

Service and Support Portal User Guide - Part 1: Administrator Functions

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1 Background and overview of the Service and Support Portal

1.1 Purpose of the Guide

The My Aged Care Service and Support Portal User Guide – Part One (User Guide) outlines how Commonwealth-funded service providers (providers) set up and maintain the My Aged Care Service and Support Portal (Portal) for your organisation.

The User Guide is split into two parts as follows:

- Part One (this document) provides an overview of the Portal and describes the functions an Administrator can perform.
- Part Two provides an overview of the Portal and describes the functions that a Team Leader or Staff Member can perform.

This guide does not cover:

- Detailed instructions on how to set up organisations in the Relationship Authorisation Manager, which can be found on the [RAM website](#).
- Detailed instructions on how portal users obtain a myID (which can be found in the user guide [Logging in to the Aged Care Systems](#)).



This symbol is used to highlight important information.

1.2 Introduction to using the Service and Support Portal

The Service and Support Portal is used to:

- Manage information about the services you provide.
- Manage referrals for service(s) issued by My Aged Care contact centre staff or aged care needs assessors (assessors) by accepting, rejecting, or placing on a waitlist.
- Update client records with information about services being delivered.
- Request that an assessor undertakes a Support Plan Review for a client.
- Report Serious Incident Response Scheme (SIRS) Priority 1 and Priority 2 incidents in residential aged care.
- Generate reports.
- Report on COVID-19 outbreaks, order Personal Protective Equipment, and manage COVID-19 vaccination data.
- Manage residential client classifications, reassessments, reconsiderations, and palliative care administration.
- Apply to have claims to deliver specialised care to diverse needs groups verified.

1.3 Service and Support Portal Access

To access the Service and Support portal, each staff member must have a My Aged Care portal user account linked to a supported third-party authentication service.

For more information regarding setting up users and logging into the system please refer to [Logging in to the Aged Care Systems](#).

1.4 Staff roles in the Service and Support Portal

The person nominated as the Organisation Administrator needs to be the first person from your organisation to log in to the Portal. Refer to [Logging in to the Aged Care Systems](#) for more information.

The Organisation Administrator will be responsible for assigning roles to other staff; this can include assigning other staff the administrator role to help set up and maintain information about your organisation in the Portal. Roles should be assigned in accordance with the duties the person performs within your organisation.

! If you are assigned more than one role, this access will apply across all outlets you have been granted access to in the Service and Support Portal.

The tables on the following page outline the functions for each role within the Portal.

It includes both client focused and organisation focused tasks.

Client Focussed Key Functions	Organisation Administrator	Outlet Administrator	Team Leader	Staff Member
Search for a client record (for referred clients)			✓	✓
View client records (for referred clients)			✓	✓
View referrals			✓	✓
Accept, reject and revoke referrals			✓	
View tasks and notifications	✓	✓	✓	✓
Manage organisation preferences for tasks and notifications	✓			
Manage outlet preferences for tasks and notifications	✓	✓		
View My Aged Care interactions	✓	✓	✓	✓
Add client service information			✓	✓
Transfer clients between services	✓			
Submit notifications under the Serious Incident Response Scheme	✓	✓	✓	✓

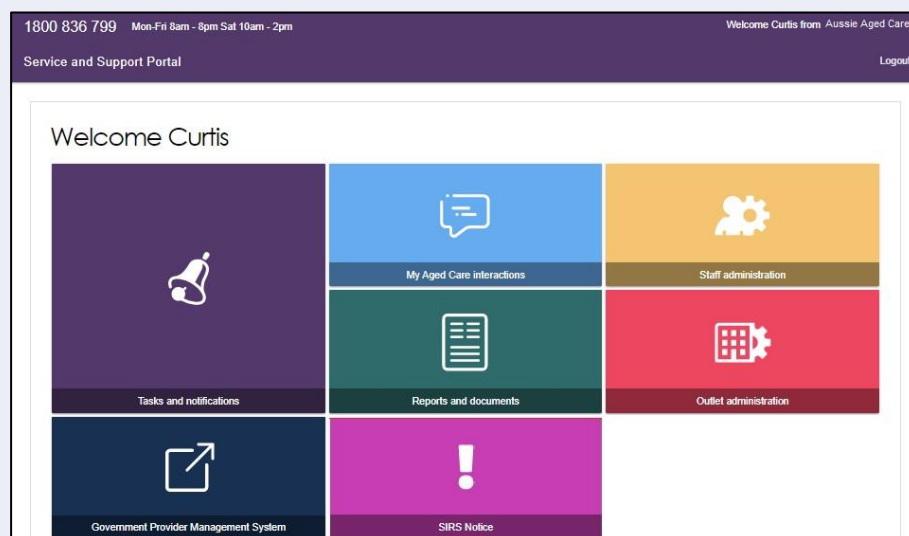
Organisation Focussed Key Functions	Organisation Administrator	Outlet Administrator
Request change to contractual information	✓	✓
Add outlets	✓	
Manage outlets: edit, activate, deactivate, remove	✓	✓
Manage services: add, edit, activate, transfer (Organisation Administrators only) or deactivate	✓	✓
Manage staff (organisation level): add, edit, deactivate, remove	✓	
Manage staff (outlet level): add, edit, deactivate, remove	✓	✓
Enter COVID-19 staff vaccination details	✓	✓
Add, edit and delete IPC Lead contacts	✓	✓

1.4.1 Homepage views by role type

1.4.1.1 Administrator homepage

Administrators at an Organisation level can view and manage information for the entire organisation in the Service and Support Portal. Administrators for one or more outlet(s) in the organisation (Outlet level) will only be able to view and manage information for the outlet(s) they have been assigned.

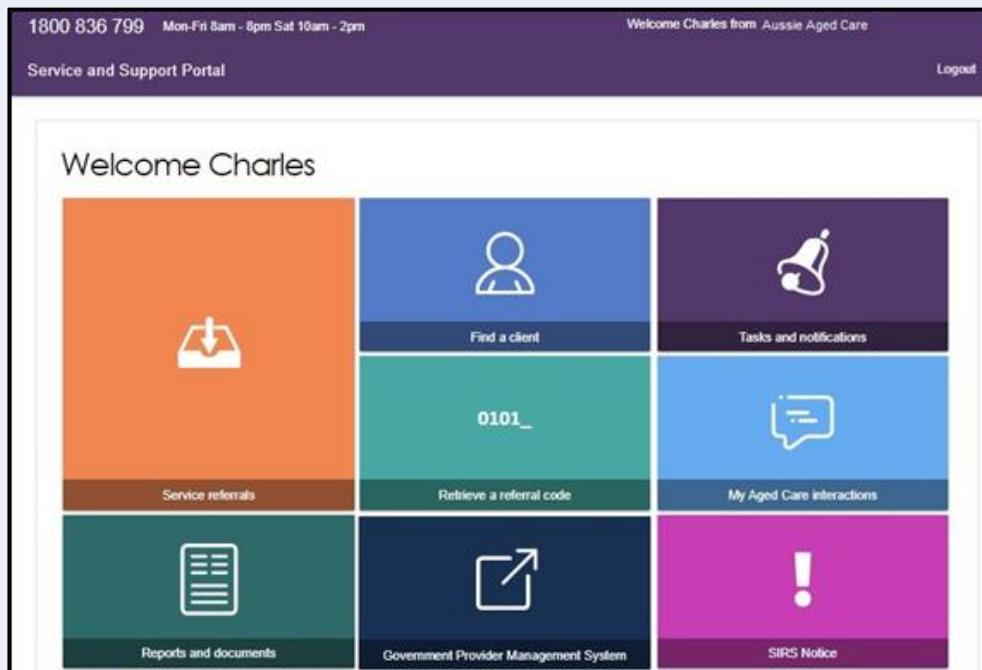
If you log in to the Service and Support Portal as an Administrator, you will see **Tasks and notifications**, **My Aged Care interactions**, **Reports and Documents**, **Outlet administration**, **SIRS Notice**, **Government Provider Management System** and **Staff administration** tiles on your homepage.



1.4.1.2 Team Leader homepage

People assigned the Team Leader role in the Service and Support Portal have the same functions as the Staff Member role but are also responsible for managing referrals for service(s).

If you log in to the Service and Support Portal as a Team Leader, you will see **Service referrals**, **Find a client**, **Tasks and notifications**, **My Aged Care interactions**, **Reports and Documents**, **Retrieve a referral code**, **SIRS Notice**, and **Government Provider Management System** tiles on your homepage.



The Serious Incident Report tile will display on your homepage if you had access to the Service and Support Portal as of 1 April 2021 for Residential Aged Care. If you do not have access to the tile, your Administrator for Service and Support Portal will need to add the **SIRS** role to your staff profile.

For information on how to add the serious incident report tile for staff members please refer to the guide on [How to use the Serious Incident Response Scheme Portal](#).

1.4.1.3 Staff Member homepage

People assigned the Staff Member role in the Service and Support Portal are responsible for adding and updating client service information in the client record.

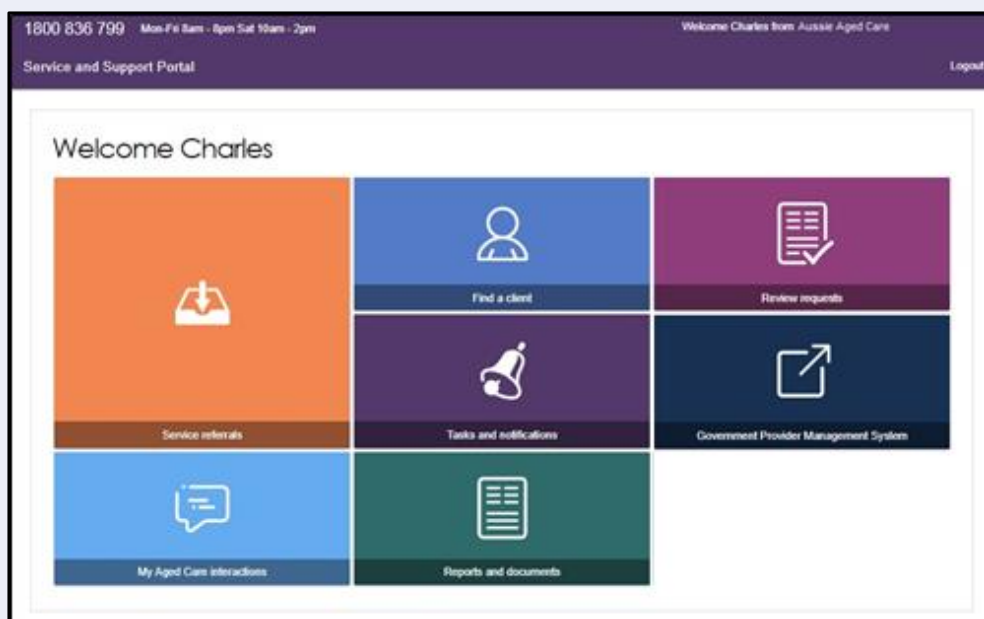
If you log in to the Service and Support Portal as a Staff Member, you will see **Service referrals**, **Find a client**, **Review requests**, **Tasks and notifications**, **My Aged Care interactions**, **Government Provider Management System** and **Reports and documents**.

The Serious Incident Report tile will display on your homepage if you had access to the Service and Support Portal as of 1 April 2021 for residential aged care service providers. If you do not have access to the tile, your Administrator for the Portal will need to add the **SIRS Notice** role to your staff profile.

For information on how to add the SIRS Notice tile for staff members please refer to the guide on:

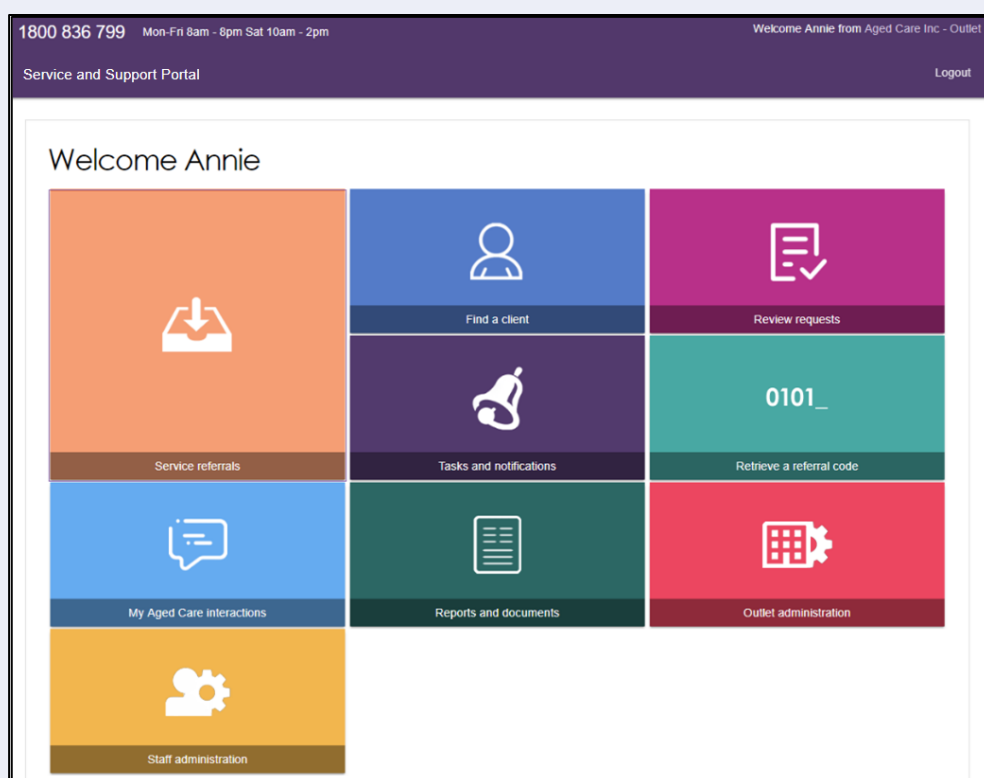
- [How to access and use the Service and Support Portal for Serious Incident Response Scheme – Residential Aged Care services](#)
- [How to access and use the Service and Support Portal for Serious Incident Response Scheme \(SIRS\) - In-Home Care](#)

If you have been assigned the **SIRS** role by your Organisation Administrator, you will then see a **SIRS Notice** tile.



1.4.1.4 Homepage for users assigned multiple roles

If you log in to the Service and Support Portal as a user with Administrator, Team Leader and/or Staff Member roles, you will see the functions for all your roles on the homepage.



2 The Administrator Role

Service information is publicly displayed in the My Aged Care service finder (service finder) on the My Aged Care website.



My Aged Care contact centre staff and assessors use this service information to send referrals. Potential My Aged Care recipients and their support network use this service information to research and access services.

It is the Administrator's responsibility to set up and maintain this information to ensure accurate referrals.

2.1 Creating service delivery outlets

Administrators will need to set up at least one outlet in the Service and Support Portal before they can add their organisations service information such as service items and service sub-types. Administrators can choose how to set up service(s) in the Portal: either all under one outlet or under multiple outlets

Each outlet that you set up can have a different staff, service information, locations and contact details recorded.

Refer to the user guide on [Create service delivery outlets and add service information](#) for further information about outlets.

2.1.1 Creating or adding a new outlet


Administrators need to set up outlets in the 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.

1. From the Outlet administration page, select **ADD NEW OUTLET**.

The screenshot shows the 'Outlet Administration' page. At the top, there are sections for 'About Aged Care Organisation' (Contact details, Home Care Package) and 'Organisation philosophy' (Cultural specialisations, Religious specialisations). Below these is the 'Outlets (9)' section, which contains a red box around the 'ADD NEW OUTLET' button. Below the button are four outlet cards, each with contact details and an 'Active' status indicator.

Outlet Name	Contact Details	Status
Aged Care Allied Health & Residential	1-FW19 Alan Coady (02) 5054 2884 rewards@health.gov.au www.google.com	Active
Aged Care Inc - Outlet 1	1-ABKQJQD Gina Kelly (02) 123456787 gina.kelly@test.gov.au	Active
Aged Care Inc - Outlet 2	1-ABKQJQD George Scott (02) 9676 5432 george.scott@test.gov.au	Active
Carer Respite Centre ACT	1-781016 Elmo Uppinghouse (02) 5054 2884 Vonda.Soderstrom@test.hca.vic www.careract.org.au	Active

2. 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

3. Fill out your address details, 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 *

SUBURB IS NOT LISTED, CLICK HERE

Country *
Australia ☒

VALIDATE THIS ADDRESS

Special instructions (up to 100 characters)

SAVE ADDRESS

CANCEL

4. 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 *
5

Street name *
SMITHERS

Street type *
Street

Enter Suburb and postcode and select from the list below *
SYDNEY, NSW, 2000

SUBURB 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

5. 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

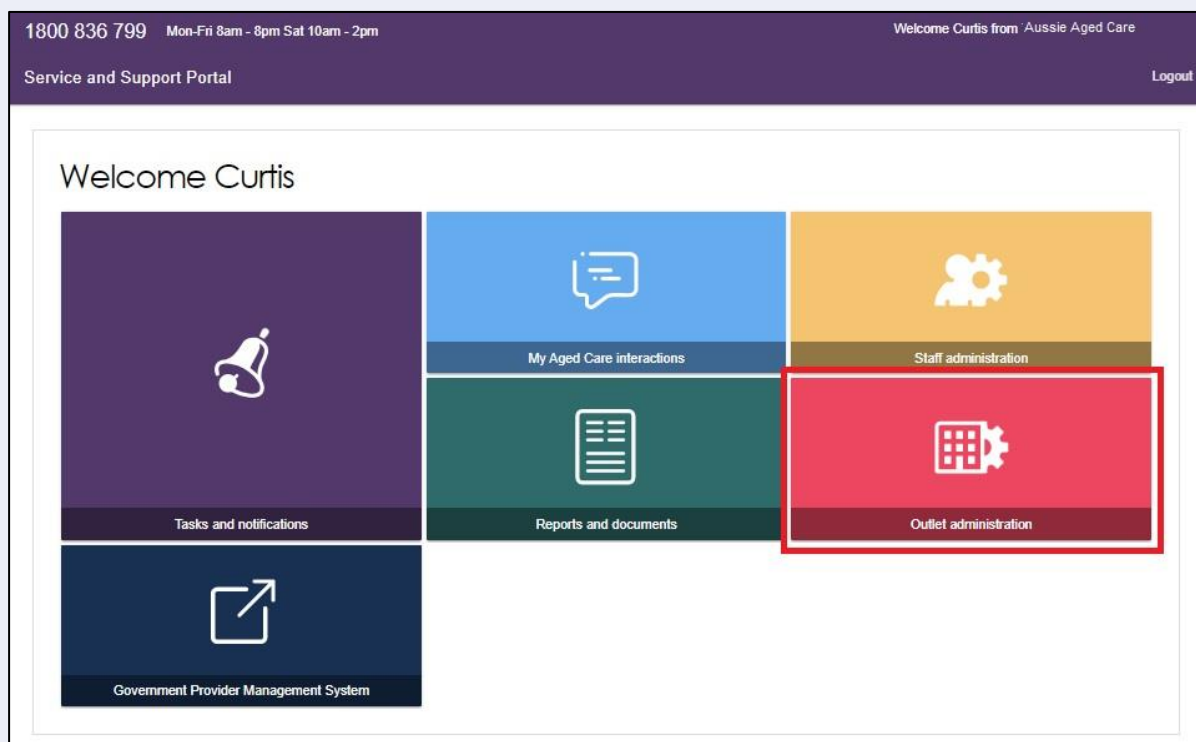
CREATE OUTLET CANCEL

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

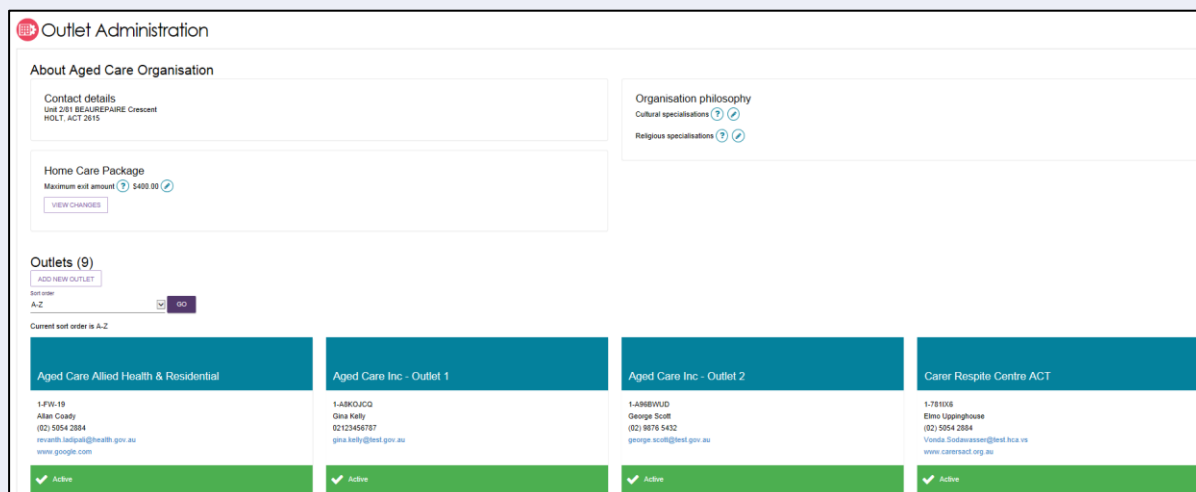
2.1.2 Viewing outlets

To view outlets, follow the procedure below.

1. Select **Outlet administration** from the homepage.




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

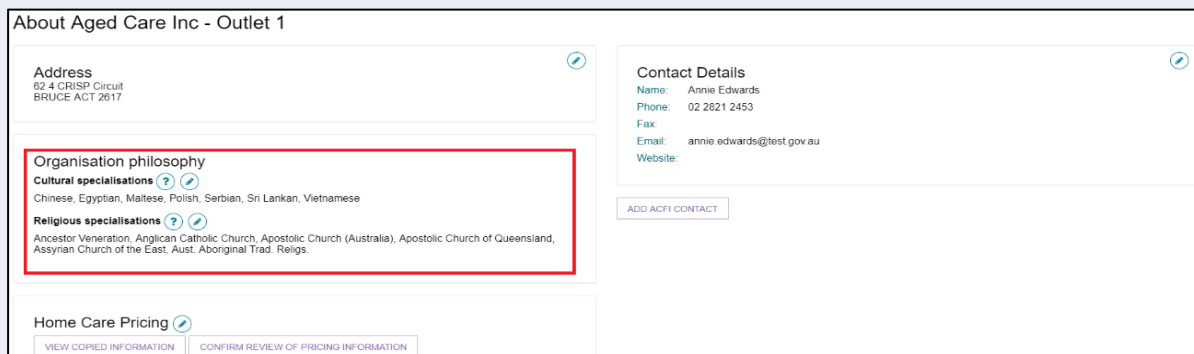


2.1.3 Editing the Organisation philosophy and Specialised Services

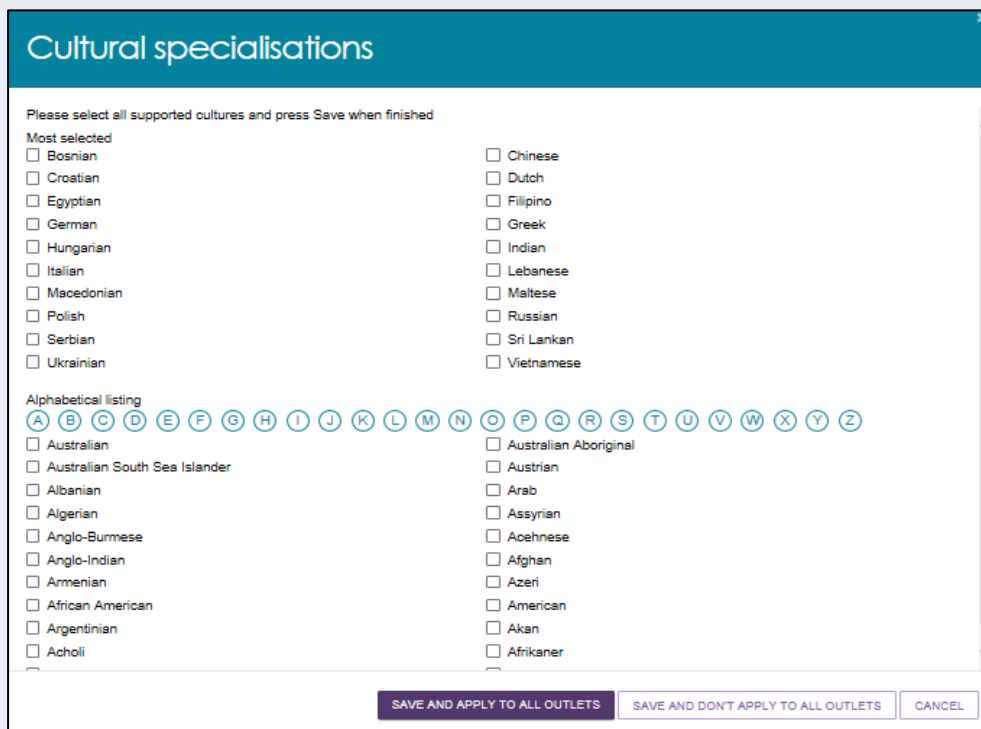
Organisation philosophy attributes and other specialisations will be shown in the service finder results and displayed as part of the detailed information for each of your services. These attributes and specialisations are not verified by the Department.

1. Add/edit cultural specialisations.

Select the **Edit** icon  next to Cultural specialisations to select those groups that you have a focus on providing culturally specific care to.



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 DONT APPLY TO ALL OUTLETS** option.

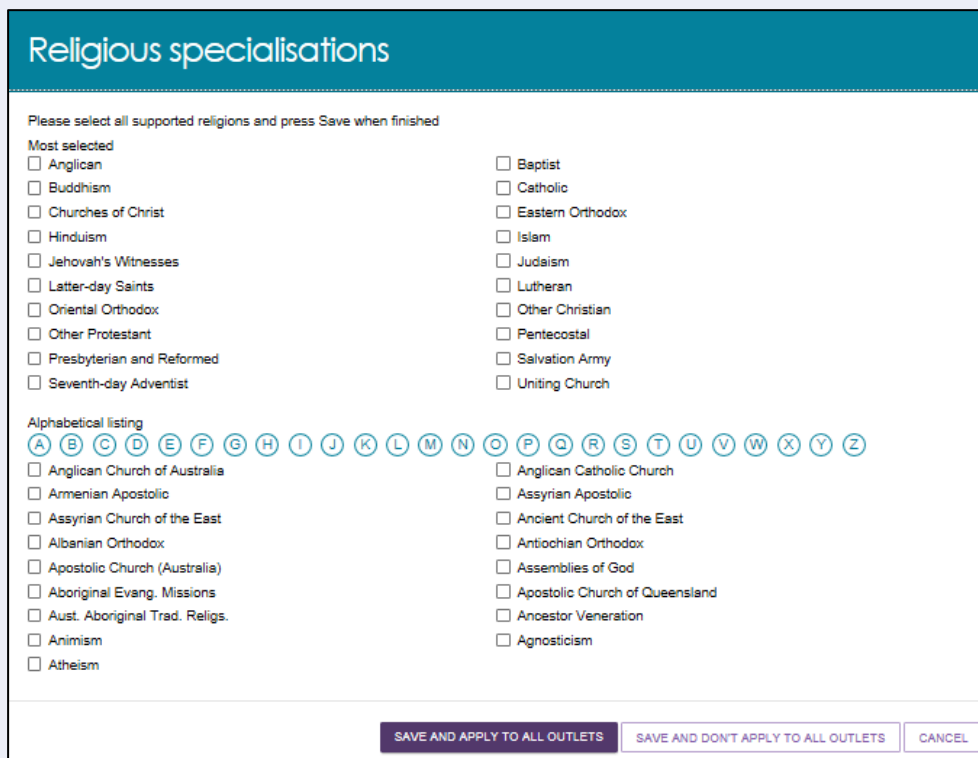


2. Add/edit religious specialisations.

Select 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 DONT APPLY TO ALL OUTLETS option.



2.1.4 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 \(HCPs\)](#)
- [Third Party services for HCPs](#)
- [Exiting People from your Home Care Service.](#)

2.1.5 Adding Specialised Services

You can indicate that a service or outlet offers the following Specialised Services. You should only select those with specific measures in place that demonstrate your specialised service offering, however they are not verified.

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

2.1.6 Diverse Needs Specialisations

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

Specialisations relating to a person's community or background are verified under the My Aged Care Provider Specialisation Verification initiative. These specialisations are:

- Aboriginal and Torres Strait Islander peoples and communities
- people from culturally and linguistically diverse backgrounds
- people who are financially or socially disadvantaged
- veterans
- people who are homeless or at risk of becoming homeless
- care leavers
- parents separated from their children by forced adoption or removal
- lesbian, gay, bisexual, transgender and intersex people
- people who live in rural or remote areas.

Since 27 June 2022, no new diverse needs specialisation claims are being published on My Aged Care unless they have been verified by an independent assessor. Successful verification depends on the outlets 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. Once the claims have been verified, the diverse needs specialisation/s will be shown on the service finder results with a tick icon and criteria to which the providers specialisation claims were verified against under the Specialisation Verification Framework.

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](#).

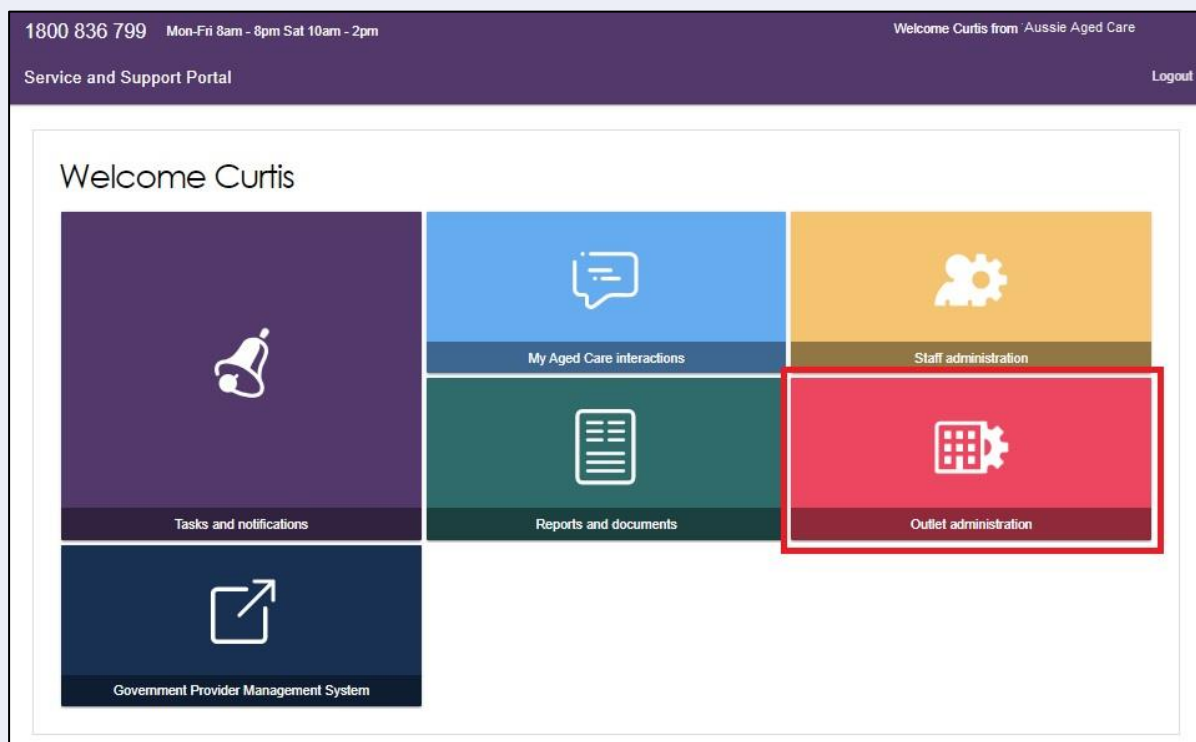
! Upon transferring a service to a new outlet, any diverse needs specialisations recorded against the service will be removed.

The ability for outlet administrators to add/remove diverse needs specialisations against that service will be controlled by the current specialisation verifications in place at the new outlet.

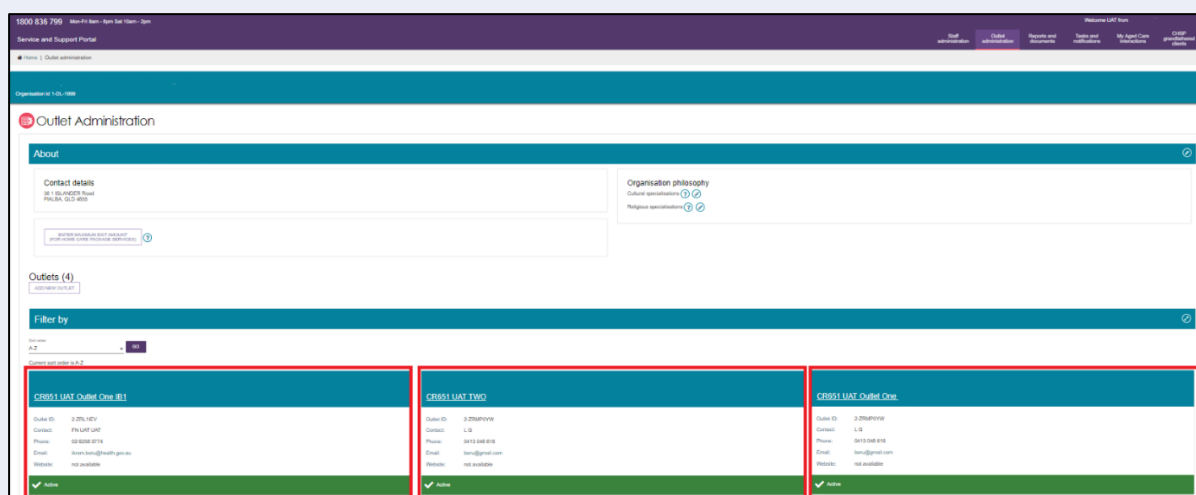
2.1.6.1 Applying for and Adding Diverse Needs Specialisations

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

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**.

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

Service and Support Portal

Welcome UAT from

Staff administration Outlet administration Reports and documents Tasks and notifications My Aged Care interactions CHSP grandfathered clients Log

Home | Outlet administration | View outlet - CR651 UAT TWO

CR651 UAT TWO

(Active) Outlet Id 2-ZRMP0YW

DEACTIVATE OUTLET

View outlet

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

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

4. Select **LODGE A NEW APPLICATION**.

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

Service and Support Portal

Home | Outlet administration | View outlet - Test Outlet | Manage Specialisation Verifications

Test Outlet

(Active) Outlet Id 2-ZRL1IEV

Manage Specialisation Verifications

Lodge a new application

For more information on how to apply to have your claims of delivering specialised care verified by an independent assessor, visit the Department of Health and Aged Care's About Specialisation Verification webpage.

Here you will find the My Aged Care Provider Specialisation Verification Framework, Detailed Evidence Requirements and a Provider Guidance Manual to support your application.

LODGE A NEW APPLICATION



5. After reading information about where to find additional resources to help you complete your application, click **NEXT** to move to the next step.

Test Outlet
(Active) Outlet Id 2-ZRL11EV

Your (the aged care provider's) personal information is protected by law, including the Privacy Act 1988 and the Australian Privacy Principles. Your personal information, including outlet administrator name and email address, is being collected by Australian Healthcare Associates on behalf of the Department of Health and Aged Care (the department). Australian Healthcare Associates collects personal information for the primary purpose of verifying the eligibility of aged care providers against the criteria set out in the Specialisation Verification Framework to ensure that aged care provider profiles on My Aged Care reflect information which is accurate and relevant, for the purposes of providing aged care recipients and their representatives with specialised healthcare services. Your (the aged care provider's) personal information may also be used and disclosed for secondary purposes such as delivering and evaluating the initiative and for statistical, performance, policy development and research purposes.

If you do not provide this information, Australian Healthcare Associates will not be able to assess your application to provide specialised care to aged care recipients with diverse backgrounds. Your personal information is disclosed to Australian Healthcare Associates on behalf of the department and employees of contracted services for the secondary purposes described above, but only those employees or contractors who need to have access.

By submitting this form on behalf of the Outlet or Organisation, you consent to Australian Healthcare Associates collecting information about you and the Outlet/Organisation for the purposes indicated above.

More information about the collection of your personal information by Australian Healthcare Associates on behalf of the department can be found on their [website](#).

More information

More information about the My Aged Care Provider Specialisation Verification initiative can be found on the Department of Health and Aged Care [About us](#) webpage.

For more information on how to apply for verification, read the [Aged Care Provider Guidance Manual](#) published on the Department of Health and Aged Care website.

To talk to a help desk operator about your application, please call Australian Healthcare Associates on 1300 186 711 Monday to Friday, between 9:00am and 5:00pm AEDT/AEST.

Please note the operator can provide you with information on applying to have your specialisation claims verified, however they are unable to provide you with tailored advice about your application.

Review of decision

Should your application for verification of specialisations be unsuccessful, you are entitled to appeal the decision. An initial review will be conducted by Australian Healthcare Associates, and communicated to you.

If you are not satisfied with the outcome of that review, this can be escalated by Australian Healthcare Associates to the Department of Health and Aged Care.

Please contact Australian Healthcare Associates via email to MACspecialisation@health.gov.au if you wish to initiate a review.

Aged care providers' claims of providing specialised care will be reviewed and verified based on the information submitted against the Specialisation Verification Framework. If a provider makes an application to be verified as providing specialised care and it is determined that they do not meet the criterion set out in the Framework, it does not necessarily mean they does not provide this specialised care.

CLOSE

NEXT

6. Select the specialisation/s you wish to apply for verification by checking the relevant tick box, then select **NEXT** to progress.

You can also click **Close** to close the application screen without saving; click **SAVE** to save the status of the application and come back later; and click **PREVIOUS** to go to the previous application screen.

The current status of each specialisation for your outlet is displayed under the specialisation name. They are:

- Not verified
- Current (with a green dot)
- Expired on [Date] (with a red dot)
- Expiring on [Date] (with a yellow dot).

Verification of Specialisations Application Form

Status: New

01

Information

02

Choose specialisations

03

Application

04

Service selection

05

Declaration

02

Choose specialisations

Please choose the specialisation(s) you wish to have verified for this outlet. Each specialisation listed on this page shows the current state of its verification for this outlet. You will not be able to add a specialisation to this application when:

- A current specialisation claim has been verified for this outlet, unless verification is due to expire within the next 3 months.
- An application for that same specialisation and same outlet is currently being assessed by the Independent Assessor.
- The specialisation is already included in this application.

You must select at least one specialisation to your application before proceeding to the next step.

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.

Choose one or more specialisation for verification *

☐ Aboriginal and/or Torres Strait Islander peoples and communities
Expired 22 Sep 2022

☐ Culturally and linguistically diverse
Expired 21 Sep 2022

☐ Financially or Socially disadvantaged people
Not verified

☐ Veterans
Not verified

☐ Homeless or at risk of becoming homeless
Not verified

☐ Care-leavers
Current

☐ Parents separated from their children by forced adoption or removal
Expiring on 01 Apr 2023

☐ Lesbian, gay, bisexual, transgender and intersex people
Current

☐ People who live in rural or remote areas
Current

CLOSE

SAVE

PREVIOUS

NEXT

- Download the specialisation evidence form by clicking **DOWNLOAD FORM**. This will direct you to the form relevant to the specialisation claim you are applying to have verified, located on the Department's website. Then, complete the form.

For each Diverse Needs specialisation that you are applying to have verified, there will be a separate section on this screen for you to download the form.

Verification of Specialisations Application Form
Status: Draft

Progress: 01 Information — 02 Choose specialisations — **03 Application** — 04 Service selection — 05 Declaration

03 Application

In order to complete your application you will be required to:

- Download and complete the relevant Specialisation Evidence Form, ensuring you complete each section associated with the criteria you wish to be assessed against. Note that you must select the required number of criteria for the relevant specialisation.
- Upload the completed Specialisation Evidence Form by selecting 'Upload File' in the screen panel to the right.
- Upload supporting evidence as required, based upon the requirements of each criteria. Upload supporting evidence by selecting 'Upload File' in the screen panel to the right.

All documents must be in PDF file format and not exceed 10MB in size.
For a full list of the criteria and evidence requirements, please visit the [About Specialisation Verification](#) page on the Department of Health and Aged Care website.

Veterans

Step 1: Download Specialisation Evidence Form
In order to apply to have your claims of providing specialised care verified by an independent assessor, you will need to download and complete the Veterans Specialisation Evidence Form.

[DOWNLOAD FORM](#)

Step 2: Upload completed form and supporting evidence *
Upload a completed Veterans 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 four of the Tier 2 criteria.

[PROVIDE EVIDENCE](#)

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

P Additional Information:
0 / 1000

[CLOSE](#) [SAVE](#) [PREVIOUS](#) [NEXT](#)

8. To remove your application, select the delete (Rubbish bin) icon on the top right of the specialisation. Click **YES REMOVE** at the pop up that appears.

Confirm Specialisation Removal

Are you sure you want to remove this specialisation from your application?


Please note that there must be at least one specialisation and accompanying evidence document(s) in your application before you can submit to the auditor

[YES REMOVE](#) [CANCEL](#)

9. Upload evidence that your outlet is eligible for a specialisation by clicking **PROVIDE EVIDENCE**.

To have diverse needs specialisations verified, you must meet one Tier 1 criterion OR 4 Tier 2 criteria. For some special need's groups, fewer than 4 criteria are requirements for providers.

For each diverse needs specialisation that you are applying to have verified, there will be a separate section for you to upload the evidence specified. In these cases, all Tier 2 criteria for that specialisation must be met. For further information regarding the evidence requirements, please see the detailed evidence.

 **Verification of Specialisations Application Form**
Status: Draft

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

03 Application

In order to complete your application you will be required to:

- Download and complete the relevant Specialisation Evidence Form, ensuring you complete each section associated with the criteria you wish to be assessed against. Note that you must select the required number of criteria for the relevant specialisation.
- Upload the completed Specialisation Evidence Form by selecting 'Upload File' in the screen panel to the right.
- Upload supporting evidence as required, based upon the requirements of each criteria. Upload supporting evidence by selecting 'Upload File' in the screen panel to the right.

All documents must be in PDF file format and not exceed 10MB in size.
For a full list of the criteria and evidence requirements, please visit the [About Specialisation Verification](#) page on the Department of Health and Aged Care website.

Veterans

Step 1: Download Specialisation Evidence Form
In order to apply to have your claims of providing specialised care verified by an independent assessor, you will need to download and complete the Veterans Specialisation Evidence Form.

[DOWNLOAD FORM](#)

Step 2: Upload completed form and supporting evidence *
Upload a completed Veterans 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 four of the Tier 2 criteria.

[PROVIDE EVIDENCE](#)

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

P Additional Information:

0 / 1000

[CLOSE](#) [SAVE](#) [PREVIOUS](#) [NEXT](#)

10. A pop-up box will appear. Select which Tier and Criterion that you wish to upload evidence against in the drop-down menu, then select **Choose Files** to upload the PDF file. Click **SUBMIT**, then repeat for any additional evidence that is required for each specialisation application.

Evidence of specialisation

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

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

Tier 2 - Criterion 1: The provider is a not-for-profit veteran community organisation.

i The following evidence is required to support this criterion
A letter from the CEO or Executive Officer of the service stating the provider is a not-for-profit veteran community organisation.

Evidence Document(s) *
Documents must be in PDF file format and not exceed 10MB in size.

[Choose files](#) No file chosen

[SUBMIT](#) [CANCEL](#)

11. Uploaded evidence will look like the below screenshot. At this stage, you can select:

- the double arrow (Expand) button to view the evidence required to support this criterion
- the delete/rubbish bin icon next to the file uploaded to delete the file
- The delete/rubbish bin icon on the top right of each document tier/criterion to delete the entire section.


Step 2: Upload completed form and supporting evidence *


Upload a completed Veterans 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 four of the Tier 2 criteria.


Evidence document(s)


Tier 2 - Criterion 1 : The provider is a not-for-profit veteran community organisation.

 Evidence required to support this criterion


 [Evidence File.pdf](#)


Tier 2 - Criterion 2 : One or more staff members are a veteran and are well resourced and supported by management to act as 'champions' within the organisation to support care recipients and other staff.

 Evidence required to support this criterion


 [Evidence File.pdf](#)


Tier 2 - Criterion 3 : At least one staff member understands and makes aged care recipients aware of the services they and their families can continue to access through the Department of Veterans' Affairs.

 Evidence required to support this criterion

 [Evidence File.pdf](#)

Tier 2 - Criterion 8 : At least one veteran sits on the governing body (e.g. board) of the provider at the outlet level.


 Evidence required to support this criterion

 [Evidence File.pdf](#)

12. If required, record any further information to support your application, then click **NEXT**.

Additional information

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

 Additional Information:
The files are signed by a JP

28 / 1000

[CLOSE](#) [SAVE](#) [PREVIOUS](#) [NEXT](#)

13. Select the services associated with the outlet which cater for each diverse need's specialisation being verified. Then click **NEXT**.

14. To submit your application, you must agree with the declaration by ticking the checkbox, and then clicking **SUBMIT**.

15. You can view submitted applications by returning to the **Manage Specialisation Verifications** page which defaults to the Applications tab. In this tab you can also view any



other applications in progress, and any finalised applications. In the **Verifications** tab, you can view a history of verifications for this outlet.

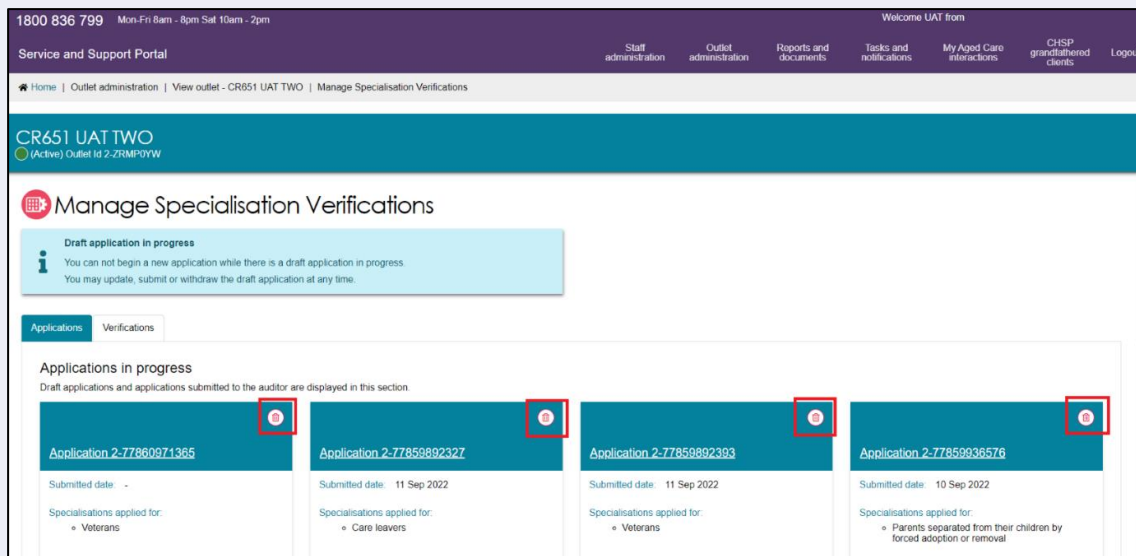
The screenshot shows the 'Manage Specialisation Verifications' page for 'Test Outlet' (Active). The page has a purple header with contact information and a navigation bar. Below the header, there's a section for 'Lodge a new application' with a link to the Department of Health and Aged Care's website. A button labeled 'LODGE A NEW APPLICATION' is present. The main content area has two tabs: 'Applications' and 'Verifications'. Under 'Applications', there's a section for 'Applications in progress' which contains a card for 'Application 2-77976454130'. This card is highlighted with a red box. It shows the submitted date (06 Feb 2023), submitted by (Curtis Gavin), contact email (onetwo@gmail.com), and specialisations applied for (Veterans). Below this card is a 'Submitted' status bar. There's also a section for 'Finalised applications'.

2.1.6.2 Editing Diverse Needs Specialisation Applications

1. To edit an application that has been submitted, click on the application title. If an application requires additional information, you may be required to update and resubmit an application to the independent assessor.

The screenshot shows the 'Manage Specialisation Verifications' page for 'CR651 UAT TWO' (Active). The page has a purple header with contact information and a navigation bar. Below the header, there's a section for 'Lodge a new application' with a link to the Department of Health and Aged Care's website. A button labeled 'LODGE A NEW APPLICATION' is present. The main content area has two tabs: 'Applications' and 'Verifications'. Under 'Applications', there's a section for 'Applications in progress' which contains a grid of application cards. One card, 'Application 2-77859892088', is highlighted with a red box. It shows the submitted date (11 Sep 2022), submitted by (Curtis Gavin), contact email (onetwo@gmail.com), and specialisations applied for (Veterans). Below this card is a 'Submitted' status bar. There's also a section for 'Finalised applications'.

2. To remove an application, select the **delete** (bin) symbol.



2.2 Service Items

You will need to create and maintain information about the aged care services that your organisation provides (known as service items) in the Service and Support Portal in order to receive referrals through My Aged Care.

It is important that information about the services you provide is kept up to date as the information is publicly displayed for prospective My Aged Care recipients and their support network on the service finder on the My Aged Care website (www.myagedcare.gov.au), and used by My Aged Care contact centre staff and assessors to refer clients to service(s).

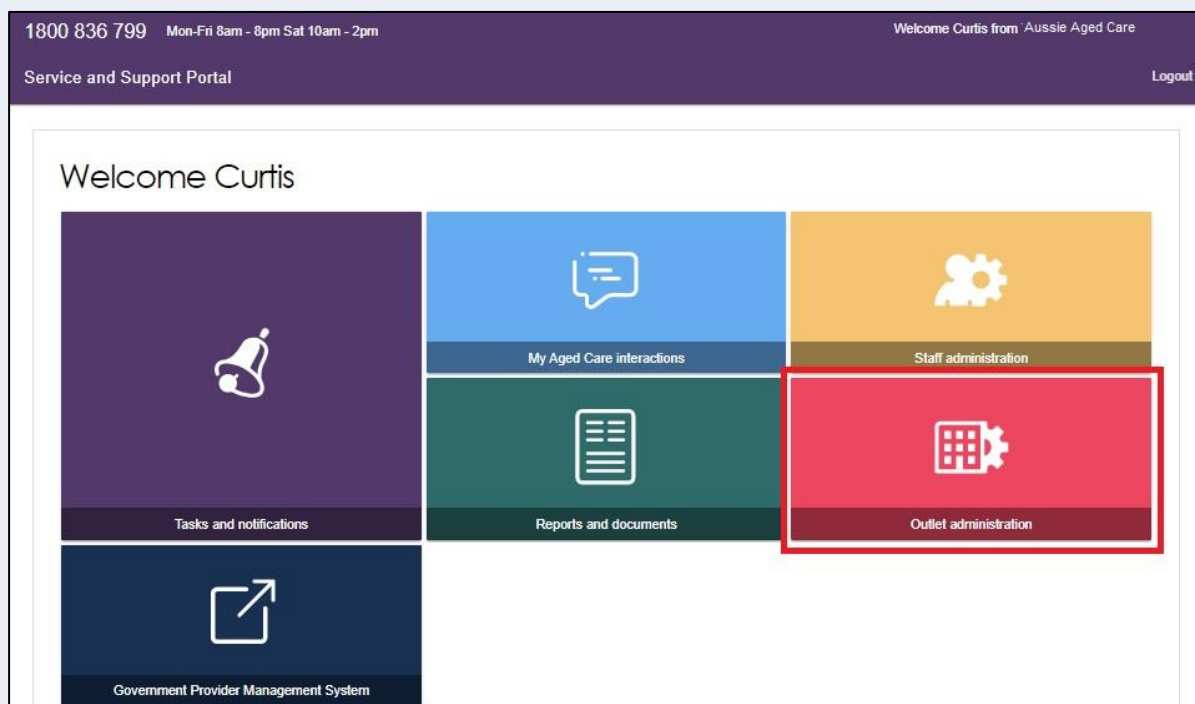
! If you are adding or updating multi-purpose services or Short-Term Restorative Care (STRC) as a service type, please refer to the user guides available here: [Service and Support Portal Resources](#).

Services need to be linked to one or more of your outlets. You can also [add service sub-types](#) under your service items.

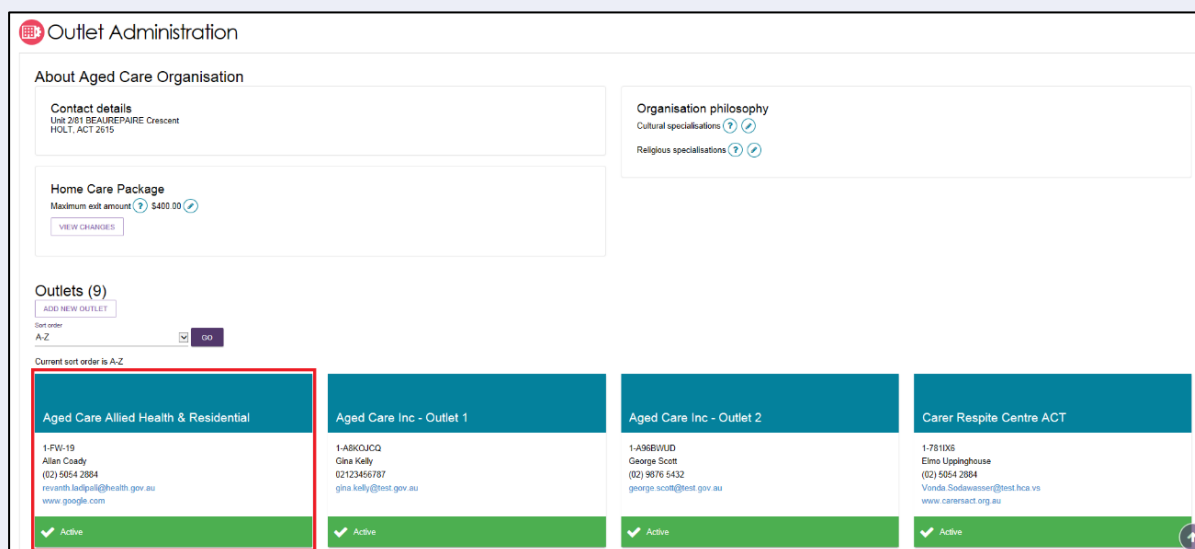
2.2.1 Adding a service item

The steps to add a service item to an outlet are outlined below.

1. Select **Outlet administration** from the homepage.



2. 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 **View Outlet** page will be displayed.



3. From the **View outlet** page, select **VIEW SERVICE ITEMS**.

About Aged Care Inc - Outlet 1

Address
62 4 CRISP Circuit
BRUCE ACT 2617

Organisation philosophy
Cultural specialisations
Chinese, Egyptian, Maltese, Polish, Serbian, Sri Lankan, Vietnamese
Religious specialisations
Ancestor Veneration, Anglican Catholic Church, Apostolic Church (Australia), Apostolic Church of Queensland, Assyrian Church of the East, Aust. Aboriginal Trad. Relig.

Home Care Pricing

Contact Details
Name: Annie Edwards
Phone: 02 2821 2453
Fax:
Email: annie.edwards@test.gov.au
Website:

VIEW SERVICE ITEMS

4. From the View Service Items page, select **ADD A SERVICE ITEM**.

View Service Items

ADD A SERVICE ITEM

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

Filter by

Status: Operational Service availability: Waitlist availability:

ADVANCED SEARCH **CLEAR FILTERS**

Status is Operational

FILTER **CLEAR**

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

Add service item

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

Select the Programme that applies to this service item *

SAVE **CANCEL**

ADD

6. 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.

Add service item

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

Select the Programme that applies to this service item *

Commonwealth Home Support Programme

Which of the following applies to this service item?

☒ Funded
☐ Non-funded

SAVE **CANCEL**

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

7. For funded services, select the 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.

Add service item

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

Select the Programme that applies to this service item *

Commonwealth Home Support 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

Cottage Respite

Funding region type

Funding region

FILTER **CLEAR ALL**

Program	Service provider	Service item name	NAPS ID	Service type	Funding region type	Funding region state	Funding region	Location	Start date	End date
<input type="radio"/> Commonwealth Home Support Programme	Aged Care Inc	Respite Services	33333	Cottage Respite	Aged Care Planning Region	NSW	Illawarra		01 Nov 2015	
<input type="radio"/> Commonwealth Home Support Programme	Aged Care Inc	Respite Services	33333	Cottage Respite	Aged Care Planning Region	ACT	ACT		01 Nov 2015	

SAVE **CANCEL**

The service item will now display in the Outlet details page under **Services**.

! If you are adding a new HCP 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 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.

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: ☒ Waitlist availability: ☒

ADVANCED SEARCH CLEAR FILTERS

Status is Operational

FILTER **CLEAR**

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

ACT

NAPS Service ID 8693, Service item name: Carers ACT Incorporated

[See all types](#)

Status	Service availability	Waitlist availability
Operational	Yes	Yes

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

ACT

NAPS Service ID 8693, Service item name: Carers ACT Incorporated

Status	Service availability	Waitlist availability
Operational	Yes	Yes

2.2.2 Editing a service item

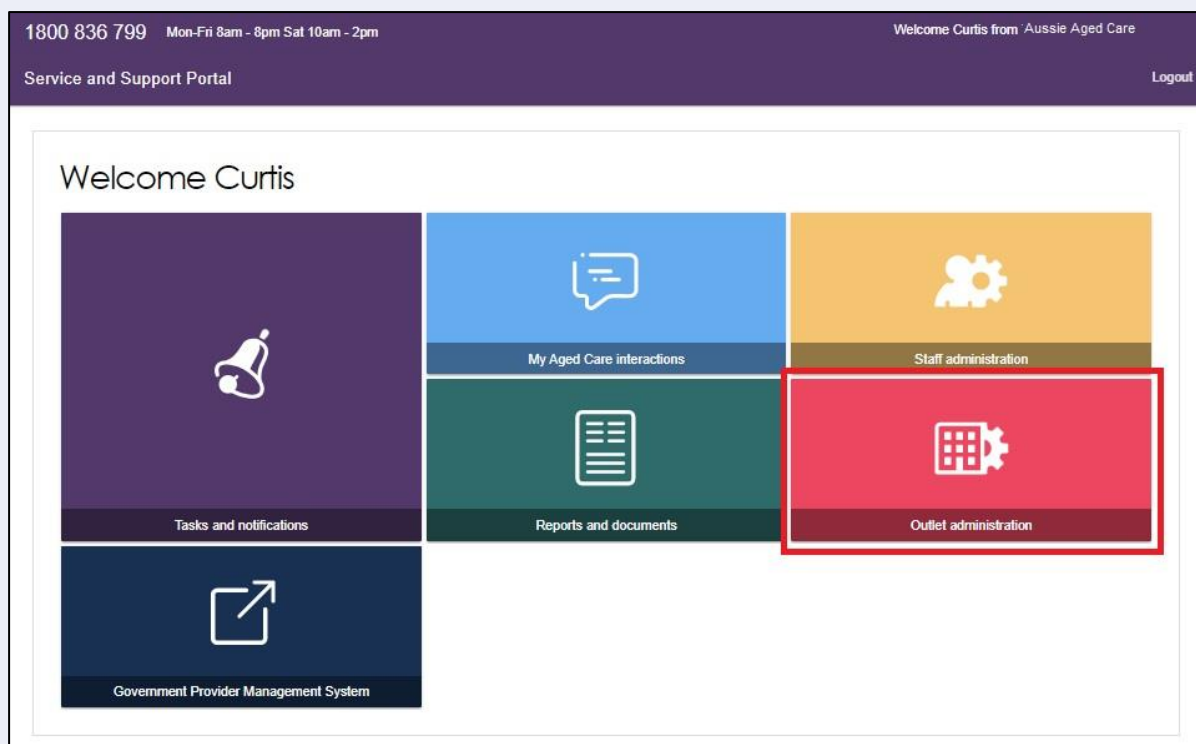
You can edit service item details, including:

- Service item name
- Service delivery area
- If a service caters for diverse needs, you will only be able to select categories for which your outlet has been verified for providing specialised services to. See [Adding and Editing Diverse Needs Specialisations](#) for more information.
- If a service focuses on a specialised service (see [Editing the Organisation Philosophy and Specialised Services](#))
- Upload promotional attachments (for residential facilities)
- Edit Home Care Package specific attributes
- Enter a detailed description for the service item.

The steps for editing service item information are outlined below.

! Only non-contractual information can be edited in the Service and Support Portal. The steps you need to take to request changes to contractual information are outlined in Section 2.3.5 of this guide.

1. Select **Outlet administration** from the homepage.



2. Select the outlet card you want to edit by selecting the outlet name.

The screenshot shows the 'Outlet Administration' page. It includes sections for 'About Yass Valley Council', 'Home Care Package', and 'Outlets (4)'. The 'Outlets (4)' section displays a list of outlets. The first outlet, 'Yass Packages', is highlighted with a red box. The other outlets are 'Yass Valley Aged Care - Garden House', 'Yass Valley Aged Care - Heritage House', and 'Yass Valley Aged Care - Lamington Lodge'. Each outlet card shows contact details and a status indicator (Active).

3. On the **View outlet** page, select **VIEW SERVICE** items then select the **Edit** icon next to the relevant service item.

The screenshot shows the 'View Service Items' page. It includes a header with the 'View Service Items' title and an 'ADD A SERVICE ITEM' button. Below the header are tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Home Care Packages', and 'Residential Care'. The 'Commonwealth Home Support Programme' tab is selected. Below the tabs is a 'Filter by' section. The first service item, 'Meals, Commonwealth Home Support Programme, funded', is highlighted with a red box. The second service item, 'Social Support Group, Commonwealth Home Support Programme, funded', is also visible. Each service item card shows details like 'ACT', 'NAPS Service ID', and 'Service item name'. It also includes status indicators for 'Status', 'Service availability', and 'Waitlist availability'.

The **Service details** page will display.

4. Make the required changes and select **SAVE**. Read-only information is contractual information and cannot be edited via the Service and Support Portal. Any additional service information can be added in the **Service description** free text field. This information will be displayed in the public service finder on the My Aged Care website to assist clients in selecting a provider.

2.2.2.1 Editing availability of services and waitlists for a service

You can maintain information about the availability of service items via the Portal. To maintain a waitlist via the Portal 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* on the [My Aged Care website](#). When you update availability information, the changes will appear on the



Service Finder by the next day.

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 select on **VIEW SERVICE ITEMS**.

About Aged Care Inc - Outlet 1

Address
62 4 CRISP Circuit
BRUCE ACT 2617

Organisation philosophy
Cultural specialisations
Chinese, Egyptian, Maltese, Polish, Serbian, Sri Lankan, Vietnamese
Religious specialisations
Ancestor Veneration, Anglican Catholic Church, Apostolic Church (Australia), Apostolic Church of Queensland, Assyrian Church of the East, Aust. Aboriginal Trad. Religs.

Home Care Pricing
VIEW COPIED INFORMATION CONFIRM REVIEW OF PRICING INFORMATION

Contact Details
Name: Annie Edwards
Phone: 02 2821 2453
Fax:
Email: annie.edwards@test.gov.au
Website:
ADD ACFI CONTACT

VIEW SERVICE ITEMS

2. Select the relevant service/waitlist availability status (yes / no).

Meals, Commonwealth Home Support Programme, funded
ACT
NAPS Service ID 1-HUVJ2EC, Service item name: Meals
See Sub-types

Status
Operational Offline

Service availability
Yes No
Waitlist availability
Yes No

The waitlist functionality is explained in [Assessor Portal User Guide 3 – Managing referrals for assessment and Support Plan Reviews](#).

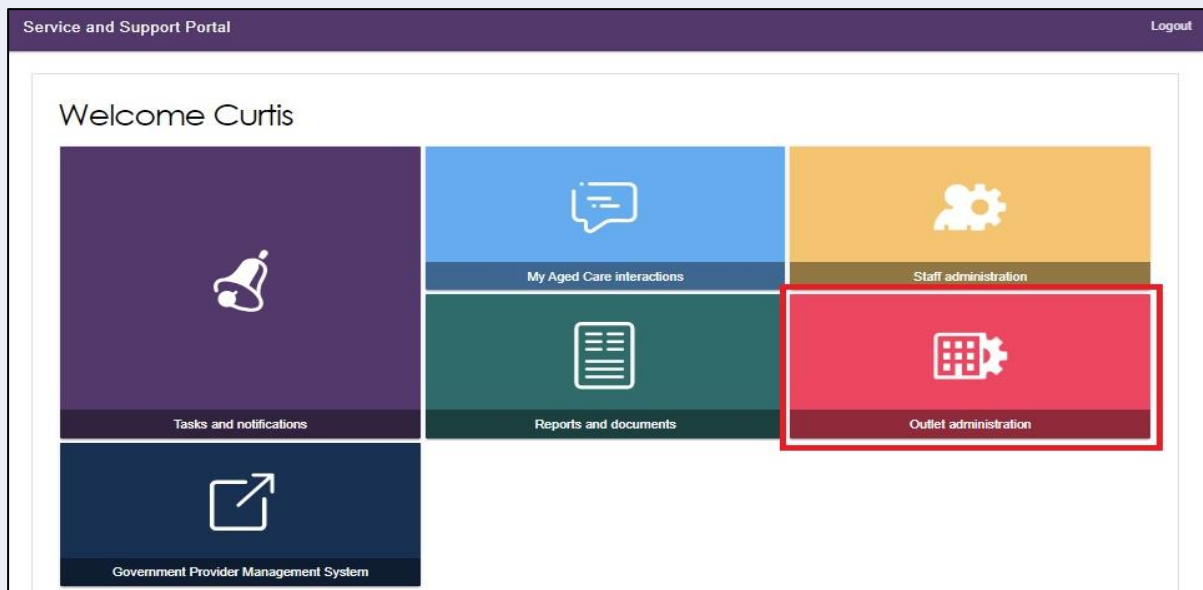
2.2.2.2 Editing service delivery area

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

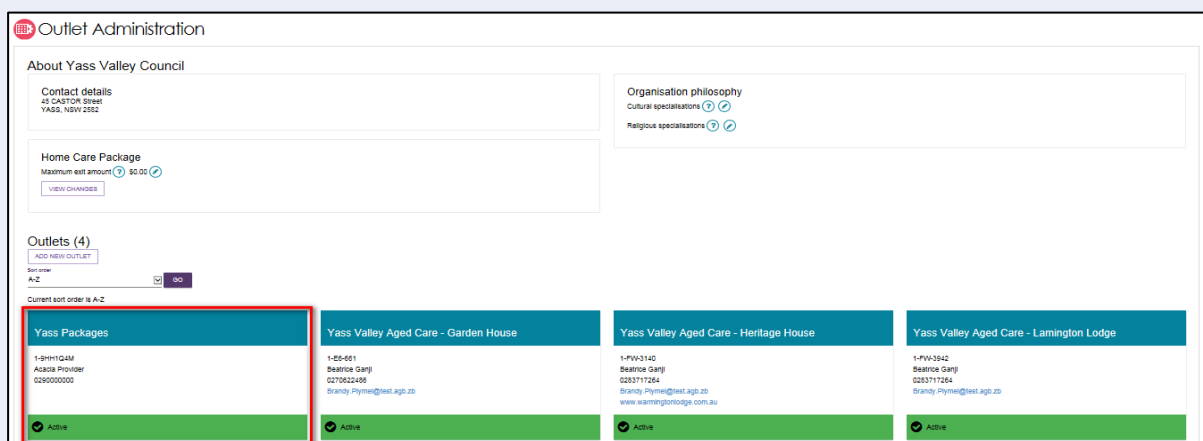
It is important that you ensure the service delivery area(s) is accurate. This information is publicly displayed in the service finders, and impacts the referrals sent by contact centre staff and assessors.

You can select service delivery areas at either the client's location or the service providers location. The steps to edit the service delivery area (if At client location is selected) are outlined below.

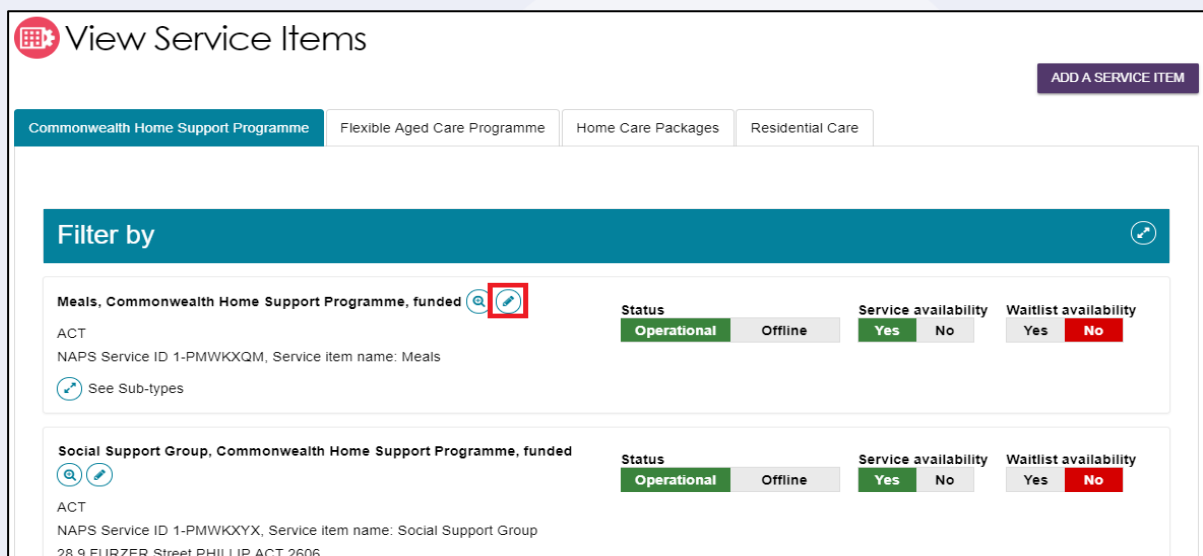
1. Select **Outlet administration** from the homepage.



2. Select the outlet card you want to edit by selecting the outlet name then select **VIEW SERVICE ITEMS**.




3. On the **View Service Items** page, select the **Edit** icon next to the relevant service item.



The **Service details** page will display.



4. 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 nameAged Care Allied Health & Residential

Facility name

Facility previously known as

Facility locally known as

Service start date01 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

5. 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.

Edit service delivery details

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

List of serviced suburbs

Suburb	State	Postcode
<input type="checkbox"/> ACTON	ACT	2601
<input type="checkbox"/> AINSLIE	ACT	2602
<input type="checkbox"/> AMAROO	ACT	2914
<input type="checkbox"/> ARANDA	ACT	2614

CLOSE



6. 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. Select **CLOSE** to go back to editing the service.

<input checked="" type="checkbox"/>	BONNER	ACT	2914
<input checked="" type="checkbox"/>	BONYTHON	ACT	2905
<input type="button" value="REMOVE SELECTED"/> <input type="button" value="REMOVE ALL"/>			

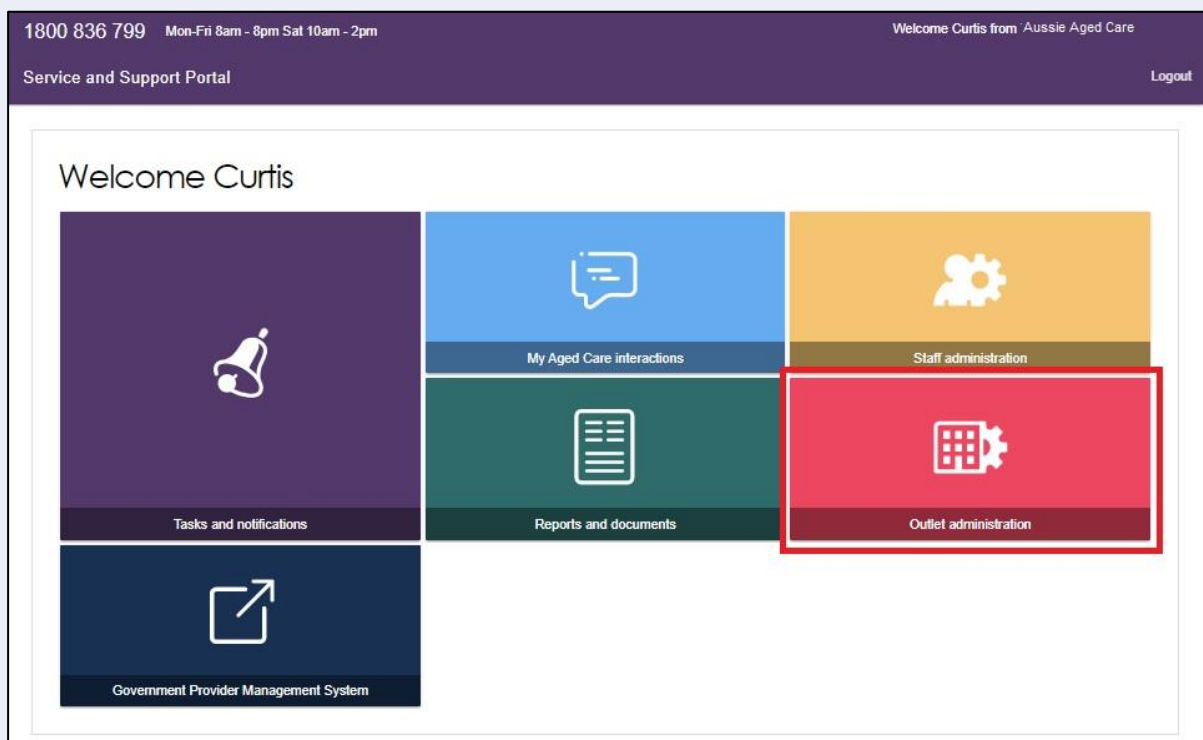
2.2.2.3 Attaching promotional material

Residential Care providers can add promotional material to be displayed in the service finder. Transition Care and Commonwealth Home Support Programme (CHSP) providers have the option to attach promotional material in the portal; however, this material will not be displayed on the service finder. Further information on attachments for HCP providers is shown in the next section of this guide.

Promotional material will not be visible on the *Service Finder* until it has been reviewed and approved by the Department. It is expected that it will take three business days. When approved, the promotional material will be displayed on the *Service Finder* on the My Aged Care website.

The steps to attach promotional material (for example, photos, brochures, menus) are outlined below.

1. Select **Outlet administration** from the homepage.



2. Select the **Outlet Card** you want to edit by selecting the outlet name.

Outlet Administration

About Aged Care Inc

Contact details
62 CRISP Circuit
BRUCE, ACT 2617

Home Care Package
Maximum exit amount \$5,000.00

Organisation philosophy
Cultural specialisations
Religious specialisations

Outlets (3)
ADD NEW OUTLET
Sort order: A-Z
GO
Current sort order is A-Z

Outlet Name	Status
Aged Care Inc - Outlet 1 1-11VSH34 Annie Edwards 02 8765 5432 annie.edwards@test.gov.au	Active
Aged Care Inc - Outlet 2 1-1KLOURD Leanne McDonald 02 8765 4321 leanne.mcdonald@test.gov.au	Active
Inactive Outlet 1-1LE6OPT Testy McTestington 02 6259 9343	Inactive

3. On the **View outlet** page, select **VIEW SERVICE ITEMS**

About Aged Care Inc - Outlet 1

Address
62 4 CRISP Circuit
BRUCE ACT 2617

Contact Details
Name: Annie Edwards
Phone: 02 2821 2453
Fax:
Email: annie.edwards@test.gov.au
Website:

Organisation philosophy
Cultural specialisations
Chinese, Egyptian, Maltese, Polish, Serbian, Sri Lankan, Vietnamese
Religious specialisations
Ancestor Veneration, Anglican Catholic Church, Apostolic Church (Australia), Apostolic Church of Queensland, Assyrian Church of the East, Aust. Aboriginal Trad. Religs.

Home Care Pricing
VIEW COPIED INFORMATION
CONFIRM REVIEW OF PRICING INFORMATION

VIEW SERVICE ITEMS

4. On the **View Service Items** page, select **Residential Care** and Edit the relevant service item.

View Service Items

ADD A SERVICE ITEM

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

Filter by

Status: Operational Service availability: Waitlist availability:

ADVANCED SEARCH CLEAR FILTERS

Status is Operational

FILTER CLEAR

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

See room types

The **Service details** page will display.



5. Scroll down to the Promotional section. Select **Browse** to find and attach your promotional material (file types supported include .jpg, .jpeg, .png, .pdf, .rtf, .doc and .docx) and select **Save and Submit Requested Changes for Approval** after entering information about the attachment. The **Feature Photo** option in the **Type of the attachment** dropdown will be the primary image displayed to users of the service finder.

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

U:\Activity Calendar.docx

Attachment name: *

Activity Calendar

Caption of the attachment: *

Activities for June/July

Type of the attachment: *

Activity Calendar ☐

Please provide a short description about the attachment:

250 characters

Website address

Type URL

http:// ☐ www.hortonhouse.com.au

Service description

Description

Residential and respite care available.

39 / 1000

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 / 100

At the bottom of the screen, a confirmation will display, and a warning message will prompt you to submit the service item update to the Department for approval.

Aged care homes

Residential Pe

Service ID 1139

Service item name

Waitlist availability

Yes No

Service item updated successfully.

Some service items or room types are pending submission for approval prior to being published. Service items and room types must be individually submitted for approval by clicking on the Submit link.

2.2.3 Home Care Package attributes

If you are configuring a Home Care Package service, a number of attributes specific to the delivery of this service type will become available to select and display on the service finder. These are shown as follows.

The screenshot displays the 'Service and Support Portal' interface for configuring a Home Care Package service. The top navigation bar includes links for 'Home', 'Outlet administration', 'View outlet - Home Care Canberra', 'View service items', and 'Service Details'. The main content area is divided into several sections:

- Maximum permissible interest rate (MPIR):** A field for entering the interest rate.
- Changes to the following information will apply to all home care package levels in this service item:** A section for specifying delivery areas.
- Service delivery area:** A field with a question mark icon, currently showing 'No delivery areas specified'.
- Specialisations:** A section with a question mark icon and a note: '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.' It contains two sub-sections:
 - Diverse needs:** A section with a question mark icon asking 'For which of these groups do you provide specific services?'. It lists various groups with checkboxes: Aboriginal and/or Torres Strait Islander, People who live in rural or remote areas, Veterans, Care-leavers, Lesbian, gay, bisexual, transgender and intersex people, Culturally and linguistically diverse, Financially or Socially disadvantaged people, Homeless or at risk of becoming homeless, and Parents separated from their children by forced adoption or removal.
 - Specialised services:** A section with a question mark icon asking 'Which of the following applies to this service?'. It lists various services with checkboxes: Dementia, Continence, Hearing, Respite care, Wellness and reablement, Mental Health, Vision, Terminal illness, Mobility, and Assistive Technology.
- Languages:** A section with a question mark icon showing 'No languages specified' and a button labeled 'SELECT LANGUAGES AVAILABLE'.

2.2.3.1 Specialisations

Specialisations is an umbrella term for 3 sub-groups: diverse needs, specialised services, and languages. Providers of all care types are able to identify their ability to provide services that cater to these specialisations. To declare any from **Diverse needs**, they must be verified by the independent assessor.

Specialised services will be displayed only for HCP service items.

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.

2.2.3.2 Diverse needs

Diverse Needs specialisations are a subset of Specialisations, involving providing specialised services for the groups identified as having special needs 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.

Providers who wish to make claims that their outlet specialises in the care of people identifying with one or more of the diverse need's groups will need to apply to have these claims verified by an independent 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.

Since 27 June 2022, no new unverified diverse needs specialisation claims will be published on My Aged Care. Successful verification is contingent on the outlets ability to demonstrate they provide specialised care. The criteria providers are required to meet, and expected forms of evidence, are set out in the Specialisation Verification Framework.

Only verified diverse needs specialisations are visible on My Aged Care provider profiles. Providers who have not had their diverse needs specialisation claim(s) verified will have had those claims removed from their My Aged Care Provider profile on 27 February 2023.

Specialisations ?

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

Diverse needs ?


<input checked="" type="checkbox"/> Aboriginal and/or Torres Strait Islander	<input checked="" 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 checked="" type="checkbox"/> Veterans	<input checked="" type="checkbox"/> Homeless or at risk of becoming homeless
<input checked="" type="checkbox"/> Care-Leavers	<input type="checkbox"/> Parents separated from their children by forced adoption or removal
<input type="checkbox"/> Lesbian, gay, bisexual, transgender and intersex people	

For more general information on the verification process and detailed evidence requirements, please refer to [About Specialisation Verification and the Specialisation verification – final framework | Australian Government](#).

For specialisation criteria refer to [Specialisation verification – final framework](#).

2.2.3.3 Specialised services

Although these services are not verified, please select only those with specific measures in place which demonstrate your specialised service offering.

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

2.2.3.4 Languages


1. To indicate that services are being delivered in a language other than English, select **SELECT LANGUAGES AVAILABLE**.

Languages 

No languages specified

SELECT LANGUAGES AVAILABLE

2. Select one or more languages then select **SAVE**.

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

☐ Acholi
☐ Amharic
☐ Armenian
☐ Assyrian
☐ Alyawarr (Alyawarra)
☐ Australian Indigenous Lang


☐ Afrikaans
☐ Anyuak/Anuak
☐ Asante/Ashanti
☐ Azari
☐ Arrernte (Aranda)


☐ Albanian
☐ Arakanese/Rakhinz
☐ Assamese
☐ Azerbaijani
☐ Assyrian (Including Aramaic)

SAVE

CANCEL


3. The languages will be displayed. Select the Pencil (edit) icon to change languages.

Languages 

List of languages 

• Arabic

• Mandarin



For further information, go to My Aged Care | www.myagedcare.gov.au | 1800 836 799

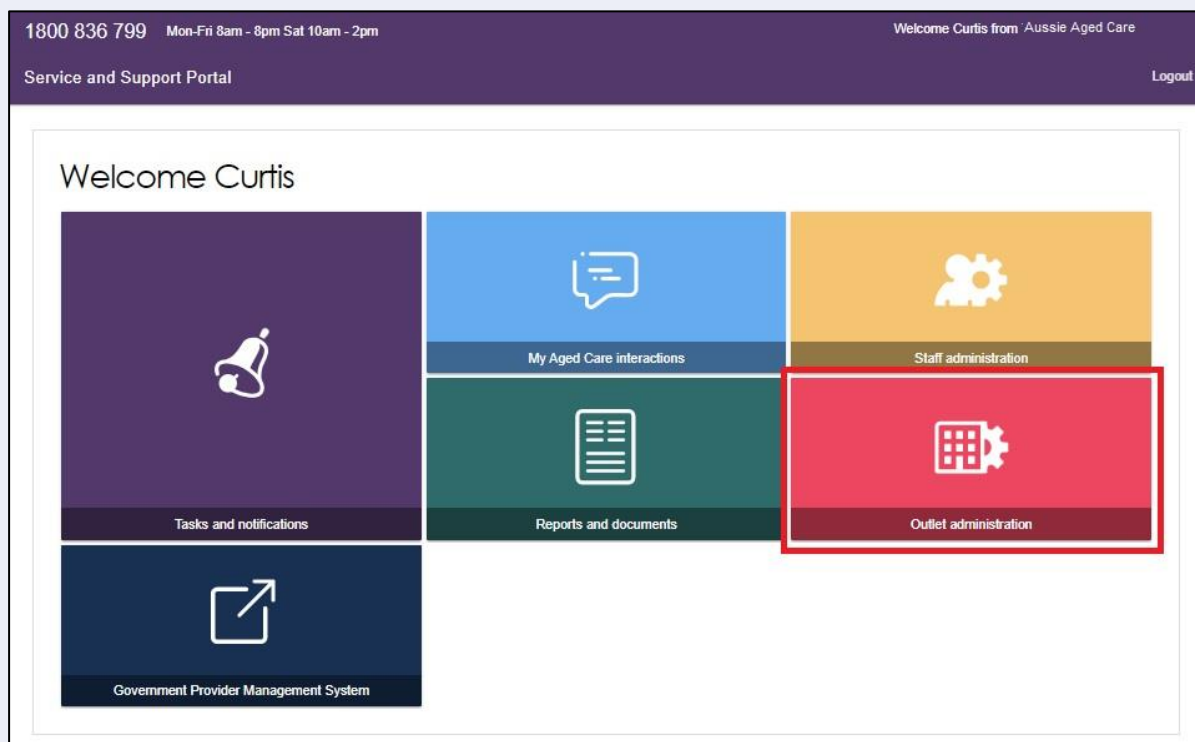
38

2.2.3.5 Hours of operation

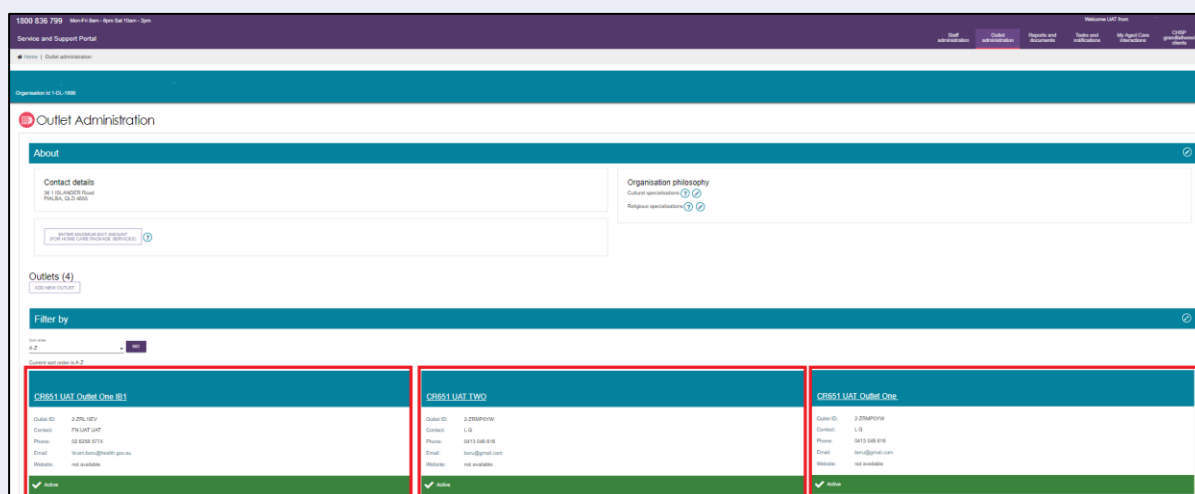
You can outline standard hours of operation for this service. By default you can enter specific Monday to Friday, Saturday and Sunday hours. You can also specify individual working days by using the **Customise** option.

To edit your hours of operation:

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



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



2. 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

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

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

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

3. Select the service you want to edit the hours of operation by selecting 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:

ADVANCED SEARCH | CLEAR FILTERS

Status is Operational

FILTER | CLEAR

Domestic Assistance, Commonwealth Home Support Programme, funded		Status	Service availability		Waitlist availability		
Central		Operational	Offline	Yes	No	Yes	No
NAPS Service ID 12275, Service item name:							
Hide Sub-types							
ADD/REMOVE SUBTYPES							
Unaccompanied Shopping (delivered to home)							
Delivery hours							
• Not specified							
Staff Notes							
• Not specified							
Sub-type availability							
Yes No							
Waitlist availability							
Yes No							
General House Cleaning							
House cleaning level							
• Not specified							
Delivery hours							
• Not specified							
Staff Notes							
• Not specified							



4. 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 HCP.

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

2.2.3.6 Service Description

You can enter any further information about your service here, and it will be displayed at the Service Finder.

Service Description

Description

0 / 1000

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.

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

Publishing pricing information is mandatory for all HCP services and outlets.

If the service does not have the mandatory pricing information. 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
- confirm if you have reviewed pricing information.


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

1. From the **Home Care Packages** tab in the **VIEW SERVICE ITEMS** page, select the **Edit** icon next to the Home Care Package services that you wish to add pricing information.

View Service Items

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

Filter by

Home Care Package, Home Care Packages 
NAPS Service ID 1PVT, Service Item name: Home Care Package

Waitlist availability

	Yes	No
Level 1	Operational	Offline
Level 2	Operational	Offline
Level 3	Operational	Offline
Level 4	Operational	Offline

Service availability

	Yes	No
Level 1	Operational	Offline
Level 2	Operational	Offline
Level 3	Operational	Offline
Level 4	Operational	Offline

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

View outlet

About Practice Outlet

Address
1 Provider Avenue
PROVIDER NSW 2123


Organisation philosophy
Cultural specialisations ?
Bosnian, Macedonian, Maltese
Religious specialisations ?
Anglican, Hinduism, Islam

Current Specialisation Verifications

There are no current verified diverse need specialisations to display.

More information about applying for verification can be found on the Department of Health and Aged Care's [About Specialisation Verification](#) webpage.

MANAGE VERIFICATIONS

Home Care Pricing 
VIEW COPIED INFORMATION
CONFIRM REVIEW OF PRICING INFORMATION

VIEW SERVICE ITEMS

Contact Details
Name: Guy Conlan
Phone: 02 8371 7265
Fax: 0234486923
Email: nimish.kaul@health.gov.au
Website: <https://https://www.outlet.org.au>

ADD ACFI CONTACT

IPC Lead Contacts


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

Please note that 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.

! Only information saved at the service item level will display on the 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.

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

2. The **Home care pricing service details** page will be displayed. Select **Home Care Pricing** to add or edit pricing information for that service.

 **Service details**

Home Care Service Details **Home Care Pricing**

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

Home Care Package, Home Care Packages
NAPS ID: 1PVT
Service Item Name: *
Home Care Package

Service delivery
Service provider name
Facility name
Facility previously known as
Facility locally known as
Service start date
Service end date
Maximum permissible interest rate (MPIR)


Aged Care Inc - Outlet 2

01 January 2017

3. From the **Home Care Pricing** tab, providers can enter detailed information for home care services about:

- a) Information about service offering and value statements

Version

Last updated on  13/03/2019

Provider Information about Service Delivery and Pricing

b) Approximate Home Care Package Amounts

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.

Approximate Home Care Package Amount		Level 1	Level 2	Level 3	Level 4
Home care package funding ?	Annual	\$11,000	\$16,000	\$35,000	\$52,250
	Per fortnight	\$400	\$600	\$1,300	\$2,000
Basic Daily Fee paid by you (Per fortnight) ?		Do you charge the maximum basic daily fee for all home care levels?*			
Description					

0 / 500

c) Care Management, relevant prices, and number of hours of service.

Only select **N/A** where you do not provide for 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 Departments 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*				
0 / 1000				
Fully managed by provider (Per fortnight) ?	Level 1*	Level 2*	Level 3*	Level 4*
	<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)	Level 1*	Level 2*	Level 3*	Level 4*
	<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) ?	Level 1*	Level 2*	Level 3*	Level 4*

Details and prices for common services that are offered under each level of HCP. 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.

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 price.

Price for common services ?

Personal care (Per hour) ?

How the provider delivers services* ☒ Can your clients choose from a variety of different prices for this service?* ☒ ?

Standard Hours-Most common* Standard Hours-Minimum Standard Hours-Maximum

Non-Standard Hours* Saturday* Sunday* Public Holiday*

☐ N/A ☐ N/A ☐ N/A ☐ N/A

Description

0 / 500

Nursing (Per hour) ?

How the provider delivers services* ☒ Can your clients choose from a variety of different prices for this service?* ☒ ?

Standard Hours-Most common* Standard Hours-Minimum Standard Hours-Maximum

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.

Note: 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*

\$5 \$10

☐ N/A ☐ N/A ☒ N/A ☒ N/A

Description

Package Management prices

25 / 500

Staff travel costs to visit you (Per km) ?

\$30

Description

0 / 500

4. 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

www.homecareservices.com.au

Upload a pricing schedule ?

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

[Choose file](#) No file chosen

Provider contact details ?

Phone number: *

0283717264

Email: *

Michael.Ludlum@test.amc.vv

To add a pricing schedule website link type in the URL in the **Provide a website link** section. Ensure that the website URL you enter is a valid website address and includes **www.** at the beginning of the URL.

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"

To upload the pricing schedule attachment, you must select **Browse...** and choose the document (e.g. PDF file) you wish to upload. Name the attachment and provide a caption or 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

[U:\Pricing Schedule.docx](#) [Browse...](#)

Attachment name *

200 characters

Caption of the attachment *

200 characters, this is only shown for photos

Please provide a short description about the attachment

250 characters

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

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

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.

[SAVE AND APPLY TO SERVICE ITEMS OF THIS OUTLET](#) [SAVE](#) [SAVE AND APPLY TO ALL OUTLETS](#) [CANCEL](#)

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

2.2.5 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.

1. To do this select **CONFIRM REVIEW OF PRICING INFORMATION**.

About Aged Care Inc - Outlet 2


Address
23 FURZER Street
PHILLIP ACT 2606

Organisation philosophy
Cultural specialisations ?
Religious specialisations ?

Home Care Pricing

[VIEW COPIED INFORMATION](#) [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: _____ [SEARCH](#) [DESELECT ALL BELOW](#)

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

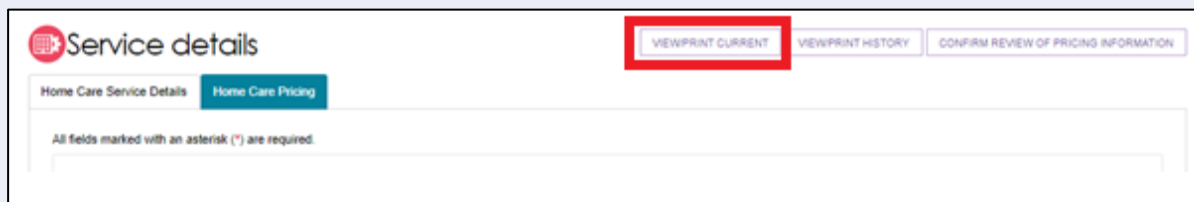
[CONFIRM REVIEW](#) [CANCEL](#)

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

[VIEW COPIED INFORMATION](#) [CONFIRM REVIEW OF PRICING INFORMATION](#)

- 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.



! 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.

2.2.6 Editing service sub-types

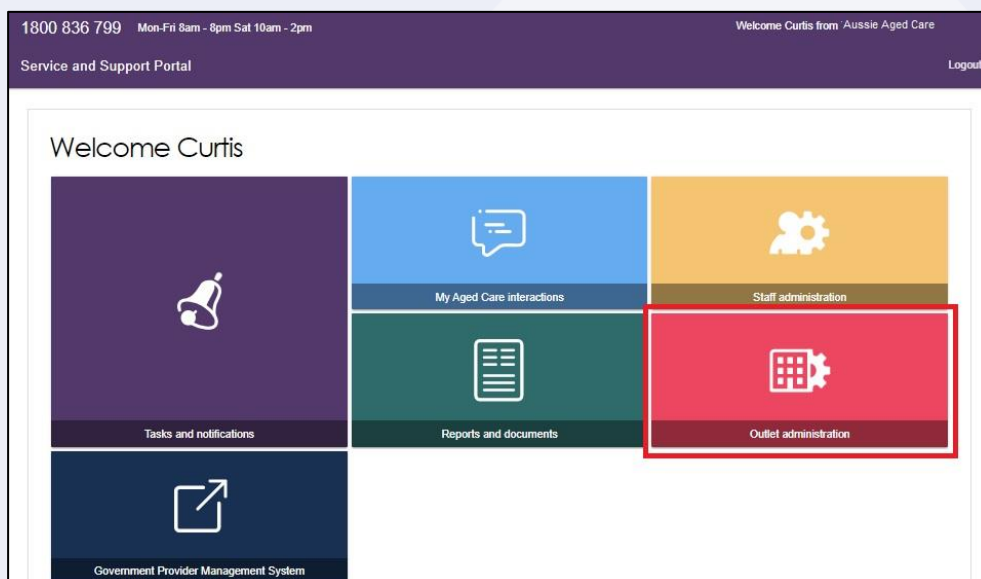
Service sub-types are individual services listed under a service item within an outlet in the Service and Support Portal.

2.2.6.1 Adding a service sub-type

The steps to add a service sub-type for a service item are outlined below.

Service sub-types are automatically populated when service items are added to your outlet; however, Administrators can edit service sub-types as needed.



- Select **Outlet administration** from the homepage.



Select the name of the outlet on the **Outlet card** you want to add a service sub-type to. The **View outlet** page will be displayed. Select **VIEW SERVICE ITEMS**

- To add a service sub-type, select the blue arrow next to **See Sub-types** under the service to see expanded service details.


Then select **ADD/REMOVE SUBTYPES**.

Domestic Assistance, Commonwealth Home Support Programme, funded  

ACT

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


Status	Service availability	Waitlist availability
<input checked="" type="radio"/> Operational <input type="radio"/> Offline	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

 Hide Sub-types

ADD/REMOVE SUBTYPES

The **Service Sub type** page will be displayed.

3. Select the sub-type you want to add to the service and then select **SAVE**.

Add/Remove Subtypes 

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

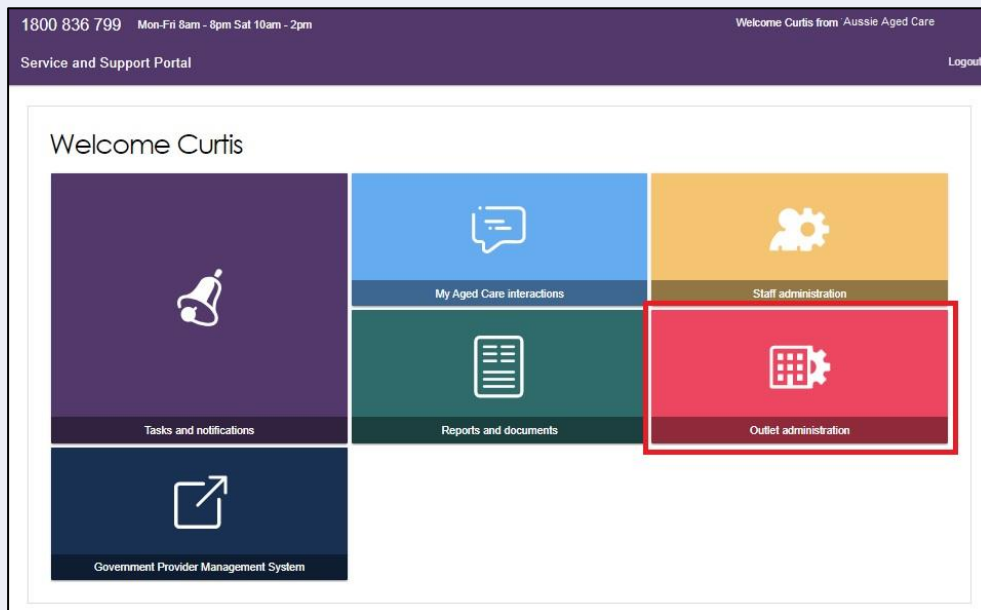
☒ Linen services

The service sub-type will be added to the service item. It will also be displayed in the service finder.

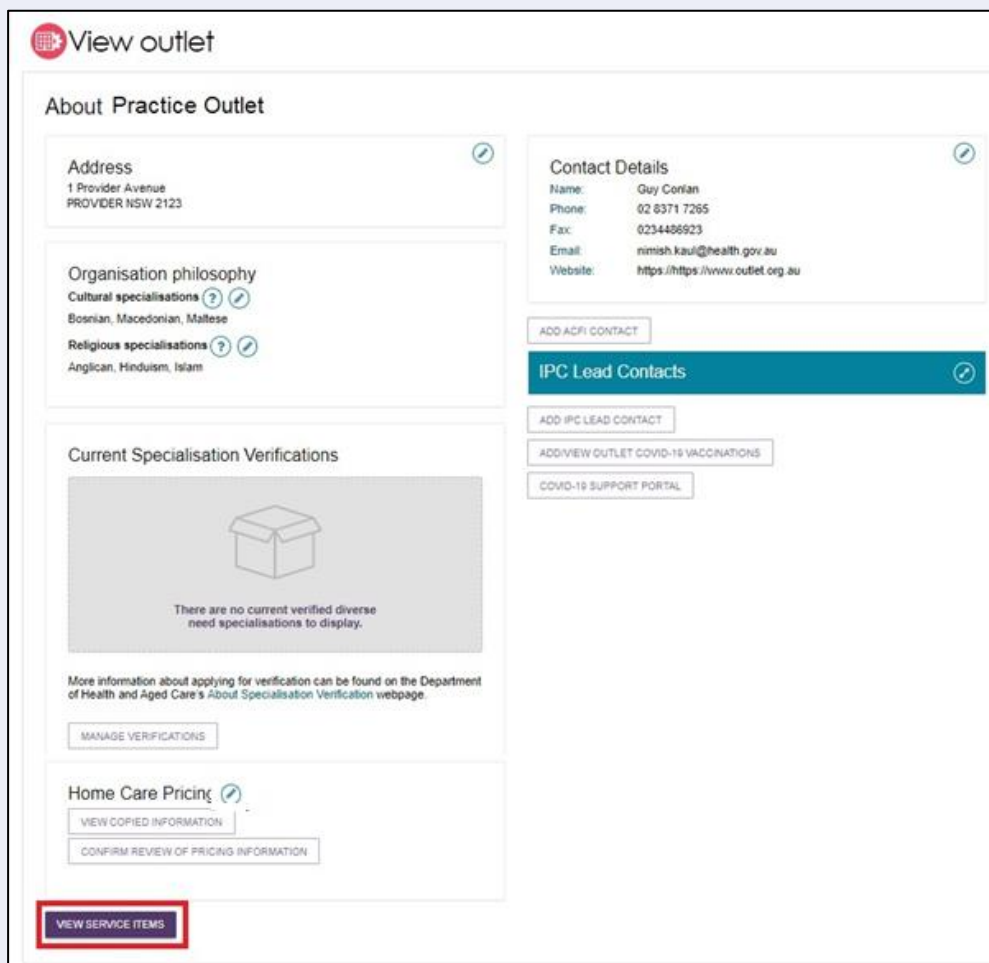
2.2.6.2 Removing a service sub-type

The steps to remove a service sub-type for a service item are outlined below.



1. Select **Outlet administration** from the homepage.



2. Select the name of the outlet on the **Outlet card** you want to remove a service sub-type from. The **View outlet** page will be displayed. Select **VIEW SERVICE ITEMS**.




3. Select the blue arrow next to **See Sub-types** under 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	Service availability	Waitlist availability
Operational Offline	Yes No	Yes No

 See Sub-types


Then select **ADD/REMOVE SUBTYPES**.

Domestic Assistance, Commonwealth Home Support Programme, funded  

ACT


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

Status	Service availability	Waitlist availability
Operational Offline	Yes No	Yes No

 Hide Sub-types

ADD/REMOVE SUBTYPES

4. In the **Add/Remove Subtypes** box, deselect the subtypes you want to remove from the service item and select **SAVE**.

Add/Remove Subtypes 

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

Which sub types are you adding to this service? *

SELECT ALL **DESELECT ALL**

☒ Unaccompanied Shopping (delivered to home) ☒ General House Cleaning
☒ Linen services

SAVE **CANCEL**

The service sub-type will be removed, and information about the service sub-type will not display in the service finder.

2.2.6.3 Maintaining service sub-types availabilities and waitlists

You can maintain detailed information about service sub-types for a service that you offer via the Service and Support Portal. You can 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 on the [My Aged Care website](#). When you update this information, the changes will appear on the *Service Finder* by the next day.

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

View outlet

About Practice Outlet

Address ✓
1 Provider Avenue
PROVIDER NSW 2123

Contact Details ✓
Name: Guy Conlan
Phone: 02 8371 7265
Fax: 0234486923
Email: nimish.kaul@health.gov.au
Website: https://https://www.outlet.org.au

Organisation philosophy
Cultural specialisations ? ✓
Bosnian, Macedonian, Maltese
Religious specialisations ? ✓
Anglican, Hinduism, Islam

Current Specialisation Verifications
There are no current verified diverse need specialisations to display.
More information about applying for verification can be found on the Department of Health and Aged Care's About Specialisation Verification webpage.
MANAGE VERIFICATIONS

Home Care Pricing ✓
VIEW COPIED INFORMATION
CONFIRM REVIEW OF PRICING INFORMATION

VIEW SERVICE ITEMS

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

2. 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
NAPS Service ID 1-12DMT35, Service item name: Allied Health and Therapy Services - At Client Location



See Sub-types

Status
Operational Offline


Service availability
Yes No

Waitlist availability
Yes No


3. Here you can edit the sub-type availability and sub-type waitlist availability by selecting 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
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

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

Dietitian or Nutritionist

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

☒ Monday
Start time: 09:00 AM End time: 05:00 PM
[ADD ADDITIONAL OPERATING HOURS](#)

☒ Tuesday
Start time: 09:00 AM End time: 05:00 PM
[ADD ADDITIONAL OPERATING HOURS](#)

☒ Wednesday
Start time: 09:00 AM End time: 05:00 PM
[ADD ADDITIONAL OPERATING HOURS](#)

☒ Thursday
Start time: 09:00 AM End time: 05:00 PM
[ADD ADDITIONAL OPERATING HOURS](#)

☒ Friday
Start time: 09:00 AM End time: 05:00 PM
[ADD ADDITIONAL OPERATING HOURS](#)

☒ Saturday
Start time: 09:00 AM End time: 05:00 PM
[ADD ADDITIONAL OPERATING HOURS](#)



☒ Sunday
Start time: 09:00 AM End time: 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](#)


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

Sub-type availability
Yes No

Waitlist availability
Yes No

Physiotherapy 

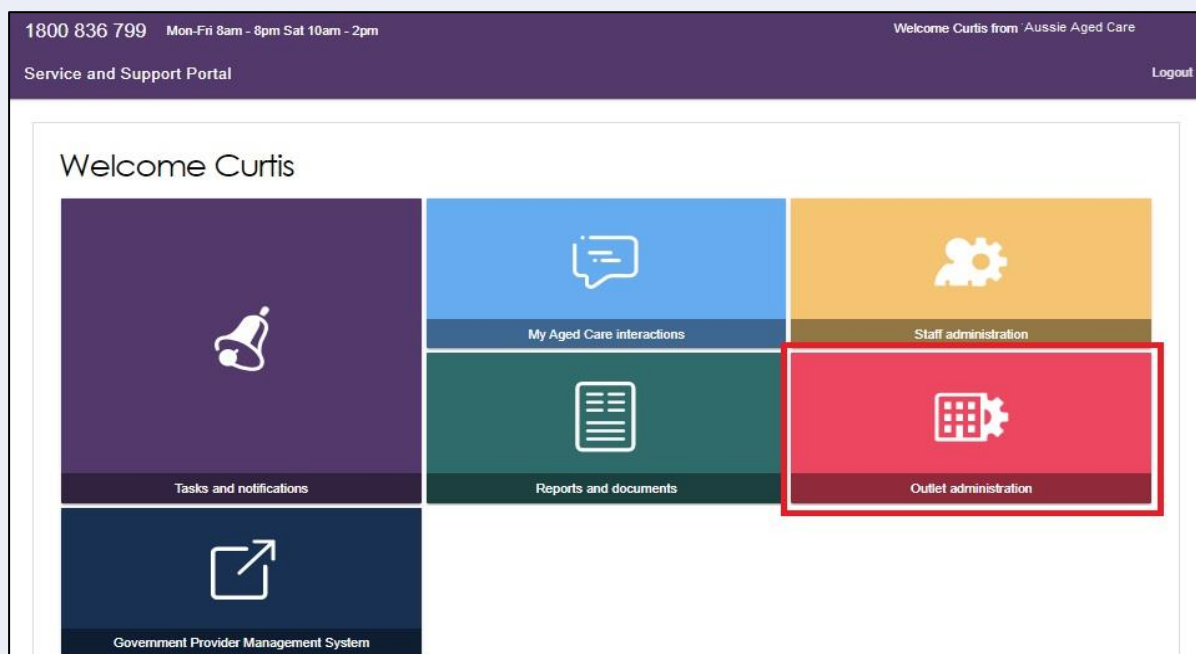


2.2.7 Add a room type

Residential Care providers can add information about the types of rooms their organisation offers. The steps to add room information are outlined below.

Fields marked with an asterisk (*) are mandatory.

1. Select **Outlet administration** from the homepage.



Select the name of the outlet on the **Outlet Card** you want to add room information to. The **View outlet** page will be displayed. Then click the **VIEW SERVICE ITEMS** button.

- From the View Service Items page, select **Resident Care** from the tab options. Select the blue arrow next to the service and select **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 ⓘ ⓘ

NAPS Service ID 1234, Service item name: Residential Permanent - At Provider Location

62 4 CRISP Circuit BRUCE ACT 2617

See room types

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

Then Select **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

The Room Type page will be displayed.

Enter required information in the **General room information** and **Pricing information** sections.

Room type

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

COPY PREVIOUS ROOM TYPE INFORMATION

General room information

Room name *
(up to 100 characters)

Room type *

Number of rooms of this type: *

Pricing information

Please enter the Maximum refundable deposit amount: *
E.g. \$650000

Maximum daily payments: \$

Example combination payment
Example RAD at 50% \$
Example DAP at 50% \$

Explanation of payment options
Residents choose how to pay for their accommodation: by refundable deposit (lump sum), daily amount, or a combination of both. A daily amount accrues daily and is paid periodically, for example monthly. A combination payment includes both a partial refundable deposit and a daily amount. Residents have 28 days after permanent admission to decide their payment method.

ADD ADDITIONAL TEXT

SAVE | SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL | CANCEL

Ensure mandatory fields (red asterisk) are completed.

3. If you enter a maximum refundable deposit (RAD) over \$750,000, the following information banner will appear.



You cannot charge a RAD over \$750,000 without first obtaining a valid approval. To apply for an approval visit the IHACPA website www.ihacpa.gov.au.

To publish and charge a room price above a RAD of \$750,000 (or the equivalent daily payment), you must have a valid approval from the [Independent Health and Aged Care Pricing Authority](#) (IHACPA), or the former Aged Care Pricing Commissioner.

! If you do not have approval for this price for the room type, you cannot publish or charge this price. Conditional approval does not constitute approval until you have received a satisfaction of conditions letter from IHACPA.

4. You must enter the date of IHACPA approval, enter the IHACPA approval reference number and attach the IHACPA approval letter for that room type.

The below fields will appear and need to be completed for rooms priced over \$750,000.

- Approval or Conditional Approval
- Date of IHACPA approval (or Aged Care Pricing Commissioner approval) – IHACPA approvals are valid for 4 years. Once you enter the required approval details for a room, you will receive automatic notifications when your approval is nearing expiry. These will be sent at 6, 4 and 2 months before your Date of IHACPA approval indicates expiry. Rooms will be removed from My Aged Care if 4 years passes from your Date of IHACPA approval.
- IHACPA approval reference number – This is only required if your approval was granted on or after 1 July 2024. Approval letters issued prior to 1 July 2024 do not have an approval number.
- You will also need to attach and name the IHACPA approval letter for the room.

IHACPA approval details

As the RAD exceeds **\$750,000**, what type of approval do you have for this room?*

☒ Approval ☐ Conditional Approval

Date of IHACPA approval: *

Find this date in your IHACPA approval letter for this room. (e.g. dd/mm/yyyy)

IHACPA approval reference number:

Find this number in your IHACPA approval letter for this room.

Please attach the IHACPA approval letter for this room. *

You can upload files up to 5MB. Please ensure the letter is in a .pdf format. This letter will not be displayed on My Aged Care.

No file chosen

Attachment name: *

5. Enter the required information under **Key feature statement**.

Key feature statement

Room description: *

0 / 2000

Room size (in square metres): *

(up to 50 characters. e.g. 30m2 or 30sqm)

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

When entering **room size (in square metres)**:

- if there is variation in room sizes, enter the size range of the room type from smallest to largest, e.g. 20sqm - 25sqm.
- indicate if the room size entered includes ensuite, e.g. 20sqm - 25sqm incl. ensuite.
- do not include private outdoor areas such as balconies or courtyards.

Please ensure that the room size entered aligns with information provided to IHACPA in your application for these rooms.

6. Enter to submit this room information for publication select **SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL**.

SAVE

SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL

CANCEL

This room information will be displayed on the service finder once approved for publication by the Department (allow 3 business days).

If your room is not approved for publication, you will receive an email explaining the action you need to undertake before resubmitting. You can update your room request and submit again.

! If you select **SAVE**, this room information will be saved and not submitted for publication.

2.2.8 Edit room details

Residential Care providers can edit existing room information. The steps to edit room information are outlined below. Fields marked with an asterisk (*) are mandatory.

1. To edit the details for a room, click on the **edit** icon (pencil).

2. Next, select the reason for resubmission from the drop-down menu and the continue to edit the details of the room.

! Providers with an IHACPA approved maximum RAD over \$750,000, can index the room price in line with legislation. For details on calculating the indexation of approved RADs visit www.ihacpa.gov.au.

NOTE: If you have selected **Indexation of approved max RAD** as the **Reason for resubmission**, you can only change the room price. If you wish to change other fields for the room, select a different resubmission reason.

3. Scroll down to the bottom of the page. Select **SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL**.

Key feature statement

Room description: *

The suites in this home are 18 square metres. These private single suites with private bathroom also feature balconies, kitchenette and built-in robes and are furnished with an electric high/low bed in each room with air-conditioning. Television, heater, lights, ceiling fans and telephone point are provided for in each room. Floors are covered with a cushioned, non-slip vinyl. Ensuites include shower, vanity unit, toilet and grab rails, and non-slip floors. A nurse call device is located in both the bedroom and ensuite bathroom for

638 / 2000

Room size (in square metres): *

18 m2

(up to 50 characters: e.g. 30m2 or 30sqm)

Common areas description: *

The home has one courtyard with an easily accessible and well-maintained pathway around the landscaped gardens. The home also provides two lounge areas (one on each level). A large multifunction room is used for daily activities, including concerts, craft, exercise and family gatherings. The home also includes an outdoor garden, hairdressing salon, chapel and library services.

379 / 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

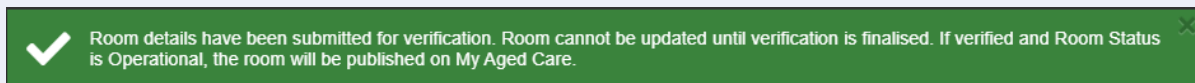
Extra service fee

☐ Yes

☒ No


[SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL](#) [CANCEL](#)

Once submitted, you will be redirected back to the View Service Items page and a green banner will display at the bottom of the screen confirming the edits were successfully submitted.



2.2.9 Change room status

1. Click on the edit icon (pencil) next to the **Status** of the room you want to set as **Offline** or **Operational**.




Residential Permanent, Residential Care, funded 


NAPS Service ID Service item name: Walara

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

☒ Hide room types

[ADD ROOM TYPE](#)

 Single room + ensuite (Gleeson, Zanker, Roberts & Shepherd Wings): max. refundable deposit \$350,000, extra service fee \$0.00  

Status: **Operational** 


2. From the pop-up select **Offline (not displayed)** from the change room status and select the reason for the change.

When you set the room to **Offline** a warning banner will appear advising that offline rooms are not displayed on My Aged Care.

Select **SAVE**.

Change room status

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



You are about to change the room status to offline. Offline rooms are not displayed on My Aged Care.

Change room status *

Offline (not displayed)

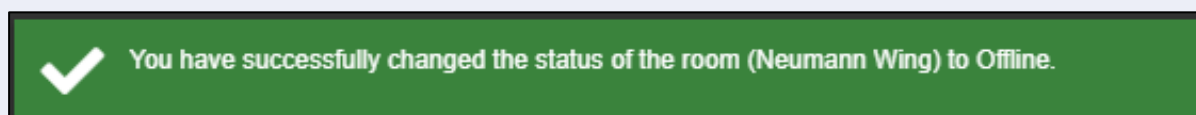
Please select the reason for changing the status of this room *

Repairs/renovation


SAVE

CANCEL

- A message will appear advising that you have successfully changed the status of the room. The status of the room will now display as **Offline**.




- If you wish to make an Offline room Operational, click on the **edit** icon (pencil) next to **Status: Offline**.



Room is offline and will not be displayed on My Aged Care.

Single room + ensuite (Gleeson, Zanier, Roberts & Shepherd Wings): max. refundable deposit \$350,000, extra service fee \$0.00

Status: Offline 

Select **Operational (displayed)** from the change status drop-down menu followed by the reason for the change. Then select **SAVE**.

Change room status

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

Change room status *

Operational (displayed)

Please select the reason for changing the status of this room *

Repairs/renovation complete

SAVE

CANCEL

A green message will appear advising that you have successfully changed the status of the room and the room will show as Operational.

The room will be displayed on My Aged Care within 24 hours.

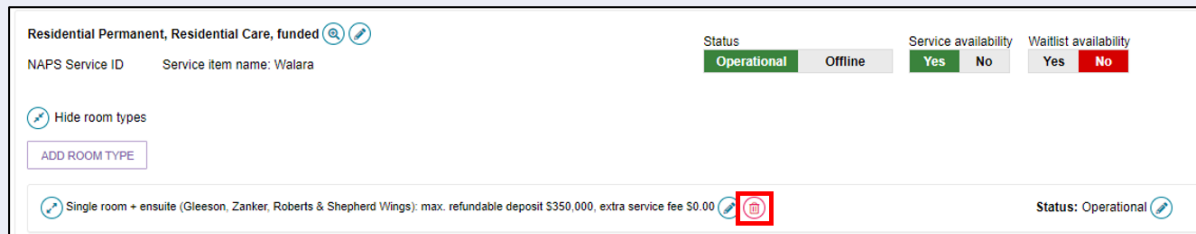
✓ You have successfully changed the status of the room (Gleeson, Zanker, Roberts & Shepherd Wings) to Operational.

2.2.10 Delete a room

Residential Care providers can choose to permanently delete a room. Note that deletion of a room cannot be reversed.

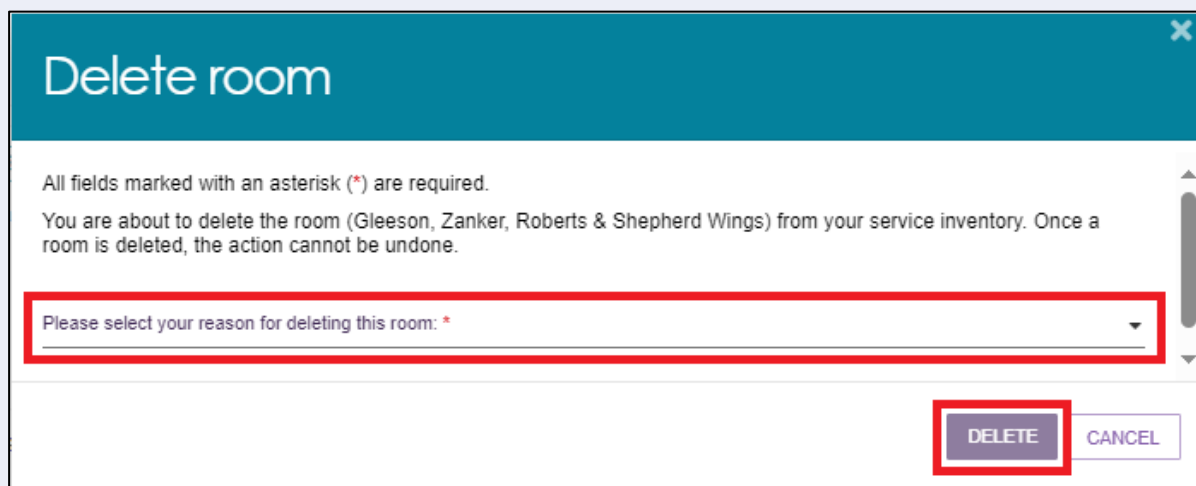
1. Click on the **delete** icon (bin) next to the room you wish to delete.

Ensure you select the correct room as the deletion of a room cannot be reversed.



The screenshot shows a room management interface. At the top, it says 'Residential Permanent, Residential Care, funded' with a search icon. Below this, there are fields for 'NAPS Service ID' and 'Service item name: Walara'. To the right, there are status and availability buttons: 'Status' (Operational, Offline), 'Service availability' (Yes, No), and 'Waitlist availability' (Yes, No). Below these, there is a 'Hide room types' link and an 'ADD ROOM TYPE' button. At the bottom, there is a list of rooms. The first room is 'Single room + ensuite (Gleeson, Zanker, Roberts & Shepherd Wings): max. refundable deposit \$350,000, extra service fee \$0.00'. This room has a delete icon (a bin) highlighted with a red box. To the right of this room, it says 'Status: Operational' with an edit icon.

2. From the pop-up, select the reason for deleting the room and click **DELETE**.



The screenshot shows a 'Delete room' pop-up dialog. The title is 'Delete room'. Below the title, it says 'All fields marked with an asterisk (*) are required.' and 'You are about to delete the room (Gleeson, Zanker, Roberts & Shepherd Wings) from your service inventory. Once a room is deleted, the action cannot be undone.' Below this, there is a dropdown menu with the text 'Please select your reason for deleting this room: *'. At the bottom right, there are two buttons: 'DELETE' and 'CANCEL'. The 'DELETE' button is highlighted with a red box.

A green banner will display at the bottom of screen confirming the room has been successfully deleted.

✓ You have successfully deleted the room (Single room with ensuite (Standard Room) max. refundable deposit or max daily payments not specified).

2.2.11 Transferring service items

Organisation administrators may choose one or multiple service items to transfer between outlets of an organisation in the Service and Support Portal. Using this function, administrators can:

- Select and list the service item(s) to transfer
- Select an outlet to transfer service item(s)
- Generate and export a report listing service referrals linked to the service item(s)

This functionality does not apply to residential care (permanent and respite).

! If you are required to transfer clients between organisations, for example, as part of a merger or acquisition, contact the My Aged Care service provider and assessor helpline on 1800 836

799, who will be able to initiate the transfer of clients for you.

To transfer a service item between outlets, follow the steps below.

! Upon transferring a service to a new outlet, any diverse needs specialisations recorded against the service will be removed.

1. From **Outlet administration** select the outlet that contains the service items you wish to transfer to a different outlet.

Outlets (7)

ADD NEW OUTLET

Sort order
A-Z ☒ GO

Current sort order is A-Z

Multi Service Home Assistance	Outlet for the better	Yass Packages
1-9W07REO Graham Prom (02) 6200 0000	1-9PRJJTU James Graham (02) 6277 8445 james.g@bulldogs.com.au http://www.bulldogs.com.au	1-9HH1Q4M Acacia Provider (02) 9000 0000
✓ Active	✓ Active	✓ Active

2. Under View Service Items, select on the **TRANSFER SERVICE ITEM** button.

ADD A SERVICE ITEM **TRANSFER SERVICE ITEM** TRANSFER CLIENTS

3. Select the outlet you wish to transfer the service items to using the list provided. You can search for a specific outlet using the search function. Select **NEXT** to continue.

Transfer service inventory items

Transfer from: **Margery outlet**

Search for an outlet or select from those below

Outlet name: **SEARCH**

Outlet	Status	State	Contact name	Phone number
<input type="radio"/> Margery outlet	Active	VIC	Squire Seikaly	(02) 3928 4924
<input checked="" type="radio"/> Bernard Heinze outlet	Active	ACT	George Kelly	(02) 9876 5432

NEXT CANCEL

4. Select the service item(s) that you want to transfer to another outlet. You can search for specific service items using the search functionality (by Programme or Service type). The following information is displayed to help identify each service item: the service type, NAPS

service ID, service item name, funding state and funding region. You can transfer up to a maximum of 25 service items.

Select **NEXT** to proceed to the next screen. If you select **CANCEL**, you will exit the transfer process and be re-directed to the **View Outlet** screen.

Transfer service inventory items

Transfer from: Margery outlet to Bernard Heinze outlet

Services added to transfer: 0 (max 25)

Search for services or select from those below

Programme
Commonwealth Home Support Programme ☒ Service type ☒

Service type	NAPS ID	Service item name	Funding state	Funding region
<input checked="" type="checkbox"/> Meals	2345	Margery CHSP Provider	VIC	Gippsland
<input checked="" type="checkbox"/> Domestic Assistance	2548	Margery CHSP provider	VIC	Gippsland
<input checked="" type="checkbox"/> Home maintenance	2548	Margery CHSP provider	VIC	Gippsland
<input checked="" type="checkbox"/> Transport	2548	Margery CHSP provider	VIC	Gippsland
<input checked="" type="checkbox"/> Other Food Services	2548	Margery CHSP provider	VIC	Gippsland
<input checked="" type="checkbox"/> Allied Health and Therapy Services	2548	Margery CHSP provider	VIC	Gippsland
<input checked="" type="checkbox"/> Meals	2548	Margery CHSP provider	VIC	Gippsland

- Review the information to ensure that it is correct. To remove a service item, select the red bin icon. To cancel the transfer, select **CANCEL**.

Transfer service inventory items


Transfer from: Margery Cole outlet to Service Item Test

Services added to transfer: 2 (max 25)

Programme	Service type	NAPS service ID	Funding region	Funding state	Service item name	Revised service item name
CHSP	Domestic Assistance	2548	Gippsland	VIC	Margery CHSP provider	Service item name:
CHSP	Home modifications	2548	Gippsland	VIC	Margery CHSP provider	Service item name:



6. To see the impact the service transfer will have on your organisation before you complete the transfer, select the **SAVE TRANSFER AND GENERATE IMPACT REPORT** button.

This report will appear in the **Reports and documents** tab. You can review the report and resume the transfer at a later stage.

 Transfer service inventory items

Transfer from: Margery Cole outlet to Service Item Test

Services added to transfer: 2 (max 25)


Programme	Service type	NAPS service ID	Funding region	Funding state	Service item name	Revised service item name
CHSP	Domestic Assistance	2548	Gippsland	VIC	Margery CHSP provider	Service item name: 
CHSP	Home modifications	2548	Gippsland	VIC	Margery CHSP provider	Service item name: 

SAVE TRANSFER AND GENERATE IMPACT REPORT


TRANSFER SERVICES

CANCEL


The following banner will display.

 Please wait for the transfer impact report to complete before transferring services. Depending on the number of services being transferred, this may take some time. You may navigate away from this page and continue to transfer services once the impact report has finished.

! The **Transfer Impact Report** may, on occasion, take some time to generate. If this happens, an alert message will prompt on screen. You can navigate away from the **Transfer Service Inventory Items** screen and be notified when the **Transfer Impact Report** completes. Alternatively, you may choose to transfer service inventory items without reviewing the report at any time.



 The transfer impact report is taking longer than expected. If you need to review report before transferring, you can navigate away and be informed when report completes. Alternatively, you can start transfer services at any time.

7. If you have reviewed the impact of the transfer and want to proceed, select **TRANSFER SERVICES**.

 Transfer service inventory items

Transfer from: Margery outlet to Bernard Heinze outlet

Services added to transfer: 2 (max 25)

Programme	Service type	NAPS service ID	Funding region	Funding state	Service item name	Revised service item name
CHSP	Domestic Assistance	2548	Gippsland	VIC	Margery CHSP provider	Service item name: 
CHSP	Home modifications	2548	Gippsland	VIC	Margery CHSP provider	Service item name: 


SAVE TRANSFER AND GENERATE IMPACT REPORT

TRANSFER SERVICES

CANCEL

8. To make any changes, select **CANCEL**. To finalise the transfer, select **CONFIRM TRANSFER**.

Transfer service items

 Please review the transfer impact report before confirming the transfer of service items


2 service items are selected to be transferred from Margery Cole outlet to Service Item Test

- You may select 'Cancel' which will return you to the selection screen if the information displayed above is incorrect.
- When you are satisfied with your selection and have reviewed the transfer impact report, please select 'confirm transfer' below.
- You will be notified when the transfer has been completed at which point you will be able to view a report detailing the outcomes for each service item.

CONFIRM TRANSFER

CANCEL

The transfer may take some time to complete. Review the status of the transfer by reviewing the service transfer log.

 The transfer of services from Margery Cole outlet to Bernard Heinze has started. Please check [transfer logs](#) for progress.

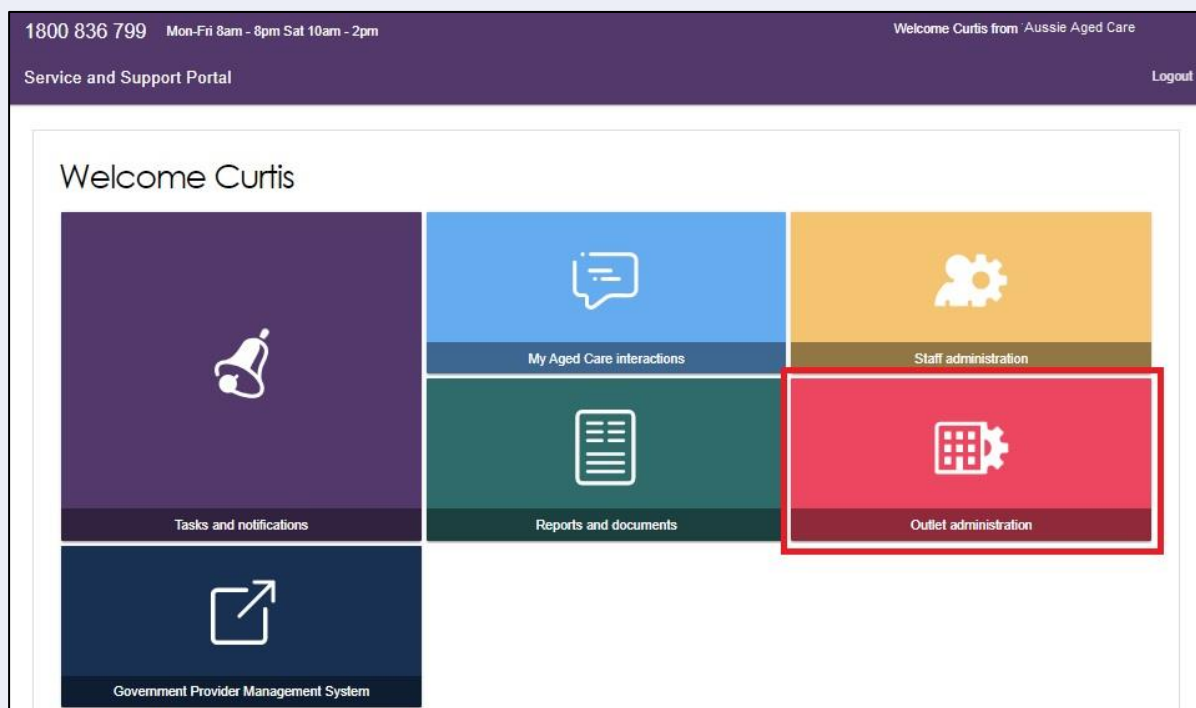
When the transfer action has started, the impacted records in the transfer process will be locked – the transfer process will run in the background.

Users will be able to view the records but cannot change the details until the transfer process has successfully completed.

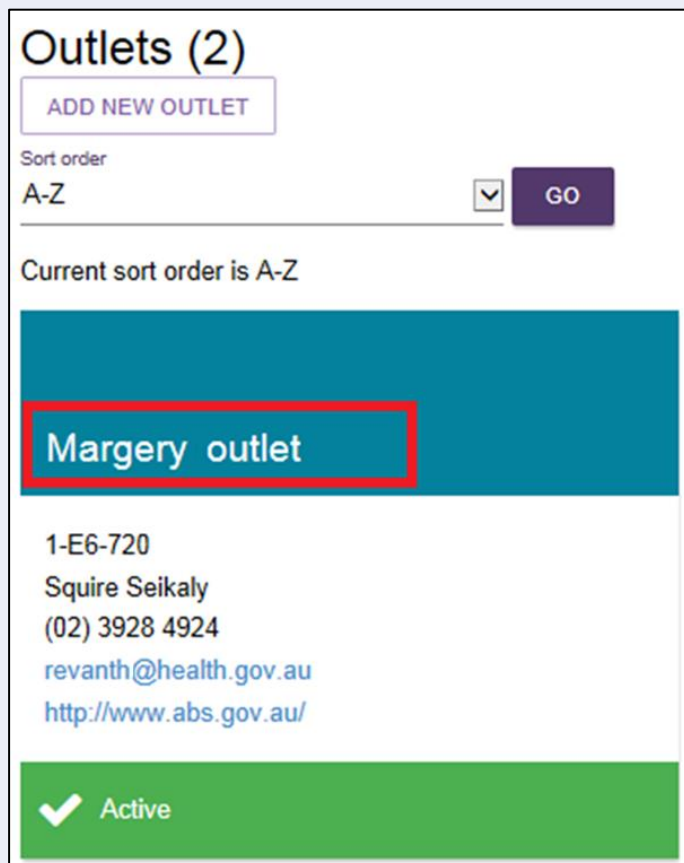
2.2.12 Reviewing the Service Transfer Log

To review the status or details of previous and current service transfers, review the Transfer Log.

1. Select **Outlet administration** from the homepage.



2. Select an outlet to access the transfer log.



3. Select the **VIEW TRANSFER LOGS** button.

Services

To request an update to your contracted service information, please submit specific changes [here](#).

ADD A SERVICE ITEMTRANSFER SERVICE ITEMTRANSFER CLIENTSVIEW TRANSFER LOGS

The transfer log will display information about past and current service and client transfers, including:

- Transfer type (service or person)
- Transfer date
- Status (In progress, completed, completed with errors)

For more detailed information about the transfer, select the magnifying glass icon.

Transfer Logs			
	Type	Transfer date	Status
From Margery outlet to Bernard Heinze outlet	Service Item	15 November 2017 8:53 AM	In progress
From Margery outlet to Bernard Heinze outlet - Allied Health and Therapy Services	Person	6 November 2017 12:28 PM	Completed

If a transfer has not been completed successfully, you can retry by selecting the magnifying glass icon, selecting the items you want to retry and selecting the **RETRY SELECTED** button.

Transfer Logs

From Margery Cole outlet to Bernard Heinze outlet - 14 November 2017 2:41 PM

Select	Programme	Service item	NAPS service ID	Service item name	Status	Message
<input type="checkbox"/>	CHSP	Allied Health and Therapy Services	2548	Margery provider	CHSP	1 - Error SI102: A Service Item with the same name exists in the Destination Outlet.
<input type="checkbox"/>	CHSP	Domestic Assistance	2548	Margery provider	CHSP	1 - Error SI102: A Service Item with the same name exists in the Destination Outlet.
<input type="checkbox"/>	CHSP	Home maintenance	2548	Margery provider	CHSP	1 - Error SI102: A Service Item with the same name exists in the Destination Outlet.

RETRY SELECTEDCANCEL

2.2.13 Transferring clients between service items

Organisation administrators may choose one or multiple clients to transfer between services (of the same service type) within an outlet or to another outlet within their organisation.

! This functionality does not apply to residential care (permanent and respite).

To transfer a client(s) to another service, follow the steps below.

1. From **Outlet administration** select the outlet that contains the clients you wish to transfer to another service (the outlet you want to transfer clients from).

Outlets (7)

[ADD NEW OUTLET](#)

Sort order
A-Z ☒ [GO](#)

Current sort order is A-Z

Multi Service Home Assistance 1-9W07RE0 Graham Prom (02) 6200 0000 ✓ Active	Outlet for the better 1-9PRJJTU James Graham (02) 6277 8445 james.g@bulldogs.com.au http://www.bulldogs.com.au ✓ Active	Yass Packages 1-9HH1Q4M Acacia Provider (02) 9000 0000 ✓ Active
--	--	--

2. Select on the **TRANSFER CLIENTS** button to start the process of transferring client(s) to another service.

Services

To request an update to your contracted service information, please submit specific changes [here](#).

[ADD A SERVICE ITEM](#) [TRANSFER SERVICE ITEM](#) [TRANSFER CLIENTS](#) [VIEW TRANSFER LOGS](#)

3. Select the service that the client(s) is currently linked to. You can use the search functionality to find specific service types. Select **NEXT** to continue.

Transfer clients

Transfer from: Margery outlet

Search for a service type or select from those below

Programme
Commonwealth Home Support Program ☒ Service type ☒ NAPS Service ID: [SEARCH](#)

Service type	NAPS Service ID	Service item name	Funding State	Funding region
<input checked="" type="radio"/> Meals	2345	Margery CHSP Provider	VIC	Gippsland
<input type="radio"/> Domestic Assistance	2548	Margery CHSP provider	VIC	Gippsland
<input type="radio"/> Home maintenance	2548	Margery CHSP provider	VIC	Gippsland
<input type="radio"/> Home modifications	2548	Margery CHSP provider	VIC	Gippsland
<input type="radio"/> Other Food Services	2548	Margery CHSP provider	VIC	Gippsland
<input type="radio"/> Allied Health and Therapy Services	2548	Margery CHSP provider	VIC	Gippsland
<input type="radio"/> Meals	2548	Margery CHSP provider	VIC	Gippsland

[NEXT](#) [CANCEL](#)

4. You can choose to transfer clients to another service within the same outlet or transfer clients to another service under another outlet. Choose from one of these options and select **NEXT**.

The screenshot shows the 'Transfer clients' form. At the top, it says 'Transfer from: Margery outlet' and 'Source service type: Meals 234 Margery CHSP Provider'. Below this, there are two radio button options: 'Transfer within same outlet' and 'Transfer to another outlet'. The 'Transfer to another outlet' option is selected. At the bottom, there are two buttons: 'NEXT' and 'CANCEL'. The 'NEXT' button is highlighted with a red box.

To transfer clients to another outlet, you must be an organisation administrator.

If you select **Transfer to another outlet** you will not be able to proceed unless you select an outlet.

5. Select the service that you want to transfer clients to, from the list provided and select **NEXT** to continue.

The screenshot shows the 'Transfer clients' form. It has the same header as the previous screenshot. Below the header, there are two radio button options: 'Transfer within same outlet' and 'Transfer to another outlet'. The 'Transfer to another outlet' option is selected. Below this, there is a search bar with a 'SEARCH' button. Below the search bar, there is a table with the following columns: 'Outlet', 'NAPS Service ID', 'Service item name', 'State', 'Contact name', and 'Phone Number'. The table has one row with the following data: 'Margery Cole outlet', '2548', 'Margery CHSP provider', 'VIC', 'Squire Seikaly', and '(02) 3928 4924'. The 'NEXT' button is highlighted with a red box.


6. Select the client(s) that you wish to transfer to the new service. You can transfer up to a maximum of 50 clients at one time. Select **Transfer clients** to continue.

You can also search for client to transfer by their last name, first name, or their Aged Care User ID.

The screenshot shows the 'Transfer clients' form. It has the same header as the previous screenshots. Below the header, there are two radio button options: 'Transfer within same outlet' and 'Transfer to another outlet'. The 'Transfer to another outlet' option is selected. Below this, there is a search bar with a 'SEARCH' button. Below the search bar, there is a table with the following columns: 'Last Name', 'First Name', 'Aged Care User ID', 'Referral Accepted Date', and 'Service Commencement Date'. The table has five rows with the following data: 'Apple', 'Kelly', 'AC07731946', '10 July 2017', 'Asharp', 'Dustin', 'AC57788176', '6 November 2017', 'McClusky', 'Maddi', 'AC05791660', '7 July 2017', 'Scott', 'Bega', 'AC21661160', '11 July 2017', and 'Warner', 'Shane', 'AC04271045', '8 November 2017'. The 'NEXT' button is highlighted with a red box.

7. Review the information about the transfer. If correct, select **CONFIRM TRANSFER** to complete the process.

Transfer Client(s)

 Please review the following summary of changes before confirming the transfer of clients. You must also transfer the clients within DHS systems in order to continue receiving subsidies uninterrupted.

1 clients are selected to be transferred from 2548 Margery CHSP provider at Margery outlet to 2548 Margery CHSP provider at Service Item Test.

- You may select 'Cancel' which will return you to the selection screen if the information displayed above is incorrect.
- When you are satisfied with your selection and above summary, please select 'confirm transfer' below.
- You will be notified when the transfer has been completed at which point you will be able to access an Error Log detailing the outcomes for each client.

CONFIRM TRANSFER CANCEL

2.2.14 Reviewing the Client Transfer Log

To review the status or details of previous and current client transfers, review the Transfer Log.

1. Select **Outlet administration** from the homepage.


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. Select an outlet to access the transfer log.

Outlets (2)

[ADD NEW OUTLET](#)

Sort order
A-Z ☐ [GO](#)

Current sort order is A-Z

Margery outlet

1-E6-720
Squire Seikaly
(02) 3928 4924
revanth@health.gov.au
<http://www.abs.gov.au/>

✓ Active

3. Select the **VIEW TRANSFER LOGS** button.

Services

To request an update to your contracted service information, please submit specific changes [here](#).

[ADD A SERVICE ITEM](#) [TRANSFER SERVICE ITEM](#) [TRANSFER CLIENTS](#) [VIEW TRANSFER LOGS](#)

The transfer log will display information about past and current service and client transfers, including:

- Transfer type (service or person)
- Transfer date
- Status (In progress, completed, completed with errors)

For more detailed information about the transfer, select the magnifying glass icon.

Transfer Logs			
	Type	Transfer date	Status
From Margery outlet to Bernard Heinze outlet	Service Item	15 November 2017 8:53 AM	In progress
From Margery outlet to Bernard Heinze outlet - Allied Health and Therapy Services	Person	6 November 2017 12:28 PM	Completed

If a transfer has not been completed successfully, you can retry by selecting the magnifying glass icon, selecting the items you want to retry and selecting the **RETRY SELECTED** button.

Transfer Logs				
From Margery Cole outlet to Service Item Test - Allied Health and Therapy Services - 6 November 2017 12:28 PM				
Select	Last Name	First Name	Aged Care User ID	Status
	Asharp	Dustin	AC57788176	3 - Success
C400: Aged Care User AC57788176 has been successfully transferred from Margery outlet NAPS ID 2548 Margery CHSP provider to Service Item Test NAPS ID 2548 MargeryCHSP provider				
<input type="button" value="CANCEL"/>				

! If you continue to experience issues with transferring clients, please call the My Aged Care service provider and assessor helpline on 1800 836 799 for assistance.

2.2.15 Activating/deactivating a service item

The steps to activate/deactivate a service item are outlined below.


1. Select **Outlet administration** from the homepage.


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


Welcome Curtis from Aussie Aged Care
Logout


Service and Support Portal


Welcome Curtis



Tasks and notifications


My Aged Care interactions


Staff administration


Reports and documents


Outlet administration


Government Provider Management System

2. Select the outlet that contains the service items that you want to activate/deactivate and then select **VIEW SERVICE ITEMS**.

View outlet

About Test Outlet

Address

1 Provider Avenue
PROVIDER NSW 2123

Organisation philosophy

Cultural specialisations ?

Bosnian, Macedonian, Maltese

Religious specialisations ?

Anglican, Hinduism, Islam

Current Specialisation Verifications

There are no current verified diverse need specialisations to display.

More information about applying for verification can be found on the Department of Health and Aged Care's [About Specialisation Verification](#) webpage.

MANAGE VERIFICATIONS

Home Care Pricing

VIEW COPIED INFORMATION

CONFIRM REVIEW OF PRICING INFORMATION

Contact Details

Name: Guy Conlan
Phone: 02 8371 7265
Fax: 0234466923
Email: nimish.kaul@health.gov.au
Website: <https://https://www.outlet.org.au>

ADD ACFI CONTACT

IPC Lead Contacts

ADD IPC LEAD CONTACT

ADD/VIEW OUTLET COVID-19 VACCINATIONS

COVID-19 SUPPORT PORTAL

VIEW SERVICE ITEMS

3. Select the Residential Care tab.

View Service Items

Commonwealth Home Support Programme

Flexible Aged Care Programme

Home Care Packages

Residential Care

4. For the services that have been added to the outlet, select **Operational** to activate the service item. Alternatively, select **Offline** to deactivate the service item under the **Status** heading.

Only **Operational** services will display in the service finders.

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

ACT
NAPS Service ID 8888, Service Item name: Aged Care Incorporated

See subtypes

Status

Operational

Offline

Service availability

Yes

No

Waitlist availability

Yes

No

Meals, Commonwealth Home Support Programme, funded

ACT
NAPS Service ID 8888, Service Item name: Aged Care Incorporated

See subtypes

Status

Operational

Offline

Service availability

Yes

No

Waitlist availability

Yes

No

! The Offline status has replaced the **Inactive** status and should be used to indicate where a funded service is not currently offered by the provider. For example, the service is at capacity. Services that are Inactive are services that are no longer funded by the Department. **Inactive** services will not be visible in the My Aged Care Service and Support Portal. Please contact the My Aged Care service provider and assessor helpline on 1800 836 799 if you have questions about your **Inactive** services.

2.3 Maintaining service delivery outlets

2.3.1 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.

The steps to activate an outlet are outlined below.

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

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

Service and Support Portal Logout

Home | Outlet administration | View outlet - New Outlet

New Outlet

(Inactive) Outlet Id 1-YF2B6RN

ACTIVATE OUTLET REMOVE OUTLET

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

VIEW SERVICE ITEMS

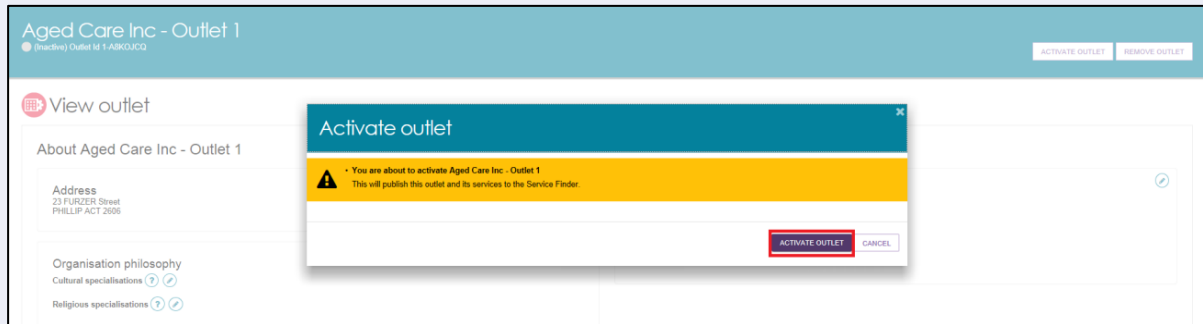
Contact Details
Name: UAT Guys
Phone: 02 6289 9653
Fax:
Email: emailuat@test.gov.au
Website:

ADD ACPI CONTACT

IPC Lead Contacts

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

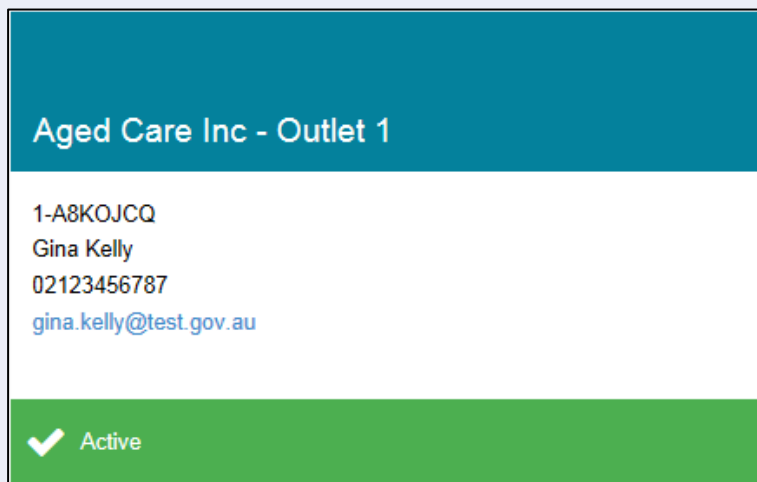
2. Select **ACTIVATE OUTLET** to confirm that you wish for this information to be displayed in the service finder. A warning message will display:



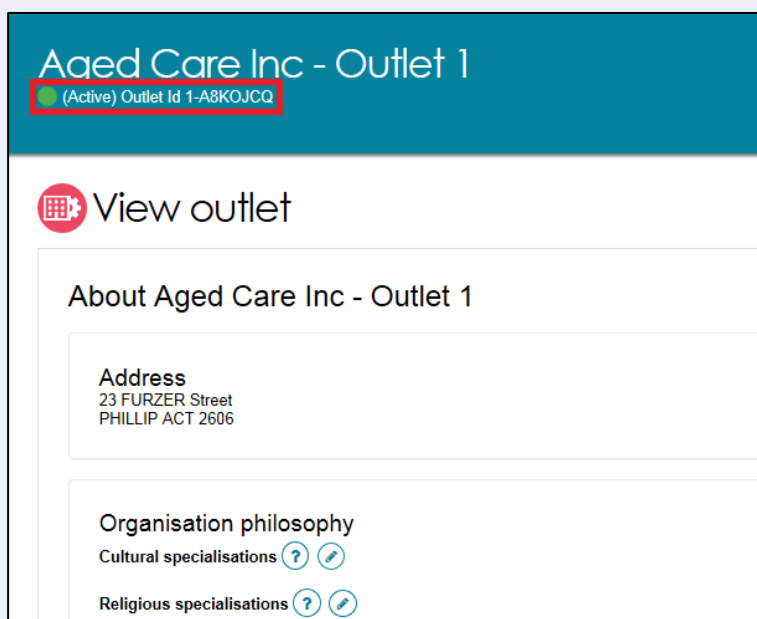
Your outlet is now active and operational service item information will display in the service finder, and will display as **Active** in the Service and Support Portal.

Assessors can only match and refer to active services.

Card View



Outlet View

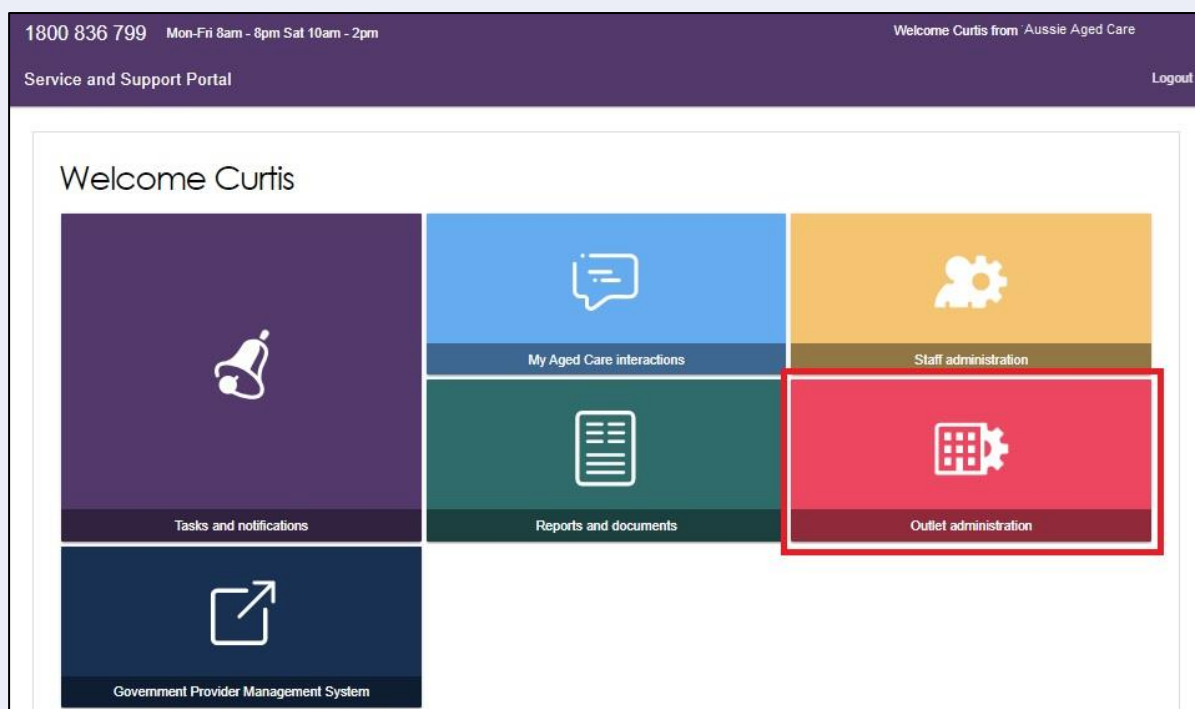


2.3.2 Deactivating an outlet

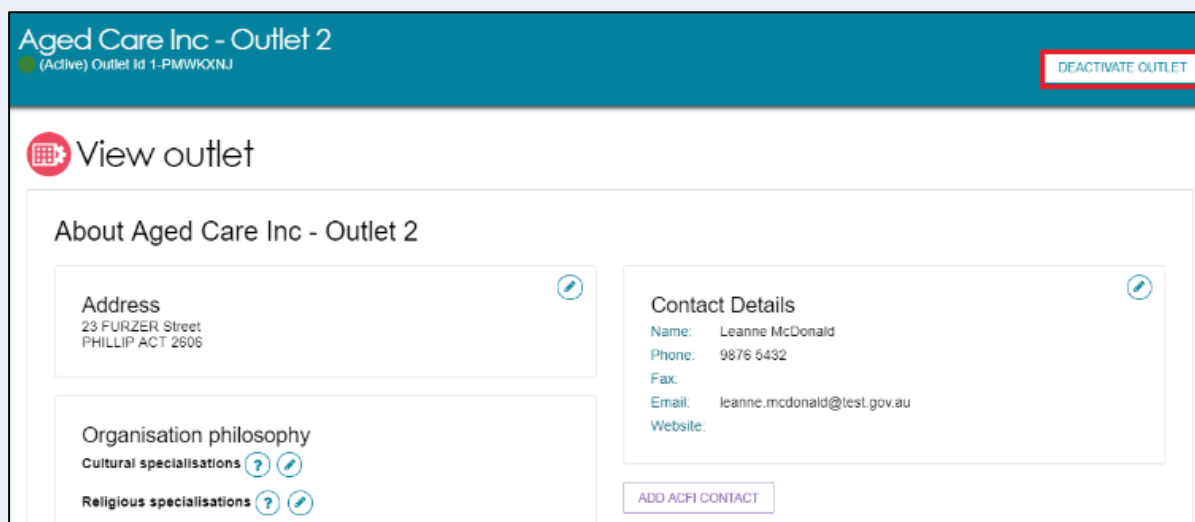
To remove an outlet from the service finder on the My Aged Care website, and stop referrals being sent to the outlet, it must be deactivated.

The steps to deactivate an outlet are outlined below.

1. Select **Outlet administration** from the homepage.



2. Navigate to the **View Outlet** details from the **Outlet administration** page for the outlet that you want to deactivate.



3. Select **DEACTIVATE OUTLET** to confirm that you wish to deactivate the outlet.

Deactivate outlet

You are about to deactivate Aged Care Inc - Outlet 2
Please ensure you arrange for any linked staff members to be reassigned.
Any service items provided by the outlet will not appear in search results.

DEACTIVATE OUTLET CANCEL

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.

! An outlet cannot be made inactive if there are accepted and commenced services.

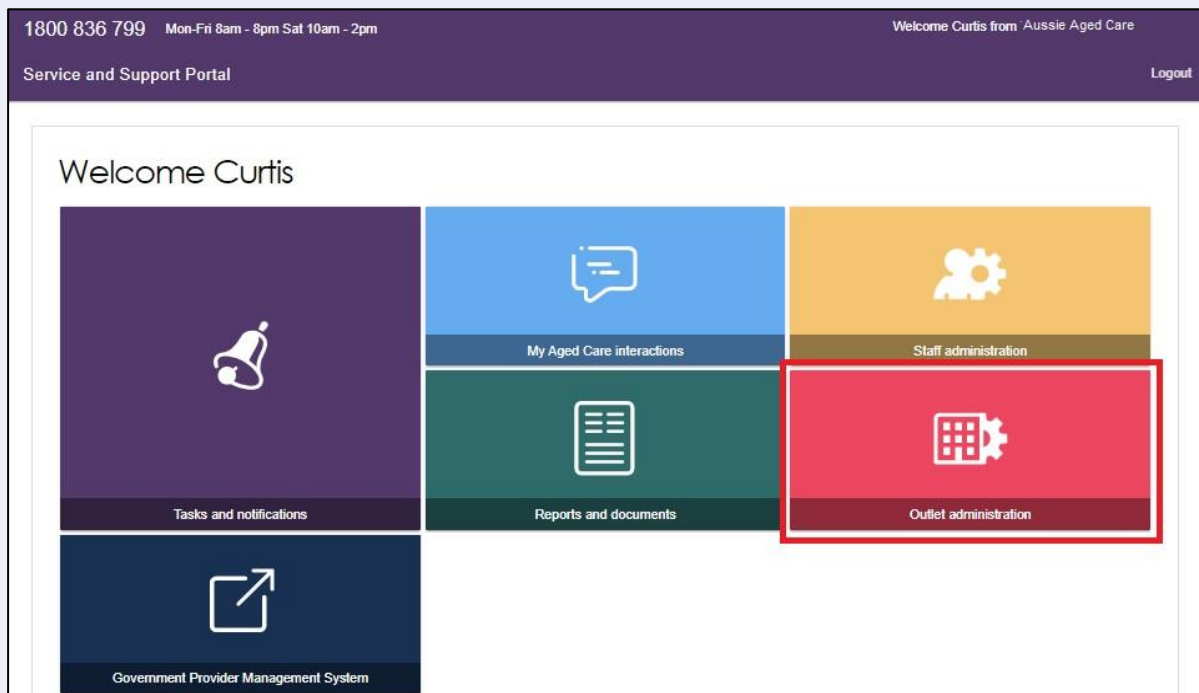
2.3.3 Removing an outlet

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

To remove an outlet from the Portal, it must be in the status of **Inactive**.

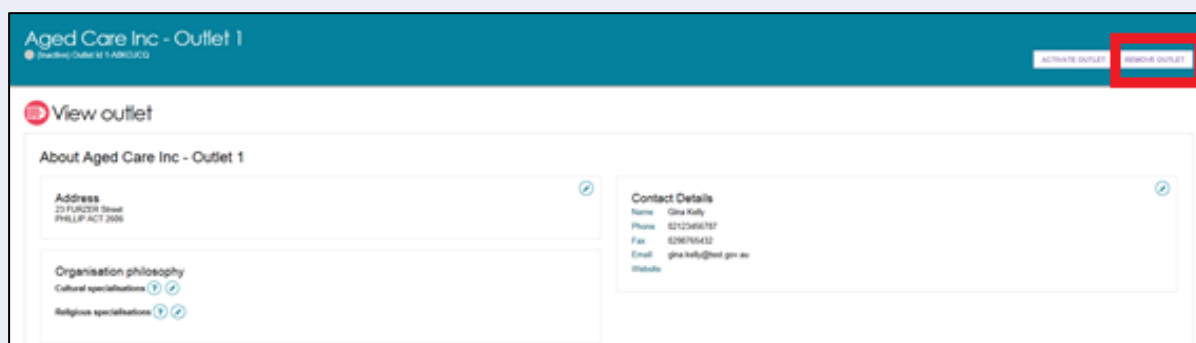
The steps for removing an outlet are outlined below.

1. Select **Outlet administration** from the homepage.

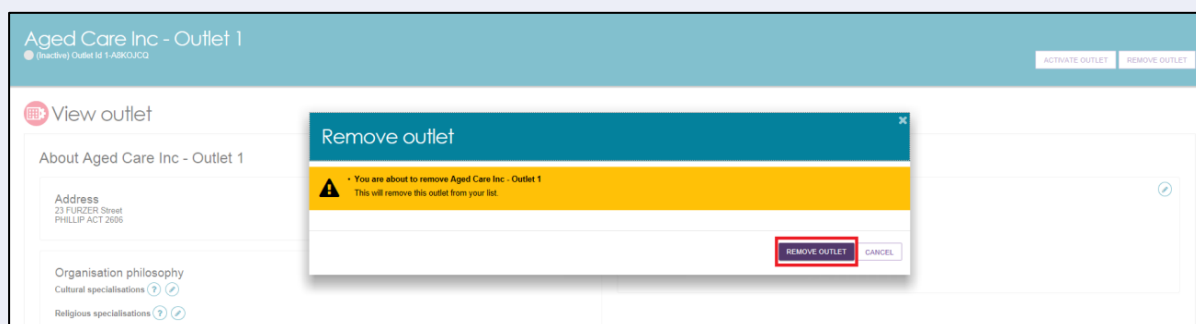


2. Navigate to the **View Outlet** details from the **Outlet administration** page for the inactive

outlet you wish to remove and select **REMOVE OUTLET**.



3. Select **REMOVE OUTLET** to confirm you wish to remove the outlet.



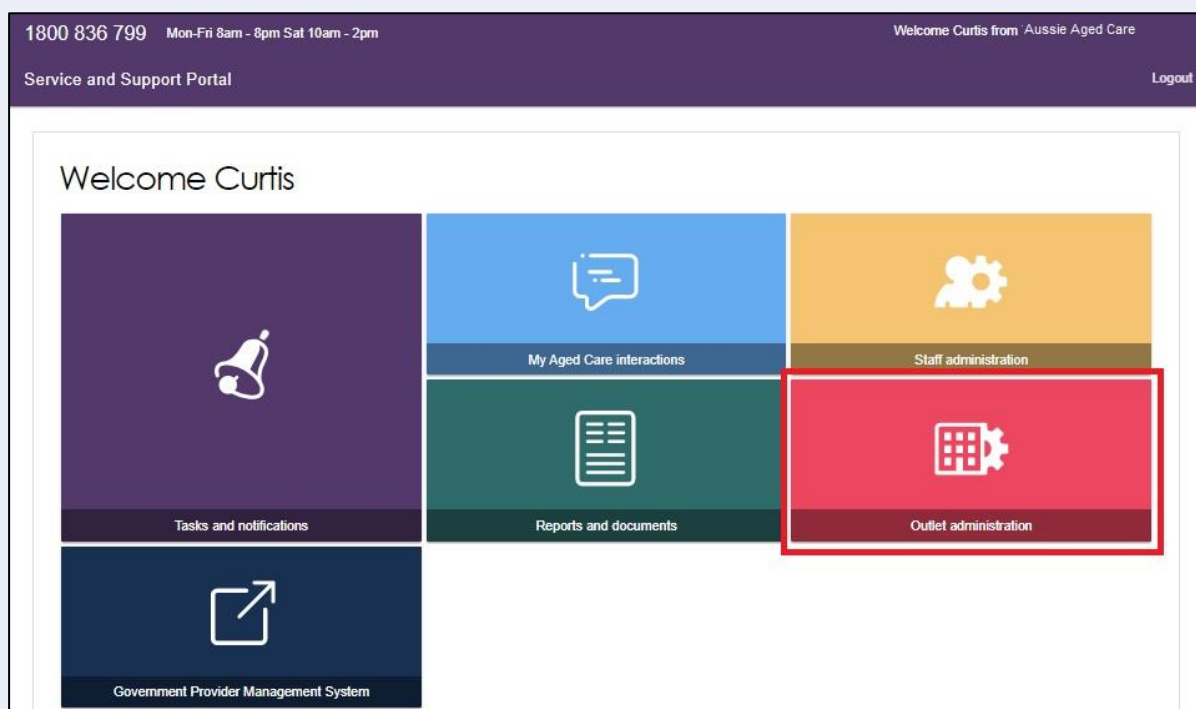
The outlet will no longer display in the Service and Support Portal.

2.3.4 Editing outlet details

The steps to edit an outlet are outlined below.

! Only Non-contractual information can be edited in the Service and Support Portal.

1. Select **Outlet administration** from the homepage.



2. Select the name of the outlet on the **Outlet card** you want to edit.

Outlet Administration

About Yass Valley Council

Contact details
45 CASTOR Street
YASS, NSW 2582

Home Care Package
Maximum exit amount ? \$0.00 ?
[VIEW CHANGES](#)

Outlets (4)
[ADD NEW OUTLET](#)

Sort order
Z-A ☒ [GO](#)

Current sort order is Z-A

Yass Valley Aged Care - Lamington Lodge

1-FW-3942
Beatrice Ganji
0283717264
Brandy.Plymel@test.agb.zb

Active

Yass Valley Aged Care - Heritage House

1-FW-3140
Beatrice Ganji
0283717264
Brandy.Plymel@test.agb.zb
www.warringtonlodge.com.au

Active

3. On the **View outlet** page, select the area that you would like to edit, **Address**, **Contact** details or **Organisation philosophy**.

You can also change the **Organisation philosophy** when viewing your outlet information.

For more information on Organisation Philosophy refer to [Editing the organisation philosophy and Specialised services](#).

View outlet

About Yass Valley Aged Care - Lamington Lodge

Address
45 Castor Street
YASS NSW 2582

Contact Details
Beatrice Ganji
Phone 0283717264
Fax 0229777494
Email Brandy.Plymel@test.agb.zb
Website

Organisation philosophy

Cultural specialisations ? ?

Religious specialisations ? ?

4. Edit information and select **SAVE CHANGES**. To edit address details, select **Edit** next to the outlet address.

Edit outlet

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

Outlet name *
Yass Valley Aged Care - Lamington Lodge

Outlet address *
45 Caster Street, YASS
NSW 2582, Australia

Contact details
The following information will be shown on the Service Finder

First name *
Beatrice

Last name *
Genji

Phone number *
0283717264

Fax number
0229777494

Email
Brandy.Plymel@test.agb.zb

URL ☐

SAVE CHANGES **CANCEL**

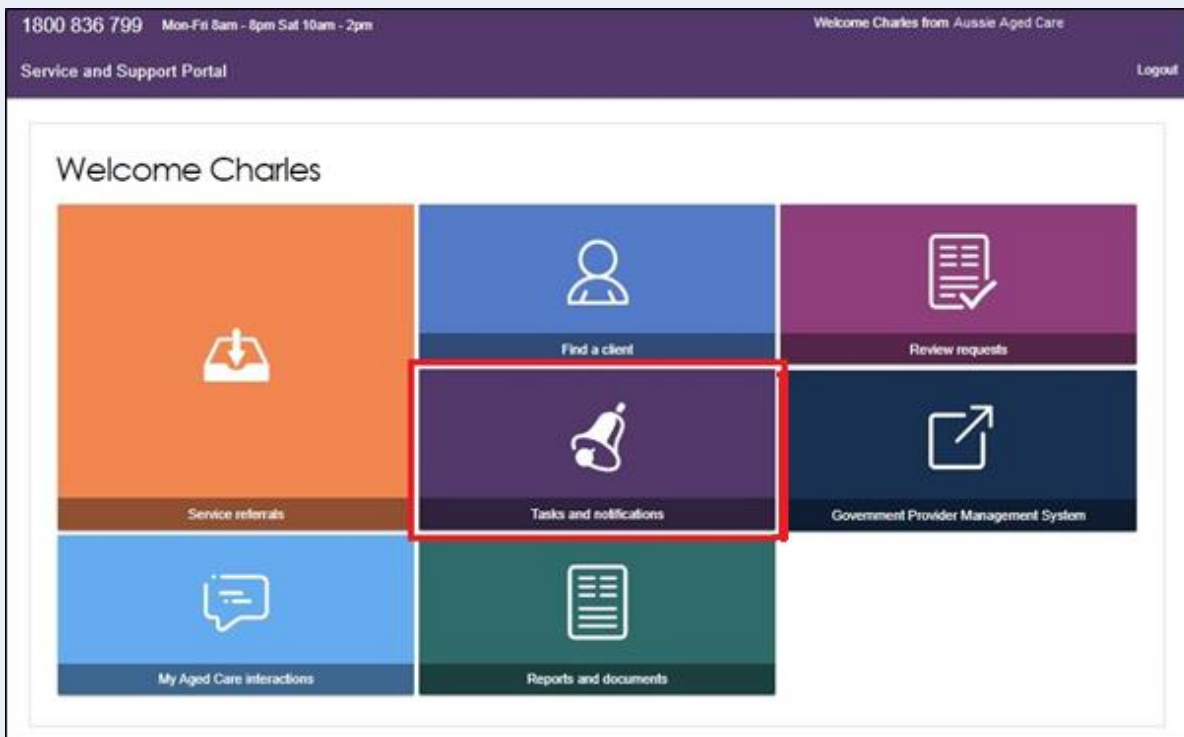
2.4 Tasks and notifications

2.4.1 Viewing tasks and notifications


You can view tasks and notifications in the Service and Support Portal. The steps to view tasks and notifications are outlined below.

! To view tasks for a particular outlet, you must be logged into the relevant outlet. You can do this by selecting the outlet you wish to log in to next to the **Logout** link at the top right of the portal.

1. From the Service and Support Portal homepage select **Tasks and notifications**.



2. To view tasks for your organisation, select **Tasks**. Select an outlet to view tasks related to that outlet.

 **Tasks and notifications**

Tasks

Notifications

Maximum HCP wait times

Filter by

No records returned


In the Tasks tab, you will be able to view all tasks that are relevant to your role. You can sort tasks by:

- Due date
- Category
- Title/Description
- Aged Care User ID
- Client name
- Activity ID

! Tasks that have been marked as important for your outlet by your outlet administrator will be displayed with a visual indicator. The managing preferences section in this guide explains how to set tasks as important.

3. To view notifications for your organisation, select **Notifications**. Select an outlet to view tasks related to that outlet.

You will only be able to see tasks and notifications that are associated to your outlet and for clients you are providing services to. Assessors will be able to see all tasks and notifications for clients.

 **Tasks and notifications**

REQUEST A REVIEW

VIEW PDF OF CLIENT RECORD

Client summary

Client details

Referrals for my organisation

Plans

Attachments

Approvals

Services

My Aged Care interactions

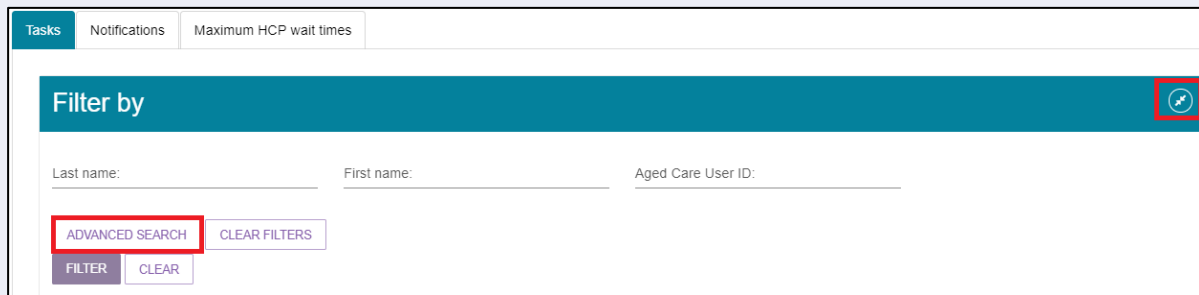
Notes

Tasks and Notifications

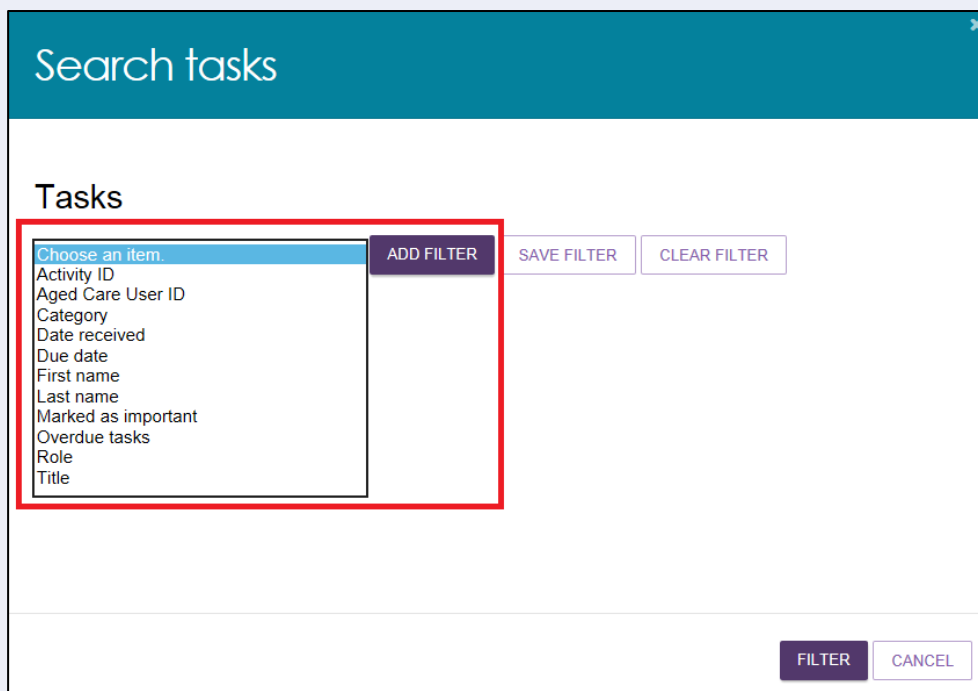
Filter by

Type	Due Date	Received Date	Category	Title/Description	Activity Id	Portal	Outlet
Notification	20/02/2019		Client Services	Care Extension Request A request for a care extension has been submitted. Details are as follows - Aged Care User Id: AC93976173 Service : Transition Care Requested By : BL_ZH274306 Requested by Outlet name : Aged Care Inc - Outlet 2 Request reason : Requested Status : Acceptance Pending Assigned to: MCDONALD, Leanne	1-55848678488	Service Provider Portal	Kingston Aged Care Assessment Service
Notification	20/02/2019		Referrals	New Referral You have a new referral from My Aged Care. Referral created at : 20/02/2019 15:10 Aged Care User Id: AC93976173 Outlet Name : Aged Care Inc - Outlet 2 Service Type : Transition Care Priority: Low	1-55848635704	Service Provider Portal	Aged Care Inc., Aged Care Inc - Outlet 2

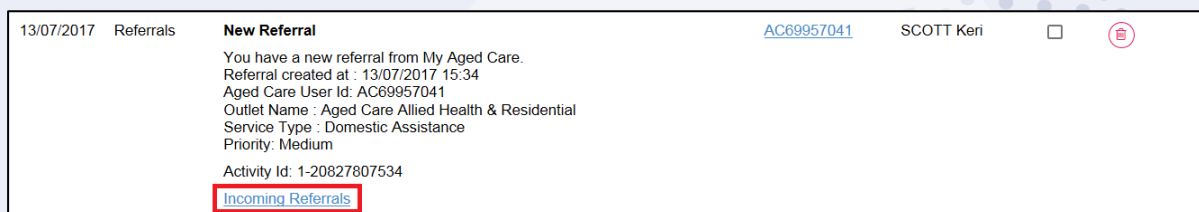
4. You can search for specific tasks using the filter options or using custom filters in Advanced Search. Select the arrows to the right to expand or collapse the filter options.



To apply custom filters, select **ADVANCED SEARCH** and choose filters from the drop-down menu and select **ADD FILTER** for each filter you want to apply.



5. The hyperlink under the task description will take you directly to the individual record and the section of the portal where you can action the task. Alternatively, you can navigate to the clients record by selecting the client's Aged Care ID from the tasks list.



For example, selecting the link in an **Overdue referral** task will take you directly to the **Incoming referrals** tab where you can review the referral and determine whether to accept or reject the referral or place the client onto a waitlist, where appropriate.

Once the action required from the task has been completed, the task will automatically be removed from your task list.

2.4.2 Managing task and notification preferences

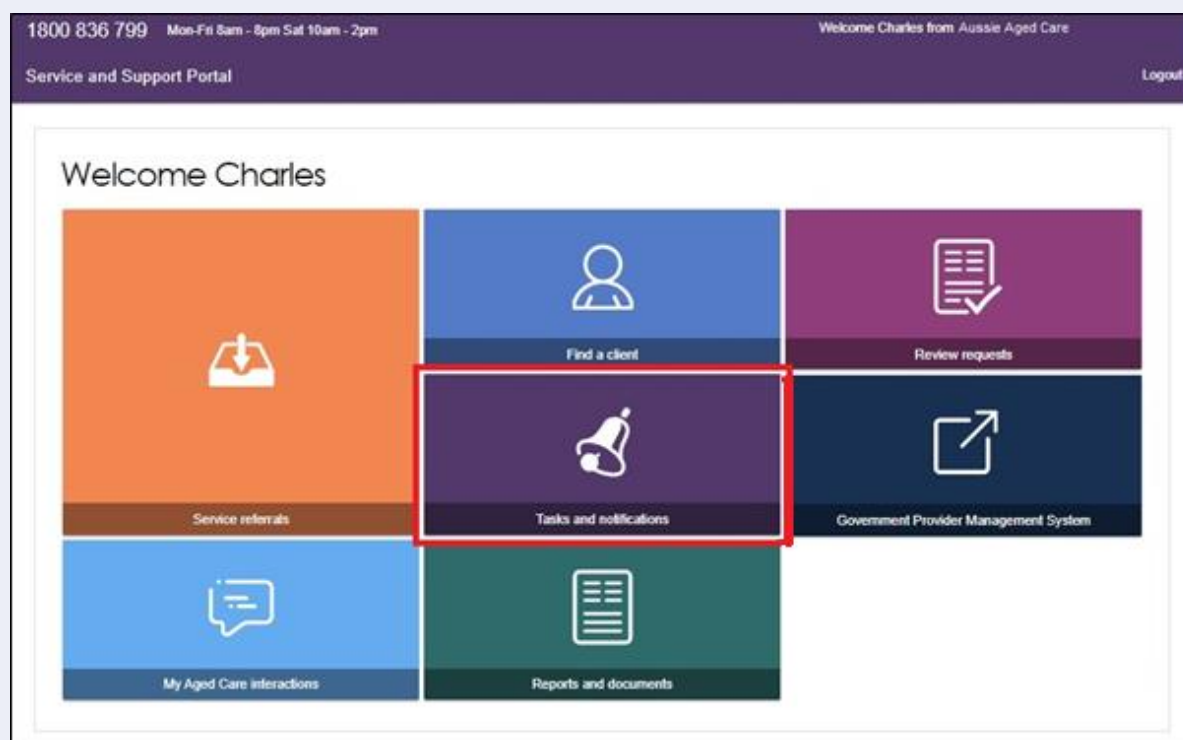
You must be an Administrator to manage task and notification preferences for your organisation or outlet. If you need to add this role to your user account, please see your organisation administrator.

As an Administrator, you will be able to:

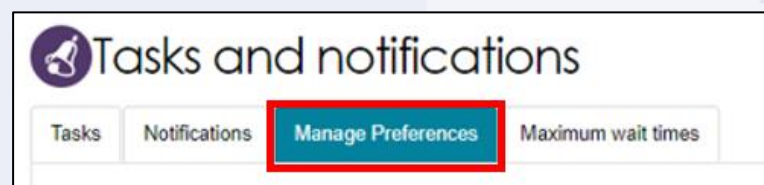
- a) Edit email address and email frequency for new task and notifications
- b) Turn off visibility of notifications in the Portal
- c) View description of each task and notification, including which user types will be able to see them
- d) Edit individual task and notification preferences
- e) Mark a task or notification as important to your outlet.

These settings will affect all staff assigned to your outlet, so please ensure all staff are made aware of any changes you make.

1. From the Service and Support Portal homepage select **Tasks and notifications**.



2. Select the **Manage Preferences** tab.



3. If you are the Administrator for your organisation, you will be able to select which outlet you want to configure task and notification preferences for.

1800 836 799 Mon-Fri 8am - 6pm Sat 10am - 2pm Welcome Lucina from SA

Service and Support Portal

Service referrals Find a client Review requests **Tasks and notifications** Retrieve a referral code Residential care My Aged Care interactions Staff administration Reports and documents Outlet administration SIRS Notice Government Provider Management System

Home | Tasks and notifications

Tasks and notifications

Tasks Notifications **Manage Preferences** Maximum wait times

Aged Care Facility

Email notification preferences for this Outlet are:

☒ OFF ?

CHANGE PREFERENCES

If you are the Administrator for your outlet, you will only be able to see your outlets preferences.

4. The preferences page for the outlet will open. At the top of the page, you can configure the overall preferences for email preference, email address, email frequency and notification visibility in the portal.

You can choose to hide all notifications or hide individual notification types for the outlet. Selecting **No** to hide all means that no notifications for the outlet will be visible to staff associated with the outlet. Selecting **No** for an individual notification type means that only notifications of that type will be hidden for staff associated with the outlet.

Change preferences for Aged Care Allied Health & Residential

Receive emails for new tasks and notifications ?

☒ Yes ☐ No

Send email to: _____


Send emails: ? [dropdown] [v]

Show notifications in the portal? ?


☒ Yes ☐ No


RESET PREFERENCES ?

Tasks and notifications are sorted by category. Select the arrow icon to expand/collapse each category.

Show notifications in the portal? 

☒ Yes ☐ No

[RESET PREFERENCES](#) 


- Client Services 
- Organisation Administration 
- Quality Indicators 


For each task or notification, you will be able to view:

- Type (e.g. task or notification)
- Title and brief description of the why the task or notification has triggered
- User type who can view or action the task or notification


For each task or notification, you will be able to individually configure:

- Whether to send an email when a task or notification generate
- Frequency of email notification, if enabled
- Whether to display a task or notification as important in the portal


Referrals 

 **Task: Overdue Referral**
A referral has not been accepted or rejected within required timeframes. Please review and action this referral as soon as possible
This task is seen by: SP Team Lead


Send an email when this type of task is received?
☒ Yes ☐ No

Send the email:
Immediate 



Show this type of task as important?
☐ Yes ☒ No

 **Notification: Client Identity and Info**
A client has been deactivated in the My Aged Care system, and their Service referral has been automatically recalled.
This notification is seen by: SP Team Lead

Send an email when this type of notification is received?
☒ Yes ☐ No

Send the email:
Immediate 

If you choose to mark a task or notification as important, staff within your outlet who can view that particular task/notification will see a visual indicator in their portal. For example, a notification of home care correspondence.

Received	Category	Title/Description	Aged Care User ID	Client name	Select	Remove
28/06/2017	Referrals	New Referral You have a new referral from My Aged Care. Referral created at : 20/07/2017 18:29 Aged Care User Id: AC41264185 Outlet Name : Aged Care Allied Health & Residential Service Type : Allied Health and Therapy Services Priority: Medium Activity Id: 1-20852188999 Incoming Referrals	AC48007322	JORGENSEN Andy	<input type="checkbox"/>	
 Important						

5. Select **SAVE** when all changes have been made. You can reset the preferences by selecting **RESET PREFERENCES** at the top of the page.

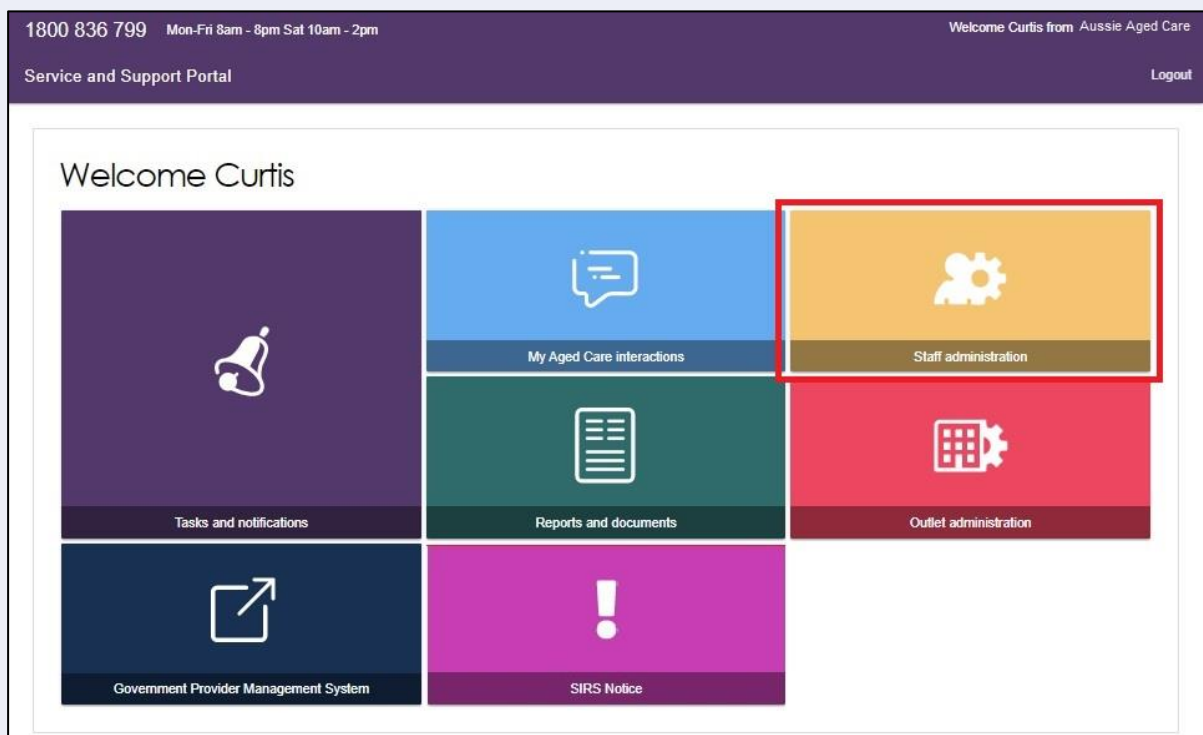


2.5 Creating and maintaining staff accounts

After you have [created outlets](#) for your organisation, you can create and maintain staff accounts. For more information about staff roles refer to [Staff Roles in the Service and Support Portal](#).

2.5.1 Viewing staff accounts

By selecting **Staff administration** on the homepage, you can view all current staff that have access to the Service and Support Portal. You can sort staff alphabetically, or by the outlet(s) they are assigned to.



2.5.2 Adding new staff accounts, allocating roles and outlets

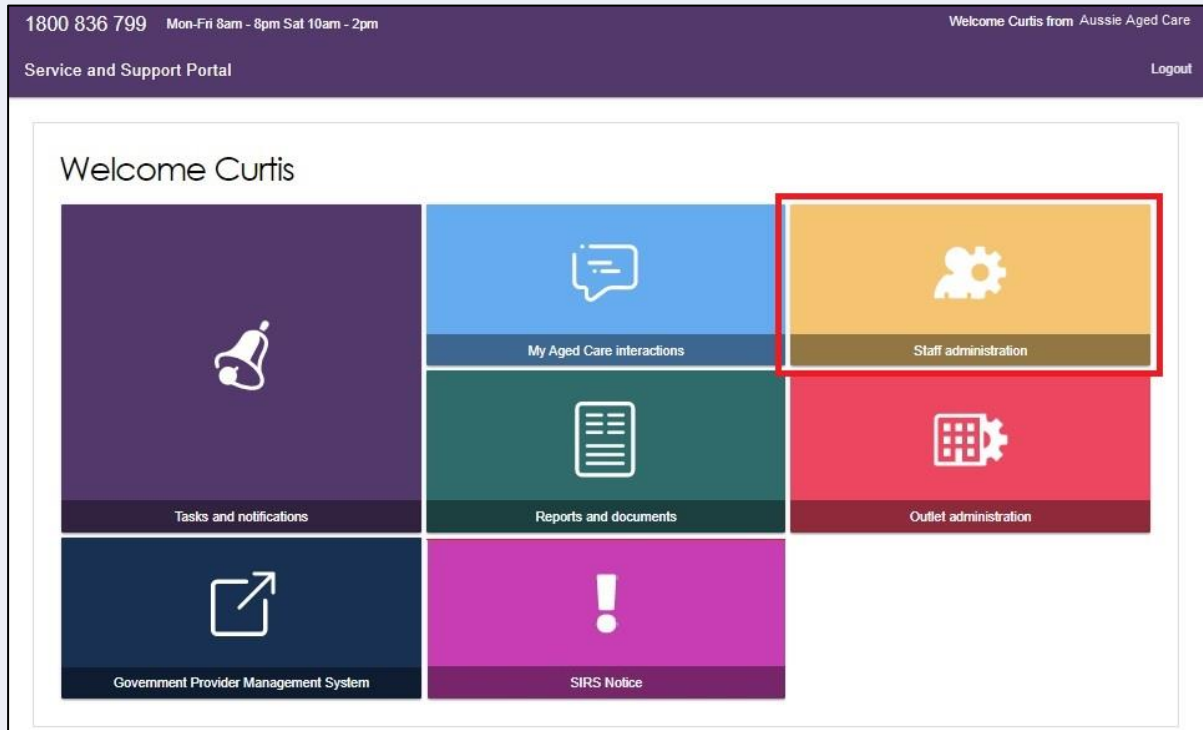
After you have created outlets for your organisation you can create staff accounts. You will need to assign roles to your staff and assign your staff to one or more outlets.

Staff can be assigned one or more roles (Administrator, Team Leader, Staff Member) at the same time within the Portal. The role(s) assigned to staff will apply across all outlets they are assigned to.

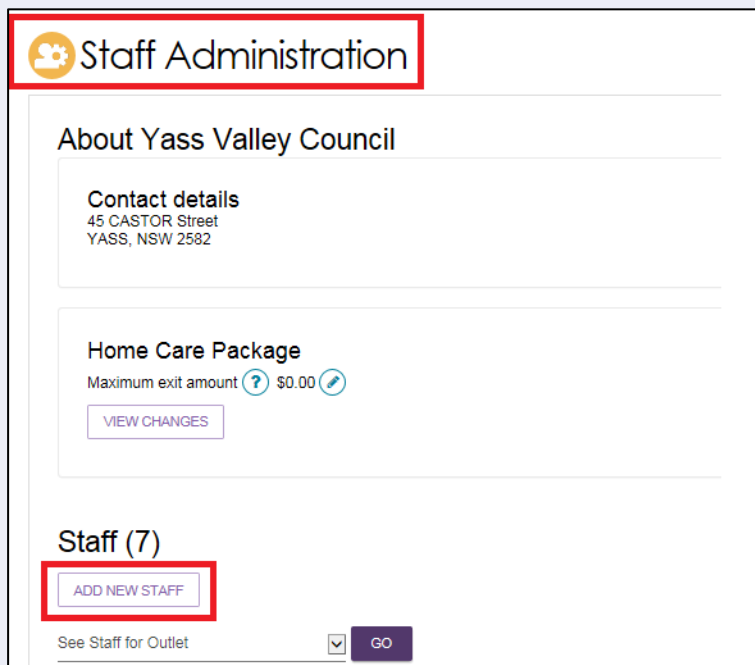
The steps to add a new staff account are outlined below.

! Staff assigned the Organisation Administrator role can manage all outlets for their organisation.
Staff assigned the Outlet Administrator role for one or more outlets will only be able to manage services and staff for the outlet(s) they have been assigned.

1. Select **Staff Administration** from the homepage.



2. Select **ADD NEW STAFF** from the staff administration page.



3. You must enter staff details (First name, last name, unique email and a contact number), assign role(s) to staff, and assign staff to one or more outlets. Next, select **SAVE**.

Staff details

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

Title Job title

First name * Email *

Last name * Contact numbers
Only one contact number is required. *

Preferred name Home

Work

Mobile

Manage roles * ?

ASSIGN ROLES

SAVE CANCEL

4. You can assign staff to either the Organisation Level or Outlet Level. Organisation Level allows staff to access to the Organisation details, including all outlets for that organisation. Alternatively, you can choose to assign staff to access one, multiple, or all outlets under the Organisation.

Then, select **SAVE** and **SAVE ROLES**.

A person assigned the administrator role at the organisation level.

Manage roles

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

Please select the level for the role(s)

☒ Organisation level ☐ Outlet level

Please select the role(s) *

☒ Administrator ☐ Team Leader

☐ Staff Member ☐ ACFI Contact

☐ Quality Indicators ☐ SIRS

SAVE CANCEL

A person assigned the roles of administrator and team leader at the outlet level.

Manage roles

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

Please select the level for the role(s)

☐ Organisation level ☒ Outlet level

Please select the role(s) *

☒ Administrator ☒ Team Leader

☐ Staff Member ☐ ACFI Contact

☐ Quality Indicators ☐ SIRS

SAVE CANCEL

Choosing an outlet for the role.

Manage roles

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

Primary outlet *

Please select outlets for the role(s) *

☐ Select all outlets

☐ Horton House and Warrington Lodge

☐ Yass Valley Aged Care - Warrington Lodge

☒ Yass Valley Aged Care - Horton House

BACK SAVE ROLES CANCEL

5. Service Provider Administrators can add staff to additional roles in their outlet.

Manage roles

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

Please select the level for the role(s)

☒ Organisation level ☐ Outlet level

Please select the role(s) *

☐ Administrator

☐ Staff Member

☒ Team Leader

☐ ACFI Contact

☐ SIRS

SAVE CANCEL

! The first time each staff member logs into the Service and Support Portal, they will need to follow the steps outlined in [Logging in to the Aged Care Systems](#).

2.5.3 Editing a staff account

The steps to edit a staff account are outlined below.

1. Select **Staff administration** from the homepage.

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


SIRS Notice



2. Select the name on the **Staff card** that you want to edit.




 **Staff Administration**

About Yass Valley Council

Contact details
45 CASTOR Street
YASS, NSW 2582

Home Care Package
Maximum exit amount ? \$500.00 
[VIEW CHANGES](#)


Organisation philosophy
Cultural specialisations ? 
Croatian
Religious specialisations ? 


Staff (8)
[ADD NEW STAFF](#)
See Staff for Outlet  [GO](#)
View Status
Active  [GO](#)
Sort order
A-Z  [GO](#)
Current sort order is A-Z

Emmet Ditsch
1-2B9ID4
Marketing and Communications Consultant
(02) 2977 7494 (Mobile)
(02) 8371 7264 (Work)
(02) 2977 7494 (Home)

Beatrice Ganji
1-N3-1205
(02) 3948 6429 (Mobile)
(02) 8371 7264 (Work)
(02) 2977 7494 (Home)
Brandy.Plymel@test.agb.zb


3. Select **EDIT STAFF DETAILS**.


 **View staff member**

Mr Emmet Ditsch (Dearn)
 (Active)
Staff member ID 1-2B9ID4
Marketing and Communications Consultant
[DEACTIVATE](#)

Contact details
Email Lakisha.Yuko@test.eca.vs
Contact numbers

- (02) 2977 7494 (Home)
- (02) 8371 7264 (Work)
- (02) 2977 7494 (Mobile)

Roles 
• Staff Member

Outlets 
• Yass Valley Council

[EDIT STAFF DETAILS](#)

4. Edit staff details and select **SAVE**.

Staff details

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

Title Mr <input checked="" type="checkbox"/>	Job title Marketing and Communications Consultant
First name * Emmet	Email * Lakisha.Yuko@test.eca.vs
Last name * Ditsch	Contact numbers Only one contact number is required. * Home 0229777494
Preferred name Dearn	Work 0283717264
	Mobile 0229777494

Assign roles * ?

☐ Organisation Level ☐ Outlet level

Organisation	Assign Roles ?		
Yass Valley Council	Staff Member		
Assign outlets	Primary outlet	Select outlets	Assign Roles ?
Yass Valley Aged Care - Garden House	<input checked="" type="radio"/>	<input type="checkbox"/>	
Yass Valley Aged Care - Heritage House	<input type="radio"/>	<input type="checkbox"/>	
Yass Valley Aged Care - Hillview House	<input type="radio"/>	<input type="checkbox"/>	
Yass Valley Aged Care - Lamington Lodge	<input type="radio"/>	<input type="checkbox"/>	

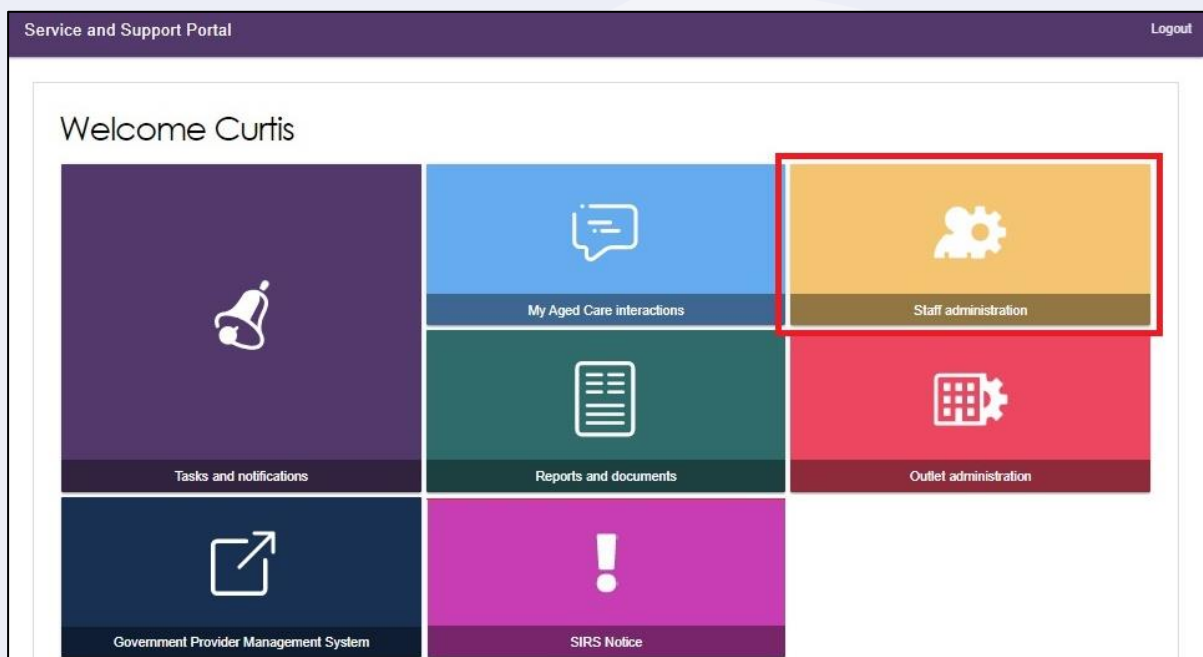
SAVE CANCEL

2.5.4 Deactivating staff accounts


Deactivating an account will permanently lock the account for the staff member and remove their access to the Service and Support Portal.

The steps to deactivate a staff account are outlined below.

1. Select **Staff administration** from the homepage.



2. From the **Staff Administration** page, select the name of the staff member on the **Staff card** that you want to deactivate.

 **Staff Administration**

About Yass Valley Council

Contact details
45 CASTOR Street
YASS, NSW 2582

Home Care Package
Maximum exit amount ? \$500.00 ?
[VIEW CHANGES](#)

Organisation philosophy
Cultural specialisations ? ?
Croatian
Religious specialisations ? ?

Staff (8)
[ADD NEW STAFF](#)

See Staff for Outlet ☒ [GO](#)

View Status
Active ☒ [GO](#)


Sort order
A-Z ☒ [GO](#)


Current sort order is A-Z

Emmet Ditsch
1-2B9ID4
Marketing and Communications Consultant
(02) 2977 7494 (Mobile)
(02) 8371 7264 (Work)
(02) 2977 7494 (Home)

Beatrice Ganji
1-N3-1205
(02) 3948 6429 (Mobile)
(02) 8371 7264 (Work)
(02) 2977 7494 (Home)
Brandy.Plymel@test.agb.zb

3. From the **View staff member** page, select **DEACTIVATE**.

 **View staff member**

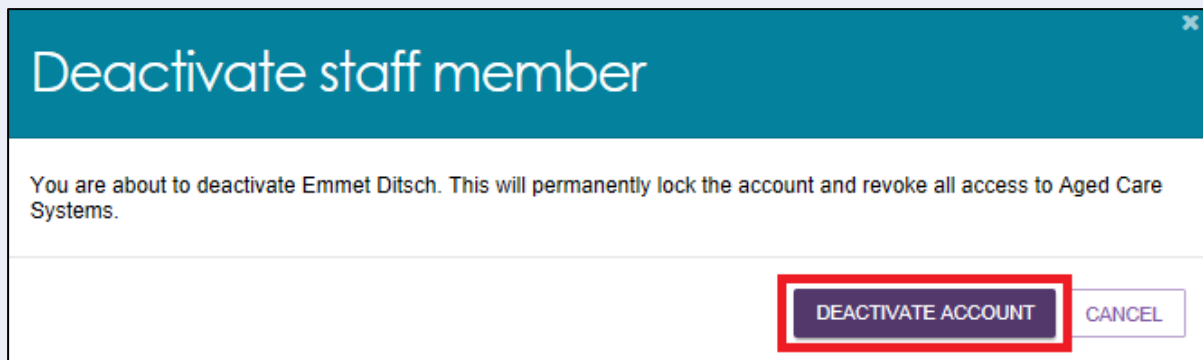
Mr Emmet Ditsch (Dearn)
 (Active)
Staff member ID 1-2B9ID4
Marketing and Communications Consultant

[DEACTIVATE](#)

Contact details
Email Lakisha.Yuko@test.eca.vs
Contact numbers

- (02) 2977 7494 (Home)
- (02) 8371 7264 (Work)
- (02) 2977 7494 (Mobile)

4. Select **DEACTIVATE ACCOUNT** to confirm.



The staff member account will now appear as Inactive in the Service and Support Portal.

2.5.5 Removing staff accounts

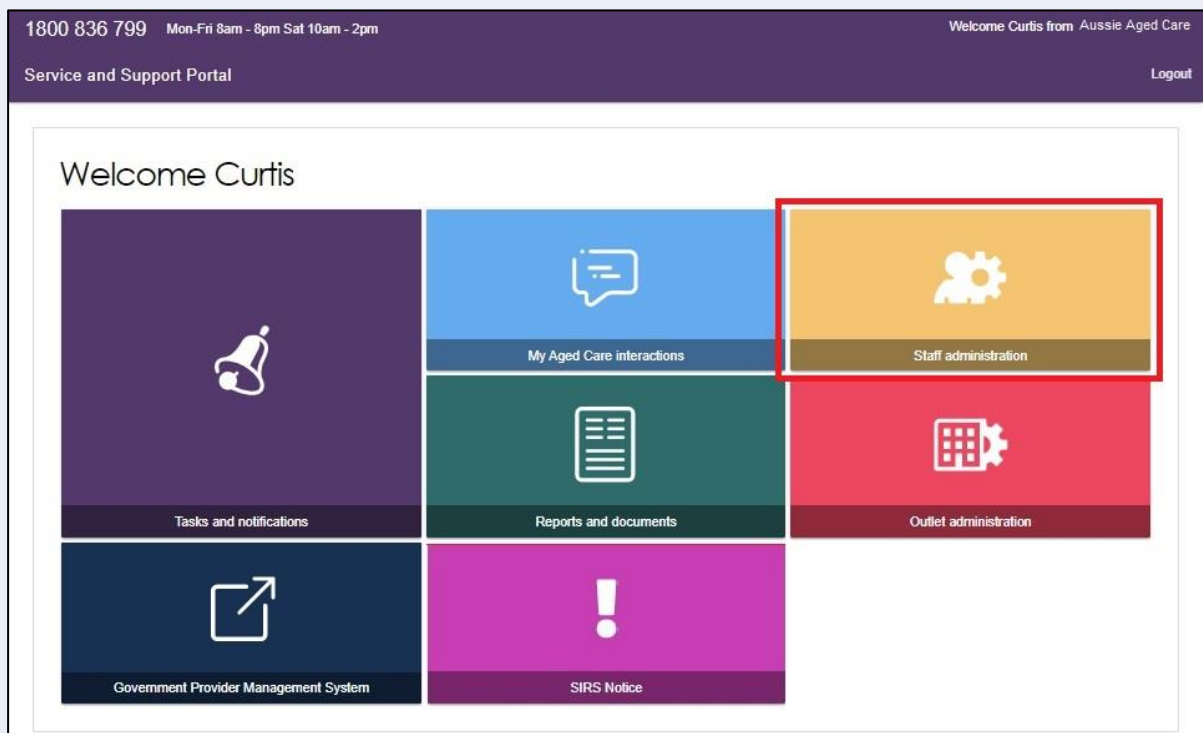
Inactive staff members (that have previously been deactivated) can be removed from organisations and outlets and will no longer display in the Service and Support Portal.

! For information on removing a staff member's authorisations in the Relationship Authorisation Manager (RAM), refer to Managing Authorisations.


If you need to restore access for a staff member who's been removed, call the My Aged Care contact centre. You cannot re-create a portal user account using the same email address and myID.

The steps to remove a staff account are outlined below.

1. Select **Staff administration** from the homepage.






- From the **Staff Administration** page, select **Inactive** from the **View Status** drop down menu to view inactive staff.

 **Staff Administration**

About Yass Valley Council

Contact details
45 CASTOR Street
YASS, NSW 2582

Home Care Package
Maximum exit amount ? \$500.00 
[VIEW CHANGES](#)

Organisation philosophy
Cultural specialisations ? 
Croatian
Religious specialisations ? 

Staff (5)

[ADD NEW STAFF](#)

See Staff for Outlet ☐ [GO](#)

View Status
Inactive ☐ [GO](#)

Sort order
A-Z ☐ [GO](#)

- Select the name of the staff member on the **Staff card** that you want to deactivate. The **View staff member** page will be displayed.

Staff (5)


[ADD NEW STAFF](#)


See Staff for Outlet ☐ [GO](#)

View Status
Inactive ☐ [GO](#)

Sort order
A-Z ☐ [GO](#)

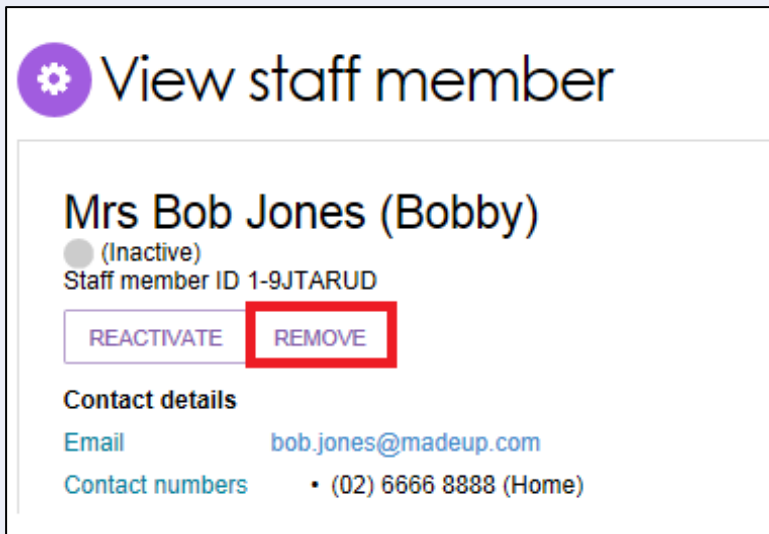
Current sort order is A-Z


Bob Jones
1-9JTARUD
(02) 6666 8888 (Home)
bob.jones@madeup.com
Outlets
•
 Inactive

Michael Orwin
1-9E7J065
(03) 6293 2605 (Home)
michael.orwin@gmail.com
Outlets
•
 Inactive



4. From the **View staff member** page, select **REMOVE**.



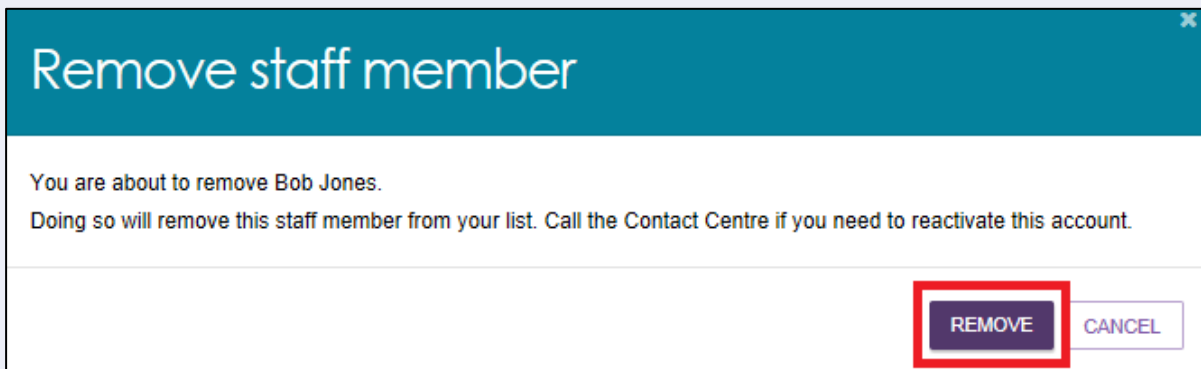
 View staff member

Mrs Bob Jones (Bobby)
(Inactive)
Staff member ID 1-9JTARUD

[REACTIVATE](#) [REMOVE](#)

Contact details
Email bob.jones@madeup.com
Contact numbers • (02) 6666 8888 (Home)

5. Select **REMOVE** to remove the staff member from your staff list.



Remove staff member

You are about to remove Bob Jones.
Doing so will remove this staff member from your list. Call the Contact Centre if you need to reactivate this account.

[REMOVE](#) [CANCEL](#)

2.6 Infection Prevention Control (IPC) Lead Role

! Aged Care Organisations delivering residential aged care need to nominate an Infection Prevention Control (IPC) Lead under their outlet.

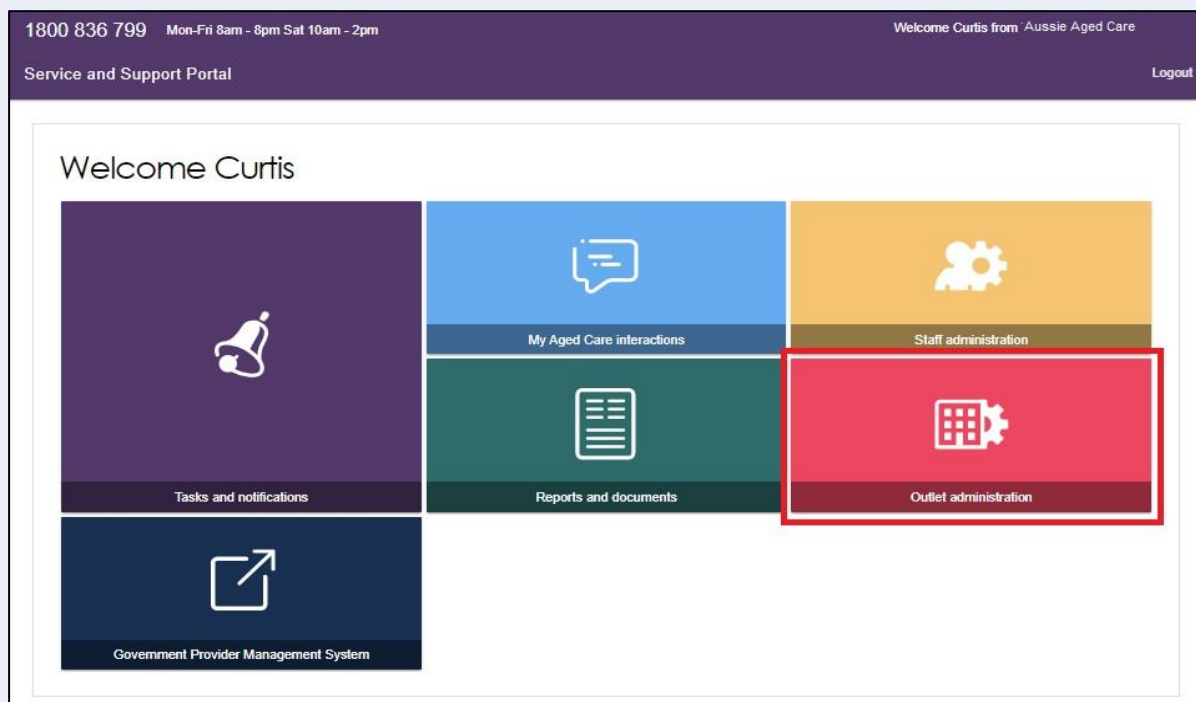
An IPC Lead is a registered or enrolled nurse who observes, assesses, and reports on IPC of the service, and assists with developing procedures and providing advice within the services.

An Aged Care Organisation Administrator or an Outlet Administrator can assign, update, and view the IPC Lead Contact. Administrators must obtain and make a record of consent obtained from the IPC Lead to submit their details to the Department via the Service and Support Portal. Details to report include the IPC Leads name, phone number, position/role, nurse registration status and information about their IPC specific training.

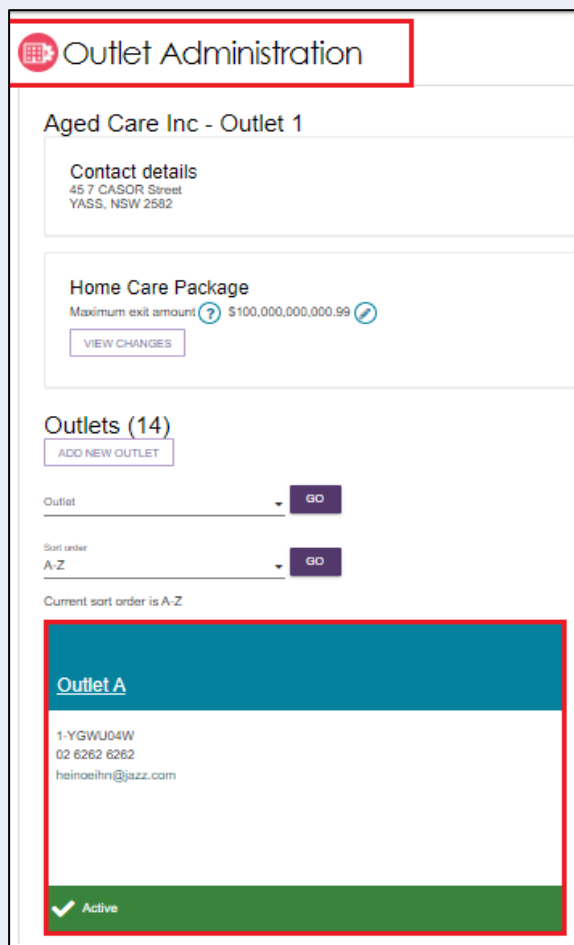
IPC Lead information submitted to the Department via the Service and Support Portal will be used to monitor expenditure of the Second COVID-19 supplement and related policy development. The information will also be disclosed to the Aged Care Quality and Safety Commission and may be used by this agency for compliance purposes.

To access the IPC Lead Role:

1. Select **Outlet administration** from the homepage.



2. In the **Outlet Administration** page click to select the outlet you want to edit.



3. To create a new IPC Lead Contact, in the **View outlet** page, select **ADD IPC LEAD CONTACT**. You can add IPC lead contact details at any stage. If a Primary Contact does not exist for the outlet, administrators will need to create one before creating an IPC Lead Contact. You can add IPC lead contact details at any stage after that.

! There can be up to 3 IPC Lead Contacts for each outlet.

View outlet

About Home Care Canberra

Address
1 Homecare Alley
CANBERRA CITY ACT 2601

Organisation philosophy
Cultural specialisations ?
Australian Aboriginal, Chinese, Italian
Religious specialisations ?
Agnosticism, Atheism, Christian, Coptic Orthodox Church, Greek Orthodox

Contact Details
Name: Home Care
Phone: 0420 123 456
Fax:
Email: homecare@canberra.com
Website:

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

Current Specialisation Verifications

4. You must enter the IPC Lead Contact details including their first name, last name, phone number, position/role, nurse registration status, and completion status for the online training modules. You must also select the completion status of their IPC Lead specialist training.

Once the status of specialist training is selected, further fields will appear to enable you to provide more details on this training. This includes the course name, education provider and completion date. Where the IPC lead is yet to enroll, a reason will be required. This information should be updated as circumstances change, including to reflect when training is completed.

IPC Lead Contact

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

First name: *
Last name: *

Phone number: * ?
e.g. 02 1234 5678

Position/role: *
E.g. Nursing, Director

Nursing registration status* ?
☐ Registered Nurse
☐ Enrolled Nurse

IPC lead specialist training*
☐ Completed
☐ Enrolled / commenced
☐ Yet to enrol

Confirmation of completed mandatory modules
Infection Control Training - COVID-19 Modules*
☐ Yes ☐ No
Aged Care Modules*
☐ Yes ☐ No

SAVE CHANGES CANCEL

- You can edit and delete IPC Lead Contact details at any stage. In the **View outlet** page current IPC lead contacts will be listed. To edit a contact, select the pen icon and update incorrect. To delete a contact, select the rubbish bin icon. A pop-up screen will appear to confirm that you would like to delete the contact.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Curtis from Test Outlet

Service and Support Portal Logout

Home | Outlet administration | View outlet - Test Outlet

Test Outlet
(Active) Outlet Id 2-ZRL1IEV DEACTIVATE OUTLET

View outlet

About Test Outlet

Address
33 SPRINGFIELD Road
BOX HILL NORTH VIC 3129

Organisation philosophy
Cultural specialisations ?
Religious specialisations ?

Current Specialisation Verifications

Specialisation	Verification date	Valid from	Valid to
Care-leavers	28 Sep 2022	01 Oct 2022	01 Oct 2025
Parents separated from their children by forced adoption or removal	20 Sep 2019	01 Apr 2020	01 Apr 2023
People who live in rural or remote areas	19 Sep 2022	24 Sep 2022	24 Sep 2025
Veterans	09 Feb 2023	09 Feb 2023	09 Feb 2026

More information about applying for verification can be found on the Department of Health and Aged Care's About Specialisation Verification webpage.

MANAGE VERIFICATIONS

VIEW SERVICE ITEMS

IPC Lead Contacts

Norelle Nurse
Phone: 01 2345 6789
Position/role: Nursing Director
Nursing registration status: Registered Nurse
Infection Control Modules: Yes
Aged Care Modules: Yes
IPC lead specialist training: Completed
Course: IPC Course
Education provider: IPC Course Provider
Date completed: 1 January 2000

ADD ACPI CONTACT

ADD IPC LEAD CONTACT

ADD/VIEW OUTLET COVID-19 VACCINATIONS

COVID-19 SUPPORT PORTAL

2.7 Entering Covid vaccination details

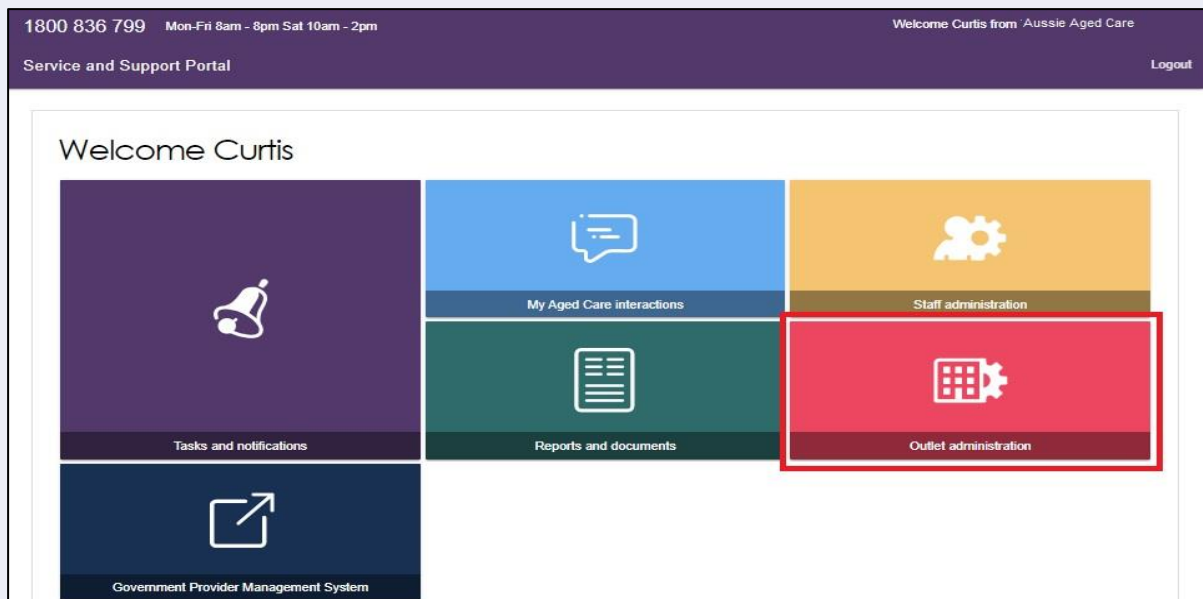
Providers with outlets on My Aged Care have the ability to enter the number of their staff and residents who are vaccinated against COVID-19. Weekly reporting of this data is mandatory for Residential aged care providers, including Multipurpose Services Program (MPS), National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP), Short-term Restorative Care (STRC) and Transition Care Program (TCP). It is also mandatory for these providers to report on workers with approved exemptions to a COVID-19 vaccination.

HCP Providers and providers of STRC in a home and community setting are required to report on the COVID-19 vaccination status of their workers. Weekly reporting of worker vaccination data is mandatory for CHSP and NATSIFACP home care providers.

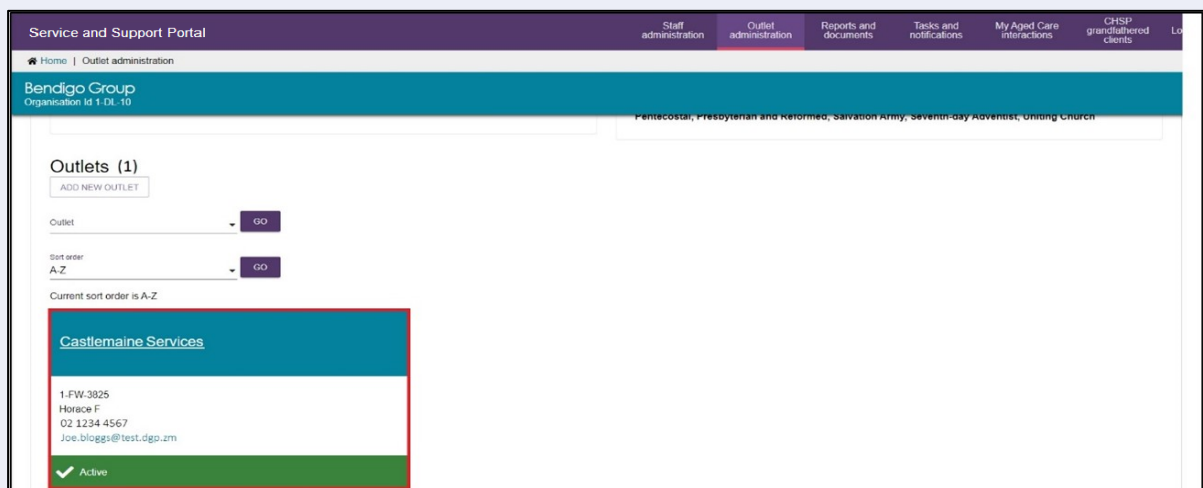
For more information refer to [Mandatory COVID-19 vaccination reporting](#).

The steps to add vaccination details are below:

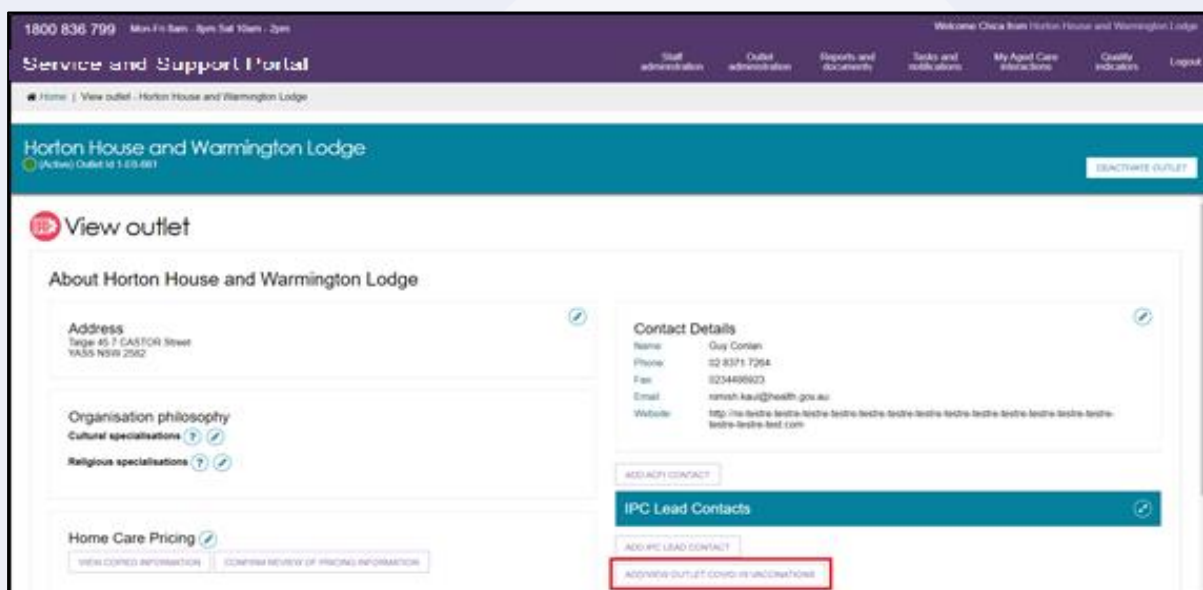
1. Select the **Outlet administration** tile on the Portal home page.



2. Scroll down and select the outlet for which you need to add vaccination details.



3. Select **ADD/VIEW COVID-19 VACCINATIONS**



4. Add in details that are requested for either/or staff and resident vaccinations. For detailed steps please see the user guide on [How to view, add and update COVID-19 vaccination data](#).

The screenshot shows the 'Aged Care COVID-19 vaccinations' data entry page for Horton House and Warrington Lodge. The page has a purple header with the phone number 1800 836 799 and the date/time Mon 21 Jun - 8pm Sat 10am - 2pm. A navigation bar includes links for Staff administration, Outlet administration, Reports and documents, Tasks and notifications, My Aged Care interactions, Quality indicators, and Logout. The breadcrumb trail is Home > Outlet administration > View outlet - Horton House and Warrington Lodge > Aged Care COVID-19 vaccinations. The page title is 'Aged Care COVID-19 vaccinations' with 'Today's date: 23 July 2021'. There are tabs for Residential, HCP, CHSP, NATSACAP, and TCP. The 'Residential service' section includes instructions and a note about service staff. It contains three input fields for service staff counts: 'Total number of service staff providing Residential services', 'The number of Residential service staff who have received a single dose only of a COVID-19 vaccine', and 'The number of Residential service staff who have received all required doses of a COVID-19 vaccine'. On the right, it shows the 'Date last updated: 22 July 2021' and the corresponding values: 300, 199, and 191.

! Service Staff includes all people (including volunteers) working at a service who are responsible for care, support and services for clients, maintenance and administration – e.g. includes nursing and personal care staff, allied health professionals, administration staff, kitchen, cleaning, laundry and garden staff. Only include residents who receive accommodation services. Do not include those for whom you provide service at home or in the community. Please only include each resident once in your reporting.

5. Select **SAVE CHANGES** on the data entry page.

The screenshot shows a button labeled 'SAVE CHANGES' in a red box, next to a 'CANCEL' button in a white box with a grey border.

6. Confirm the data you have entered is correct and then select **SUBMIT** on the final screen.

The screenshot shows the 'Submit' confirmation screen. It has a teal header with the word 'Submit'. Below it is a warning icon and the text 'Are you sure?'. At the bottom right, there are 'SUBMIT' and 'CANCEL' buttons. The 'SUBMIT' button is in a red box, and the 'CANCEL' button is in a white box with a grey border.

A green box will appear at the bottom of the screen to inform you the details have been saved.

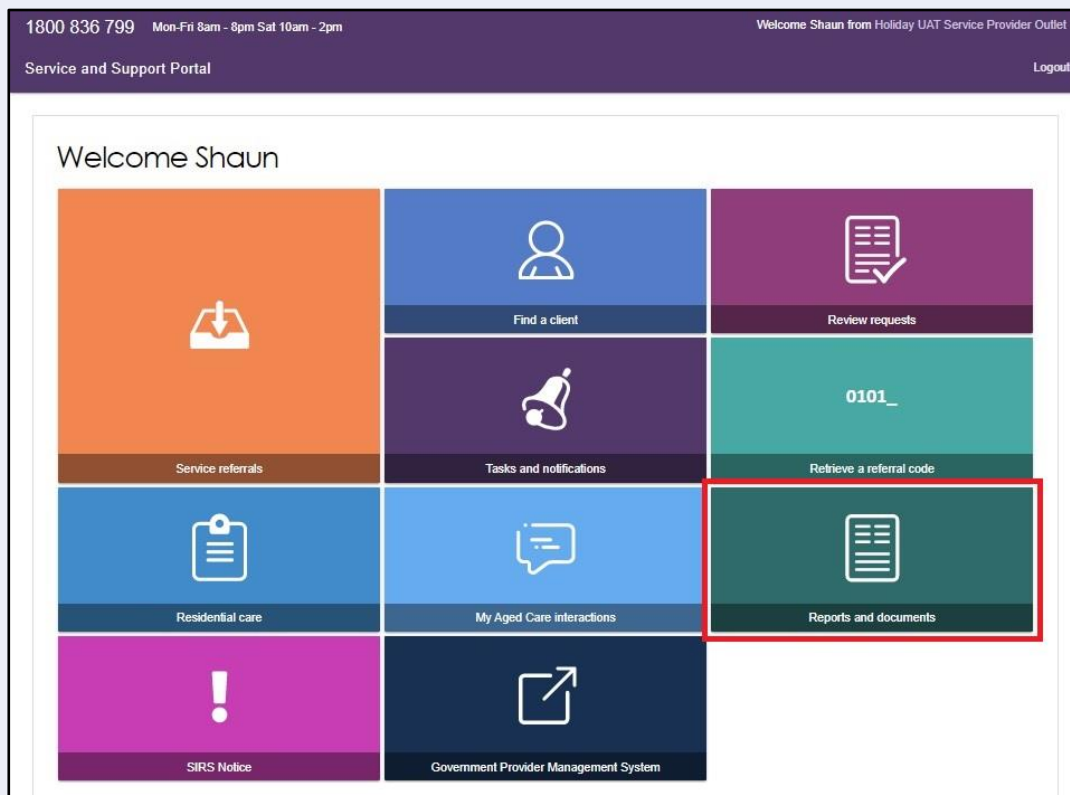
2.8 Generating reports and accessing forms

Providers can generate and view reports and access forms via the Service and Support Portal. You will also be able to use the **Reports** feature to print documents.

2.8.1 Generating reports

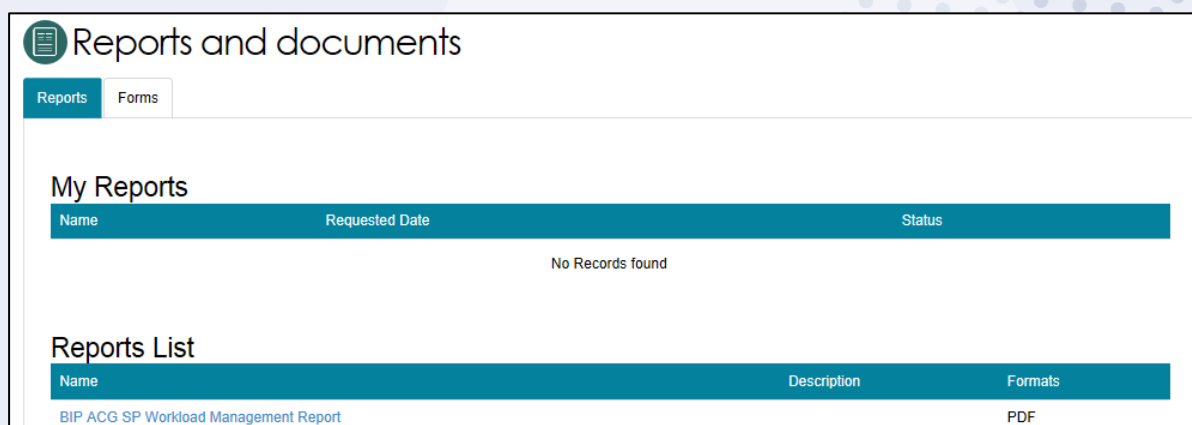
Administrators, Team Leaders and Staff Members can generate reports. The steps to generate a report are outlined below.

1. Select **Reports and documents** from the homepage. The **Reports and forms** page will be displayed.

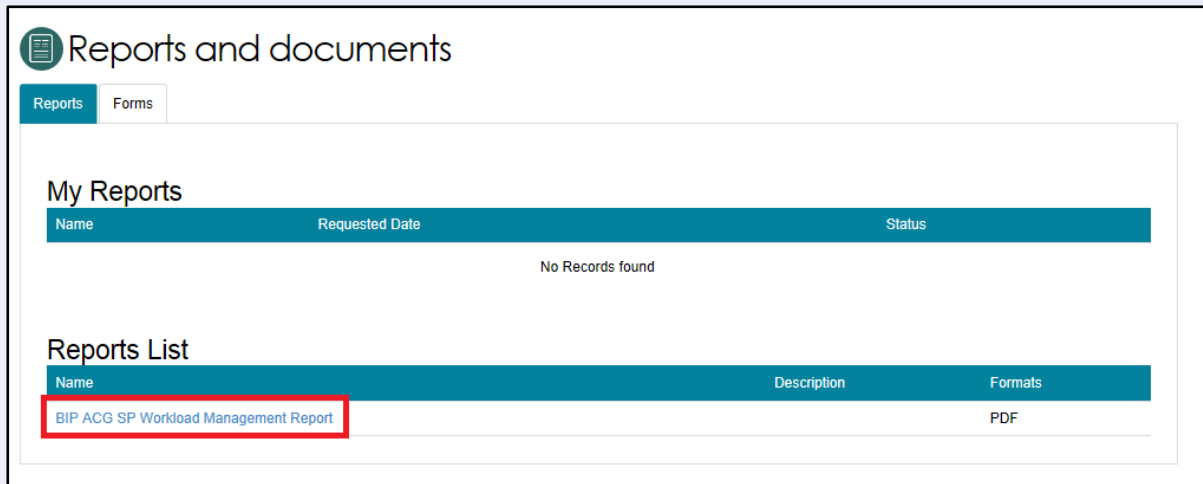


2. The **Reports and forms** page features a **Reports** tab and a **Forms** tab. The reports tab displays a list of Recently Requested Reports and Reports.

The **Recently Requested Reports** will display client record PDFs that have been generated by the user.



3. To generate a report, select the name of the report in the **Reports List**.



Reports and documents

Reports Forms

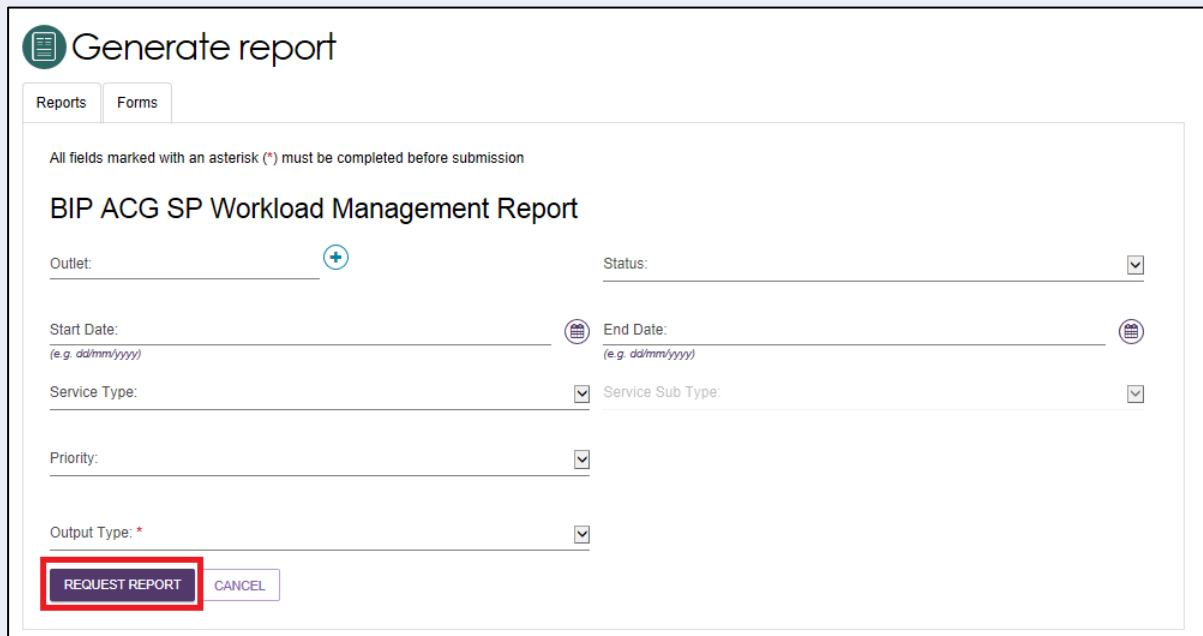
My Reports

Name	Requested Date	Status
No Records found		

Reports List

Name	Description	Formats
BIP ACG SP Workload Management Report		PDF

4. Select the Outlet ID, enter a start and end date, and an output type (CSV or PDF), then select **REQUEST REPORT**. If you do not want to generate the report, select **CANCEL**.







Generate report



Reports Forms


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


BIP ACG SP Workload Management Report

Outlet:  Status: 

Start Date:  End Date: 
(e.g. dd/mm/yyyy) (e.g. dd/mm/yyyy)

Service Type:  Service Sub Type: 

Priority: 

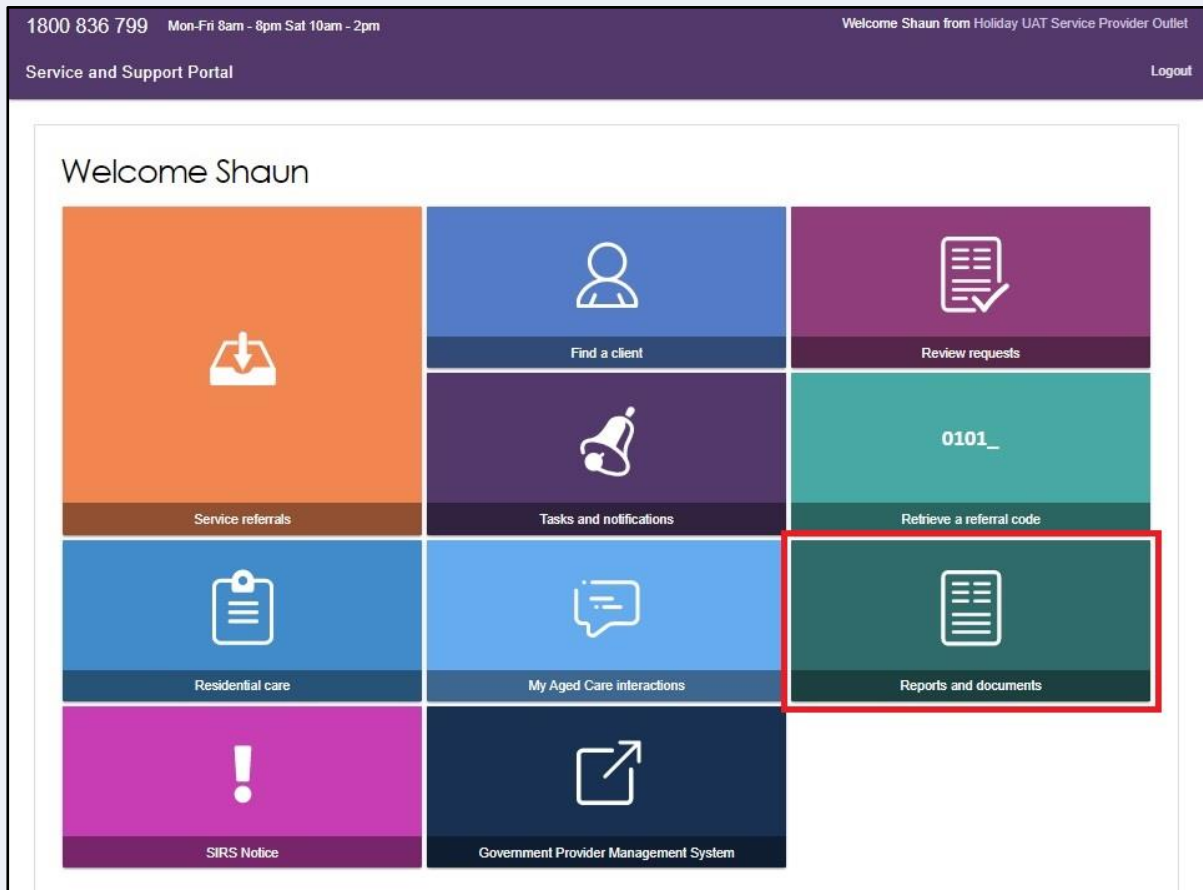
Output Type: * 

REQUEST REPORT CANCEL

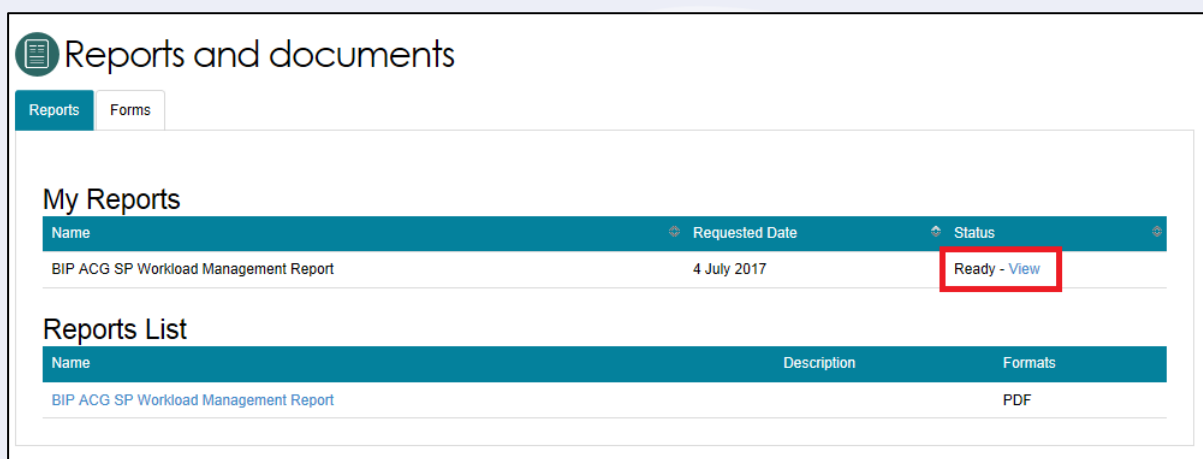
2.8.2 Viewing reports

The steps to view reports are outlined below.

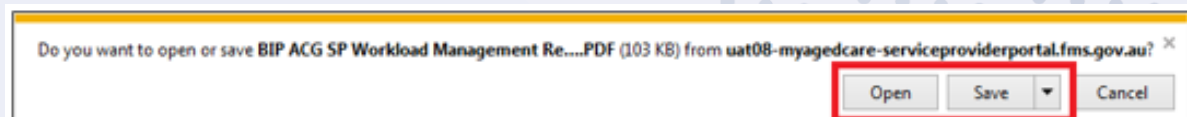
1. Select **Reports and documents** from the homepage. The **Reports and forms** page will be displayed.



2. In the **Recently Requested Reports** list, select **View** beside the report you would like to view.



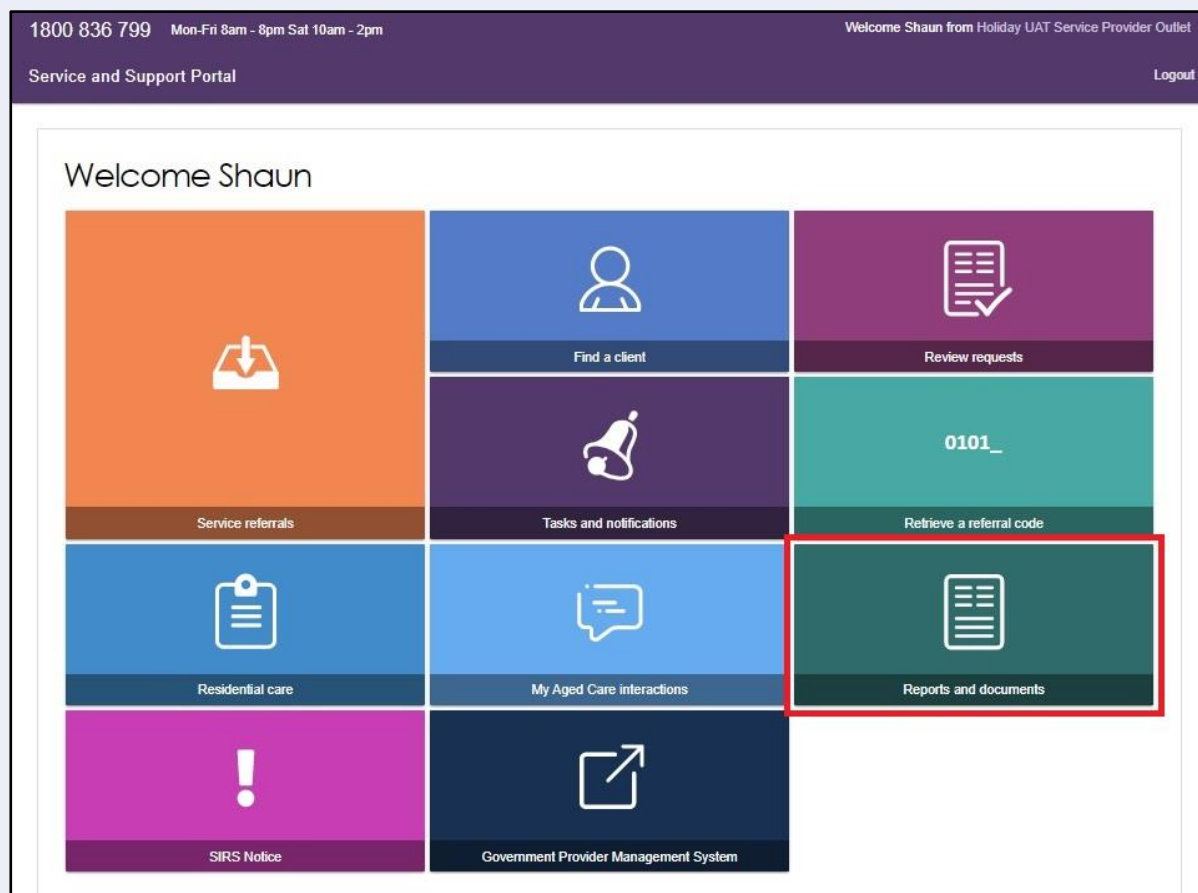
3. Select the action you want to complete: **Open**, **Save** or **Cancel** the report.



2.8.3 Accessing forms

The steps to access forms are outlined below.

1. Select **Reports and Documents** from the homepage.



2. Select the **Forms** tab. A list of all forms available will be displayed.

