



Portal user guide – Add and update a site

Services to program clients must be delivered at sites registered in the portal, unless the service is in a private home or aged care facility. Providers will need to register a site in the portal if they intend to provide services at a new location. Sites need to be kept up to date, including trading name, type of site and status.

Access

What access do I need?

SP Admin or SP Manager

What else do I need?

The ambient noise levels at the site must be tested prior to providing services at the site. Please refer to the [provider handbook](#) for more information on ambient noise testing.

Add a new site

Step 1

From the landing page on the portal, open the Sites tab. Click the blue **Add new Site** button



Step 2

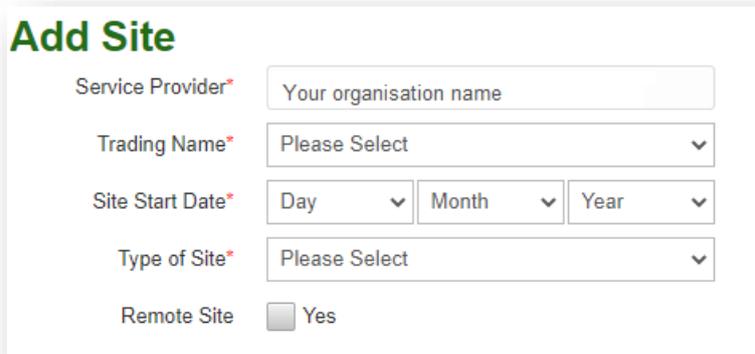
Your organisation name will be prefilled.

Select the trading name from the drop down menu.

Input the start date.

Indicate the type - whether your site is permanent or visiting.

Tick “Yes” if your site is in a remote location, either category 6 or 7 of the [Modified Monash Model](#).



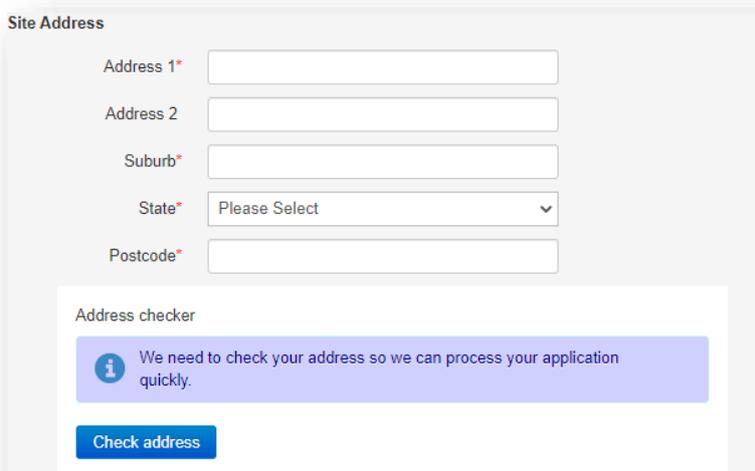
The 'Add Site' form contains the following fields:

- Service Provider***: Text input field with placeholder text 'Your organisation name'.
- Trading Name***: Dropdown menu with 'Please Select' and a downward arrow.
- Site Start Date***: Three dropdown menus for 'Day', 'Month', and 'Year'.
- Type of Site***: Dropdown menu with 'Please Select' and a downward arrow.
- Remote Site**: A checkbox followed by the text 'Yes'.

Step 3

Enter the physical address of your site under Site Address.

Click **Check address** to validate the location. This will ensure your site appears on the LPD correctly.



The 'Site Address' form includes the following fields:

- Address 1***: Text input field.
- Address 2**: Text input field.
- Suburb***: Text input field.
- State***: Dropdown menu with 'Please Select' and a downward arrow.
- Postcode***: Text input field.

Below the address fields is an 'Address checker' section with a blue information box containing the text: 'We need to check your address so we can process your application quickly.' Below this box is a blue button labeled 'Check address'.

If your site has a postal address that is different to the physical address, untick the “Postal Address same as site address?” checkbox and add the postal address.

Step 4

Contact Phone 1*	Please Select ▼	<input type="text"/>
Contact Phone 2	Please Select ▼	<input type="text"/>
Email Address*	<input type="text" value="name@internetprovider.com"/>	
Confirm Email Address*	<input type="text" value="name@internetprovider.com"/>	
Website Address	<input type="text" value="www.websiteaddress.com"/>	

Add at least one phone number and email address for the site and confirm the email address again.

If your site has a website, you can add this here.

These details will appear on the LPD.

Step 5

Certify that your site meets the requirements of the [Hearing Services Provider Contract](#)

<input type="checkbox"/>	The Contracted Service Provider has confirmed that the new site meets requirements as described in the Australian Government Hearing Service Provider Contract 2018-2019.
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Step 6

Click **Add site** to save the site details or **Add another** if you wish to save your site and add another site straight away.

Add Site	Add another	Cancel
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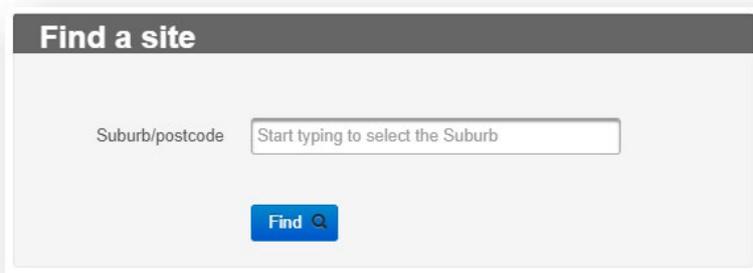
Note: If your site start date is in the future, the site will have a Pending status until this date and will not be listed in the Local Provider Directory (LPD). On the date you have entered, the site will automatically change to Active and be listed in the LPD.

Update a site

Step 1

Login to the portal and open the Sites tab.

Click on the suburb of the site you want to update. If you have many sites, you can enter the suburb or postcode in the search box and click **Find**.

A screenshot of a web interface titled "Find a site". It features a search box with the placeholder text "Start typing to select the Suburb" and a "Find" button with a magnifying glass icon. The label "Suburb/postcode" is positioned to the left of the search box.

Site Details

Under the Site Details tab you can edit the trading name, start date, type of site (visiting or permanent) and mark if it is a remote site.

Click **Edit** and update the details as needed.

Click **Save** to update any changes.

Site Address

Under the Site Address tab you can amend the postal address of your site. If it is a change in physical address, you will be required to create a new site and follow the directions for 'add a new site' above.

Note: If you change the physical address for the site, please ensure you have a noise level certificate for the new location on file.

If you have a different postal address, uncheck "Postal Address same as site address?" and enter the postal address.

Site Address

Site Address

Address 1*

Address 2

Suburb*

State*

Postcode*

Address checker

 We need to check your address so we can process your application quickly.

Site Contacts

Under the Site Contacts tab, you can update the contact phone number, email address and website details.

These will update on the local provider directory, and the email address will change where site-related correspondence, such as relocation and claims emails, are sent.

Site Contacts

Contact Phone 1*

Contact Phone 2

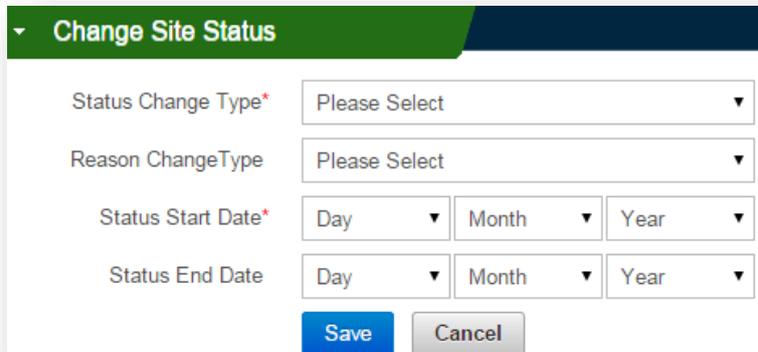
Email Address*

Confirm Email Address*

Website

Site status

If your site is temporarily inactive or closing permanently, you can update this in the portal. Open the Change Site Status accordion and click **Edit**.



Select the status change type. If you choose permanent, please note that you will not be able to reopen the site later. You will need to add a new site or email hearing@health.gov.au. If your site will reopen in the future, you can choose temporary. You will also need to select a reason for the closure (ie. flooding).

For both change types, you will need to enter a start date when the status should take effect (the date the site will be closed from). If the closure is temporary, you can also add an end date (the last day the site will be closed). The site will then change to active the day after. If you aren't sure when it will reopen, you can leave this field blank for now. When you know the date for reopening you can return to the same page and add an end date to reopen the site.

Save updates

Click the **Save** button after each update. It is your responsibility to maintain all site information.

Updates such as site contact details will become effective within around 15 minutes and will be updated in the local provider directory. If you have changed the site status, this will update on the date you have entered for the status to take effect.