



Australian Government



myagedcare

## Service and Support Portal User Guide - Updating Multipurpose Services

This user guide is for the Organisation Administrators or Outlet Administrators of the My Aged Care (MAC) Service and Support Portal, to update information about multipurpose service (MPS) delivery outlets.

This information is used to match and refer clients to MPS and are publicly displayed on the Service Finder on the MAC website.

This guide contains the following topics:

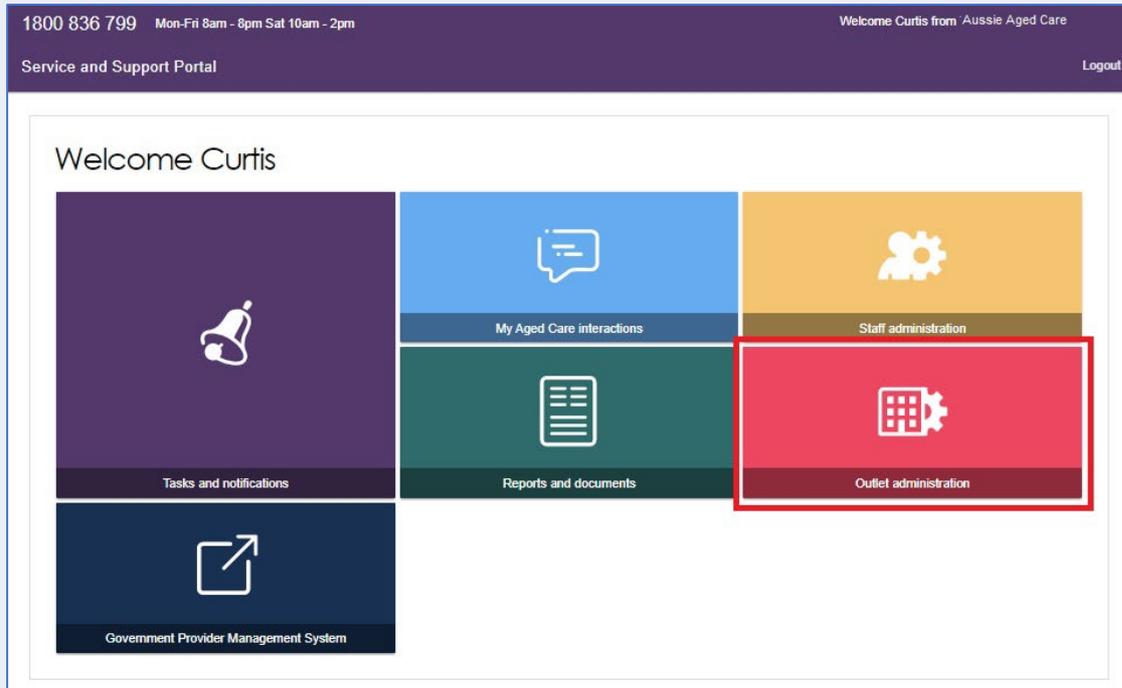
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! Providers must maintain accurate service information, which will display in the service finders, and will be used by My Aged Care system users (including the contact centre and assessors) to make referrals and to share information.

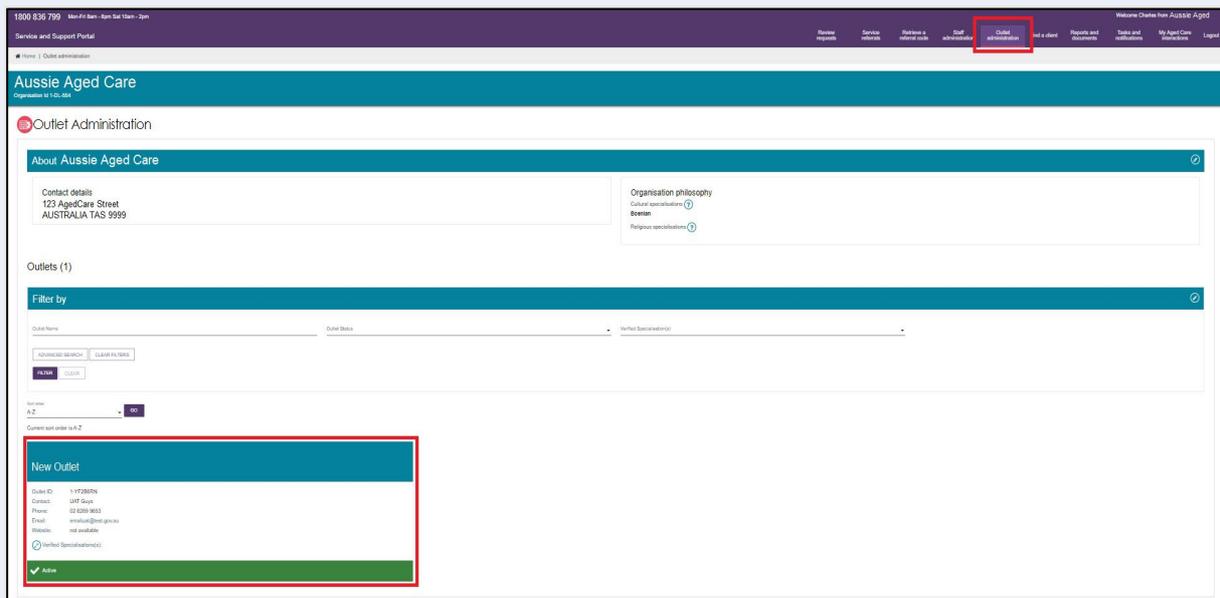
## Creating a MPS Service Item

1. Select the “Outlet administration” tile from the Service and Support Portal home page.



You will be taken to the “Outlet administration” screen.

2. Select the name of the outlet that you want to add a service item.



The “View Outlet” page will be displayed.

3. Select “VIEW SERVICE ITEMS”.



1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Charles from New Outlet

Service and Support Portal Logout

Home | Outlet administration | View outlet - New Outlet

## New Outlet

(Active) Outlet Id 1-YF2B6RN DEACTIVATE OUTLET

### View outlet

#### About New Outlet

**Address**  
123 Provider Road  
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@lest.gov.au  
Website:

ADD ACFI CONTACT

#### IPC Lead Contacts

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

VIEW SERVICE ITEMS

4. Select "ADD A SERVICE ITEM".

### View Service Items

ADD A SERVICE ITEM

TRANSFER SERVICE ITEM    TRANSFER CLIENTS

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

#### Filter by

Status: **Operational**    Service availability: \_\_\_\_\_

ADVANCED SEARCH    CLEAR FILTERS

Status is Operational

FILTER    CLEAR

**Specialised Support Services, Commonwealth Home Support Programme, funded**

Southern Highlands

NAPS Service ID 26700. Service item name: Yass Valley Aged Care Limited - Community and Home Support

See Sub-types

Status	Service availability	Waitlist availability
<span style="background-color: green; color: white; padding: 2px;">Operational</span> <span style="background-color: #ccc; padding: 2px;">Offline</span>	<span style="background-color: green; color: white; padding: 2px;">Yes</span> <span style="background-color: #ccc; padding: 2px;">No</span>	<span style="background-color: green; color: white; padding: 2px;">Yes</span> <span style="background-color: #ccc; padding: 2px;">No</span>



The “Add service item” page displays.

5. Select the programme that applies to the service item in the drop down menu. In this case it is “Flexible Aged Care Programme”.

Select either Funded or Non-funded.

Select the relevant service type, such as “Multi-Purpose Service – Residential” or “Multi-Purpose Service – Home Care” from the list that displays. You can also use filters: Service Provider, Service Type, Funding Regional Type, and Funding Region.

Finally, select “SAVE”.

! “Funded” services are subsidised services that are funded and approved by the Australian Government under an Aged Care programme, such as the Multi-Purpose Services Programme.

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

Select the Programme that applies to this service item \*

Flexible Aged Care Programme

Which of the following applies to this service item?\*

Funded

Non-funded

Filter the list of available service items by entering full or partial details in the corresponding fields below and selecting the Filter button.

Service provider

Service type

Funding region type

Funding region

**FILTER** CLEAR ALL

	Programme	Service provider	Service item name	NAPS ID	Service type	Funding region type	Funding region state	Funding region	Location	Start date	End date
<input checked="" type="radio"/>	Flexible Aged Care Programme	Aussie Aged Care	Multi-Purpose Service - Residential	8891	Multi-Purpose Service - Residential	Aged Care Planning Region	ACT	ACT		01 Jan 2021	
<input type="radio"/>	Flexible Aged Care Programme	Aussie Aged Care	National ATSI Aged Care Program	8888	National ATSI Aged Care Program	Aged Care Planning Region	ACT	ACT		01 Mar 2021	
<input type="radio"/>	Flexible Aged Care Programme	Aussie Aged Care	STRC	4568	Short-Term Restorative Care	Aged Care Planning Region	ACT	ACT		01 Sep 2021	
<input type="radio"/>	Flexible Aged Care Programme	Aussie Aged Care	MPS- UAT	5678	Multi-Purpose Service - Residential	Aged Care Planning Region	ACT	ACT		01 Sep 2021	

**SAVE** CANCEL

6. A banner will appear to confirm that you have successfully added a service to the outlet.

The newly added services will be defaulted to “Offline”. Refer to [“Activating A Service Item”](#) for more information on putting your service online.

**You have successfully added a service item to this outlet.**

Click on 'Edit' to add service details; expand the service item to view/edit details or remove the sub types available; and 'Submit' to send the service details that require approval to the Department for validation. You must then change the status to Operational for the service to be published. Approval process may take up to 3 working days to complete.

## Adding a Room Type

- From the "View Outlet" page, select "VIEW SERVICE ITEMS" then at your chosen MPS service, expand the double arrow icon next to "See room types".

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Charles from New Outlet

Service and Support Portal

Home | Outlet administration | View outlet | View service items

### New Outlet

(Active) Outlet Id 1-E6-661

#### View Service Items

ADD A SERVICE ITEM TRANSFER SERVICE ITEM TRANSFER CLIENTS

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

**Filter by**

Status: Operational Service availability: \_\_\_\_\_

ADVANCED SEARCH CLEAR FILTERS

Status is Operational

FILTER CLEAR

Multi-Purpose Service - Residential, Flexible Aged Care Programme, funded

ACT

NAPS Service ID 5678, Service item name: MPS- UAT

See room types

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

- Select "ADD ROOM TYPE".

Multi-Purpose Service - Residential, Flexible Aged Care Programme, funded

ACT

NAPS Service ID 5678, Service item name: MPS- UAT

Hide room types

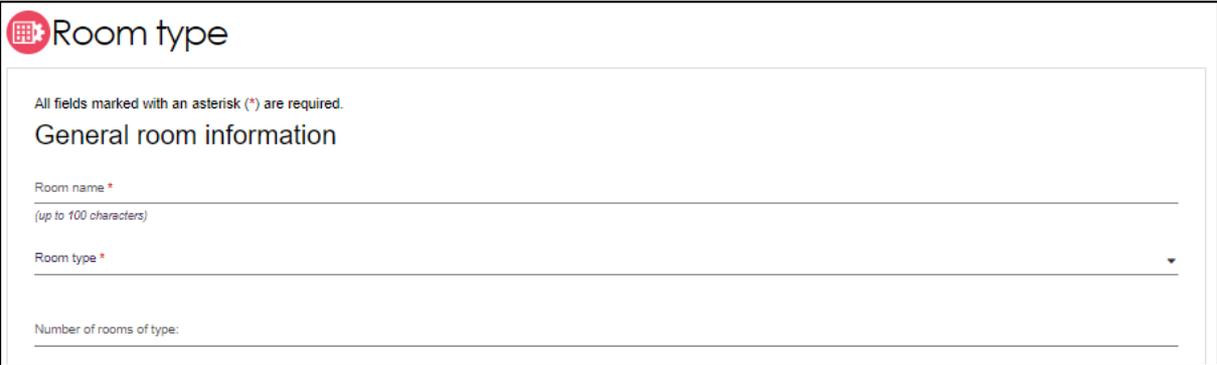
ADD ROOM TYPE

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

The Room type screen appears. There are three sections: General room information, Pricing information, and Key feature statement.

- In the General Room Information section, enter Room name, room type and numbers of rooms of type. All fields marked with a red asterisk (\*) are mandatory.





**Room type**

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

**General room information**

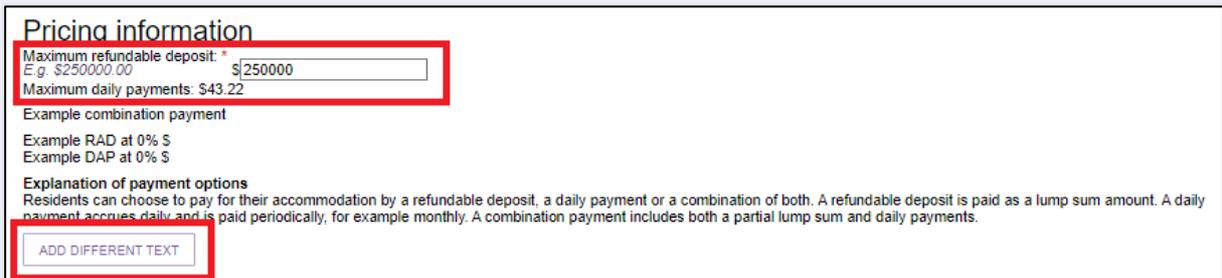
Room name \*  
(up to 100 characters)

Room type \*

Number of rooms of type:

- In the Pricing Information section, enter the maximum refundable deposit. The maximum daily payment will be calculated and displayed.

To edit your explanation of payment options, select “ADD DIFFERENT TEXT”.



**Pricing information**

Maximum refundable deposit: \*  
E.g. \$250000.00      \$250000

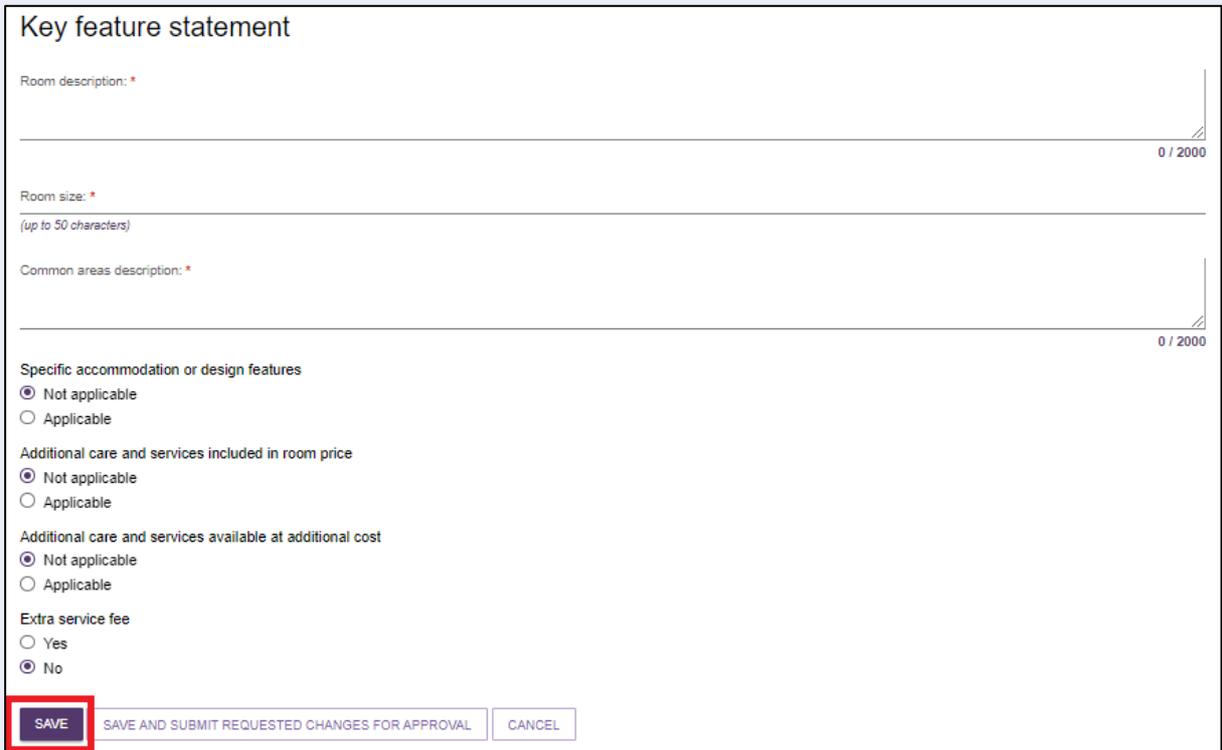
Maximum daily payments: \$43.22

Example combination payment  
Example RAD at 0% \$  
Example DAP at 0% \$

**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

- In the Key Feature Statement section, enter room description, room size, common areas description, answer the four questions and then select “SAVE”.



**Key feature statement**

Room description: \*  
0 / 2000

Room size: \*  
(up to 50 characters)

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

SAVE    SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL    CANCEL

- A banner appears to confirm that you have successfully added a room to your MPS service. You can now either select the Edit (pencil) icon to go back to the form, or select “SUBMIT” to send the room detail that require approval to the Department for validation, prior to the information being published. The approval process may take up to 3 working days.



Multi-Purpose Service - Residential, Flexible Aged Care Programme, funded

ACT

NAPS Service ID 5678, Service item name: MPS- UAT

Hide room types

Single room + Ensuite (wattle): max. refundable deposit not specified or max. daily payments of not specified, extra service fee \$ 0.00

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National ATSI Aged Care Program, Flexible Aged Care Programme, funded

ACT

NAPS Service ID 8888, Service item name: National ATSI Aged Care Program

You have successfully added a room to this service. Click on 'Submit' to send the room details that require approval to the Department for validation prior to being published. Approval process may take up to 3 working days to complete.

Short-Term Restorative Care, Flexib

After selecting “SUBMIT”, another banner displays confirming that the room details have been sent to the Department.

Multi-Purpose Service - Residential, Flexible Aged Care Programme, funded

ACT

NAPS Service ID 5678, Service item name: MPS- UAT

Hide room types

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.

Single room + Ensuite (wattle): max. refundable deposit not specified or max. daily payments of not specified, extra service fee \$ 0.00

## Adding and Updating Service Information

1. On the “View Outlet” page, select “VIEW SERVICE ITEMS”. Then at your chosen MPS service, select the Edit (pencil) icon to add service information.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Charles from New Outlet

Service and Support Portal Logout

Home | Outlet administration | View outlet - New Outlet | View service items

### New Outlet

(Active) Outlet Id 1-E6-961

### View Service Items

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

**Filter by**

Status: **Operational** Service availability: **Yes**

Status is Operational

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Multi-Purpose Service - Residential, Flexible Aged Care Programme, funded

ACT

NAPS Service ID 5678, Service item name: MPS- UAT

See room types



2. Enter service information, such as:

- Service item name
- Service Delivery, and service delivery location
- Delivery hours
- Specialisations, including diverse needs, specialised services, and languages
- Promotional information
- Additional service information.

All fields that are marked with a red asterisk (\*) are mandatory.

### Service details

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

**Multi-Purpose Service - Residential, Flexible Aged Care Programme, funded**  
NAPS ID: 5678

Service Item Name: \*  
MPS Test

**Service delivery**

Service provider name	New Outlet
Facility name	New Outlet
Facility previously known as	
Facility locally known as	
Service start date	01 September 2021
Service end date	
Maximum permissible interest rate (MPIR)	6.31%

**Service delivery location** 

No location specified

**Delivery hours**

Standard hours

Standard and flexible hours

For diverse needs specialisations, select the specialisation(s) you wish to have displayed on the Service Finder. You will only be able to indicate providing diverse needs specialisation against services for which the parent outlet has been verified.

Since 27 June 2022, no new specialisation claims are being published on My Aged Care unless they have been verified by an independent assessor. 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.

For more information about the verification process please see: [About Specialisation Verification](#).

Specialised Services and Languages do not have the same verification requirements as Diverse Needs specialisations.



## Specialisations ?

All services must reflect the diverse characteristics and life experiences of individual recipients. Please provide details only for the services which have specific measures in place.

### Diverse needs ?

For which of these groups do you provide specific services?

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

### Specialised services ?

Which of the following applies to this service?

- |  |   |
|--|---|
| <input type="checkbox"/> Dementia  | <input type="checkbox"/> Terminal illness |
| <input type="checkbox"/> Caters for cultural, spiritual or ethical food requirements |   |

### Languages ?

No languages specified

[SELECT LANGUAGES AVAILABLE](#)

Promotional material will need to be approved by the Department before it is displayed on the Service Finder. Allow 5 business days.

Select "SAVE" when completed.

## Promotional Attachments

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

No file chosen

Website address

Type  
 URL

Service description

Description

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.

0 / 1000

3. A banner appears confirming that the service has been updated successfully.



Service item updated successfully.

4. Your service will now have an extra Submit button next to the Edit icon. Select the "SUBMIT" button. After this, the banner "Service item updated successfully" will appear again.

Multi-Purpose Service - Residential, Flexible Aged Care Programme, funded   **SUBMIT**

ACT  
NAPS Service ID 5678, Service item name: MPS Test

Hide room types

Status: **Operational** Offline

Service availability: **Yes** No

Waitlist availability: Yes **No**

## Activating a Service Item

To ensure that the MPS will be visible on the Service Finder, you will need to activate the service item first, then the [outlet](#).

1. From the “View Outlet” page, select the name of the outlet, then select “Operational” to activate the service.

Also, select the relevant “Yes/No” box under “Service availability” and “Waitlist availability”.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Charles from New Outlet

Service and Support Portal Logout

Home | Outlet administration | View outlet - New Outlet | View service items

### New Outlet

(Active) Outlet Id 1-E6-B61

### View Service Items

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

**Filter by**

Status: **Offline** Service availability: \_\_\_\_\_

Status is Offline

Multi-Purpose Service - Residential, Flexible Aged Care Programme, funded 

ACT  
NAPS Service ID 5678, Service item name: MPS Test

See room types

Status: **Operational** Offline

Service availability: **Yes** No

Waitlist availability: Yes **No**

2. An activated service will show the status as Operational (Green background and white text). Availability of “Yes” is also shown as green background and white text. “No” or “Offline” are shown as red background and white text.

Multi-Purpose Service - Residential, Flexible Aged Care Programme, funded 

ACT  
NAPS Service ID 5678, Service item name: MPS Test

See room types

Status: **Operational** Offline

Service availability: **Yes** No

Waitlist availability: Yes **No**



## Activating an Outlet

To ensure that the MPS will be visible on the Service Finder, you will need to activate the [service item](#) first, then the outlet.

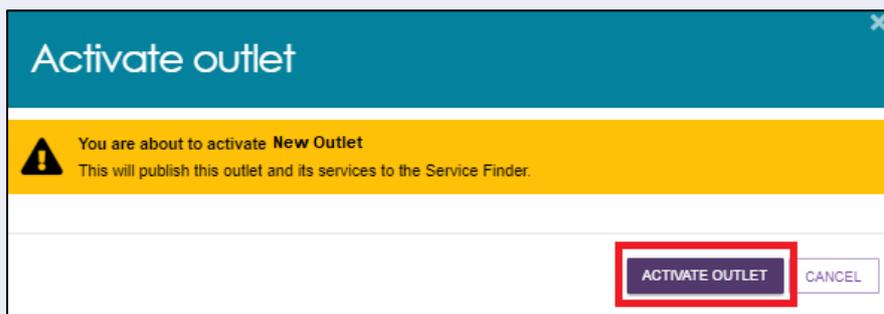
Mark the outlet as “Active” so that the service items display in the service finder, and that the Contact Centre staff and the assessors can send referrals to the appropriate outlet.

1. From the “View Outlet” page, select the name of the inactive outlet that you want to activate, and then select “ACTIVATE OUTLET”.

**!** Only outlets that are not yet activated (or deactivated) will have the “ACTIVATE OUTLET” option available.



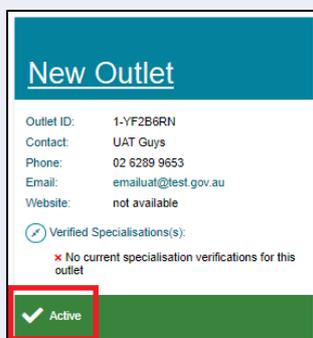
2. A pop up appears warning this outlet will be activated. Select “ACTIVATE OUTLET” to continue.



3. A banner appears to confirm that your outlet is now active, and the information will be displayed in the Service Finder.

Check that the outlet is active by viewing the outlet on the “View Outlet” page, and/or the “Outlet Administration” page:

The outlet card from the Outlet Administration page has a green Active banner.



In the View Outlet page, the Active (green circle) status is displayed under the outlet’s name.

# New Outlet

(Active) Outlet Id 1-YF2B6RN

DEACTIVATE OUTLET

## View outlet

### About New Outlet

**Address**  
123 Provider Avenue  
PROVIDER NSW 2123

**Organisation philosophy**  
Cultural specialisations  
Religious specialisations

### Current Specialisation Verifications



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

### Contact Details

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

ADD ACFI CONTACT

### IPC Lead Contacts

ADD IPC LEAD CONTACT

ADD/VIEW OUTLET COVID-19 VACCINATIONS

COVID-19 SUPPORT PORTAL

✓ This Outlet is now Active