



# Managing CHSP service information in the My Aged Care ‘Find a provider’ tool

This document provides information for Commonwealth Home Support Programme (CHSP) service providers on the requirements for managing service information in the My Aged Care Find a provider tool.

This guide contains the following topics:

- Introduction ..... 2
- Important Information ..... 2
  - Administrators ..... 2
  - Updating information in the Find a provider tool..... 3
  - Technical questions and assistance..... 3
  - CHSP Program Manual ..... 3
  - Funding Agreement..... 3
- Duplicate services ..... 4
  - What is a duplicate service? ..... 4
  - Duplicate services and diverse needs specialisations ..... 4
  - Action required – Duplicate entries..... 5
- Outlet names..... 5
  - Locational information in service names..... 5
  - Action required – Outlet names..... 6
- Service delivery area information ..... 6
  - Action required – Service delivery areas ..... 6
- Availability information..... 7
- Specialisations..... 7
- Support resources..... 7
  - User Guides..... 7
  - Videos..... 7

## Introduction

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

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

The departmental policy is:

- the same service should only be listed once per location and '[duplicate services](#)' must be removed
- outlet names should not include phone numbers or marketing slogans
- service delivery areas should reflect only those locations (such as postcodes) where services can be delivered
- availability information should be kept up to date
- any providers that wish to claim in their service information that they provide specialised care for diverse needs groups must apply to have these claims independently assessed and meet the requirements set out in the My Aged Care Provider Specialisation Verification Framework.

---

It is a requirement under the Aged Care Quality Standards that information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

---

## Important Information

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

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

For updates from the department for aged care service providers [subscribe to the aged care sector announcements and newsletters](#).

## Administrators

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

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

## Updating information in the Find a provider tool

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

The Find a provider tool includes a disclaimer stating service providers are responsible for keeping their information up to date. The disclaimer is displayed on individual provider pages. This excludes specifications that are verified by the Department and star ratings. An example is shown below:

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

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

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

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

## Technical questions and assistance

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

- The helpline is available between 8am and 8pm on weekdays and 10am and 2pm on Saturdays AEST.
- Only staff assigned the Organisation Administrator or Outlet Administrator role in your organisation can request some changes through the helpline.
- Make sure you have exact information ready about the change you are requesting when you call, such as the National Approved Provider System (NAPS) ID, outlet name, service and delivery area.

## CHSP Program Manual

The CHSP Program Manual states that service providers must manage and update their service information via the My Aged Care Service and Support Portal, to ensure accurate information is presented publicly through the My Aged Care service finders and to support appropriate referrals to services by the contact centre and the aged care assessors.

## Funding Agreement

The service information you set up in My Aged Care should be consistent with what is in your current Funding Agreement. If you have any questions about your Funding Agreement and contractual obligations, please contact your Funding Arrangement Manager.

## Duplicate services

### What is a duplicate service?

A duplicate CHSP service is a service item that is being delivered:

- within the same organisation; and
- to the same service delivery area as another existing active service item that has the same Outlet ID, Service Type and Service Sub-type.

For example, two domestic assistance service items with the same Service Sub-Types (such as House Cleaning), from the same Outlet, both delivering to a service delivery area of Parramatta NSW 2150, would be considered duplicate services.

The Find a provider tool prevents duplicate CHSP service entries (as defined above) from appearing in search results.

Please note that other types of duplicate services may still appear in the tool. You should review your services regularly and remove duplicate services where identified.

### Duplicate services and diverse needs specialisations

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

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

**!** Diverse needs specialisations do not relate to CHSP Specialist Support Services.

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

Verified specialisations and the criteria to which these claim(s) have been verified against under the Framework are published on the My Aged Care Provider profile. Providers who have not had their specialisation claim(s) verified had those claims removed from their My Aged Care Provider profile on 27 February 2022. Providers can apply for verification of their specialisation(s) at any time.

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

## Action required – Duplicate entries

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

- Editing the service delivery areas for your service items, in particular the selected postcodes of services so they don't overlap.
- Making any duplicate services 'offline' and outlets 'Inactive'.
- Consolidate clients from duplicate services if needed.

## Outlet names

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

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

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

## Locational information in service names

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

*Examples of correct and incorrect outlet names*

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

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

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

## Action required – Outlet names

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

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

## Service delivery area information

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

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

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

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

Incorrect information about service delivery areas can lead to:

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

CHSP providers should only display services in the service delivery areas specified in their Funding Agreement. The service delivery area can be changed as long as it remains within the location (usually Aged Care Planning Region) that is specified in your Funding Agreement.

## Action required – Service delivery areas

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

- Review service delivery area(s) for each of your services to ensure the listed services reflect the areas where you deliver services. This is usually shown in CHSP funding agreements as Aged Care Planning Regions.
- Remove selected suburbs from the 'List of serviced suburbs' if you do not deliver services in that location. Alternatively, use the 'Remove all' function to reconfigure your list of suburbs.

## Availability information

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

Incorrect information about service availability can lead to:

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

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

## Specialisations

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

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

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

For the specialisation criteria providers must meet to have their specialisation claims published to their MAC profile, please see the [Specialisation Verification framework](#).

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

## Support resources

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

### User Guides

[My Aged Care Service and Support Portal User Guide: Part One – Administrator Functions](#)  
[Service and Support Portal User Guide – Advanced Outlet and Service Management – Transferring Clients and Services](#)

[Service and Support Portal User Guide – Creating Service Delivery Outlets and Adding Service Information](#)

[Profile tips for service providers on the My Aged Care Find a provider tool](#)

### Videos

[How to transfer clients and services within and between outlets](#)

[How to configure outlet information – introduction](#)

[How to configure CHSP service information](#)

These materials are available at the [My Aged Care – Service and Support Portal Resources webpage](#).