is being offered:

- within the same organisation; and
- to the same service delivery area i.e., postcode as another existing active service item that has the same NAPS Service ID and Service Type.

For example, two Level 4 Home Care Package service items with the same NAPS Service ID, from the same organisation, both delivering to a service delivery area of Geelong VIC, 3220 would be considered a duplicate entry.

Multiple NAPS Service IDs

There are some cases where providers have previously been issued with multiple NAPS Service IDs as part of historical program arrangements and are using these to create duplicate entries in the Find a Provider tool. These providers are strongly encouraged to remove these duplicate entries from the system and consolidate their NAPS Service IDs.

Further action is planned to prevent this type of duplicate entry appearing in the system.

System changes

The Find a provider tool prevents duplicate Home Care Package entries appearing in search results. All providers with duplicate entries (as defined above) will only have one of their entries appear in any given search result. The entry that appears will be the service item that was last updated in the My Aged Care Service and Support Portal.

Providers should ensure they do not have duplicate service items in the My Aged Care Service and Support Portal so that the most appropriate listing appears in relevant search results.

Duplicate services and specialisations

If an outlet in your organisation also provides a diverse needs specialisation, those specialised services should not be set up as a separate service or entry in the My Aged Care Service and Support Portal.

Instead, providers may apply to have their entire outlet verified for a particular specialisation. To claim specialisation, service providers are expected to offer appropriate care that is sensitive to the needs of individuals with diverse backgrounds and experiences. Care needs to be beyond the minimum standard and basic expectations of inclusive, person-centred care under the Aged Care Quality Standards and Charter of Aged Care Rights.

Since 27 June 2022, no new unverified diverse needs specialisation claims can be published on My Aged Care. Providers must submit evidence of their claims which will be processed by a third-party assessor. Verification depends on the outlet's ability to demonstrate they provide specialised care. The Specialisation Verification Framework outlines the criteria that providers need to meet and the types of evidence expected.

Verified specialisations and the criteria to which these claim(s) have been verified against under the Framework are published on the My Aged Care Provider profile. Providers who have not had their specialisation claim(s) verified had those claims removed from their My Aged Care Provider

profile on 27 February 2023. Providers can apply for verification of their specialisation(s) at any time.

For information on the verification process including how to apply, please refer to [About Specialisation Verification.](#)

Action required – Duplicate entries

If you have a duplicate service item, you will need to rectify the listing. Your organisation and outlet administrators can do this by making one or more of the following changes to their outlets and associated service items in the My Aged Care Service and Support Portal:

- Editing the service delivery areas for your outlets, in particular the selected postcodes of services so they don't overlap.
- Transferring clients from duplicate outlets or services into services in remaining outlet/s.
- Consolidating NAPS Service IDs to remove duplicate entries
- Making any duplicate service 'offline' and outlets 'Inactive'.

> ! When transferring clients from a Home Care Service, it is important that any changes are reflected in your Medicare claims form. Please refer to the [Service and Support Portal User Guide - Advanced Outlet and Service Management - Transferring Clients and Services](#).

Outlet names

To ensure information is consistent and useful for consumers, service providers should create outlet names that:

- are meaningful and accurate
- do not include promotional slogans or phone numbers.

The outlet name that each of your services is set up within is the name displayed in the results page of the Find a provider tool on the My Aged Care website.

Locational information in service names

Providers are not required to include the delivery area in their outlet name. If you choose to include a specific location or state in your service name, make sure that the service delivery area of each service within the outlet reflects that location. For example, if you include NSW in your outlet name, your service delivery area for each service should not go beyond that state. Refer to "[service delivery area information](#)" for more information.

Examples of correct and incorrect outlet names

Incorrect outlet name	Correct outlet name
Happy Horizon home care - call us on 1800 555 555	Happy Horizon home care
#1 home care package services Quality Care Home Care NSW	Quality Care Home Care NSW
Happy Horizon – Best value care	Happy Horizon
1800 555 555 Quality Care Home Care Packages	Quality Care Home Care Packages

! For outlet names that include specific locations or states, make sure that the service delivery area of each service within the outlet reflects that location or state only. For example "Quality Care Home Care NSW" should not be searchable outside NSW.

! Do not include any promotional slogans within an outlet name. For example, in "Happy Horizon – Best Value Care", "Best Value Care" is not part of the outlet's name.

Action required – Outlet names

If your outlet name(s) does not meet these requirements you will need to rectify the listing. Your organisation and outlet administrator can do this by:

- Reviewing the outlet name/s to ensure they are useful and meaningful to consumers
- Editing outlet names to remove phone numbers and any advertising or marketing slogans
- Checking that the service delivery area selected for each service item within your outlet/s reflects the location in your outlet name.

Service delivery area information

Providers must ensure that they can deliver services in the locations selected under 'Service delivery area' in the My Aged Care Service and Support Portal. It is important that service delivery area information is accurate, as many consumers search first by location on the Find a provider tool.

When editing a service delivery area, you can choose to:

- search for a specific suburb or postcode to add
- add all the suburbs in the selected state, or
- add all the suburbs in the selected region.

You should only select locations where you can provide services. For example, if national service delivery area or entire state is selected, that outlet needs to be able to deliver services in all locations including rural and remote areas at the time of selection. Future sites or developments cannot be included.

Incorrect information about service delivery areas can lead to:

- rejected referrals for clients, causing unnecessary delays in receiving services
- clients contacting providers that cannot deliver services to their location.

Action required – Service delivery areas

To ensure your service delivery area information is accurate, your organisation and outlet administrators should:

- Review service delivery area(s) for each of your services to ensure the listed services reflect the areas where you deliver services.
- Remove selected suburbs from the 'List of serviced suburbs' if you do not deliver services in that location. Alternatively, use the 'Remove all' function to reconfigure your list of suburbs.

Availability information

Providers can manage their service availability information through the My Aged Care Service and Support Portal. This information is publicly displayed in the Find a provider tool, and informs the referrals sent by Contact Centre staff and assessors.

Incorrect information about service availability can lead to:

- rejected referrals for clients, causing unnecessary delays in receiving services.
- clients contacting providers who cannot deliver services to their location.

If you do not have capacity to provide a particular service at any given point in time, your administrator should update your service availability information in the portal.

Specialisations

All aged care services must provide care in which each consumer is treated with dignity and respect, with their identity, culture and diversity valued. While all service providers are required to deliver these inclusive care services, there are some that deliver specialised care for particular groups. Outlets with specific knowledge, expertise, and services, can apply to have their diverse needs specialisation verified. This helps older Australians with diverse aged care needs choose the care that best suits them.

If a provider applies to have one or more outlets verified for a diverse needs specialisation, it is expected that the outlets meet a pre-defined list of criteria specific to that specialisation.

For information on the verification process including how to apply, please refer to About Specialisation Verification

For the criteria providers must meet to have their specialisation claims published to their MAC profile, please see the Specialisation Verification Framework.

For detailed information on how to apply for verification of specialisations via the My Aged Care Service and Support Portal, please refer to My Aged Care Service and Support Portal User Guide: Part One – Administrator Functions.

Support resources

The following resources are available to assist you to manage your service information in theService and Support Portal:

User Guides

My Aged Care Service and Support Portal User Guide: Part One – Administrator Functions

Transferring Clients and Services using the My Aged Care Service and Support Portal

Create service delivery outlets and add service information using the My Aged Care Service and Support Portal

Profile tips for service providers on the My Aged Care Find a provider tool

Videos

How to transfer clients and services within and between outlets

How to configure outlet information – introduction

How to configure Home Care Package service information

These materials are available at https://www.health.gov.au/resources/collections/my-aged-care-service-and-support-portal-resources