



Service and Support Portal User Guide - Creating service delivery outlets and adding service information

This User Guide is for Administrators within the My Aged Care Service and Support Portal. It explains how to create and maintain information about service delivery outlets.

Information about aged care services provided by each service provider is publicly displayed in the service finder on the My Aged Care website. This information is also used by My Aged Care contact centre staff and assessors to refer clients for service(s).

This Guide is divided into the following topics:

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Notes

- Service information must be maintained by providers to ensure appropriate referrals are sent.
- Only Organisation Administrators in the Portal can create outlets. Staff can then be assigned to outlets and service delivery information can be added for each outlet.
- Only Organisation Administrators or Outlet Administrators can add or update service information.
- An outlet identifies the location or area from which service providers deliver a specific service(s). Each outlet can have different staff, service information, locations and contact details.
- You will need to set up one or more outlets in the Portal to add and maintain information about the services that your organisation delivers. To ensure that your services will be displayed on the service finders, you must set up an active outlet with an address and a service item under an operational outlet.
- Home Care Package service providers will be required to complete home care pricing information. Residential Respite Care and Home Care Package service providers will be required to complete home care pricing information.
- For detailed information on the process to transferring services between outlets and clients between services refer to the [Service and Support Portal User Guide - Advanced Outlet and Service Management - Transferring Clients and Services](#).

Viewing Outlets

To view outlets, follow the procedure below.

1. Select 'Outlet administration' from the home page. If you are assigned the role of Staff Member or Team Leader only, your home page will not display the 'Outlet administration' tile.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Curtis from Aussie Aged Care

Service and Support Portal Logout

Welcome Curtis

Tasks and notifications

My Aged Care interactions

Staff administration

Reports and documents

Outlet administration

Government Provider Management System

2. You can now view all of the outlets for your organisation.

Outlet Administration

About Dept of Health QLD

Contact details
Level 17, 147-163 Charlotte Street
BRISBANE, QLD 4001

Home Care Package
Maximum exit amount \$750.00

Organisation philosophy
Cultural specialisations
Religious specialisations

Outlets (86)
ADD NEW OUTLET

See Outlet [dropdown] GO

Sort order
A-Z [dropdown] GO

Current sort order is A-Z

Alpha and Jericho Multipurpose Health Service 1-E6-2057 Fredrick Kearny 02 2752 1523 Edward.Jillson@test.dme.we Active	Ashworth House Nursing Home 1-E6-1449 Wesley Ludlum 02 7037 5362 Leon.Bouy@test.cgc.zc Active
--	---

Creating or adding a new outlet

Administrators need to set up outlets in the Service and Support Portal before service information can be added.

! When you create an outlet, the status is set to 'Inactive' by default. You must activate the outlet and create service items in an outlet before it can be made operational. The process for activating an outlet is described later in this User Guide.

1. Select 'Outlet administration' from the home page.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Curtis from Aussie Aged Care

Service and Support Portal Logout

Welcome Curtis

Tasks and notifications	My Aged Care interactions	Staff administration
Government Provider Management System	Reports and documents	Outlet administration

- From the Outlet administration page, select 'ADD NEW OUTLET'.

Outlet Administration

About Dept of Health QLD

Contact details
Level 17, 147-153 Charlotte Street
BRISBANE, QLD 4001

Home Care Package
Maximum exit amount ? \$750.00 ✓

Organisation philosophy
Cultural specialisations ? ✓
Religious specialisations ? ✓

Outlets (86)
ADD NEW OUTLET

See Outlet [dropdown] GO

Sort order
A-Z [dropdown] GO

Current sort order is A-Z

Alpha and Jericho Multipurpose Health Service 1-EG-2057 Fredrick Kearny 02 2752 1523 Edward.Jillson@test.dme.wa ✓ Active	Ashworth House Nursing Home 1-EG-1449 Wesley Ludlum 02 7037 5362 Leon.Bouy@test.cgc.zs ✓ Active
--	---

- Enter outlet details. To add an outlet address, select 'ADD OUTLET ADDRESS'.

Add outlet

Outlet details
All fields marked with an asterisk (*) must be completed before submission

Outlet name *

Outlet address * **ADD OUTLET ADDRESS**

CREATE OUTLET **CANCEL**

- Fill out your address details, then select 'VALIDATE THIS ADDRESS'.

Add address

All fields marked with an asterisk (*) are required.

Unit number or building name and level (if applicable)

Street number e.g. 201 or 34-36 * Street name *

Street type *

Enter Suburb and postcode and select from the list below *

SUBURBS IS NOT LISTED, CLICK HERE

Country *
Australia

VALIDATE THIS ADDRESS

Special instructions (up to 100 characters)

SAVE ADDRESS CANCEL

5. Confirm that the address is displayed correctly, then select 'SAVE ADDRESS'. If the address has been entered correctly but is not returned as a result, select 'Not found use entered address anyway'.

Add address

All fields marked with an asterisk (*) are required.

Unit number or building name and level (if applicable)

Street number e.g. 201 or 34-36 * Street name *
5 SMITHERS

Street type *
Street

Enter Suburb and postcode and select from the list below *

SYDNEY, NSW, 2000

SUBURBS IS NOT LISTED, CLICK HERE

Country *
Australia

VALIDATE THIS ADDRESS

Did you mean

Lot 3 5 SMITHERS Street CHIPPENDALE NSW 2008

Not found, use entered address anyway: 5 Smith Street SYDNEY NSW 2000

Special instructions (up to 100 characters)

SAVE ADDRESS CANCEL

6. Complete the remaining fields. Select 'CREATE OUTLET' in order to save the record and create the outlet.

Add outlet

Outlet details

All fields marked with an asterisk (*) must be completed before submission

Outlet name *

Outlet address *
Lot Number 5 SMITHERS Street, CHIPPENDALE NSW 2008, Australia

CREATE OUTLET CANCEL

7. The outlet has now been created and the details for the outlet have been saved. Repeat this process for remaining outlets, if required.

Editing the Organisation philosophy

! Cultural Specialisations are not the same as [Specialisations for Diverse Needs Groups](#), and are not verified. Both types of specialisations are displayed in the service finder results.

1. Add/edit cultural specialisations.



Click the “Edit” icon next to ‘Cultural specialisations’ to select those groups that you have a focus on providing culturally specific care to.

About Shepparton Retirement Villages Inc

Contact details
9 Balman Avenue
SHEPPARTON, VIC 3630

Home Care Package
Maximum exit amount

Organisation philosophy
Cultural specialisations
Religious specialisations

You can choose to apply this to all services in your organisation by using the ‘SAVE AND APPLY TO ALL OUTLETS’ option or save as a default for all new services added by using the ‘SAVE AND DON’T APPLY TO ALL OUTLETS’ option.

Cultural specialisations

Please select all supported cultures and press Save when finished

<input type="checkbox"/> Bosnian	<input type="checkbox"/> Chinese
<input type="checkbox"/> Croatian	<input type="checkbox"/> Dutch
<input type="checkbox"/> Egyptian	<input type="checkbox"/> Filipino
<input type="checkbox"/> German	<input type="checkbox"/> Greek
<input type="checkbox"/> Hungarian	<input type="checkbox"/> Indian
<input type="checkbox"/> Italian	<input type="checkbox"/> Lebanese
<input type="checkbox"/> Macedonian	<input type="checkbox"/> Maltese
<input type="checkbox"/> Polish	<input type="checkbox"/> Russian
<input type="checkbox"/> Serbian	<input type="checkbox"/> Sri Lankan
<input type="checkbox"/> Ukrainian	<input type="checkbox"/> Vietnamese

Alphabetical listing

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

<input type="checkbox"/> Australian	<input type="checkbox"/> Australian Aboriginal
<input type="checkbox"/> Australian South Sea Islander	<input type="checkbox"/> Austrian
<input type="checkbox"/> Albanian	<input type="checkbox"/> Arab
<input type="checkbox"/> Algerian	<input type="checkbox"/> Assyrian
<input type="checkbox"/> Anglo-Burmese	<input type="checkbox"/> Acehnese
<input type="checkbox"/> Anglo-Indian	<input type="checkbox"/> Afghan
<input type="checkbox"/> Armenian	<input type="checkbox"/> Azeri
<input type="checkbox"/> African American	<input type="checkbox"/> American
<input type="checkbox"/> Argentinian	<input type="checkbox"/> Akan
<input type="checkbox"/> Acholi	<input type="checkbox"/> Afrikaner

2. Add/edit religious specialisations.



Click the ‘edit’ icon next to ‘Religious specialisations’ to indicate if you have a focus on delivering care that aligns with particular religious needs or values.

You can choose to apply this to all current services in your organisation by using the ‘SAVE AND APPLY TO ALL OUTLETS’ option, or save as a default for all new services added by using the ‘SAVE AND DON’T APPLY TO ALL OUTLETS’ option.



Maximum Exit Amount and other prices

From 1 January 2023, the Australian Government removed a provider's ability to charge an exit amount, even if the care recipient previously agreed. Providers are also no longer able to charge a separate fee when engaging third party service; instead, service charges must now be all inclusive. These changes ensure that more funds are available to meet the direct care needs of My Aged Care recipients.

This means that:

- Exit amounts cannot be seen or edited in the My Aged Care Service and Support portal, and the Assessor Portal service finder.
- Providers cannot charge separately for third party services. Third-party related charges cannot be seen or edited in the My Aged Care Service and Support portal, and the Assessor Portal service finder.
- For newly generated Home Care Pricing Schedule Reports after March 2023, none of the capped prices (above) will appear. Old (historical) reports that are generated after March 2023 will continue to display the exit amount and the "separate cost when you want to receive services from a different provider" value.

For more information, visit the following Departmental websites:

- [Pricing for Home Care Packages](#)
- [Third Party services for Home Care Packages](#)
- [Exiting People from your Home Care Service](#)

What are Home Care Package Specialisations attributes?

If you are configuring a Home Care Package service in Outlet Administration or in View Outlet, attributes related to this service type are available to select and display on the service finder. These are explained below.



View Outlet

About Airlie North Googong NSW

Address 

195 Gorman Drive
GOOGONG NSW 2620

Organisation Philosophy

Cultural specialisations  

Cultural specialisations  

Current Specialisation Verifications

Specialisation	Verification date	Valid from	Valid to
Aboriginal and/or Torres Strait Islander	22 Mar 2022	22 Mar 2025	22 Mar 2025
Culturally and linguistically diverse	22 Mar 2022	22 Mar 2025	22 Mar 2025
Homeless or at risk of becoming homeless	14 Apr 2019	22 Apr 2022	22 May 2022  Expiring soon
Veterans	14 Feb 2018	21 Feb 2024	22 Mar 2025

For more information on specialisation verification, please consult the Aged Care [Specialisation Verification Framework](#) page on the Department of Health website.

Specialisations

Specialisations under the Organisation Philosophy heading are related to culture and language, and do not need to be verified. See [Editing the Organisation Philosophy](#) for more details.

Diverse needs

Diverse Needs are a special group of Specialisations. These are also known as the “special needs group” in the *Aged Care Act 1997*. These are:

- (a) people from Aboriginal and Torres Strait Islander communities
- (b) people from culturally and linguistically diverse backgrounds
- (c) people who live in rural or remote areas
- (d) people who are financially or socially disadvantaged
- (e) veterans
- (f) people who are homeless or at risk of becoming homeless
- (g) care-leavers
- (h) parents separated from their children by forced adoption or removal
- (i) lesbian, gay, bisexual, transgender and intersex people. (LGBTI)

Providers who wish to make claims that their outlet specialises in the care of people identifying with one or more of the Diverse Needs groups will need to apply to have these claims verified by a third-party assessor. While all providers must demonstrate that they meet the Aged Care Quality Standards, providing specialised services for the Diverse Needs groups is an optional and additional step.

No new unverified specialisation claims are published on My Aged Care from June 2022. Successful verification depends on the outlet's ability to demonstrate they provide specialised care. The [Specialisation Verification Framework](#) sets out the criteria providers are required to meet, and expected forms of evidence.

Verified specialisations will be published on the My Aged Care Provider profile. Providers who have not had their specialisation claim(s) verified will have those claims removed from their My Aged Care Provider profile from March 2023.

For more general information on the verification process, please refer to [About Specialisation Verification](#).

Editing Home Care Package attributes

Home Care Package attributes are located in the Service Details section of the Outlet Administration tile. This section is located in View Outlet, then View Service items.

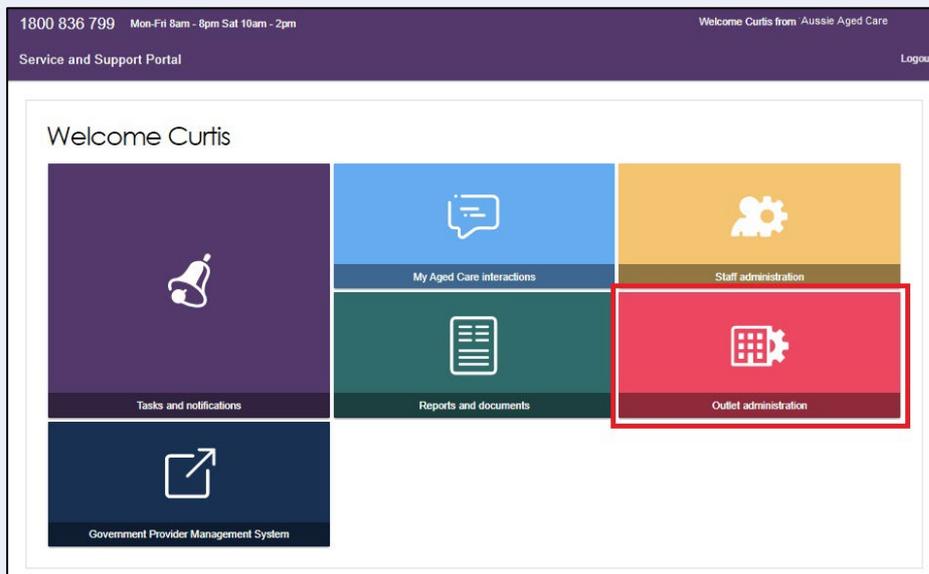
The attributes listed in the Home Care Service Details tab include service details, service delivery, service delivery area, specialisations, hours of operation, and service description.

The Specialisations section are further divided into Diverse Needs, Specialised Services, and Languages. They are explained below.

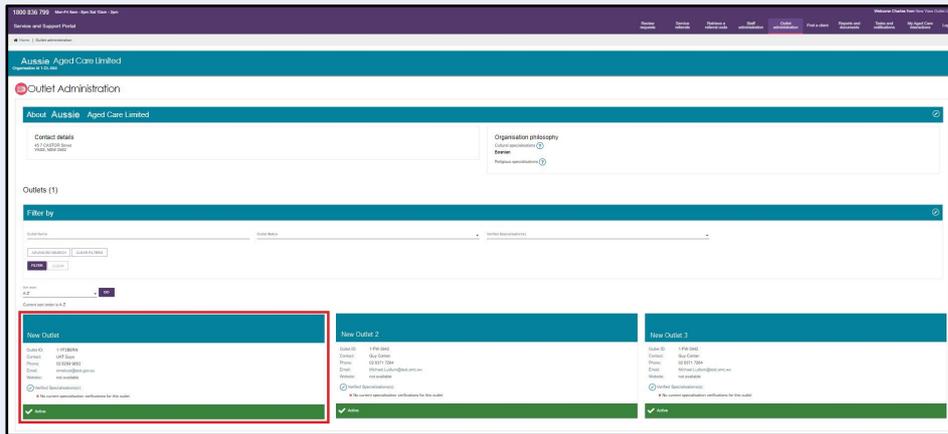
Diverse Needs specialisations and their verification

To indicate if your outlet or service has a focus on providing access to specific specialised services, submit a verification of specialisation application as follows.

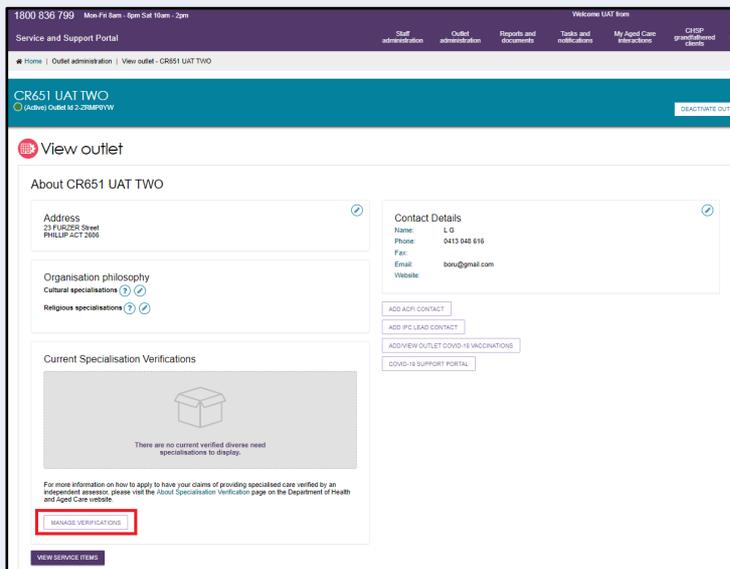
1. Select 'Outlet administration' from the home page.



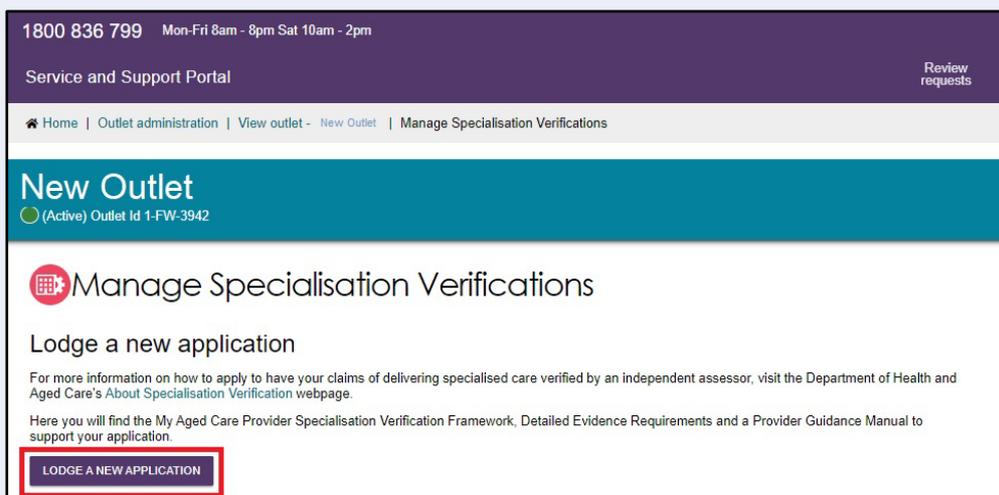
2. From the Outlet Administration page, select the outlet you wish to submit a verification of specialisation application for.



3. Select 'MANAGE VERIFICATIONS'.

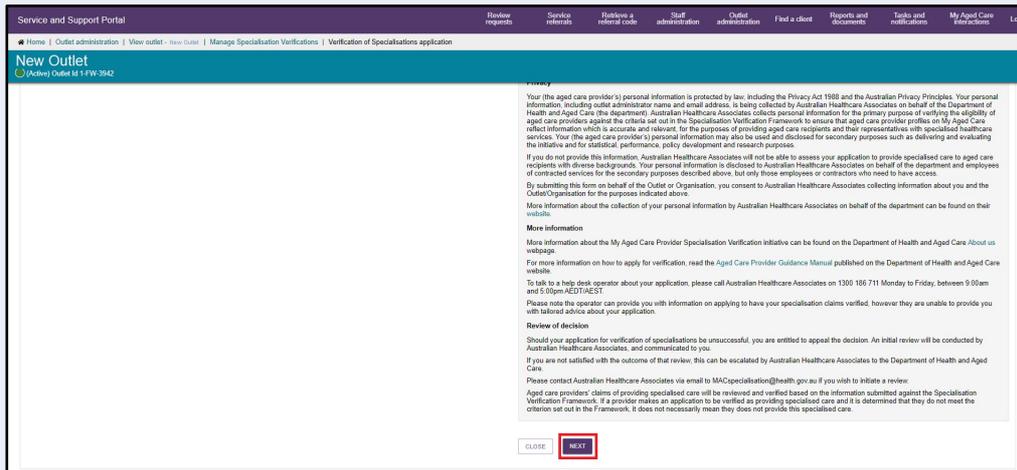


4. Select 'LODGE A NEW APPLICATION'.

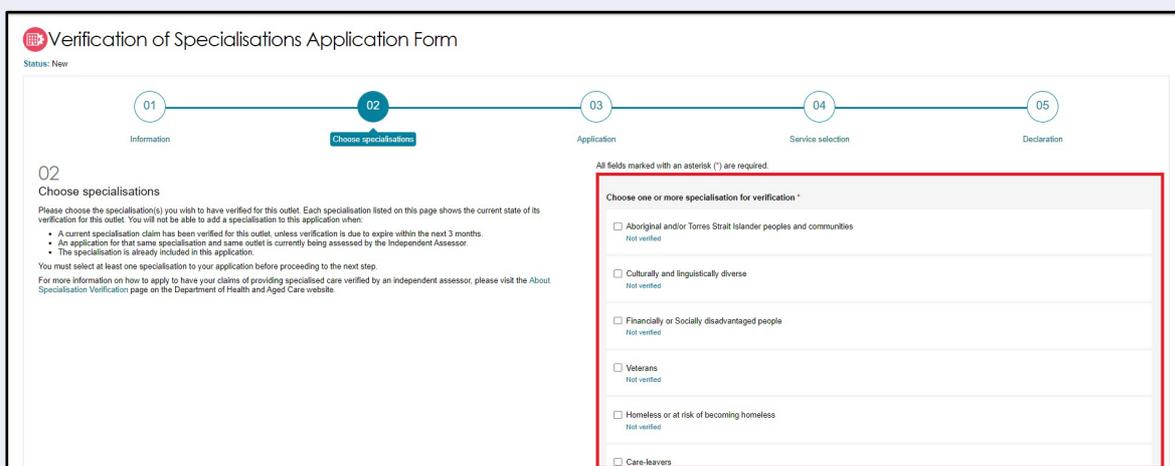


5. After reading the information, scroll to the bottom of the screen and select 'NEXT' to move to the next step.

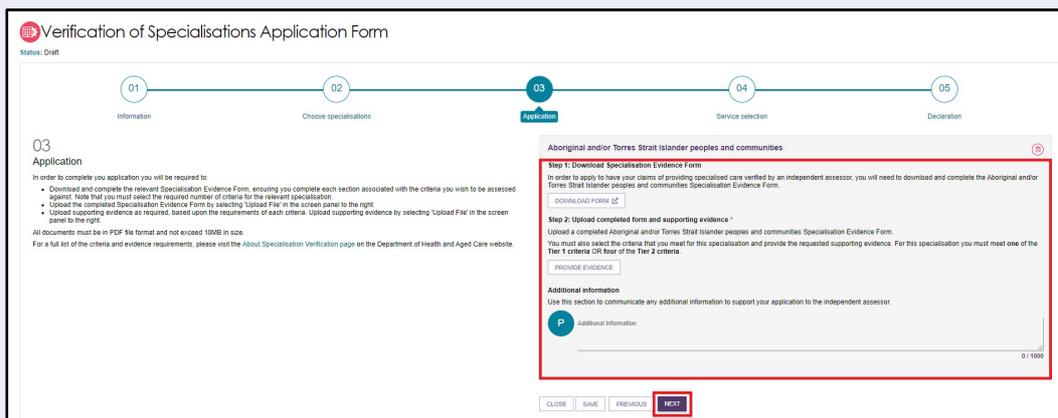




6. Select the specialisation/s you wish to apply for verification, then select “Next”.



7. Instructions on how to provide evidence for your chosen specification/s are shown. For further information refer to [Specialisation Verification Framework – Detailed Evidence Requirements for Providers](#).



8. Select ‘Download Form’ and fill out the form.

9. Upload the completed form by selecting ‘Provide Evidence’. A pop up called ‘Evidence of Specialisation’ will appear. For each specialisation, there are specific requirements for the number of Tier 1 and/or Tier 2 criteria that you must satisfy. In the drop down menu, select the criterion that you wish to be assessed against.



Evidence of specialisation

All fields marked with an asterisk (*) are required.

Select evidence form or criterion you wish to be assessed against *

SUBMIT CANCEL

This is an example of the Tier 1 and Tier 2 criteria available for a specialisation, which is being displayed in the drop-down menu.

Evidence of specialisation

All fields marked with an asterisk (*) are required.

Select evidence form or criterion you wish to be assessed against *

Specialisation Evidence Form: Lesbian, gay, bisexual, transgender and/or intersex (LGBTI) people

- Tier 1 - Criterion 1: Provider is Rainbow Tick accredited
- Tier 2 - Criterion 2: One or more staff members identify as LGBTI and are well resourced and supported by management to act as 'champions' within the organisation to support care recipients and other staff.
- Tier 2 - Criterion 3: There is an established connection and regular engagement between the provider and a local LGBTI community organisation.
- Tier 2 - Criterion 4: At least 90% of staff have completed annual training in the aged care needs of LGBTI people and trauma-informed care delivery.
- Tier 2 - Criterion 5: At least one LGBTI person sits on the governing body (e.g. board) of the provider at the outlet level.

SUBMIT CANCEL

- Follow any instructions that appear (for example, uploading a PDF file), then select 'SUBMIT'. Please note that the Submit button will not be available until you have finished following the instructions.

There are some criteria that do not require any further input - select Submit to progress to the next step.

Evidence of specialisation

Tier 2 - Criterion 5: There are established connections and regular engagement between the provider and local Aboriginal and Torres Strait Islander community, including leaders and organisations.

The following evidence is required to support this criterion

i Details of the established connection and engagement with local Aboriginal and/or Torres Strait Islander community, including any recent and/or planned activities. The local Aboriginal and/or Torres Strait Islander community organisation(s) and leaders confirm(s) this connection. Evidence may include a Memorandum of Understanding.

Evidence Document(s) *

Documents must be in PDF file format and not exceed 10MB in size.

Choose files No file chosen

SUBMIT CANCEL

11. Your chosen criteria and any evidence will be shown.

To view the evidence required to support the criterion again, expand by selecting the double

arrow icon .

To delete any uploaded files, select the rubbish bin icon  next to the file name.

To delete the entire criterion, select the rubbish bin icon that is to the right of the criterion name.

To provide evidence against another criterion, select the 'Provide Evidence' button.

Step 2: Upload completed form and supporting evidence *

Upload a completed Aboriginal and/or Torres Strait Islander peoples and communities Specialisation Evidence Form.

You must also select the criteria that you meet for this specialisation and provide the requested supporting evidence. For this specialisation you must meet one of the Tier 1 criteria OR four of the Tier 2 criteria.

Evidence document(s)

Tier 2 – Criterion 6 : At least 90% of staff have completed annual training in the aged care needs of local/regional Aboriginal and Torres Strait Islander peoples, including cultural safety and trauma-informed care delivery. 

 Evidence required to support this criterion

 [Evidence File.pdf](#)

PROVIDE EVIDENCE

12. You can also use the space in the Additional Information section to provide any additional information to support your application. This is limited to 1000 characters and will be sent to the independent assessor.

Then, select 'NEXT'.

Additional information

Use this section to communicate any additional information to support your application to the independent assessor.

P Additional Information:
Please refer to the notes on page 10

36 / 1000

CLOSE **SAVE** **PREVIOUS** **NEXT**

13. Select all or any of your organisation or outlet's services which the specialisation application will apply, then select 'NEXT'.



Verification of Specialisations Application Form
Status: Draft

01 Information 02 Choose specialisations 03 Application 04 Service selection 05 Declaration

04 Services to apply specialisation

Please indicate which of the services associated with this outlet cater for the diverse needs specialisation being verified.
If your application is successful, the verified specialisation will be published on your My Aged Care provider profile. Please allow 24 hours (weekdays) for these changes to appear.
For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the About Specialisation Verification page on the Department of Health and Aged Care website.

All fields marked with an asterisk (*) are required.

At the time this application is finalised, the selection(s) below will be applied to your Outlet Service Items in the Service and Support Portal and published on your My Aged Care profile. If you wish to change your preferences after this application is finalised, you will need to return to the Portal and do so via View Service Items.

Services to apply this specialisation*

Please indicate below which of the services associated with this outlet have specific measures in place to support Aboriginal and/or Torres Strait Islander peoples and communities specialisation. Upon approval of your application, the verification will automatically be applied to the selected service(s) and published on the My Aged Care website.

Outlet services

- Flexible Aged Care Programme **0/3 SELECTED**
 - All Flexible Aged Care Programme Services
 - National ATSI Aged Care Program
NAPS Service ID 8888 - Service Item Name National ATSI Aged Care Program
- Home Care Packages **0/3 SELECTED**
 - All Home Care Packages Services
 - Queen Wharrington Lodge CACP Service
NAPS Service ID 11501

CLOSE SAVE PREVIOUS NEXT

The next screenshot is an example close up of the services available to be selected. There are 2 out of 3 Home Care Package services selected.

At the time this application is finalised, the selection(s) below will be applied to your Outlet Service Items in the Service and Support Portal and published on your My aged Care profile. If you wish to change your preferences after this application is finalised, you will need to return to the Portal and do so via View Service Items.

Lesbian, gay, bisexual, transgender and intersex people

Services to apply this specialisation *

Please indicate below which of the services associated with this outlet have specific measures in place to support Lesbian, gay, bisexual, transgender and intersex people specialisation. Upon approval of your application, the verification will automatically be applied to the selected service(s) and published on the My Aged Care website.

Outlet services

- Home Care Packages **2/3 SELECTED**
 - All Home Care Packages Services
 - HCP Service
NAPS Service ID 17521
 - Yass HCP Services
NAPS Service ID 17561
 - New one
NAPS Service ID 26705
- Flexible Aged Care Programme **0/4 SELECTED**
- Residential Care **0/2 SELECTED**
- Commonwealth Home Support Programme **0/2 SELECTED**

CLOSE SAVE PREVIOUS NEXT

14. To submit your application you must agree with the declaration and then select 'SUBMIT'.

Verification of Specialisations Application Form
Status: Draft

01 Information 02 Choose specialisations 03 Application 04 Service selection 05 Declaration

05 Declaration

Before you can submit your application, you must:

- have at least one evidence document uploaded against each specialisation in your application.
- have selected one service item associated with this outlet for claims for the diverse needs specialisation being verified, and
- completed the declaration on this page.

For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the About Specialisation Verification page on the Department of Health and Aged Care website.

All fields marked with an asterisk (*) are required.

Declaration

DECLARATION

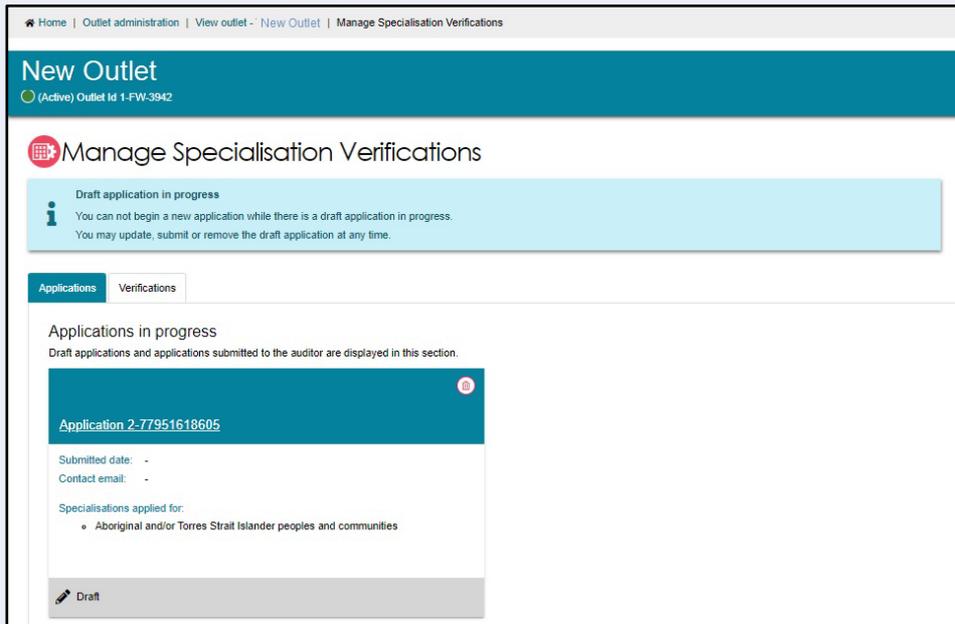
I declare that the information provided as part of this application is true and correct to the best of my knowledge.

- I understand that once the claims to specialise in the delivery of care made in this form have been verified by the assessor (Australian Healthcare Associates), my organisation will make best efforts to maintain the specialisations through adherence to the requirements set out by the My Aged Care Provider Specialisation Verification Framework. In the event that this specialisation cannot be maintained, a representative of my organisation will receive the Specialisation Through the My Aged Care Service and Support Email.
- I understand that I will be required to maintain the specialisation, that needs to be applied for verification by the assessor.
- I understand the steps outlined in the Information Page to support my organisation's specialisation claims, and I have viewed the criteria set out in the My Aged Care Provider Specialisation Verification Framework.
- I understand that my organisation's claims to deliver specialised care to older Australians with diverse needs will not be published on their My Aged Care provider profile unless this has been verified by an independent assessor.

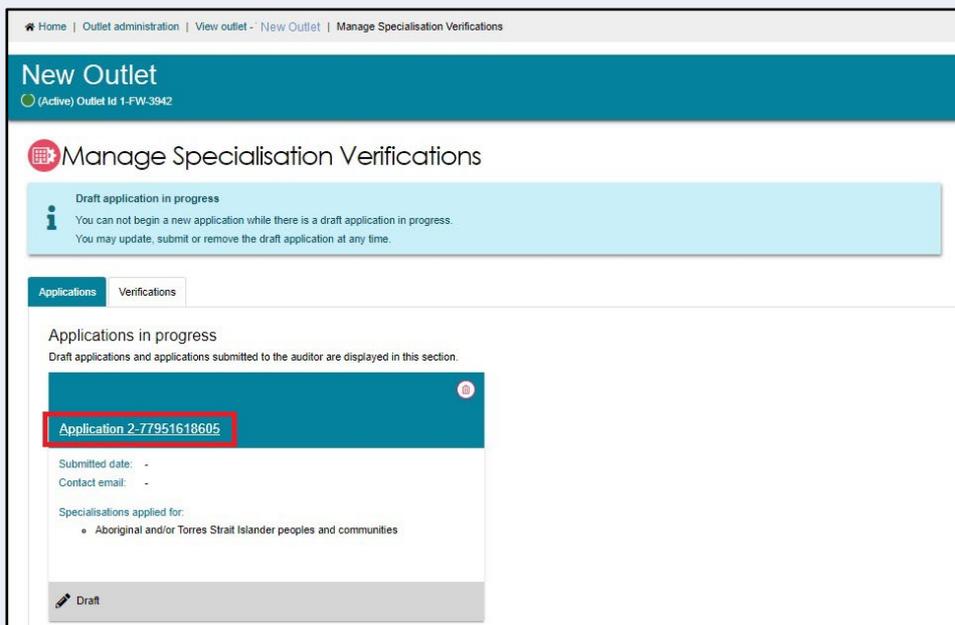
CLOSE SAVE PREVIOUS **SUBMIT**

15. You can view submitted applications by returning to the 'Manage Specialisation Verifications' page.



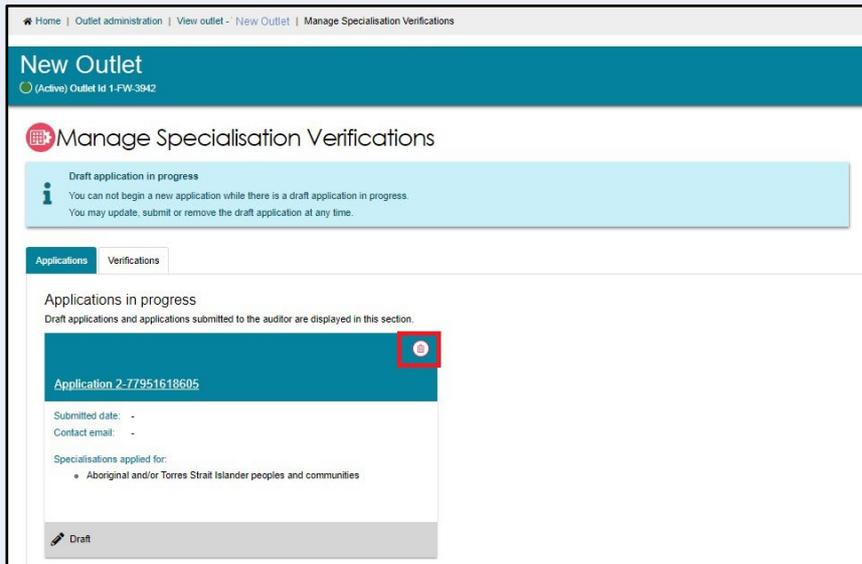


16. To edit a submitted application, click on the application title. If an application requires additional information, you may be required to update and resubmit an application.



17. To remove an application, select the Delete (bin) symbol.





18. Once your services are verified and approved by the independent assessing authority, the corresponding ticks will appear in your My Aged Care profile (allow 1 business day). Your verified specialisations will be displayed in the Find A Provider Tool of the My Aged Care website, as well as in the My Aged Care Portals., as white ticks in a purple square.

Diverse needs ?

For which of these groups do you provide specific services?

<input checked="" type="checkbox"/> Aboriginal and/or Torres Strait Islander	<input type="checkbox"/> Culturally and linguistically diverse
<input type="checkbox"/> People who live in rural or remote areas	<input type="checkbox"/> Financially or Socially disadvantaged people
<input type="checkbox"/> Veterans	<input type="checkbox"/> Homeless or at risk of becoming homeless
<input type="checkbox"/> Care-leavers	<input type="checkbox"/> Parents separated from their children by forced adoption or removal
<input checked="" type="checkbox"/> Lesbian, gay, bisexual, transgender and intersex people	

! Under the [Specialisation Verification Initiative](#):

- Aged care providers can no longer add any self-nominated (tick) specialisations from their Services and Support Portal – Diverse Needs section.
- They can remove pre-existing specialisations.
- Diverse Needs that are not successfully verified in the Portal will be removed from the Services Finder.
- Selected and Verified services are shown by white ticks in a purple square.
- Services that are eligible to be listed in the Service Finder are shown by white squares with a black border.
- Services that are not eligible because they have not been verified, or no longer eligible to be listed in the Service Finder are shown by grey squares. Providers are unable to select or unselect them.

Diverse needs ?

- Aboriginal and/or Torres Strait Islander
- People who live in rural or remote areas
- Veterans
- Care-Leavers
- Lesbian, gay, bisexual, transgender and intersex people
- Cultural and linguistically diverse
- Financially or Socially disadvantaged people
- Homeless or at risk of becoming homeless
- Parents separated from their children by forced adoption or removal

Specialised Services

There are other specialised services that are not part of Diverse Needs, which you can indicate that a service or outlet offers. You should only select those with specific measures in place that demonstrate your specialised service offering, however they are not verified like the specialisations listed in Diverse Needs.

Specialised services ?

Which of the following applies to this service?

- Dementia
- Continence
- Hearing
- Respite care
- Wellness and reablement
- Mental Health
- Vision
- Terminal illness
- Mobility
- Assistive Technology

Languages

To indicate if this service caters for specific language requirements, select the languages in the 'Languages' section. Select 'SELECT LANGUAGES AVAILABLE' to bring up the selection and select 'SAVE' to save the configuration.

Languages ?

No languages specified

[SELECT LANGUAGES AVAILABLE](#)

Supported languages

Please select all supported languages and press Save when finished

Most selected

- Arabic
- Greek
- Polish
- Cantonese
- Italian
- Spanish
- Croatian
- Mandarin
- Vietnamese

Alphabetical listing

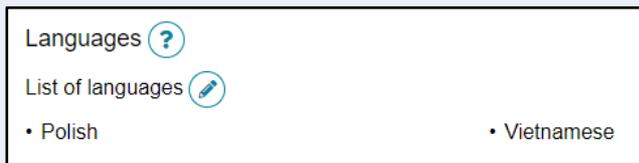
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

- Chinese
- Afrikaans
- Anyuak/Anuak
- Asante/Ashanti
- Azari
- Bambara
- Bassa
- Bislama
- Bulgarian
- Cebuano
- Chichewa/Chewa
- English
- Albanian
- Arakanese/Rakhinz
- Assamese
- Azerbaijani
- Bari/Beri
- Bemba
- Bosnian
- Byelorussian
- Chaldean
- Chin
- Acholi
- Amharic
- Armenian
- Assyrian
- Baluchi/Balochi
- Basque
- Bengali/Bangla
- Breton
- Catalan
- Chi-Nyanja/Nyanja
- Chin Haka (Dialect of Chin)

[SAVE](#) [CANCEL](#)



Once the language/s are selected and saved, they are shown under the 'List of languages'.

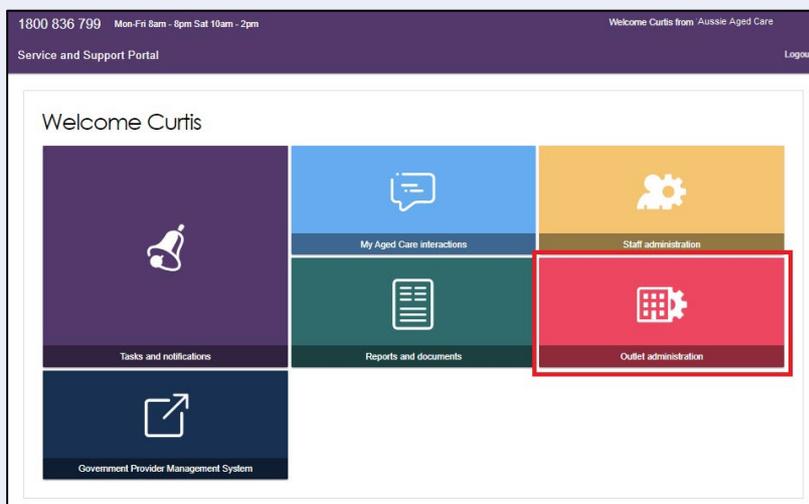


Hours of operation

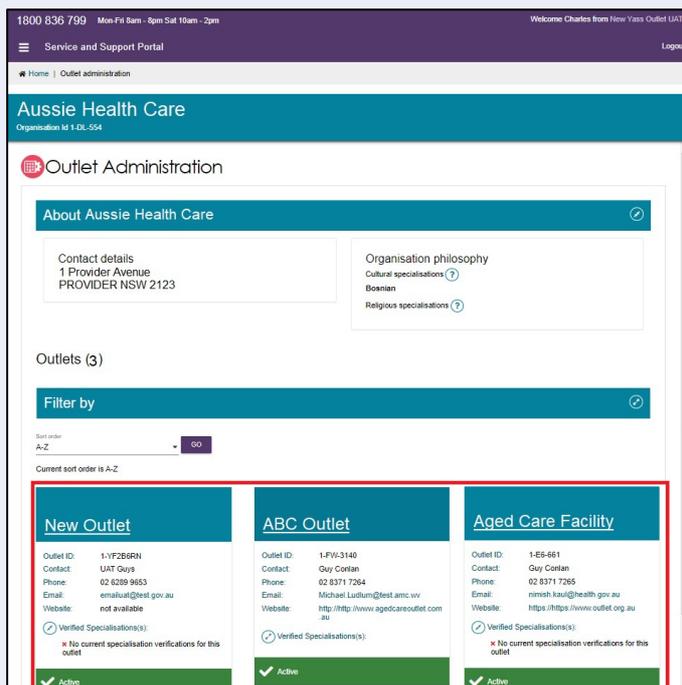
You can outline standard hours of operation for your service. By default, you can enter specific Monday to Friday, Saturday and Sunday hours. You can also specify individual working days by using the 'Customise' option.

To edit your hours of operation:

1. Select 'Outlet administration' from the home page.



2. From the Outlet Administration page, select the outlet you wish to set the hours of operations.



3. Select 'VIEW SERVICE ITEMS'.

Service and Support Portal

Home | Outlet administration | View outlet - CR651 UAT TWO

CR651 UAT TWO
(Active) Outlet Id 2-ZRMP0YW

About CR651 UAT TWO

Address
23 FURZER Street
PHILLIP ACT 2606

Contact Details
Name: L G
Phone: 0413 048 616
Fax:
Email: boru@gmail.com
Website:

Organisation philosophy
Cultural specialisations
Religious specialisations

Current Specialisation Verifications

There are no current verified diverse need specialisations to display.

For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the [About Specialisation Verification](#) page on the Department of Health and Aged Care website.

MANAGE VERIFICATIONS

VIEW SERVICE ITEMS

4. Select the service you want to edit the hours of operation by clicking on the corresponding edit icon.

Service and Support Portal

Home | Outlet administration | View outlet | View service items

CR651 UAT TWO
(Active) Outlet Id 2-ZRMP0YW

Commonwealth Home Support Programme | Flexible Aged Care Programme | Home Care Packages | Residential Care

Filter by

Status: Operational | Service availability: [dropdown]

ADVANCED SEARCH | CLEAR FILTERS

Status is Operational

FILTER | CLEAR

Domestic Assistance, Commonwealth Home Support Programme, funded

Central
NAPS Service ID 12275. Service item name:

Hide Sub-types

ADD/REMOVE SUBTYPES

Unaccompanied Shopping (delivered to home) [edit icon]

Delivery hours
• Not specified

Staff Notes
• Not specified

Sub-type availability: Yes No | Waitlist availability: Yes No

General House Cleaning [edit icon]

House cleaning level
• Not specified

Delivery hours
• Not specified

Staff Notes
• Not specified



5. Input the hours and save.

Hours of operation

What are the standard hours of operation for this service?

Mon - Fri Start time * End time *

Saturday Start time * End time *

Sunday Start time * End time *

Customise

You can also indicate the average number of hours-of-service provision you provide each week per level of home care package.

Guidance on number of hours of service provision (per week)

You may wish to enter a value between 1 and 168 for each level below.

Level 1 Level 2 Level 3 Level 4

Service Description

You can input a description of your service and add any additional service information up to 1000 characters.

Service Description ?

Description
Australian Aged Care is a not for profit organisation that has been operating locally for more than 50 years. We are local, community owned and employ local people who care. We offer a range of services from as little as one hour per month up to several hours a day based on your needs.
Our services include:

Additional service information
You may wish to enter additional information about the availability of the services you provide. For example, a particular service may be temporarily unavailable due to limited staffing, or a service may only operate on certain weekdays or times.

715 / 1000

Adding pricing information to a Home Care Package service item or outlet

! Publishing pricing information is mandatory for all Home Care Package services and outlets. You will not be able to save a new service and make it 'Operational', save changes to partially complete existing pricing information, edit waitlist information or confirm if you have reviewed pricing information if the service does not have the mandatory pricing information.

All pricing information saved, including pricing schedule attachments, will appear by the next day on the My Aged Care service finder on the My Aged Care website, and do not require approval from the Department.

The help text against each pricing attribute provides further guidance on what specific information providers should be entering.



- From the 'Home Care Packages' tab in the 'View Service Items' page, select the 'Edit' icon next to the Home Care Package services you wish to add pricing information to.

View Service Items

Commonwealth Home Support Programme Flexible Aged Care Programme **Home Care Packages** Residential Care

ADD A SERVICE ITEM TRANSFER SERVICE ITEM TRANSFER CLIENTS

Filter by

Home Care Package, Home Care Packages

NAPS Service ID 1PVT, Service item name: Home Care Package

Waitlist availability
Yes No

Level	Status		Service availability	
	Operational	Offline	Yes	No
Level 1	Operational	Offline	Yes	No
Level 2	Operational	Offline	Yes	No
Level 3	Operational	Offline	Yes	No
Level 4	Operational	Offline	Yes	No

Alternatively, from the View Outlet page, select the 'Edit' icon next to Home Care Pricing to edit the pricing information at the outlet level.

About New Outlet

Address
33 Provider Avenue
PROVIDER NSW 2123

Organisation philosophy
Cultural specialisations
Bosnian
Religious specialisations

Current Specialisation Verifications

There are no current verified diverse need specialisations to display.

For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the About Specialisation Verification page on the Department of Health and Aged Care website.

MANAGE VERIFICATIONS

Home Care Pricing

VIEW COPIED INFORMATION CONFIRM REVIEW OF PRICING INFORMATION

VIEW SERVICE ITEMS

Contact Details
Name: Guy Conlan
Phone: 02 8371 7264
Fax: 0234486923
Email: Michael.Ludlum@test.amc.vv
Website: http://abc.abcodefghijabcodefghija
abcde fghijabcodefghijabcodefghija

ADD ACFI CONTACT
ADD IPC LEAD CONTACT
ADD/VIEW OUTLET COVID-19 VACCINATIONS
COVID-19 SUPPORT PORTAL

! When you edit pricing information at the outlet level, this is a pricing template that you can save and apply to the services within a single outlet or all outlets in your organisation. This is best used when the pricing information for a number of your services is the same.

SAVE AND APPLY TO SERVICE ITEMS OF THIS OUTLET SAVE SAVE AND APPLY TO ALL OUTLETS CANCEL

Only information saved at the service item level will display on the My Aged Care service finder. If you select 'SAVE' at the outlet level this will save the information locally and will not display in the My Aged Care service finder. Select 'SAVE AND APPLY TO ALL SERVICE ITEMS OF THIS OUTLET' to display your changes in the My Aged Care service finder.

- The 'Home care pricing service details' page will be displayed. Select the 'Home Care Pricing' tab to add or edit pricing information for that service.

- From the Home Care Pricing tab, providers are able to enter detailed information for home care services about:

(a) Information about service offering and value statements

(b) Approximate Home Care Package Amounts

Approximate Home Care Package Amount

		Level 1	Level 2	Level 3	Level 4
Home care package funding ?	Annual	\$9,180	\$16,148	\$35,139	\$53,268
	Per fortnight	\$352	\$619	\$1,348	\$2,043

Basic Daily Fee paid by you (Per fortnight) ?

Do you charge the maximum Basic Daily Fee for all home care levels?*

Yes

	Level 1	Level 2	Level 3	Level 4
	\$146.86	\$155.26	\$159.6	\$163.94

Description

0 / 500

! If you do not charge the maximum basic daily fee you will be required to indicate a price for each package level. If you do not charge any basic daily fee you will still be required to note a price, for example \$0.

- (c) Care Management Approach and relevant prices and number of hours of service. Only select 'N/A' where you do not provide care management for that specific level of Home Care (e.g. Level 1).

Providers must publish a care management price in a clear dollar amount, so that care recipients can better understand and compare prices, and to understand what service they will receive for this charge.

If providers bundle the cost of care management with other costs, such as package management charges or in an all-inclusive service cost, this may mean that the provider is not providing the required care management services. It will also make understanding and comparing prices difficult for care recipients and the public. Providers that list \$0 for a service that they intend to charge for (such as Care Management) may be breaking the Australian Consumer Law.

To ensure funds meet the direct care needs of older Australians, some prices are capped and there are new rules of charging for providers. For more information visit [the Department's website](#).

Note: From January 2023, care management prices will be capped at 20% of the package level.

Care Management ?

Care management is an important service that includes coordinating care and services that will help you deliver on the goals you identified in your Care Plan. Every Home Care Package, including those being self-managed will require some level of care management.

Approach to care management* ?
Care Management Test UAT

24 / 1000

	Level 1*	Level 2*	Level 3*	Level 4*
Fully managed by provider (Per fortnight) ?	\$40	\$60	\$78	\$88
	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A
Fully managed by provider (Approx no. hours per fortnight) ?	8	10	20	20
	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A
Self-managed by you (Per fortnight) ?	\$49	\$60		
	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> N/A	<input checked="" type="checkbox"/> N/A
Self-managed by you (Approx no. hours per fortnight) ?	10	10		
	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> N/A	<input checked="" type="checkbox"/> N/A

- (d) Details and prices for Common Services that are offered under each level of Home Care Package. The five common services are: Personal care, Nursing, Cleaning and household tasks, Light gardening, and In-home respite.

An approved provider of home care must provide the price for each of the common types of care and services (standard hours). Only select 'N/A' where you do not provide this particular service, for example on Public Holidays. If you provide the service but do not charge an extra amount, enter in the standard hours price.

Price for Common Services ?

Personal care (Per hour) ?

How the provider delivers services*
By the provider's staff

Can your clients choose from a variety of different prices for this service? ?
Yes

Standard Hours - Most common*
\$20

Standard Hours-Minimum

Standard Hours-Maximum

Non-Standard Hours*
 N/A

Saturday*
 N/A

Sunday*
 N/A

Public Holiday*
 N/A

Description

0 / 500

Nursing (Per hour) ?

How the provider delivers services*
Through other service providers

Can your clients choose from a variety of different prices for this service? ?
No

Standard Hours - Most common*
\$20

Standard Hours-Minimum

Standard Hours-Maximum

Non-Standard Hours*
\$30

Saturday*
\$55

Sunday*
 N/A

Public Holiday*
 N/A

Description

0 / 500

- (e) Other pricing information that may be charged by the provider – Package management. Only select 'N/A' where you do not charge for package management for that specific level of home care (e.g. Level 1).

Similar to care management, you must publish a distinct package management price in a clear dollar amount so that care recipients can better understand and compare prices – see 3c above for further information.

From 1 January 2023, package management prices will be capped at 15% of the package level.

Other Costs ?

Package management (Per fortnight) ?

Level 1*	Level 2*	Level 3*	Level 4*
\$20	\$20	\$20	\$20
<input type="checkbox"/> N/A	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A

Description

0 / 500

Staff travel costs to visit you (Per km) ?

\$10

Description

0 / 500

- Under the 'Full Price List' section, a pricing schedule website link (URL) and/or a pricing schedule attachment can be added.

Full Price List * ?

Provide a website link ?

Is there a website link where clients can access pricing information? Please ensure that this is a link to your pricing information webpage, not your website landing page. E.g. www.myagedcare.gov.au/pricing

URL _____
To be displayed in the public website as 'Click here to access website'

Upload a pricing schedule ?

You can upload files up to 5MB. The following file types are accepted: .jpg, .jpeg, .png, .pdf, .rtf, .docx

No file chosen

Provider contact details ?

Phone number: * _____ Email: * _____
'Phone number' is required 'Email' is required

To add a pricing schedule website link type in the URL in the “Provide a website link” section.

Provide a website link ?

Is there a website link where clients can access pricing information? Please ensure that this is a link to your pricing information webpage, not your website landing page. E.g. www.myagedcare.gov.au/pricing

URL <http://www.agedcarefacility.com.au/pricingList>

- To upload the pricing schedule attachment you must select “Choose File” and choose the document (such as a PDF file) you wish to upload, then select “Open”. The attachment’s name will then be displayed. Name the attachment and provide a caption. You can optionally add a short description of the attachment.

Upload a pricing schedule ?

You can upload files up to 5MB. The following file types are accepted: .jpg, .jpeg, .png, .pdf, .rtf, .docx

pricing.pdf

Attachment name *
Aged Care Facility Pricing List

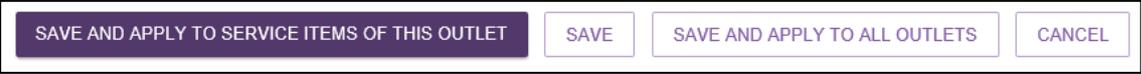
Caption of the attachment *
2022 pricing list for Aged Care Facility

Please provide a short description about the attachment
250 characters

- If you are editing an individual service item, select ‘SAVE’ to apply all pricing information you have added to the home care service.



Alternatively, if you are an Administrator and editing pricing information at the outlet level, you can choose to save and apply the pricing information to all Home care service items in that outlet, save locally (before applying to any services), apply these details to all of your outlets (if you are an Organisation Administrator) or 'CANCEL' to discard any changes made.



Additional home care pricing features

Home care service providers are required to review and if required, update their pricing information annually. In the scenario where no changes need to be made to any of the pricing information, providers can confirm that they have reviewed their pricing.

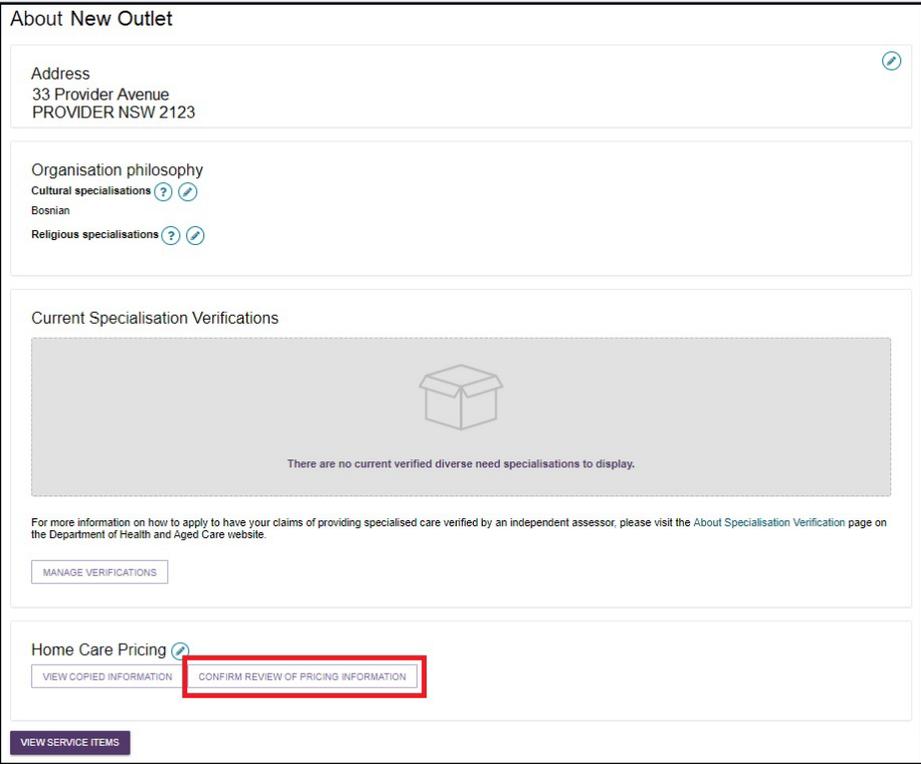
Home care providers will be reminded to review or update home care pricing schedules for operational home care service items if they have not been reviewed or updated in the last 11 months.

Outlet and organisation administrators will receive a 'HCP annual pricing review' task notifying them which services (in the outlet or organisation) are required to be reviewed. The task will close once all relevant services have been reviewed.

To assist providers in identifying all services requiring review, a 'Review pricing information – Home Care Service Items' report is available from the 'Reports and documents' tile. This report can be generated at the outlet or organisation level, respectively.

Please see '[Service and Support Portal User Guide – Tasks and Notifications](#)' for guidance on viewing and managing your tasks and notifications, including setting up email notifications.

- 1. To confirm pricing, select 'CONFIRM REVIEW OF PRICING INFORMATION'



2. Select the service(s) that you wish to confirm, and select 'CONFIRM REVIEW'.

Review Home Care Pricing

Aged Care Inc - Outlet 1
Number of Home Care service items selected for pricing review: 1 out of 1

Search for service items of current outlet or select from those below in order to confirm the review of home care pricing details

NAPS ID: _____ Service item name: _____

Select	NAPS ID	Service item name	Status	Pricing schedule last updated on
<input checked="" type="checkbox"/>	1PVT	Home Care Package 1-4	Operational	13/03/2019

Select "CONFIRM REVIEW" again, at the pop up.

Review Home Care Pricing Confirmation

Please confirm you have reviewed the accuracy and currency of these service item's pricing information. This will result in a new version of the pricing information, with an updated date.

A confirmation banner will appear.

Refer to the following step on how to view copied pricing information.

i The copy of your home care pricing information has started and should be completed shortly. For details - please check [VIEW COPIED INFORMATION](#) under the outlet details page.

3. Home care service providers can also view a history of copied pricing information that has been applied to services within an outlet. Select 'VIEW COPIED INFORMATION' to view this history.

Home Care Pricing

4. Both review and copy actions are shown in the "Home Care Pricing Copy Information" page, along with which outlet (for Administrators), state and end dates and times, and the status. Select "View" (Magnifying glass with plus symbol) to see more details. Select "RETURN TO OUTLET" to return to the View Outlet page.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm

Service and Support Portal

Welcome Charles from New Outlet

Home Care Pricing Copy Information

Description	Start date/time	End date/time	Status
Review pricing information	10 January 2023 3:42 PM	10 January 2023 3:43 PM	Completed
Copy pricing information from outlet Outlet 1 to service items	28 September 2022 9:25 AM	28 September 2022 9:25 AM	Completed
Copy pricing information from outlet Outlet 2 to service items	22 June 2022 11:36 AM	22 June 2022 11:36 AM	Completed
Review pricing information	23 March 2022 1:12 PM	23 March 2022 1:12 PM	Completed
Review pricing information	23 March 2022 1:09 PM	23 March 2022 1:10 PM	Completed
Review pricing information	16 March 2022 2:30 PM	16 March 2022 2:30 PM	Completed
Review pricing information	23 February 2022 4:44 PM	23 February 2022 4:44 PM	Completed
Copy pricing information from outlet Outlet 3 to service items	23 February 2022 4:40 PM	23 February 2022 4:40 PM	Completed
Copy pricing information from outlet Outlet 2 to service items	13 October 2021 2:00 PM	13 October 2021 2:00 PM	Completed
Copy pricing information from outlet Outlet 1 to service items	25 March 2021 2:32 PM	25 March 2021 2:32 PM	Completed
Review pricing information	22 October 2020 3:55 PM	22 October 2020 3:56 PM	Completed
Copy pricing information from outlet Outlet 3 to service items	22 October 2020 3:52 PM	22 October 2020 3:53 PM	Completed
Review pricing information	23 July 2020 2:22 PM	23 July 2020 2:22 PM	Completed
Copy pricing information from outlet Outlet 2 to service items	23 July 2020 2:13 PM	23 July 2020 2:14 PM	Completed
Review pricing information	22 June 2020 3:06 PM	22 June 2020 3:06 PM	Completed

RETURN TO OUTLET

- Home care service providers can also view and print a copy of the pricing information they have added to individual services, which can then be attached to clients' Home Care Agreements.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm

Service and Support Portal

Welcome Charles from New Outlet

Home | Outlet administration | View outlet - New Outlet | Outlet Home Care pricing template

Home care pricing

VIEW/PRINT CURRENT VIEW/PRINT HISTORY

All fields marked with an asterisk (*) are required.

Version
Pricing Schedule Last Updated on 08/12/2022
Provider Information about Service Delivery and Pricing
UAT Test Outlet Information

27 / 1000

Approximate Home Care Package Amount

		Level 1	Level 2	Level 3	Level 4
Home care package funding	Annual	\$9,180	\$16,148	\$35,139	\$53,268
	Per fortnight	\$352	\$619	\$1,348	\$2,043

Basic Daily Fee paid by you (Per fortnight)
Do you charge the maximum Basic Daily Fee for all home care levels?
Yes



Adding service items to an outlet

1. From the Outlet Administration page, select the name of the outlet on the outlet card that you want to add a service item to.

The screenshot shows the 'Outlet Administration' page. It includes sections for 'About Aged Care Organisation', 'Home Care Package', and 'Outlets (9)'. The 'Outlets (9)' section displays a list of outlets, each with a card containing contact details and an 'Active' status. The first outlet, 'Aged Care Allied Health & Residential', is highlighted with a red border.

Outlet Name	Contact Details	Status
Aged Care Allied Health & Residential	F-FW-19 Alan Caddy (02) 5954 2884 research.ladipoll@health.gov.au www.google.com	Active
Aged Care Inc - Outlet 1	F-ABKQJQZ Gina Kelly (02) 2456787 gina.kelly@test.gov.au	Active
Aged Care Inc - Outlet 2	F-AMRVLUD George Scott (02) 9676 5432 george.scott@test.gov.au	Active
Carer Respite Centre ACT	F-781XK6 Erika Spinghouse (02) 5954 2884 Vonda.Sodewasser@test.hca.nsw.gov.au www.careract.org.au	Active

The 'View outlet' page will be displayed.

2. From the 'View outlet' page, select 'VIEW SERVICE ITEMS'.

The screenshot shows the 'View outlet' page for 'Aged Care Allied Health & Residential'. It includes sections for 'About New Outlet', 'Contact Details', 'Organisation philosophy', 'Current Specialisation Verifications', and 'IPC Lead Contacts'. The 'VIEW SERVICE ITEMS' button is highlighted with a red border.

Address: 33 Provider Avenue, PROVIDER NSW 2123

Contact Details: Name: UAT Guys, Phone: 02 6289 9653, Email: emailuat@test.gov.au

IPC Lead Contacts: ADD IPC LEAD CONTACT, ADD/VIEW OUTLET COVID-19 VACCINATIONS, COVID-19 SUPPORT PORTAL

VIEW SERVICE ITEMS

- From the View Service Items page, select 'ADD A SERVICE ITEM'.

- Select the program for the service that you wish to add.

- Select 'Funded' for the service item you are adding. **'Funded'** refers to government subsidised services that are funded and approved by the Australian Government under a Commonwealth aged care programme. Although the functionality currently exists in the Service and Support Portal to add non-funded services, non-funded services will not display on the My Aged Care website.

! For Home Care Package services this option will not be available as all services must be Commonwealth government subsidised.

Programme	Service provider	Service item name	NAPS ID	Service type	Start date	End date
<input type="radio"/>	Home Care Packages	Aged Care Inc	HCP Service Item 1	11111	Home Care Package	01 Jan 2017
<input type="radio"/>	Home Care Packages	Aged Care Inc	HCP Services	99999	Home Care Package	01 Jan 2017

- Select the funded service you want to add to your outlet by selecting the relevant service item and then select 'SAVE'. You can refine the list of service items by entering details and using the 'FILTER' function. If you are adding a new Home Care Package service, you will be required to enter a unique name for the service in the 'Service Item Name' field that is displayed.



The service item will now display in the Outlet details page under 'Services'. The service item will be defaulted to 'Offline' and the status will need to be changed to 'Operational' before it is displayed on the public service finder. The process for activating a service item is described later in this guide.

Once services have been added to an outlet, you can filter the list of services that are listed under a specific program by status, service availability and waitlist availability.

Editing a service item

You are able to edit service details by selecting 'Edit' to the right of the service item you wish to amend.

The details that can be edited include:

- Service item name
- Service delivery area
- If a service focuses on a specialised service area
- Upload promotional attachments (for residential facilities)
- Edit Home Care Package specific attributes
- Enter a detailed description for the service item.

! For details about organisation philosophies and diverse needs specialisations, refer to [Editing the Organisation Philosophy](#), [Specialisations](#) and [Diverse Needs](#) sections.



Adding and removing service sub-types to service items

Service sub-types can now be added or removed from the one single view screen.

1. Navigate to the 'View Outlet' details from the 'Outlet administration' page for the outlet that you want to add a service sub-type to. Then click 'VIEW SERVICE ITEMS'.

View outlet

About New Outlet

Address: 33 Provider Avenue, PROVIDER NSW 2123

Contact Details: Name: UAT Guys, Phone: 02 6289 9653, Fax: , Email: emailuat@test.gov.au, Website:

Organisation philosophy: Cultural specialisations, Religious specialisations

Current Specialisation Verifications: There are no current verified diverse need specialisations to display.

VIEW SERVICE ITEMS

2. Select 'See Sub-types' below the service to see expanded service details.

Domestic Assistance, Commonwealth Home Support Programme, funded

ACT

NAPS Service ID 1-560SZG9, Service item name: Domestic Assistance

Status: Operational Offline Service availability: Yes No Waitlist availability: Yes No

See Sub-types

3. Select 'ADD/REMOVE SUBTYPES'.

Domestic Assistance, Commonwealth Home Support Programme, funded

ACT

NAPS Service ID 1-560SZG9, Service item name: Domestic Assistance

Status: Operational Offline Service availability: Yes No Waitlist availability: Yes No

Hide Sub-types

ADD/REMOVE SUBTYPES

4. The Add/Remove Subtypes screen will then be displayed where you can select/deselect the relevant sub types. Click 'SAVE'.

All fields marked with an asterisk (*) are required.

Which sub types are you adding to this service? *

Unaccompanied Shopping (delivered to home) General House Cleaning

Linen services

Maintaining availability of services and their waitlists

You can maintain information about the availability of service items via the Service and Support Portal.

To maintain a waitlist, you must ensure that the waitlist availability status on the service item is set to 'Yes' to turn on the waitlist, or 'No' to turn off the waitlist. Service and waitlist availability information will be displayed on the service finder via the My Aged Care website. When you change availability information it will appear by the next day on the My Aged Care service finder on the My Aged Care website.

1. Navigate to the 'View Outlet' details from the 'Outlet administration' page for the outlet that you want to edit service and waitlist information and click on 'VIEW SERVICE ITEMS'.

View outlet

About New Outlet

Address
33 Provider Avenue
PROVIDER NSW 2123

Organisation philosophy
Cultural specialisations
Religious specialisations

Current Specialisation Verifications
There are no current verified diverse need specialisations to display.

For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the About Specialisation Verification page on the Department of Health and Aged Care website.

VIEW SERVICE ITEMS

Contact Details
Name: UAT Guys
Phone: 02 6289 9653
Fax:
Email: emailuat@fest.gov.au
Website:

IPC Lead Contacts
ADD ACFI CONTACT
ADD IPC LEAD CONTACT
ADD/VIEW OUTLET COVID-19 VACCINATIONS
COVID-19 SUPPORT PORTAL

2. Select the relevant service/waitlist availability status (Yes / No)

Meals, Commonwealth Home Support Programme, funded  	Status	Service availability	Waitlist availability
ACT NAPS Service ID 1-HUVJ2EC, Service item name: Meals  See Sub-types	Operational Offline	Yes No	Yes No

The waitlist functionality is further explained in the guide for [Manage referrals for service](#).

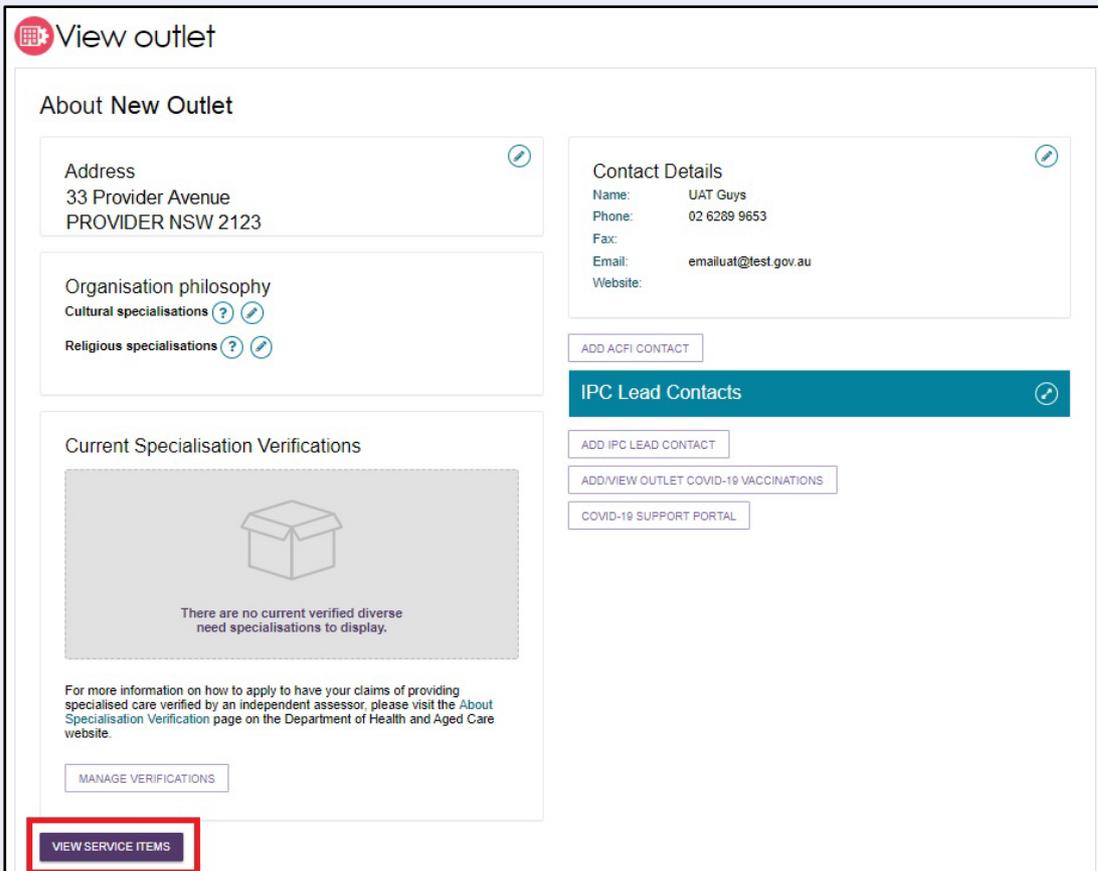
Maintaining availability of service sub-types and their waitlists

You can maintain detailed information about service sub-types for a service that you offer via the Service and Support Portal. You are able to edit details about:

- Service sub-type availability (and waitlist)
- Hours of operation for the service sub-type
- Notes of staffing for the service sub-type
- Whether transport is provided as part of that service

Service sub-type information will be displayed on the service finder via the My Aged Care website. When you change this information, it will appear by the next day on the My Aged Care service finder on the My Aged Care website.

1. Navigate to the 'View Outlet' details from the 'Outlet administration' page for the outlet that you want to edit service and waitlist information and click on 'VIEW SERVICE ITEMS'.



View outlet

About New Outlet

Address  33 Provider Avenue PROVIDER NSW 2123	Contact Details  Name: UAT Guys Phone: 02 6289 9653 Fax: Email: emailuat@tst.gov.au Website:
Organisation philosophy Cultural specialisations   Religious specialisations  	IPC Lead Contacts  ADD ACPI CONTACT ADD IPC LEAD CONTACT ADD/VIEW OUTLET COVID-19 VACCINATIONS COVID-19 SUPPORT PORTAL
Current Specialisation Verifications  There are no current verified diverse need specialisations to display. For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the About Specialisation Verification page on the Department of Health and Aged Care website. MANAGE VERIFICATIONS	VIEW SERVICE ITEMS

- To edit availability and waitlist information for service sub-types, select the arrows next to 'See Sub-types' to display the sub-types that have been added to the service.

Allied Health and Therapy Services, Commonwealth Home Support Programme, funded  

ACT Status Operational Offline Service availability Yes No Waitlist availability Yes No

NAPS Service ID 1-12DMT35, Service item name: Allied Health and Therapy Services - At Client Location

 See Sub-types

- Here you can edit the sub-type availability and sub-type waitlist availability by clicking the toggles, and edit additional information about the service sub-type by selecting the 'Edit' icon.

Allied Health and Therapy Services, Commonwealth Home Support Programme, funded  

ACT Status Operational Offline Service availability Yes No Waitlist availability Yes No

NAPS Service ID 1-12DMT35, Service item name: Allied Health and Therapy Services - At Client Location

 Hide Sub-types

ADD/REMOVE SUBTYPES

Dietitian or Nutritionist 

Delivery hours
• Not specified

Additional services
• No transport information specified

Staff Notes
• Not specified

Sub-type availability Yes No **Waitlist availability** Yes No

Podiatry 

Delivery hours
• Monday: 08:00 AM to 12:00 PM, 01:00 PM to 05:00 PM
• Wednesday: 09:00 AM to 05:00 PM
• Thursday: 09:00 AM to 05:00 PM
• Saturday: 09:00 AM to 05:00 PM

Additional services
• No transport information specified

Staff Notes
• Podiatrist is not available on Tuesdays or Fridays

Sub-type availability Yes No **Waitlist availability** Yes No

- Add any additional information about operating hours, staffing or transport for that service sub-type and select 'SAVE CHANGES'.

 Dietitian or Nutritionist

Hours of operation
What are the standard hours of operation for this service?

Day	Start time	End time
<input checked="" type="checkbox"/> Monday	09:00 AM	05:00 PM
<input checked="" type="checkbox"/> Tuesday	09:00 AM	05:00 PM
<input checked="" type="checkbox"/> Wednesday	09:00 AM	05:00 PM
<input checked="" type="checkbox"/> Thursday	09:00 AM	05:00 PM
<input checked="" type="checkbox"/> Friday	09:00 AM	05:00 PM
<input checked="" type="checkbox"/> Saturday	09:00 AM	05:00 PM
<input checked="" type="checkbox"/> Sunday	09:00 AM	05:00 PM

ADD ADDITIONAL OPERATING HOURS

Staffing:

Notes on staffing Dietitian or Nutritionist that will appear on the public Service Finder

Is transport to the service provided?

Yes

No

SAVE CHANGES CANCEL

5. Your updated information will be saved.

Allied Health and Therapy Services, Commonwealth Home Support Programme, funded  

ACT
NAPS Service ID 1-12DMT35, Service item name: Allied Health and Therapy Services - At Client Location

 Hide Sub-types

[ADD/REMOVE SUBTYPES](#)

Dietitian or Nutritionist 

Delivery hours

- Monday: 09:00 AM to 05:00 PM
- Tuesday: 09:00 AM to 05:00 PM
- Wednesday: 09:00 AM to 05:00 PM
- Thursday: 09:00 AM to 05:00 PM
- Friday: 09:00 AM to 05:00 PM
- Saturday: 09:00 AM to 05:00 PM
- Sunday: 09:00 AM to 05:00 PM

Additional services

- No transport information specified

Staff Notes

- Not specified

Sub-type availability Yes No

Waitlist availability Yes No

Podiatry 

Delivery hours

- Monday: 08:00 AM to 12:00 PM, 01:00 PM to 05:00 PM
- Wednesday: 09:00 AM to 05:00 PM
- Thursday: 09:00 AM to 05:00 PM
- Saturday: 09:00 AM to 05:00 PM

Additional services

- No transport information specified

Staff Notes

- Podiatrist is not available on Tuesdays or Fridays

Physiotherapy 

Status Operational Offline

Service availability Yes No

Waitlist availability Yes No

Editing a service delivery area

Information about the areas you deliver Commonwealth-funded services in (referred to as 'service delivery areas' in the portal) are pre-filled, based on your contractual information. All providers (except Residential care) must review their service delivery area information and edit if required.

It is important that you ensure the service delivery area(s) is accurate. This information is publicly displayed in the service finders and forms the basis of the referrals sent by contact centre staff and assessors.

You can select service delivery areas at either the client's location or the service provider's location.

The steps to edit the service delivery area (if at client location is selected) are outlined below.

1. Select 'Outlet administration' from the homepage.
2. Select the outlet card you want to edit by selecting the outlet name. On the 'View outlet' page, click 'VIEW SERVICE ITEMS'

Outlet Administration

About Aged Care Organisation

Contact details
Unit 2/81 BEAUREPAIRE Crescent
HOLT, ACT 2615

Home Care Package
Maximum exit amount: \$400.00 

[VIEW CHANGES](#)

Organisation philosophy

Cultural specialisations  

Religious specialisations  

Outlets (9)

[ADD NEW OUTLET](#)

Sort order: A-Z  

Current sort order is A-Z

<p>Aged Care Allied Health & Residential</p> <p>1-FW-19 Allan Coady (02) 5054 2684 mcoady@health.gov.au www.google.com</p> <p><input checked="" type="checkbox"/> Active</p>	<p>Aged Care Inc - Outlet 1</p> <p>1-ABKJQC Gina Kelly (02) 23456787 gina.kelly@test.gov.au</p> <p><input checked="" type="checkbox"/> Active</p>	<p>Aged Care Inc - Outlet 2</p> <p>1-A96BWD George Scott (02) 9076 5432 george.scott@test.gov.au</p> <p><input checked="" type="checkbox"/> Active</p>	<p>Carer Respite Centre ACT</p> <p>1-781X6 Elmo Uppinghouse (02) 5054 2684 Vanda.Sodewissen@test.hca.vic www.carersact.org.au</p> <p><input checked="" type="checkbox"/> Active</p>
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- On the 'View Service Items' page, select 'Edit' next to the relevant service item.

View Service Items

Commonwealth Home Support Programme | Flexible Aged Care Programme | Home Care Packages | Residential Care

ADD A SERVICE ITEM

Filter by

Meals, Commonwealth Home Support Programme, funded 

ACT
NAPS Service ID 1-PMWKXQM, Service item name: Meals
[See Sub-types](#)

Status: **Operational** Offline | Service availability: **Yes** No | Waitlist availability: **Yes** **No**

Social Support Group, Commonwealth Home Support Programme, funded 

ACT
NAPS Service ID 1-PMWKXYX, Service item name: Social Support Group
28 9 FURZER Street PHILLIP ACT 2606

Status: **Operational** Offline | Service availability: **Yes** No | Waitlist availability: **Yes** **No**

The 'Service details' page will display.

- Select 'Edit' next to 'Service delivery area'.

Service details

All fields marked with an asterisk (*) must be completed before submission

Allied Health and Therapy Services, Commonwealth Home Support Programme, funded
NAPS ID: 8693
Service Item Name: *
Carers ACT Incorporated

Service delivery

Service provider name: Aged Care Allied Health & Residential
Facility name:
Facility previously known as:
Facility locally known as:
Service start date: 01 July 2012
Service end date:
Maximum permissible interest rate (MPIR):

Service delivery area 

Suburb	State	Postcode
CAMBRIDGE GARDENS	NSW	2747
CAMBRIDGE PARK	NSW	2747
CAMBRIDGE PLATEAU	NSW	2469
HAMILTON	NSW	2303
HAMILTON EAST	NSW	2303
HAMILTON NORTH	NSW	2292

- Select the service delivery type (At provider location/at client location).

If you have selected 'At client location', you can choose the suburb(s) the service is delivered in. By default, the entire region in which you are funded to provide service is selected. You can choose to search for a specific suburb to add, add all the suburbs in the selected state, or add all the suburbs in the selected region.



The 'List of serviced suburbs' is automatically saved upon adding new suburbs. Select 'CLOSE' to go back to editing the service.

All fields marked with an asterisk (*) are required.
 Select whether the service will be delivered at the provider location or at the client location (list of available areas). If you wish to deliver the service both at the provider location and at the client location, create separate service items for each mode of delivery.

Delivery type *
 At provider location At client location

Please select the suburbs that will comprise the area where the service will be delivered
 Check to see if the list of serviced suburbs covers all the areas where this service is delivered.
 To add suburbs to the list, use the search tool to find the suburbs to include. You can use full or partial suburb names as input. You can add all the suburbs for a selected state when you click 'Add whole state'.
 You can add all the suburbs for a selected state and region when you click 'Add whole region'.
 To remove suburbs from the list, select the suburbs and click 'Remove selected'. To remove all the suburbs from your delivery area click 'Remove all'.

Search
 By state
 By Region
 By postcode
 By suburb

SEARCH ADD WHOLE STATE ADD WHOLE REGION

Suburb	State	Postcode
<input type="checkbox"/> JACTON	ACT	2601
<input type="checkbox"/> JAINSLIE	ACT	2602
<input type="checkbox"/> JAMAROO	ACT	2914
<input type="checkbox"/> JARANDA	ACT	2614

CLOSE

- To remove suburbs from the list, select the suburbs you wish to remove using the checkbox and select 'REMOVE SELECTED', or use 'REMOVE ALL' to start configuring your list of suburbs from the beginning. These changes are automatically saved. Click 'CLOSE' to go back to editing the service.

<input checked="" type="checkbox"/>	BONNER	ACT	2914
<input checked="" type="checkbox"/>	BONYTHON	ACT	2905

REMOVE SELECTED REMOVE ALL

Adding a room type to a residential facility

- Navigate to the 'View Outlet' details from the 'Outlet administration' page for the outlet that you want to add room information to.

View outlet

About New Outlet

Address
 33 Provider Avenue
 PROVIDER NSW 2123

Organisation philosophy
 Cultural specialisations
 Religious specialisations

Contact Details
 Name: UAT Guys
 Phone: 02 6288 9553
 Fax:
 Email: emailuat@test.gov.au
 Website:

ADD ADR CONTACT
 IPC Lead Contacts
 ADD IPC LEAD CONTACT
 ADD VIEW OUTLET COVID-19 VACCINATIONS
 COVID-19 SUPPORT PORTAL

Current Specialisation Verifications

 There are no current verified diverse need specialisations to display.

For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the About Specialisation Verification page on the Department of Health and Aged Care website.

MANAGE VERIFICATIONS
 VIEW SERVICE ITEMS

2. Select 'VIEW SERVICE ITEMS', select the 'Residential Care' tab then click on 'See room types'.

View Service Items

Commonwealth Home Support Programme | Flexible Aged Care Programme | Home Care Packages | **Residential Care** | ADD A SERVICE ITEM

Filter by

Status: Operational | Service availability: | Waitlist availability: |

ADVANCED SEARCH | CLEAR FILTERS

Status is Operational

FILTER | CLEAR

Residential Permanent, Residential Care, funded	Status	Service availability	Waitlist availability
NAPS Service ID 1234, Service item name: Residential Permanent - At Provider Location 62 4 CRISP Circuit BRUCE ACT 2617	Operational	Yes No	Yes No

See room types

3. Then click 'ADD ROOM TYPE'

Residential Permanent, Residential Care, funded

NAPS Service ID 1234, Service item name: Residential Permanent - At Provider Location
62 4 CRISP Circuit BRUCE ACT 2617

Hide room types

ADD ROOM TYPE

4. 'Room type' page will be displayed. Enter the required information in the 'General room information' and 'Pricing information' sections.

Fields marked with an asterisk (*) are mandatory.

Room type

All fields marked with an asterisk (*) must be completed before submission

COPY PREVIOUS ROOM TYPE INFORMATION

General room information

Room name *

Room type *

Number of rooms of type:

Pricing information

Maximum refundable deposit: * \$

Maximum daily payments: \$

Example combination payment

Example RAD at 50% \$

Example DAP at 50% \$

Explanation of payment options

Residents can choose to pay for their accommodation by a refundable deposit, a daily payment or a combination of both. A refundable deposit is paid as a lump sum amount. A daily payment accrues daily and is paid periodically, for example monthly. A combination payment includes both a partial lump sum and daily payments.

ADD DIFFERENT TEXT



! Accommodation prices above a refundable deposit amount of \$550,000 (or equivalent daily payment) must be approved by the Aged Care Pricing Commissioner.

If the Aged Care Pricing Commissioner has not approved this price, or you have not submitted an application for approval of this price, you cannot publish this price. You cannot charge this price until it is approved by the Aged Care Pricing Commissioner.

Please note that when an approval is granted by the Aged Care Pricing Commissioner, the approved amount is not automatically updated on the My Aged Care website. Providers must update their own pricing information using the Aged Care Service and Support Portal.

5. Enter the required information under 'Key feature statement'. Select 'SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL' after all required information has been entered. This room information will display on the service finder once approved by the Department (allow 3 business days).

Key feature statement

Room description: *

0 / 2000

Room size: *

Common areas description: *

0 / 2000

Specific accommodation or design features

Not applicable

Applicable

Additional care and services included in room price

Not applicable

Applicable

Additional care and services available at additional cost

Not applicable

Applicable

Extra service fee

Yes

No

! If you save the room type but do not select 'Submit', you will be notified that there are room types requiring approval by the Department and be prompted to submit the room type to the Department prior to displaying on the public service finder.

 Room details that require approval have been sent to the Department for validation prior to being published. Approval process may take up to 3 working days to complete.

Activating or deactivating a service item

Navigate to the 'View Outlet' details from the 'Outlet administration' page for the outlet with the service item that you want to activate/deactivate and click on 'VIEW SERVICE ITEMS'.



View outlet

About New Outlet

Address
33 Provider Avenue
PROVIDER NSW 2123

Organisation philosophy
Cultural specialisations
Religious specialisations

Current Specialisation Verifications



There are no current verified diverse need specialisations to display.

For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the [About Specialisation Verification](#) page on the Department of Health and Aged Care website.

MANAGE VERIFICATIONS

Contact Details
Name: UAT Guys
Phone: 02 6289 9653
Fax:
Email: emailuat@est.gov.au
Website:

ADD ACPI CONTACT

IPC Lead Contacts

ADD IPC LEAD CONTACT

ADD/VIEW OUTLET COVID-19 VACCINATIONS

COVID-19 SUPPORT PORTAL

VIEW SERVICE ITEMS

For the services that have been added to the outlet, select 'Operational' to activate the service item or 'Offline' to deactivate the service item under the 'Status' heading. Only 'Operational' services will display in the service finders. The 'Offline' status should be used to indicate where a funded service is not currently offered by the provider. For example, the service is at capacity.

<p>Allied Health and Therapy Services, Commonwealth Home Support Programme, funded</p> <p>ACT NAPS Service ID 8888. Service item name: Aged Care Incorporated</p> <p>See subtypes</p>	<p>Status Operational Offline</p>	<p>Service availability Yes No</p>	<p>Waitlist availability Yes No</p>
<p>Meals, Commonwealth Home Support Programme, funded</p> <p>ACT NAPS Service ID 8888. Service item name: Aged Care Incorporated</p> <p>See subtypes</p>	<p>Status Operational Offline</p>	<p>Service availability Yes No</p>	<p>Waitlist availability Yes No</p>

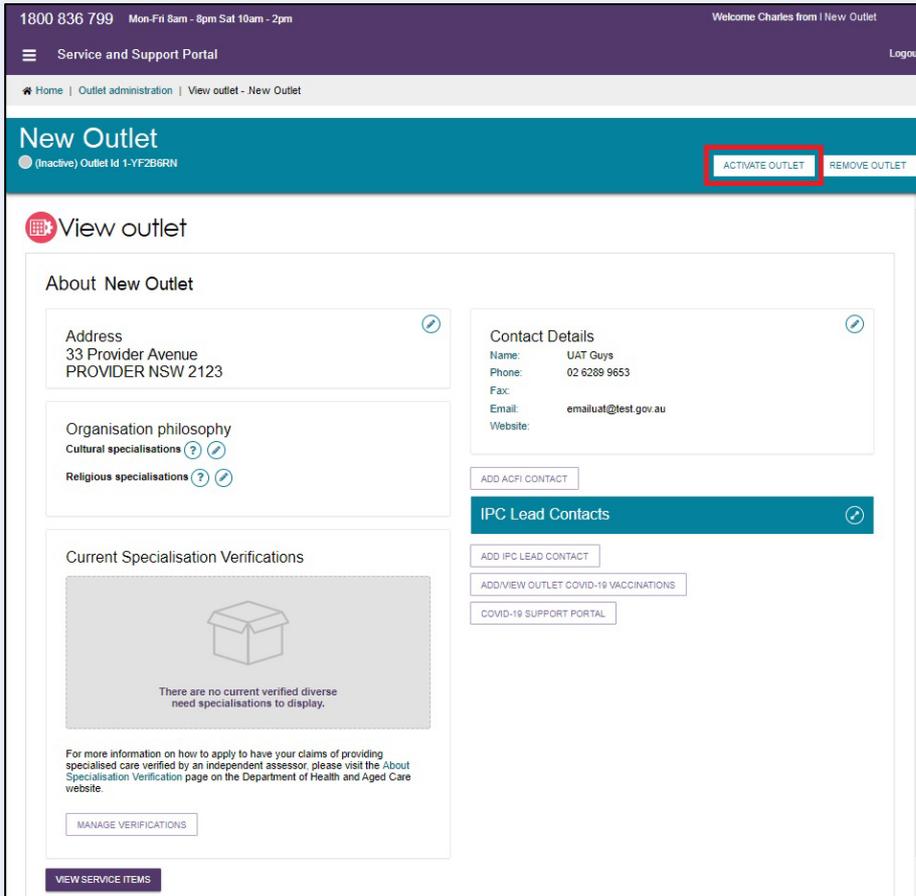
Activating an outlet

After service items are added, outlet(s) need to be made active so that the following occurs:

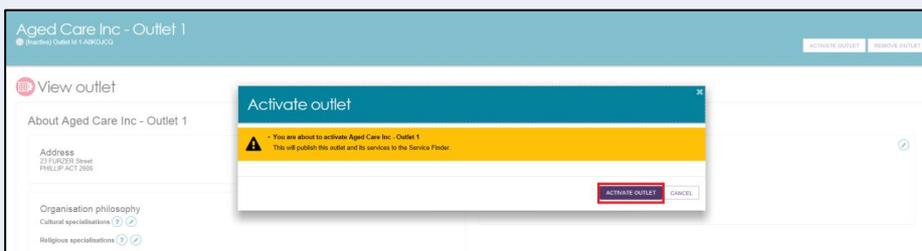
- The service items display in the service finder.
- Contact centre staff and assessors can send electronic referrals to the appropriate outlet.
- Assessors can match and refer to active services.



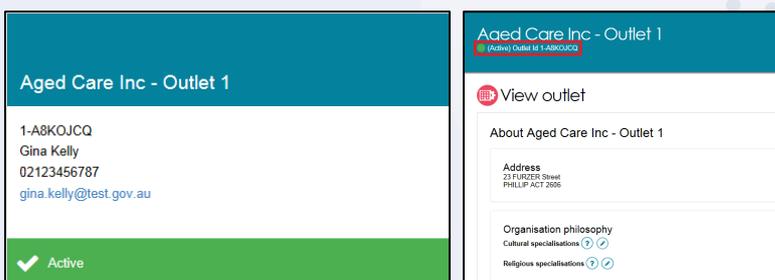
1. Navigate to the 'View Outlet' details from the 'Outlet administration' page for the outlet that you want to activate and select 'ACTIVATE OUTLET'.



2. Select 'ACTIVATE OUTLET' to confirm that you wish for this information to be displayed in the service finder. A warning message will display.



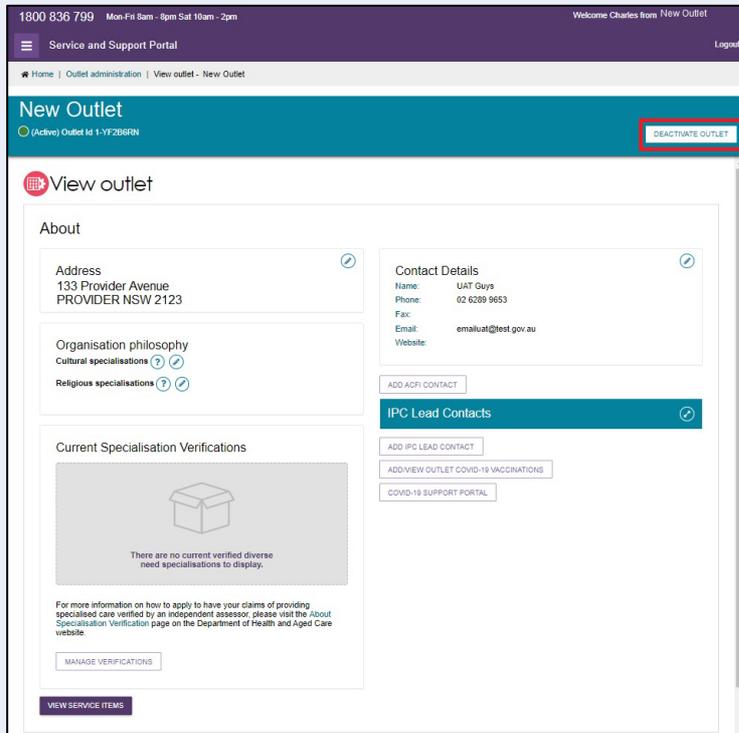
Your outlet is now active and operational service item information will display in the service finder, and will display as 'Active' in the Service and Support Portal.



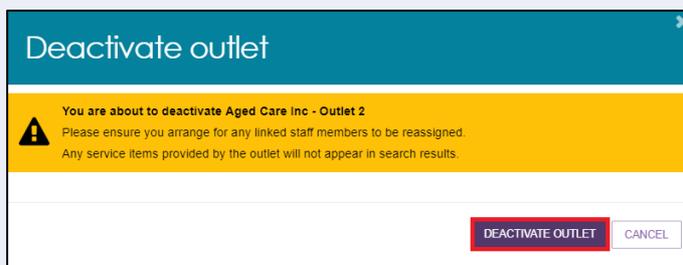
Deactivating an outlet

To remove an outlet from the service finders and stop referrals being sent to the outlet, it must be deactivated. An outlet cannot be made inactive if there are accepted and commenced services.

1. Navigate to the 'View Outlet' details from the 'Outlet administration' page for the outlet that you want to deactivate and select 'DEACTIVATE OUTLET'.



2. Select 'DEACTIVATE OUTLET' again to confirm that you wish to deactivate the outlet.



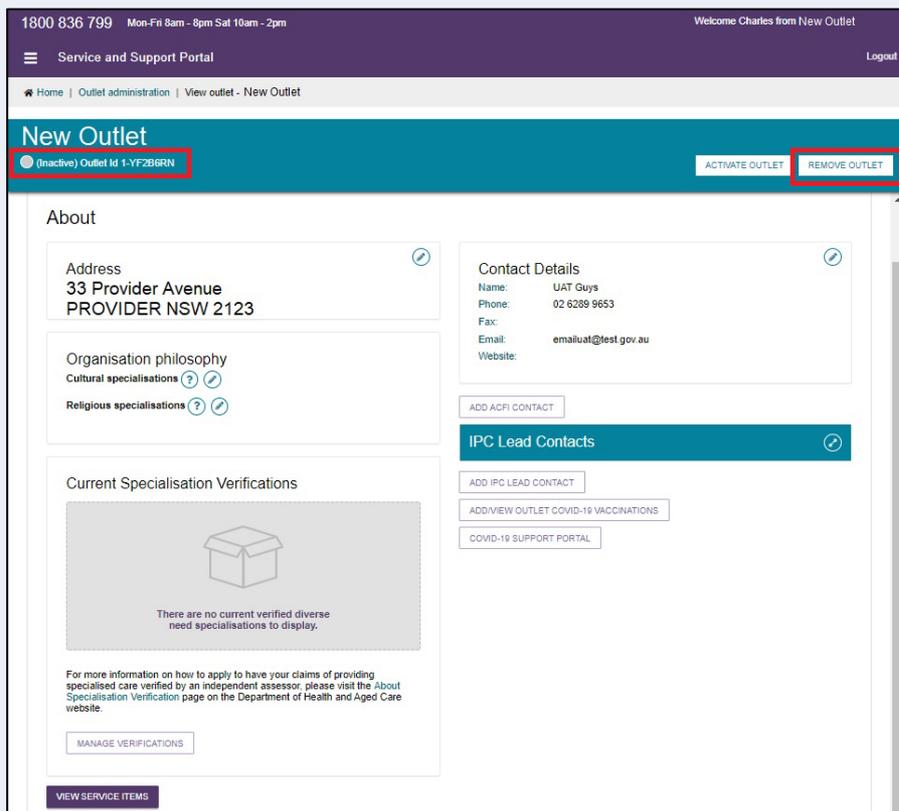
The outlet is now inactive, does not display on the relevant service finder or receive referrals, and displays as 'Inactive' in the Service and Support portal.

Removing an outlet from the Service and Support Portal

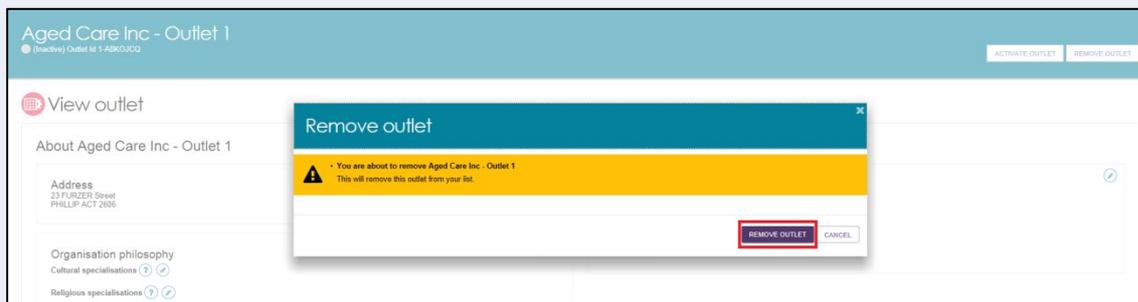
To remove an outlet from the Service and Support Portal, it must be in the status of 'Inactive'.

1. Navigate to the 'View Outlet' details from the 'Outlet administration' page for the inactive outlet you wish to remove and select "REMOVE OUTLET".





2. Select 'REMOVE OUTLET' to confirm you wish to remove the outlet.



The outlet will no longer display in the Service and Support Portal.

! If you want to create an outlet with the same name as the one you removed earlier, you will need to call the My Aged Care service provider and assessor helpline on 1800 836 799.

For more information or support

Further information is available from the [Service and Support Portal Resources](#) page.

The My Aged Care service provider and assessor helpline is available on 1800 836 799.

