

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

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

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

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Notes

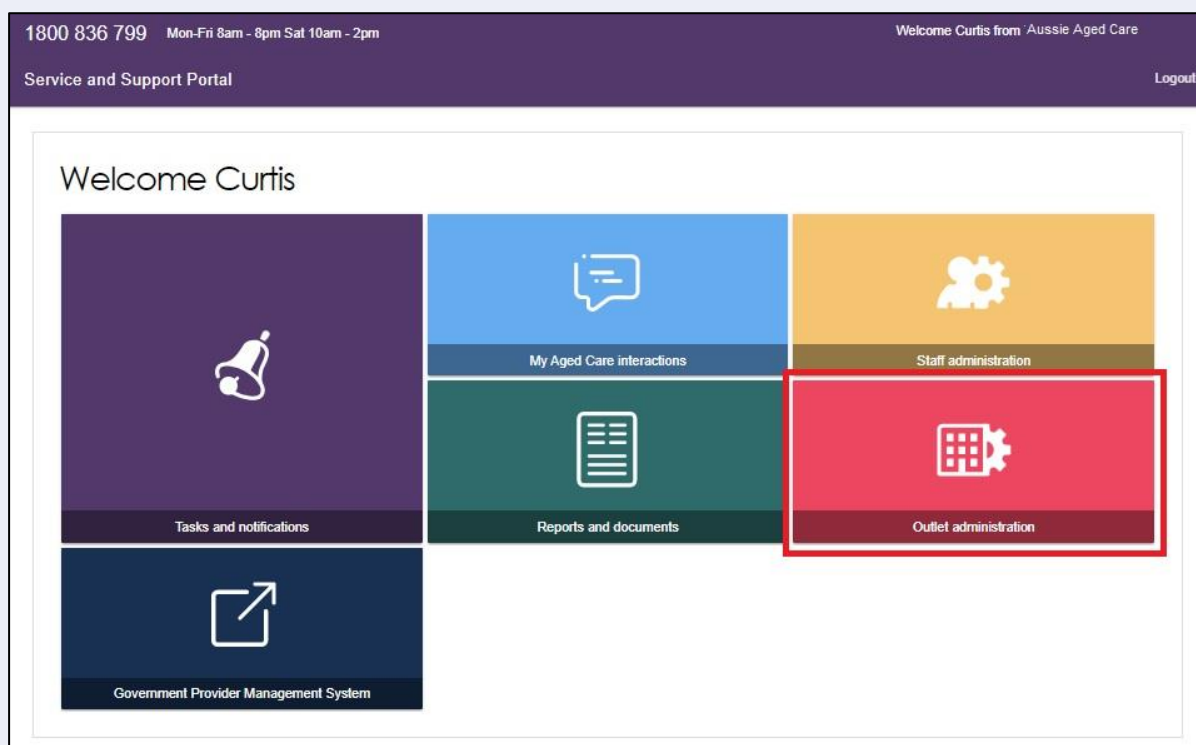
- Service information must be maintained by providers to ensure appropriate referrals are sent.
- Only Organisation Administrators in the Portal can create outlets. Staff can then be assigned to outlets and service delivery information can be added for each outlet.
- Only Organisation Administrators or Outlet Administrators can add or update service information.
- An outlet represents a point of client intake, which may be location-based. While it often reflects a physical site, it primarily functions as the entry point for service item delivery. You will need to set up one or more outlets in the Portal to add and maintain information about the services that your organisation delivers. To ensure that your services will be displayed on the service finders, you must set up an active outlet with an address and a service item under an operational outlet.
- Residential Respite Care and Home Support service providers will be required to complete pricing information. Home Support service providers will also be required to complete Home Support pricing information.
- For detailed information on the process to transferring services between outlets and clients between services refer to the [Service and Support Portal User Guide - Advanced Outlet and Service Management - Transferring Clients and Services](#). This process does not currently apply to Home Support outlets.

Viewing Outlets

To view outlets, follow the procedure below.

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

Team leaders and Staff members do not have access to the Outlet Administration tile.



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

The screenshot shows the 'Outlet Administration' page. At the top, there's a header with the 'Outlet Administration' title. Below this, there are two main sections: 'About Dept of Health QLD' and 'Organisation philosophy'. The 'About Dept of Health QLD' section contains 'Contact details' (Level 17, 147-163 Charlotte Street, BRISBANE, QLD 4001) and 'Home Care Package' (Maximum exit amount \$750.00). The 'Organisation philosophy' section lists 'Cultural specialisations' and 'Religious specialisations'. Below these, there's a section for 'Outlets (86)' with an 'ADD NEW OUTLET' button. There are filters for 'See Outlet' and 'Sort order' (A-Z). The current sort order is A-Z. Two outlets are displayed: 'Alpha and Jericho Multipurpose Health Service' and 'Ashworth House Nursing Home'. Each outlet card shows contact details and a status of 'Active'.

Creating or adding a new outlet

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

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

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

The screenshot shows the 'Service and Support Portal' home page. At the top, there's a header with the phone number '1800 836 799', the hours 'Mon-Fri 8am - 8pm Sat 10am - 2pm', and a welcome message 'Welcome Curtis from Aussie Aged Care'. Below the header, there's a 'Logout' button. The main content area is titled 'Welcome Curtis' and contains five large buttons: 'Tasks and notifications' (purple), 'My Aged Care interactions' (blue), 'Staff administration' (orange), 'Reports and documents' (green), and 'Outlet administration' (red). The 'Outlet administration' button is highlighted with a red border. At the bottom, there's a button for the 'Government Provider Management System'.

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

The screenshot shows the 'Outlet Administration' page for the Department of Health QLD. It includes sections for 'About Dept of Health QLD' (Contact details, Home Care Package), 'Organisation philosophy' (Cultural specialisations, Religious specialisations), and a list of 'Outlets (86)'. The 'ADD NEW OUTLET' button is highlighted with a red box. Below the button are filters for 'See Outlet' and 'Sort order' (A-Z), and a 'Current sort order is A-Z' message. Two outlet cards are visible: 'Alpha and Jericho Multipurpose Health Service' and 'Ashworth House Nursing Home', both marked as 'Active'.

3. Enter outlet details. To add an outlet address, select **ADD OUTLET ADDRESS**.

The screenshot shows the 'Add outlet' form. It has a title 'Add outlet' with a gear icon. Below is the 'Outlet details' section with a note: 'All fields marked with an asterisk (*) must be completed before submission'. The 'Outlet name' field is required. The 'Outlet address' field is also required and has an 'ADD OUTLET ADDRESS' button next to it, which is highlighted with a red box. At the bottom are 'CREATE OUTLET' and 'CANCEL' buttons.

4. Fill out your address details, then select **VALIDATE THIS ADDRESS**.

The screenshot shows the 'Add address' form. It has a title 'Add address' with a close icon. Below is a note: 'All fields marked with an asterisk (*) are required.' The form includes fields for 'Unit number or building name and level (if applicable)', 'Street number e.g. 201 or 34-36', 'Street name', 'Street type', and 'Enter Suburb and postcode and select from the list below'. There is a 'SUBURB IS NOT LISTED, CLICK HERE' button. The 'Country' field is set to 'Australia'. The 'VALIDATE THIS ADDRESS' button is highlighted with a red box. At the bottom are 'SAVE ADDRESS' and 'CANCEL' buttons.

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

Add address

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

Unit number or building name and level (if applicable)

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

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

Add outlet

Outlet details

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

Outlet name *

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

CREATE OUTLET CANCEL

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

Editing the Organisation philosophy

1. Add or 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.

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



View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450



Contact Details

Name: John Farnham
Phone: 02 1234 5678
Fax:
Email: john@aussiehealthcare.com.au
Website:



Organisation philosophy

Cultural specialisations ?

Afghan, Australian Aboriginal, Bosnian, Chinese, Croatian, Egyptian, Filipino, German, Greek, Hungarian, Italian, Karen, Lebanese, Macedonian, Maltese, Polish, Russian, Serbian, Sri Lankan, Tongan, Turkish, Ukrainian, Vietnamese

Religious specialisations ?

Anglican, Baptist, Buddhism, Catholic, Churches of Christ, Eastern Orthodox, Hinduism, Islam, Jehovah's Witnesses, Judaism, Latter-day Saints, Lutheran, Oriental Orthodox, Other Christian, Other Protestant, Pentecostal, Presbyterian and Reformed, Salvation Army, Seventh-day Adventist, Uniting Church



Support at Home pricing

Support at Home pricing URL:

VIEW SERVICE ITEMS

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

Cultural specialisations

Please select all supported cultures and press Save when finished

Most selected

- ☐ Bosnian
- ☐ Croatian
- ☐ Egyptian
- ☐ German
- ☐ Hungarian
- ☐ Italian
- ☐ Macedonian
- ☐ Polish
- ☐ Serbian
- ☐ Ukrainian

- ☐ Chinese
- ☐ Dutch
- ☐ Filipino
- ☐ Greek
- ☐ Indian
- ☐ Lebanese
- ☐ Maltese
- ☐ Russian
- ☐ Sri Lankan
- ☐ 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

- ☐ Australian
- ☐ Australian South Sea Islander
- ☐ Albanian
- ☐ Algerian
- ☐ Anglo-Burmese
- ☐ Anglo-Indian
- ☐ Armenian
- ☐ African American
- ☐ Argentinian
- ☐ Acholi

- ☐ Australian Aboriginal
- ☐ Austrian
- ☐ Arab
- ☐ Assyrian
- ☐ Acehnese
- ☐ Afghan
- ☐ Azeri
- ☐ American
- ☐ Akan
- ☐ Afrikaner

SAVE AND APPLY TO ALL OUTLETS

SAVE AND DON'T APPLY TO ALL OUTLETS

CANCEL

2. Add or 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 DON'T APPLY TO ALL OUTLETS** option.

Religious specialisations

Please select all supported religions and press Save when finished

Most selected

- ☐ Anglican
- ☐ Buddhism
- ☐ Churches of Christ
- ☐ Hinduism
- ☐ Jehovah's Witnesses
- ☐ Latter-day Saints
- ☐ Oriental Orthodox
- ☐ Other Protestant
- ☐ Presbyterian and Reformed
- ☐ Seventh-day Adventist

- ☐ Baptist
- ☐ Catholic
- ☐ Eastern Orthodox
- ☐ Islam
- ☐ Judaism
- ☐ Lutheran
- ☐ Other Christian
- ☐ Pentecostal
- ☐ Salvation Army
- ☐ Uniting Church

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

- ☐ Anglican Church of Australia
- ☐ Armenian Apostolic
- ☐ Assyrian Church of the East
- ☐ Albanian Orthodox
- ☐ Apostolic Church (Australia)
- ☐ Aboriginal Evang. Missions
- ☐ Aust. Aboriginal Trad. Religs.
- ☐ Animism
- ☐ Atheism

- ☐ Anglican Catholic Church
- ☐ Assyrian Apostolic
- ☐ Ancient Church of the East
- ☐ Antiochian Orthodox
- ☐ Assemblies of God
- ☐ Apostolic Church of Queensland
- ☐ Ancestor Veneration
- ☐ Agnosticism

SAVE AND APPLY TO ALL OUTLETS

SAVE AND DON'T APPLY TO ALL OUTLETS

CANCEL

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.

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

Successful verification depends on the outlet's ability to demonstrate they provide specialised care. The [Specialisation Verification Framework](#) sets out the criteria providers are required to meet, and expected forms of evidence.

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

! Providers can only view and manage specialisations that were verified under the 2022 Specialisation Verification Framework in the Service and Support Portal.

From 1 November 2025, new Specialisation Verification applications will be [assessed under the 2025 Framework](#).

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

Adding service items to an outlet

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

The screenshot shows the 'Outlet Administration' page. It includes sections for 'About Aged Care Organisation' (Contact details, Home Care Package), 'Organisation philosophy' (Cultural specialisations, Religious specialisations), and a list of 'Outlets (9)'. The list is sorted by 'A-Z' and shows four outlet cards. The first card, 'Aged Care Allied Health & Residential', is highlighted with a red border. It lists contact information for Allan Coady and revanth.ladipalli@health.gov.au. The other three cards are 'Aged Care Inc - Outlet 1', 'Aged Care Inc - Outlet 2', and 'Carer Respite Centre ACT', each with their respective contact details and an 'Active' status indicator.

The **View outlet** page will be displayed.

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

Aussie Healthcare
(Active) Outlet Id 2-21UIPQ2C

DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address
BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Contact Details
Name: John Farnham
Phone: 02 1234 5678
Fax:
Email: john@aussiehealthcare.com.au
Website:

Organisation philosophy
Cultural specialisations
Afghan, Australian Aboriginal, Bosnian, Chinese, Croatian, Egyptian, Filipino, German, Greek, Hungarian, Italian, Karen, Lebanese, Macedonian, Maltese, Polish, Russian, Serbian, Sri Lankan, Tongan, Turkish, Ukrainian, Vietnamese
Religious specialisations
Anglican, Baptist, Buddhism, Catholic, Churches of Christ, Eastern Orthodox, Hinduism, Islam, Jehovah's Witnesses, Judaism, Latter-day Saints, Lutheran, Oriental Orthodox, Other Christian, Other Protestant, Pentecostal, Presbyterian and Reformed, Salvation Army, Seventh-day Adventist, Uniting Church

Support at Home pricing
Support at Home pricing URL:

VIEW SERVICE ITEMS

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

View Service Items

ADD A SERVICE ITEM TRANSFER SERVICE ITEM TRANSFER CLIENTS

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

Filter by

Status: Operational Service availability:

ADVANCED SEARCH CLEAR FILTERS

Status is Operational

FILTER CLEAR

There are no 'Operational' service items from this programme linked to this outlet. To view service items in other statuses, please adjust the filter.

4. 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

5. Select **Funded** or **Non-funded** for the service that you are adding.

Funded refers to government subsidised services that are funded and approved by the Australian Government under a Commonwealth aged care programme.

Although the functionality currently exists in the Service and Support Portal to add non-funded services, non-funded services will not display on the My Aged Care website.

For the Commonwealth Home Support Program and Support at Home program, this option will not be available as all services must be Commonwealth government subsidised.

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

6. 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.

If you are adding a new Home Support service (from the Support at Home program), you will be required to enter a unique name for the service in the **Service Item Name** field that is displayed.

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

Programme	Service provider	Service item name	NAPS ID	Service type	Funding region type	Funding region state	Funding region	Location	Start date	End date
☐ Commonwealth Home Support Programme	Aged Care Inc	Respite Services	33333	Cottage Respite	Aged Care Planning Region	NSW	Illawarra		01 Nov 2015	
☐ Commonwealth Home Support Programme	Aged Care Inc	Respite Services	33333	Cottage Respite	Aged Care Planning Region	ACT	ACT		01 Nov 2015	

SAVE CANCEL

Add service item

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

Select the Programme that applies to this service item *

Support at Home

Programme	Service provider	Service item name	NAPS ID	Service type	Start date	End date
☒ Support at Home	AG SAH SP-SSP	SAH	1586	Support at Home		

Service Item Name: *

Please specify Service Item Name

SAVE CANCEL

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

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

Adding and removing service sub-types

! This function do not apply to Home Support services, as each eligible outlet are automatically given all approved services within the Support at Home program.

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

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

Aussie Healthcare
(Active) Outlet Id 2-21UIPQ2C DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Contact Details

Name: John Farnham
Phone: 02 1234 5678
Fax:
Email: john@aussiehealthcare.com.au
Website:

Organisation philosophy

Cultural specialisations

Afghan, Australian Aboriginal, Bosnian, Chinese, Croatian, Egyptian, Filipino, German, Greek, Hungarian, Italian, Karen, Lebanese, Macedonian, Maltese, Polish, Russian, Serbian, Sri Lankan, Tongan, Turkish, Ukrainian, Vietnamese

Religious specialisations

Anglican, Baptist, Buddhism, Catholic, Churches of Christ, Eastern Orthodox, Hinduism, Islam, Jehovah's Witnesses, Judaism, Latter-day Saints, Lutheran, Oriental Orthodox, Other Christian, Other Protestant, Pentecostal, Presbyterian and Reformed, Salvation Army, Seventh-day Adventist, Uniting Church

Support at Home pricing

Support at Home pricing URL:

VIEW SERVICE ITEMS

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

Domestic Assistance, Commonwealth Home Support Programme, funded

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

Status **Service availability** **Waitlist availability**

Operational **Offline** **Yes** **No** **Yes** **No**

See Sub-types

3. Select **ADD/REMOVE SUBTYPES**.

Domestic Assistance, Commonwealth Home Support Programme, funded

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

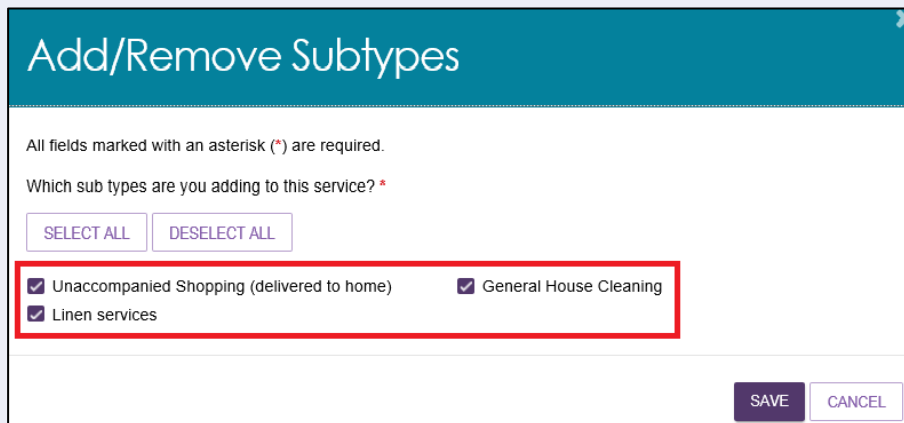
Status **Service availability** **Waitlist availability**

Operational **Offline** **Yes** **No** **Yes** **No**

Hide Sub-types

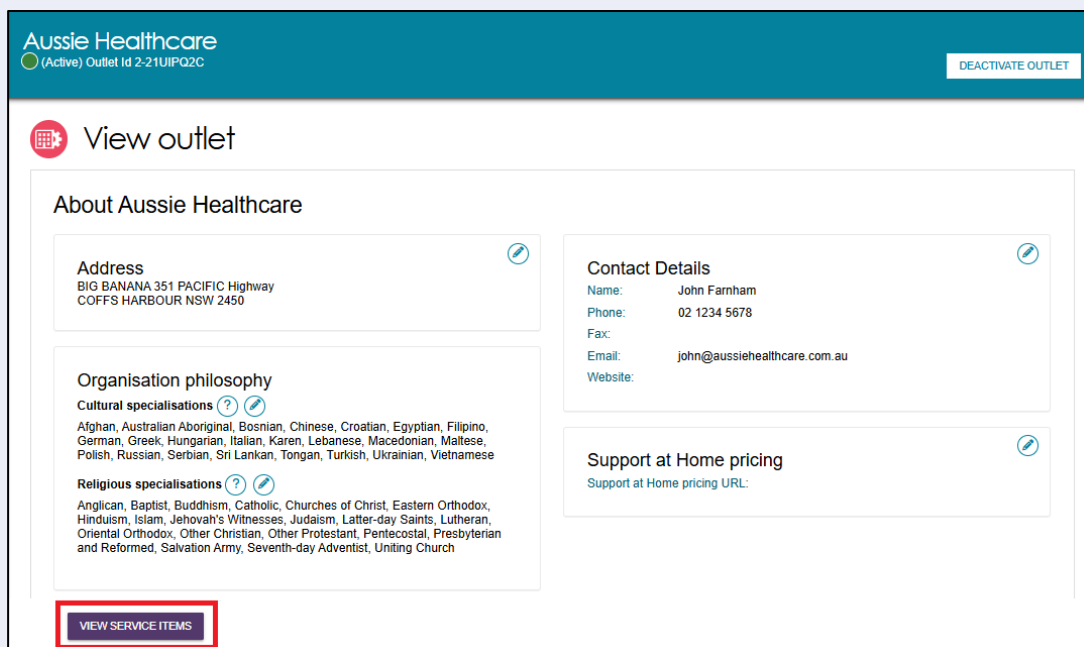
ADD/REMOVE SUBTYPES

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



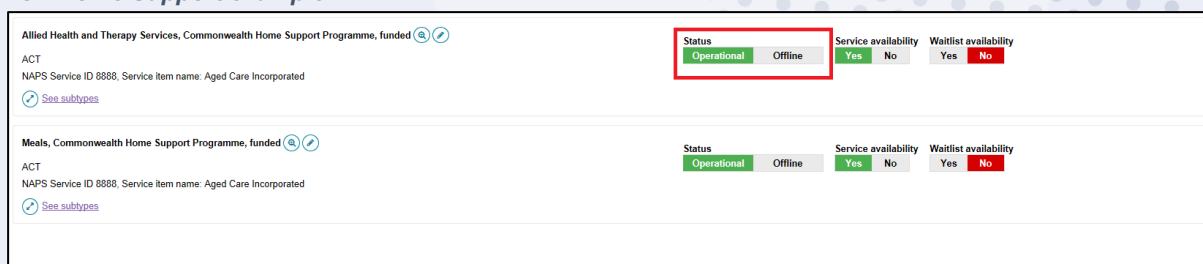
Activating or deactivating a service item

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



For the services that have been added to the outlet, select **Operational** to activate the service item or **Offline** to deactivate the service item under the **Status** heading. For non-Home Support services the toggle is located at the right side of the screen next to the service name. For Home Support services, the toggle is located at the top of the service listing, and the toggle applies to all service types and services underneath the listing.

non-Home Support example



Home Support example

Support at Home

NAPS Service ID 23557, Service item name: Aussie Healthcare

Status

Operational Offline

Assistive technology

See service types

Home modifications

See service types

Home support

See service types

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

The **Offline** status should be used to indicate where a funded service is not currently offered by the provider. For example, the service is at capacity.

Editing a service item

You are able to edit service details by selecting the **Edit** (Pencil) icon to the right of the service item and/or service group name you wish to amend.

Non Home Support Example

View Service Items

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

ADD A SERVICE ITEM

Filter by

Domestic assistance, Commonwealth Home Support Programme, funded

NAPS Service ID: Service item name:

Hide Sub-types

ADD/REMOVE SUBTYPES

Shopping assistance

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

Sub-type availability

Yes	No
-----	----

Waitlist availability

Yes	No
-----	----

Status

Operational	Offline
-------------	---------

Service availability

Yes	No
-----	----

Waitlist availability

Yes	No
-----	----

The screenshot shows the 'View Service Items' page for 'Support at Home'. At the top, there are tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Residential Care', and 'Support at Home' (which is selected and highlighted with a red box). A button 'ADD A SERVICE ITEM' is in the top right. Below the tabs is a 'Filter by' bar. The main content area shows 'Support at Home' with a search icon and an edit icon (both highlighted with red boxes). Below this is the 'NAPS Service ID 1265, Service item name: Aussie Support At Home'. There are status buttons 'Operational' (green) and 'Offline' (grey). Under 'Assistive technology', there is a 'Hide service types' link. The 'Equipment and products' section has a 'Hide services' link. Below this are three product cards: 'Assistive technology prescription and clinical support', 'Communication and information management products', and 'Domestic life products'. Each card has a search icon and an edit icon (all three highlighted with red boxes). Each card also has 'Service availability' and 'Waitlist availability' buttons with 'Yes' and 'No' options.

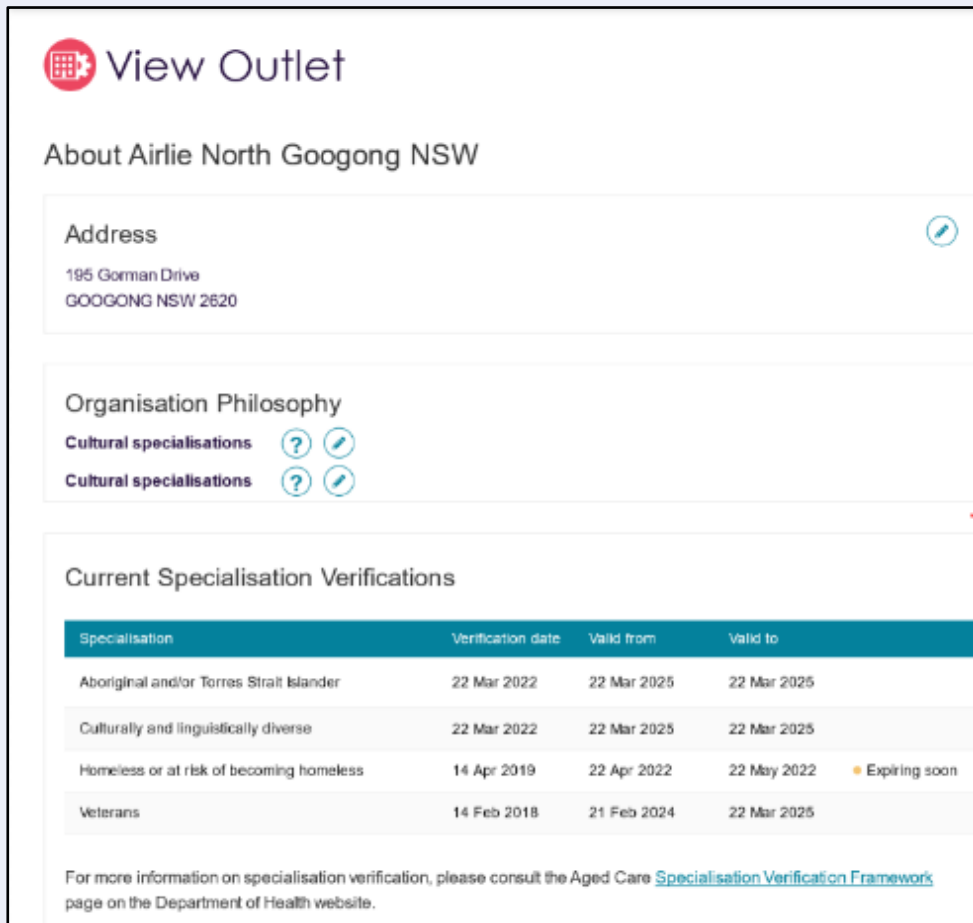
The details that can be edited include:

- Service item name
- Service delivery area
- If a service focuses on a specialised service area
- Upload promotional attachments (for residential facilities)
- Editing Home Support-specific attributes
- Entering a detailed description for the service item.

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

Adding and editing service attributes

Attributes for Support at Home, CHSP, and other programs are located in the Service Details section of the Outlet Administration tile. Some attributes are also displayed on the View Outlet page:



View Outlet

About Airlie North Googong NSW

Address 

195 Gorman Drive
GOOGONG NSW 2620

Organisation Philosophy

Cultural specialisations  

Cultural specialisations  

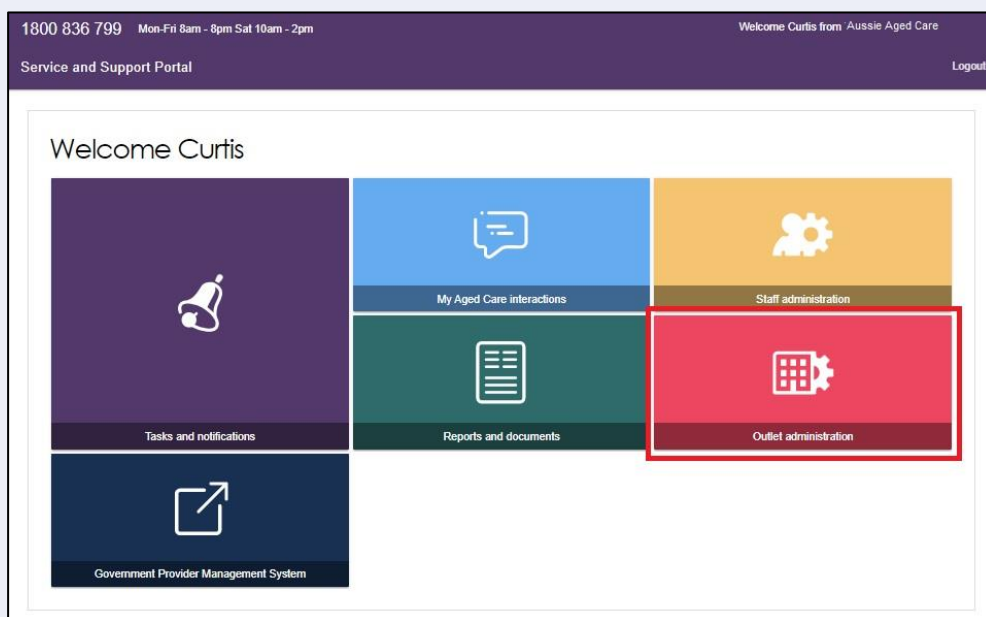
Current Specialisation Verifications

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

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

To access any of the service attributes, go to the service item's Service Details page as follows:

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



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

Service and Support Portal Logout

Welcome Curtis


Tasks and notifications


My Aged Care interactions


Staff administration


Reports and documents


Outlet administration


Government Provider Management System

2. From the Outlet Administration page, select the outlet.

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

Service and Support Portal Logout

Home | Outlet administration

Aussie Health Care

Organisation ID 1-DL-554

Outlet Administration

About Aussie Health Care

Contact details
1 Provider Avenue
PROVIDER NSW 2123

Organisation philosophy
Cultural specialisations (?)
Bosnian
Religious specialisations (?)

Outlets (3)

Filter by

Sort order
A-Z GO

Current sort order is A-Z

New Outlet	ABC Outlet	Aged Care Facility
Outlet ID: 1-YF2B6RN Contact: UAT Guys Phone: 02 6289 9653 Email: emailuat@test.gov.au Website: not available Verified Specialisations(s): No current specialisation verifications for this outlet Active	Outlet ID: 1-FV-3140 Contact: Guy Conlan Phone: 02 8371 7264 Email: Michael.Ludlum@test.amc.vv Website: http://http://www.agedcareoutlet.com.au Verified Specialisations(s): Active	Outlet ID: 1-E6-661 Contact: Guy Conlan Phone: 02 8371 7265 Email: nimish.kaul@health.gov.au Website: https://https://www.outlet.org.au Verified Specialisations(s): No current specialisation verifications for this outlet Active

3. Select **VIEW SERVICE ITEMS**.

About Sunrise Services - Support at Home

Address
1 ELIZABETH COVE CRESCENT
VENTNOR VIC 3922

Contact Details
Name: Joy Happiness
Phone: 0412 345 678
Fax:
Email: mahmoud.olgren@sepp.gov.au
Website:

Organisation philosophy
Cultural specialisations (?)
Afghan, Australian Aboriginal, Bosnian, Chinese, Croatian, Egyptian, Filipino, German, Greek, Hungarian, Italian, Karen, Lebanese, Macedonian, Maltese, Polish, Russian, Serbian, Sri Lankan, Tongan, Turkish, Ukrainian, Vietnamese
Religious specialisations (?)
Anglican, Baptist, Buddhism, Catholic, Churches of Christ, Eastern Orthodox, Hinduism, Islam, Jehovah's Witnesses, Judaism, Latter-day Saints, Lutheran, Oriental Orthodox, Other Christian, Other Protestant, Pentecostal, Presbyterian and Reformed, Salvation Army, Seventh-day Adventist, Uniting Church

Support at Home pricing
Support at Home pricing URL

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.
REIMAGE VERIFICATIONS

VIEW SERVICE ITEMS

4. Select the CHSP, Flexible Aged Care Program, Residential Care, or Home Support Service using their corresponding tabs.

The Service Details tab includes key attributes such as contact details, service delivery, service area, specialisations, hours of operation, pricing (if applicable), and service descriptions. The Specialisations section are further divided into Specialised Services and Languages. They are explained below.

Specialisations

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

Specialised Services

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

Specialised services ?
Which of the following applies to this service?
☐ Dementia
☐ Continence
☐ Hearing
☐ Respite care
☐ Wellness and reablement
☐ Mental Health
☐ Vision
☐ Terminal illness
☐ Mobility
☐ Assistive Technology

Languages

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

Languages ?
No languages specified
[SELECT LANGUAGES AVAILABLE](#)

Supported languages
Please select all supported languages and press Save when finished
Most selected
☐ Arabic
☐ Greek
☐ Polish
☐ Cantonese
☐ Italian
☐ Spanish
☐ Croatian
☐ Mandarin
☐ Vietnamese
Alphabetical listing
[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#)
[W](#) [X](#) [Y](#) [Z](#)
☐ Chinese
☐ Afrikaans
☐ Anyuak/Anuak
☐ Asante/Ashanti
☐ Azari
☐ Bambara
☐ Bassa
☐ Bislama
☐ Bulgarian
☐ Cebuano
☐ Chichewa/Chewa
☐ English
☐ Albanian
☐ Arakanese/Rakhinz
☐ Assamese
☐ Azerbaijani
☐ Bari/Beri
☐ Bemba
☐ Bosnian
☐ Byelorussian
☐ Chaldean
☐ Chin
☐ Acholi
☐ Amharic
☐ Armenian
☐ Assyrian
☐ Baluchi/Balochi
☐ Basque
☐ Bengali/Bangla
☐ Breton
☐ Catalan
☐ Chi-Nyanja/Nyanja
☐ Chin Haka (Dialect of Chin)
[SAVE](#) [CANCEL](#)

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

Languages ?
List of languages ?
• Polish
• Vietnamese

Hours of operation, staffing notes, transport notes

You can specify hours of operation, staffing notes and transport notes for your service when it is accessible by the client. By default, you can enter standard Monday to Friday, Saturday and Sunday hours. You can also specify individual working days by using the **Customise** option.

1. [Follow the instructions to navigate to the service listing.](#)
2. Select the service you want to edit by selecting the corresponding **edit** (pencil) icon.

For non-Home Support services, expand **See Sub-types** then select the **Edit** icon to the right of the service name.

For Home Support services, expand the service group, expand the service type, then expand the service listing. Select the **edit** icon to the right of the desired service's card.

non-Home Support example

Allied health and therapy, Commonwealth Home Support Programme, funded  

Loddon-Mallee

NAPS Service ID 25236, Service item name: Health Care Group - Community and Home Support

Status

Operational

Offline

Service availability

Yes

No

Waitlist availability

Yes

No

 Hide Sub-types

ADD/REMOVE SUBTYPES

Allied health assistance 

Delivery hours

- Not specified

Staff Notes

- Not specified

Sub-type availability

Yes

No

Waitlist availability

Yes

No

Home Support example

Support at Home  

NAPS Service ID 23557, Service item name: Aussie SAH

Status

Operational

Offline

Assistive technology

 Hide service types

Equipment and products

Service type availability

Yes

No

Classification type 

- Ongoing
- Short-term

 Hide services

Assistive technology prescription and clinical support  

Service availability

Yes

No

Waitlist availability

Yes

No

Communication and information management products  

Service availability

Yes

No

Waitlist availability

Yes

No

Equipment and products Domestic life products  

Service availability

Yes

No

Waitlist availability

Yes

No

3. 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

For Home Support services, you can also indicate additional hours of operation, staffing notes and the [pricing for each service](#).

 Meal delivery

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

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

☐ Sunday

Start time

09:00 AM

End time

05:00 PM

Staffing:

Notes on staffing Meal delivery that will appear on the public Service Finder

0 / 150

Some services also ask for information such as service delivery, transport notes and others. Then, select **Save Changes**.

How is the service delivered?

☐ Individual - face to face

☐ Group - face to face

Is transport to the service provided?

☐ Yes

☐ No

Is food provided as part of the service?

☐ Yes

☐ No

SAVE CHANGES

CANCEL



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

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4. Once the details are saved, it will display at the service level in the Portal.

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 

Service Description

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

Service Description 

Description

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

Additional service information

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

715 / 1000

Adding pricing information to a Support at Home outlet or Home Support service

! Publishing pricing information is mandatory for all Support at Home outlets and Home Support services. 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.

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

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

Outlet Level

- For outlet level pricing changes, from the **Support at Home** tab in the **View Service Items** page, select the **Edit** icon next to the **Support at Home** heading.

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

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The screenshot shows the 'View Service Items' page for 'Support at Home'. At the top, there are tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Home Care Packages', 'Residential Care', and 'Support at Home' (which is highlighted with a red box). Below the tabs is a 'Filter by' section. Under 'Support at Home', there is a red box around an edit icon. A yellow warning banner states: 'A pricing URL or attachment for this service item has not been added, and cannot be set as Operational until added. A pricing URL can be set at the Outlet level and be applied across all service items. Individual pricing URLs or attachments for each Service item can be added using the edit icon.' Below the banner are three sections: 'Assistive technology', 'Home modifications', and 'Home support', each with a 'See service types' link.

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

The screenshot shows the 'View outlet' page for 'Aussie Healthcare'. The header includes the outlet name and ID, and a 'DEACTIVATE OUTLET' button. The main content is divided into three columns. The first column contains 'Address' (BIG BANANA 351 PACIFIC Highway, COFFS HARBOUR NSW 2450) and 'Organisation philosophy' (Cultural specialisations and Religious specialisations). The second column contains 'Contact Details' (Name: John Farnham, Phone: 02 1234 5678, Fax, Email: john@aussiehealthcare.com.au, Website). The third column contains 'Support at Home pricing' with a red box around an edit icon.

2. The **Support at Home Details** page appears. Under the **Full Price List** section, a pricing schedule website link (URL) and/or a pricing schedule attachment can be added.

The screenshot shows the 'Support at Home pricing' page. It has a teal header with the title 'Support at Home pricing'. Below the header, it states: 'All fields marked with an asterisk (*) are required.' The main section is titled 'Full Price List' with a question mark icon. Below this is the heading 'Provide a website link' with a question mark icon. The text says: 'Is there a website link where clients can access Support at Home pricing information? Please ensure that this is a link to your pricing information website, not your website landing page. e.g. www.myagedcare.gov.au/pricing'. There are two input fields: 'URL Scheme' with a dropdown menu showing 'https://' and 'Support at Home pricing URL' with the text 'alzheimersonline.org/home-care-packages/'. Below these fields are two radio buttons: 'Apply to this outlet only' and 'Apply to this outlet and its Support at Home service items*'. At the bottom right are 'SAVE' and 'CANCEL' buttons.

To add a pricing schedule website link type the URL in the **Provide a website link** section. Ensure that the website URL you enter is a valid, select either HTTP:// or HTTPS:// then the website address and including **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
<http://www.agedcarefacility.com.au/pricingList>

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

Upload a pricing schedule ?

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

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

! When you edit pricing information at the outlet level, this is a pricing URL 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 service items are the same. For service items that may need regional pricing you can overwrite the URL or supply different pricing that may be region based.

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

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

Service level

- To view the **Support at Home pricing service details** you will need to expand the Service group and the service type. Select the **edit** button for the desired service card to set or edit pricing information for that service.

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 **Support at Home**

Filter by

Support at Home

NAPS Service ID 1265, Service item name: Sunrise Services - Support at Home - 1

Status: Operational Offline

A pricing URL or attachment for this service item has not been added, and cannot be set as Operational until added.
A pricing URL can be set at the Outlet level and be applied across all service items. Individual pricing URLs or attachments for each Service item can be added using the edit icon.

Assistive technology
[See service types](#)

Home modifications
[See service types](#)

Home support
[Hide service types](#)

Home maintenance and repairs

☒ Hide services

Service type availability: Yes No Classification type: Ongoing Short-term

Service	Service availability	Waitlist availability
Home maintenance and repairs Assistance with home maintenance and repairs	Yes No	Yes No
Home maintenance and repairs Expenses for home maintenance and repairs	Yes No	Yes No
Home maintenance and repairs Gardening	Yes No	Yes No

2. From the service details page, fill out the mandatory price if applicable, known as the **Standard maximum price**, or the **Common Price – standard**.

Optionally you can enter pricing for non-standard hours, Saturday, Sunday, and Public Holiday. Then, select **Save Changes**.

Standard Maximum Price example

Pricing for service

Assistance with home maintenance and repairs (Hours)

Standard maximum price (Hours) *

\$100

Price must be the maximum rate excluding any client co-contribution or government subsidiary rates

Non-standard hours (Hours) Saturday: Sunday: Public holiday:

\$50 \$60 \$80 \$90

SAVE CHANGES CANCEL

Common Price - Standard example

Pricing for service

Assistive technology prescription and clinical support (Hours)

Common Price - Standard (Hours) *

This must be the most frequently charged price for this service.

Common Price - Non-Standard (Hours)

Common Price - Saturday

Common Price - On Sunday

Common Price - Public Holiday

SAVE CHANGES CANCEL

! Some services do not have prices that are editable. The price section will be greyed out.

Pricing for service

Accompanied activities (Hours)

Standard maximum price (Hours)

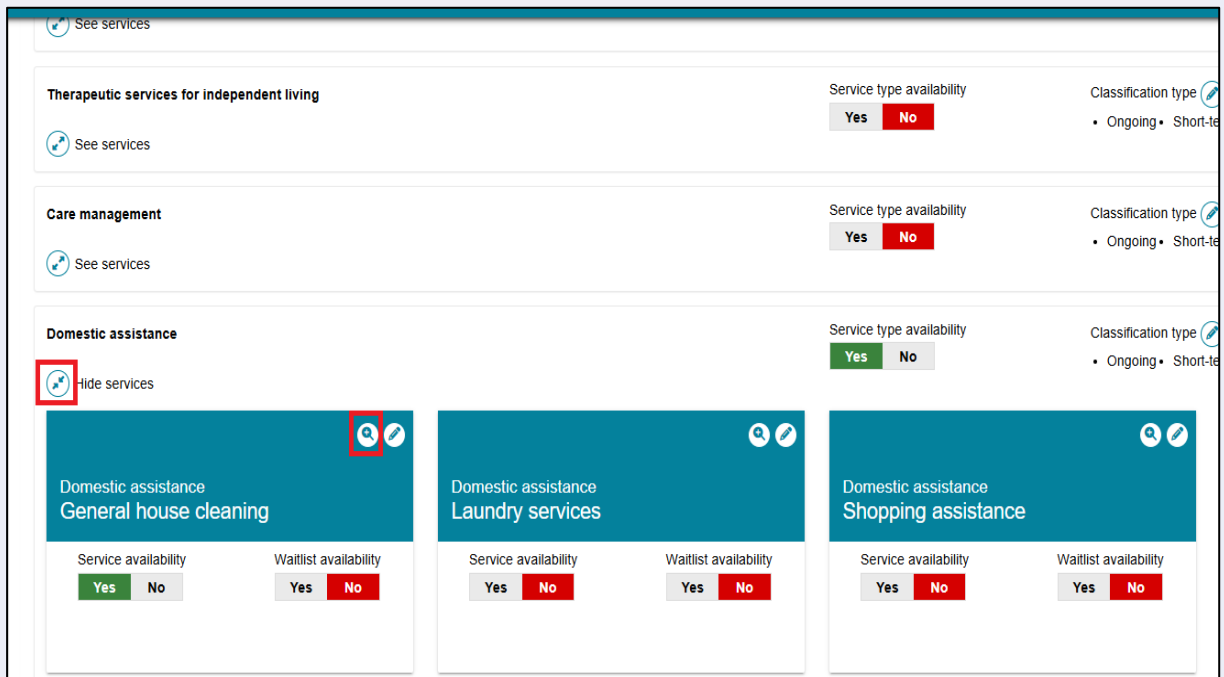
Market Price

Price must be the maximum rate excluding any client co-contribution or government subsidiary rates

SAVE CHANGES

CANCEL

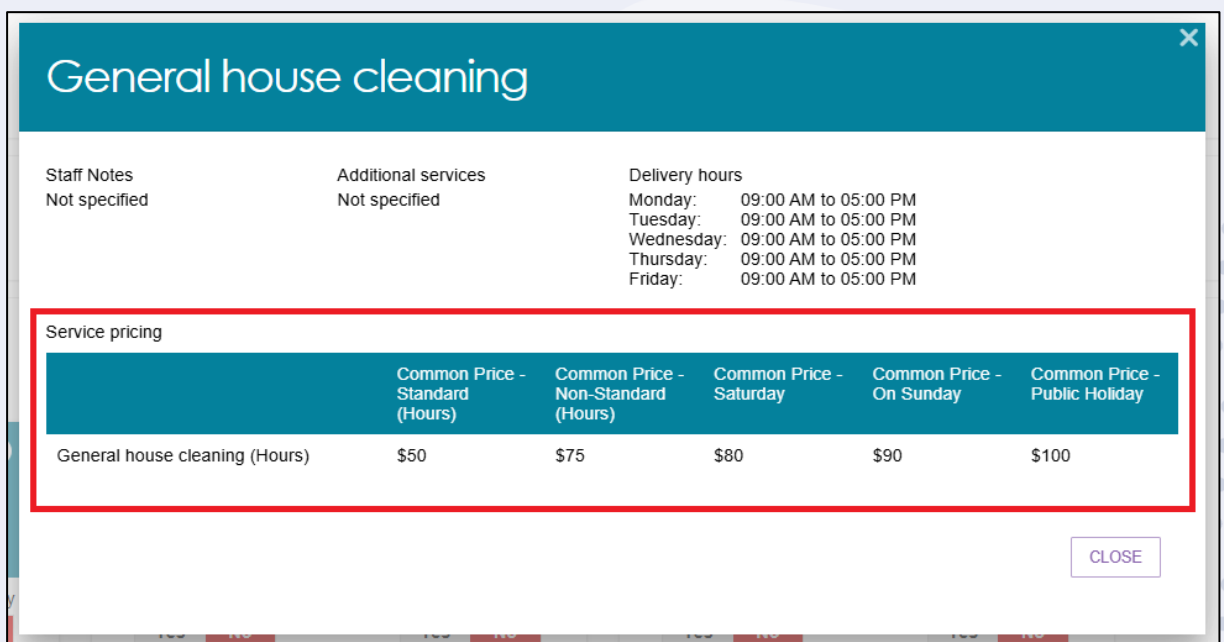
To **view the pricing information** entered, navigate back to the service where the pricing was updated, expand the service, and select the magnifier icon .



The screenshot shows a list of services under the heading "Domestic assistance". There are three service cards visible:

- Domestic assistance General house cleaning**: Includes "Service availability" (Yes/No) and "Waitlist availability" (Yes/No) buttons. A magnifier icon is in the top right corner.
- Domestic assistance Laundry services**: Includes "Service availability" (Yes/No) and "Waitlist availability" (Yes/No) buttons. A magnifier icon is in the top right corner.
- Domestic assistance Shopping assistance**: Includes "Service availability" (Yes/No) and "Waitlist availability" (Yes/No) buttons. A magnifier icon is in the top right corner.

A pop-up window will appear with the pricing information for that service.



The pop-up window titled "General house cleaning" displays the following information:

- Staff Notes**: Not specified
- Additional services**: Not specified
- 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
- Service pricing** (highlighted with a red box):

	Common Price - Standard (Hours)	Common Price - Non-Standard (Hours)	Common Price - Saturday	Common Price - On Sunday	Common Price - Public Holiday
General house cleaning (Hours)	\$50	\$75	\$80	\$90	\$100

A "CLOSE" button is located at the bottom right of the window.

Maintaining service and waitlist availability

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

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

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

Aussie Healthcare
(Active) Outlet Id 2-21UIPQ2C DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address
BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Contact Details
Name: John Farnham
Phone: 02 1234 5678
Fax:
Email: john@aussiehealthcare.com.au
Website:

Organisation philosophy
Cultural specialisations
Afghan, Australian Aboriginal, Bosnian, Chinese, Croatian, Egyptian, Filipino, German, Greek, Hungarian, Italian, Karen, Lebanese, Macedonian, Maltese, Polish, Russian, Serbian, Sri Lankan, Tongan, Turkish, Ukrainian, Vietnamese
Religious specialisations
Anglican, Baptist, Buddhism, Catholic, Churches of Christ, Eastern Orthodox, Hinduism, Islam, Jehovah's Witnesses, Judaism, Latter-day Saints, Lutheran, Oriental Orthodox, Other Christian, Other Protestant, Pentecostal, Presbyterian and Reformed, Salvation Army, Seventh-day Adventist, Uniting Church

Support at Home pricing
Support at Home pricing URL:

VIEW SERVICE ITEMS

2. Select the relevant service/waitlist availability status (Yes / No).by toggling the **Yes | No switch**. The location of the Yes | No switches will depend on the type of outlet and service chosen.

For non-Home Support services such as CHSP or Residential Care: the toggles are to the right of each service heading, and at the sub-type level by expanding **See sub-types**.

Meals, Commonwealth Home Support Programme, funded See Sub-types

ACT
NAPS Service ID 1-HUVJ2EC, Service item name: Meals

Status: **Operational** Offline

Service availability **Waitlist availability**
Yes No Yes No

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
Yes	No

Waitlist availability

Yes	No
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
Yes	No

Waitlist availability

Yes	No
Yes	No

For Home Support services, expand the service group, then expand the service type, and finally expand the service. There is a service availability toggle and a waitlist availability toggle in each service's card.

Support at Home  

NAPS Service ID 1586, Service item name: SAH

Status

Operational **Offline**

Home support

 Hide service types

Domestic assistance

Service type availability

Yes **No**

Classification type 

- Ongoing • Short-term

 Hide services

Domestic assistance
General house
cleaning

Service availability

Yes **No**

Waitlist availability

Yes **No**

Domestic assistance
Laundry services

Service availability

Yes **No**

Waitlist availability

Yes **No**

Domestic assistance
Shopping
assistance

Service availability

Yes **No**

Waitlist availability

Yes **No**

Editing a service delivery area

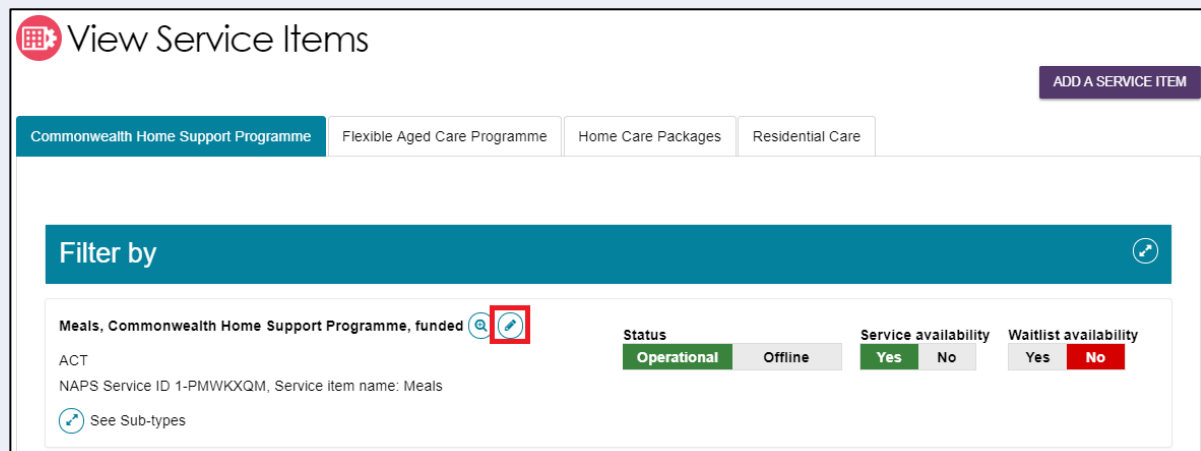
Information about the areas you deliver Commonwealth-funded services in (referred to as **service delivery areas** in the portal) are pre-filled, based on your contractual information. All providers (except Residential care) must review their service delivery area information and edit if required. It is important that you ensure the service delivery area(s) is accurate. This information is publicly displayed in the service finders and forms the basis of the referrals sent by contact centre staff and assessors.

For Home Support based services, select the **at client location** option. For Residential based services, select the **at provider location** option.

! For Home Support services, service delivery area details are defaulted to **at client location**. Any edits will apply for **all** service types and services underneath the Support at Home provider's listing.

The steps to edit the service delivery area are outlined below.

1. Navigate to the service item page from the **Outlet Administration** tile.
2. On the **View Service Items** page, select **Edit** next to the relevant service item, or for the Support at Home program, the **Edit** icon next to the Support at Home heading.



View Service Items

ADD A SERVICE ITEM

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

Filter by

Meals, Commonwealth Home Support Programme, funded  

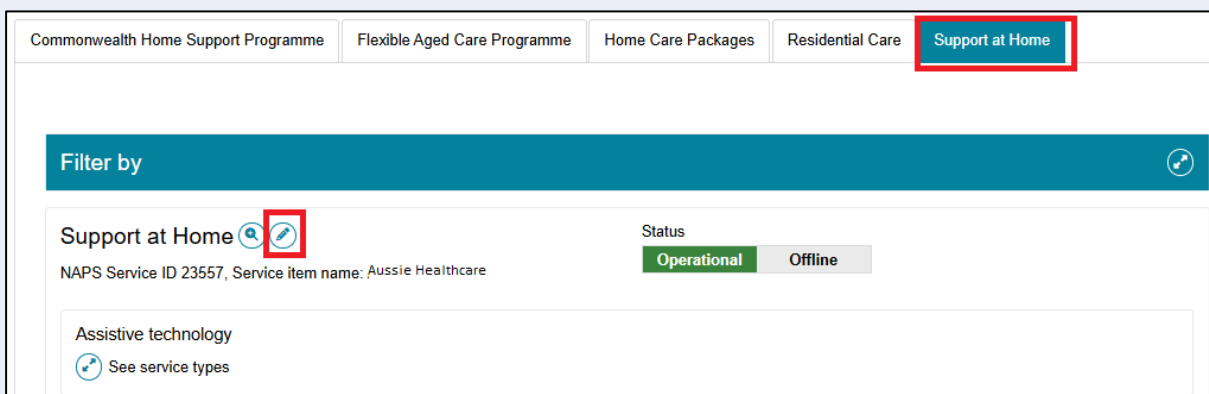
ACT
NAPS Service ID 1-PMWKXQM, Service item name: Meals

See Sub-types

Status: **Operational** Offline

Service availability: **Yes** No

Waitlist availability: **Yes** **No**



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

Filter by

Support at Home  

NAPS Service ID 23557, Service item name: Aussie Healthcare

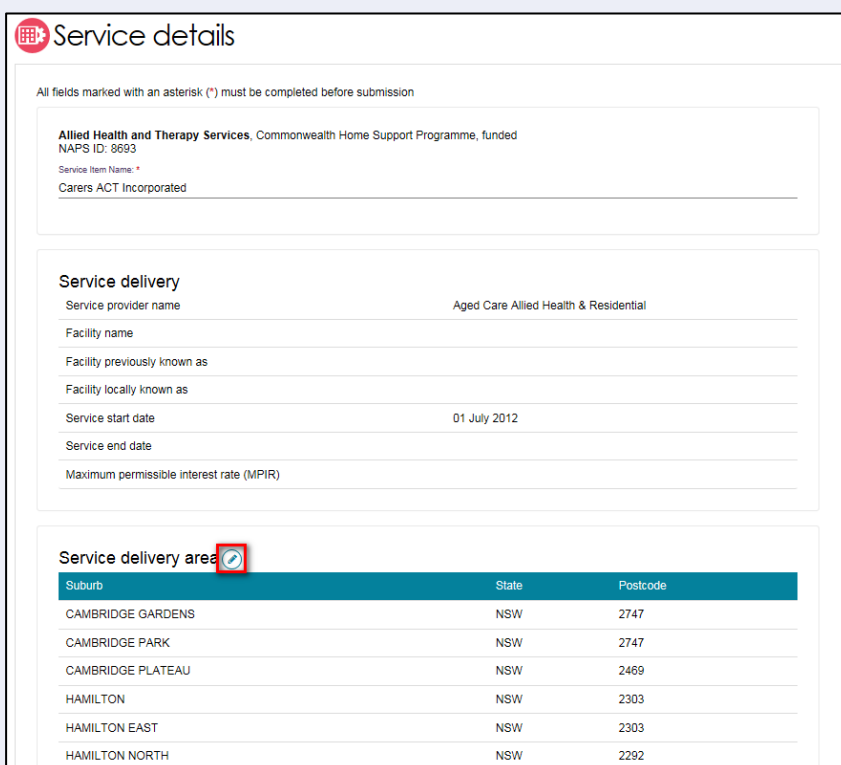
Assistive technology

See service types

Status: **Operational** Offline

The **Service details** page will display.

3. Select **Edit** next to **Service delivery area**.



Service details

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

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

Service delivery

Service provider name: Aged Care Allied Health & Residential

Facility name

Facility previously known as

Facility locally known as

Service start date: 01 July 2012

Service end date

Maximum permissible interest rate (MPIR)

Service delivery area 

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



4. The **Edit Service Delivery Details** page appears.

The Delivery type is defaulted to **at client location**, or **at provider location**, depending on the Program or service chosen.

For the Support At Home program, All the suburbs that the provider is approved for is pre-loaded. For national services, all areas of Australia are pre-loaded.

For **At client location**, by default, the entire region in which you are funded to provide service for is pre-loaded. You can choose to remove the suburb(s) the service is delivered in. 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.

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

SEARCHADD WHOLE STATEADD WHOLE REGION

Alphabetical listing

AllA 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

Select	Suburb	State	Postcode
☐	AARONS PASS	NSW	2850
☐	ABBOTSBURY	NSW	2176
☐	ABBOTSFORD	NSW	2046
☐	ABERCROMBIE	NSW	2795
☐	ABERCROMBIE RIVER	NSW	2795
☐	ABERDARE	NSW	2325
☐	ABERDEEN	NSW	2336
☐	ABERFOYLE	NSW	2350
☐	ABERGLASSLYN	NSW	2320
☐	ABERMAIN	NSW	2326

PREVIOUS123456...919293NEXT

REMOVE SELECTEDREMOVE ALL

SAVE CHANGESCANCEL

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

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! The department recommends that service item delivery areas should not overlap. This means that the same suburb/s should be maintained across multiple service items.

5. 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. The list of serviced suburbs is automatically saved upon editing suburbs.
6. Select **Save Changes** or **Cancel** to go back to editing the service.

Adding a room type to a residential facility

1. [Navigate to the service item page from the Outlet Administration tile.](#)
2. At the **View Service Items** page, navigate to a Residential Care service then 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

3. 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

4. The **Room type** page will be displayed. Enter the required information in the **General room information** and **Pricing information** sections. Fields marked with a red asterisk (*) are mandatory.



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. \$650,000

\$

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](#)

! Accommodation prices above a refundable deposit amount of \$750,000 (or equivalent daily payment) must be approved by the [Independent Health and Aged Care Pricing Authority \(IHACPA\)](#).

If IHACPA have not approved this price, or you have not submitted an application for approval of this price, you cannot publish this price. You cannot charge this price until it is approved by IHACPA.

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

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

Key feature statement

Room description: *

0 / 2000

Room size: *

Common areas description: *

0 / 2000

Specific accommodation or design features

☒ Not applicable

☐ Applicable

Additional care and services included in room price

☒ Not applicable

☐ Applicable

Additional care and services available at additional cost

☒ Not applicable

☐ Applicable

Extra service fee

☐ Yes

☒ No

[SAVE](#)

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

[CANCEL](#)



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

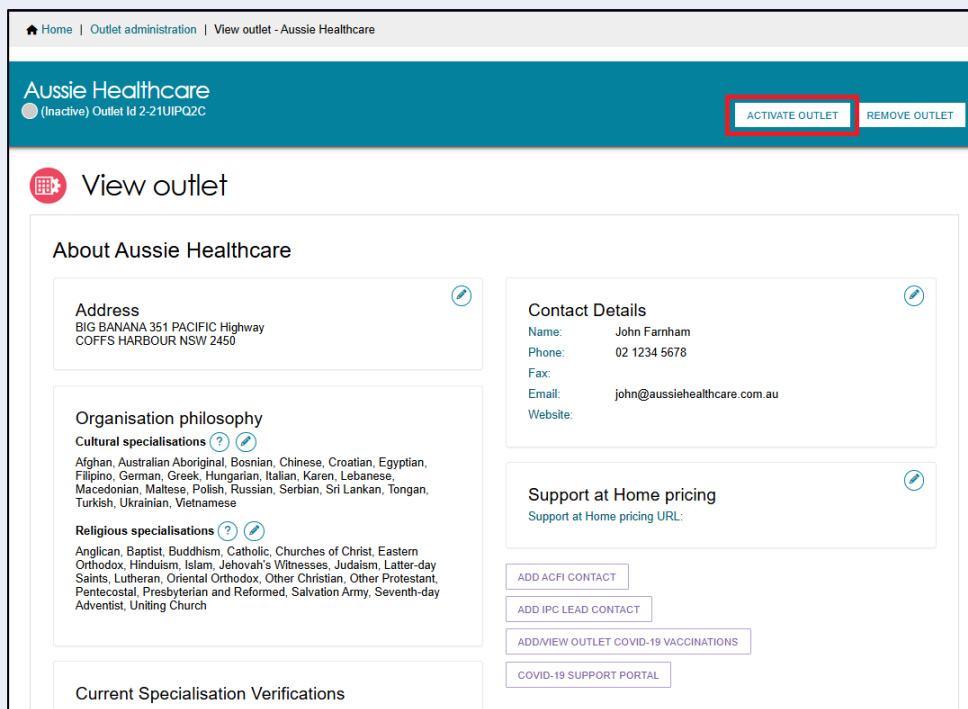
 Room details that require approval have been sent to the Department for validation prior to being published. Approval process may take up to 3 working days to complete.

Activating an outlet

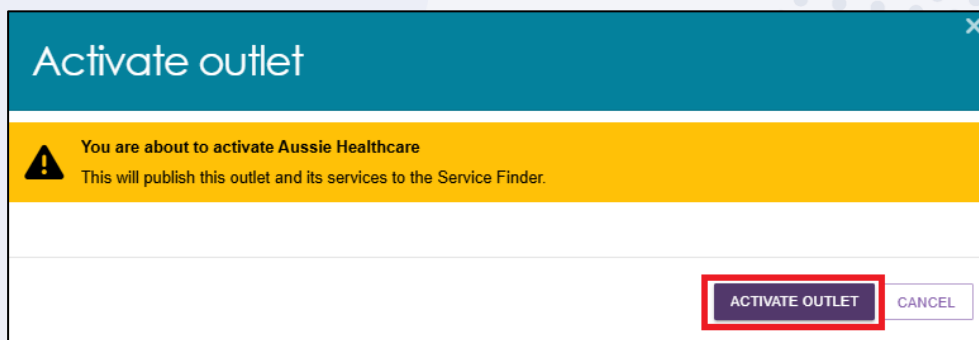
After service items are added, outlet(s) need to be made active so that the following occurs:

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

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



2. Select **ACTIVATE OUTLET** at the bottom of the pop up, 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.



Aged Care Inc - Outlet 1

1-A8KOJCQ
Gina Kelly
02123456787
gina.kelly@test.gov.au

✓ Active

Aged Care Inc - Outlet 1
(Active) Outlet Id 1-A8KOJCQ

View outlet

About Aged Care Inc - Outlet 1

Address
23 FURZER Street
PHILLIP ACT 2606

Organisation philosophy
Cultural specialisations ? ✓
Religious specialisations ? ✓

Deactivating an outlet

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

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

Home | Outlet administration | View outlet - Aussie Healthcare

Aussie Healthcare
(Active) Outlet Id 2-21U1UKB6

DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address
BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Contact Details
Name: John Farnham
Phone: 0412 345 678
Fax:
Email: jfarnham@yourethevoice.com.au
Website:

Organisation philosophy
Cultural specialisations ? ✓

Select **DEACTIVATE OUTLET** again at the bottom of the pop up, to confirm that you wish to deactivate the outlet.

Deactivate outlet

You are about to deactivate Aussie Healthcare.
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.

✓ **Aussie Healthcare has been deactivated.**

☐ (Inactive)

Outlet Id 2-21U1UKB6

ACTIVATE OUTLET

REMOVE OUTLET

Removing an outlet from the Service and Support Portal

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

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

Home

Outlet administration

View outlet - Aussie Healthcare

☐ (Inactive)

Outlet Id 2-21U1UKB6

ACTIVATE OUTLET

REMOVE OUTLET

View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Contact Details

Name: John Farnham

Phone: 0412 345 678

Fax:

Email: jfarnham@yourethevoice.com.au

Website:

Organisation philosophy

Cultural specialisations

2. Select **REMOVE OUTLET** at the bottom of the pop up, to confirm you wish to remove the outlet.

Remove outlet

You are about to remove Aussie Healthcare

This will remove this outlet from your list.

REMOVE OUTLET

CANCEL

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

Aussie Healthcare has been removed.

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

For more information or support

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

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

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

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