

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).

This Guide is divided into the following topics:

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Notes

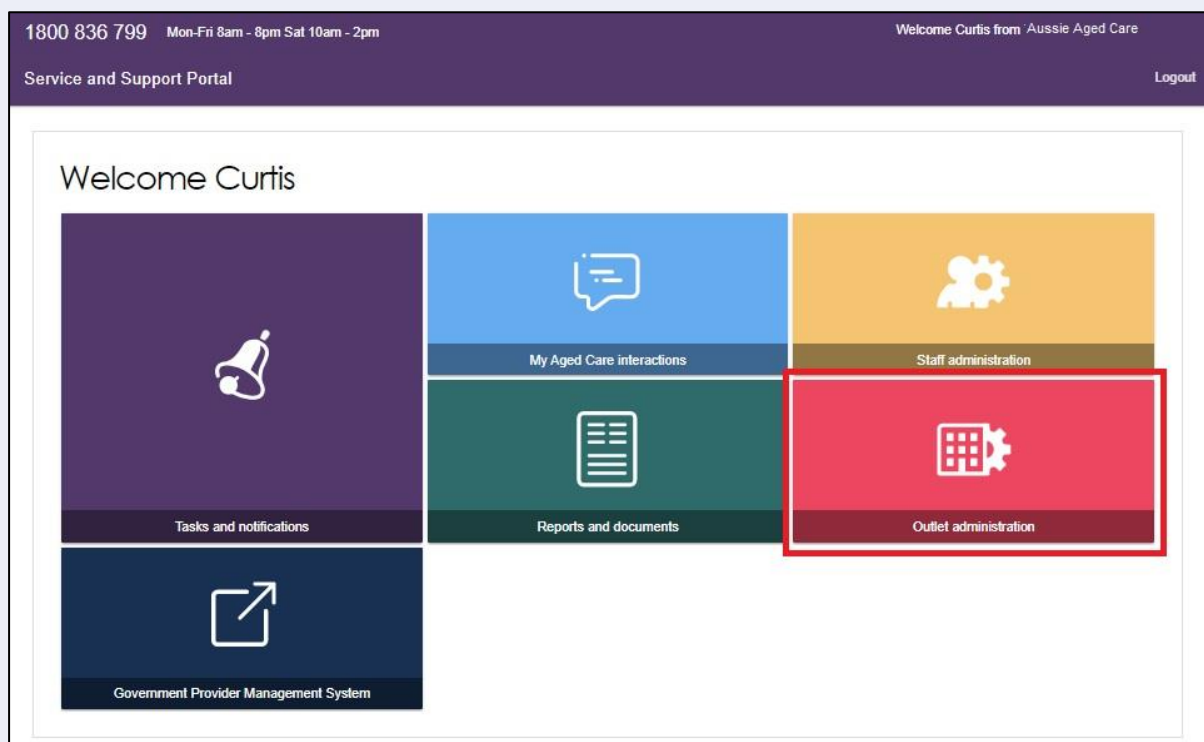
- Service information must be maintained by providers to ensure appropriate referrals are sent.
- Only Organisation Administrators in the Portal can create outlets. Staff can then be assigned to outlets and service delivery information can be added for each outlet.
- Only Organisation Administrators 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 Care and Support at Home service providers will be required to complete 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](#).

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' interface. At the top, it says 'About Dept of Health QLD'. Below this, there are two main sections: 'Contact details' and 'Home Care Package'. The 'Contact details' section lists 'Level 17, 147-163 Charlotte Street, BRISBANE, QLD 4001'. The 'Home Care Package' section shows 'Maximum exit amount \$750.00'. To the right, there is a section for 'Organisation philosophy' with links for 'Cultural specialisations' and 'Religious specialisations'. Below these sections, there is a list of 'Outlets (86)' with an 'ADD NEW OUTLET' button. The list shows two outlets: 'Alpha and Jericho Multipurpose Health Service' and 'Ashworth House Nursing Home'. Each outlet entry includes contact information and a status indicator (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 is 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 is a 'Logout' link. The main content area is titled 'Welcome Curtis' and contains five tiles: 'Tasks and notifications' (purple), 'My Aged Care interactions' (blue), 'Staff administration' (orange), 'Reports and documents' (green), and 'Outlet administration' (red). The 'Outlet administration' tile is highlighted with a red border. At the bottom, there is a tile for 'Government Provider Management System' (dark blue).

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

Outlet Administration

About Dept of Health QLD

Contact details
Level 17, 147-153 Charlotte Street
BRISBANE, QLD 4001

Home Care Package
Maximum exit amount \$750.00

Organisation philosophy
Cultural specialisations
Religious specialisations

Outlets (86)
ADD NEW OUTLET

See Outlet
Sort order: A-Z
Current sort order is A-Z

Alpha and Jericho Multipurpose Health Service
1-E6-2057
Fredrick Kearny
02 2752 1523
Edward.Jilbon@test.dme.vic
✓ Active

Ashworth House Nursing Home
1-E6-1449
Weesley Ludlum
02 7037 5362
Leon.Bovy@test.cgc.zs
✓ Active

3. 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

4. Fill out your address details, then 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

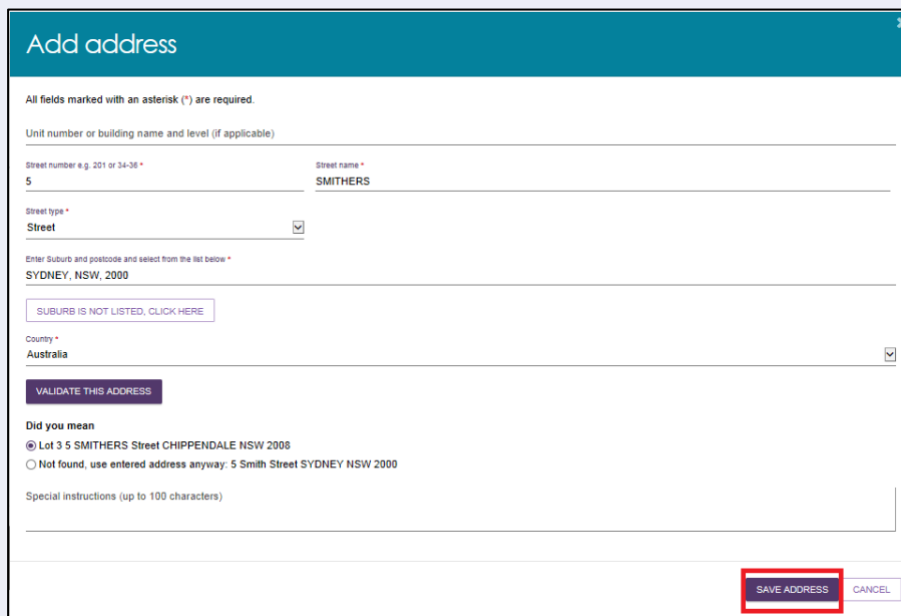
Country *
Australia

VALIDATE THIS ADDRESS

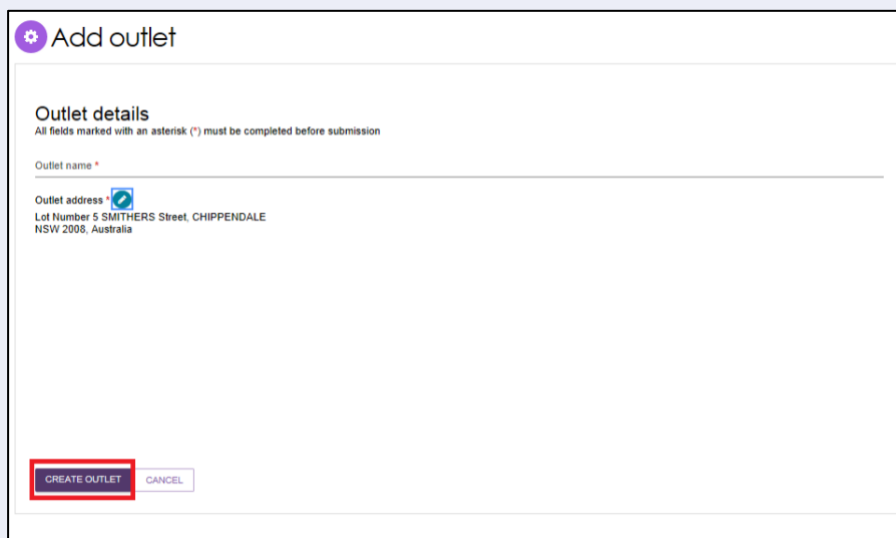
Special instructions (up to 100 characters)

SAVE ADDRESS CANCEL

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**.



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



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 and Religious specialisations), and a list of 'Outlets (9)'. The outlets are sorted by name (A-Z). The first outlet, 'Aged Care Allied Health & Residential', is highlighted with a red box. The other outlets are 'Aged Care Inc - Outlet 1', 'Aged Care Inc - Outlet 2', and 'Carer Respite Centre ACT'. Each outlet card displays its name, address, phone number, email, website, and a status indicator (Active).

Outlet Name	Address	Phone Number	Email	Website	Status
Aged Care Allied Health & Residential	1-FW-19 Allen Coady (02) 5054 2864 revanth.belpali@health.gov.au www.google.com				Active
Aged Care Inc - Outlet 1	1-ABKQJQJ Gina Kelly (02) 123456787 gina.kelly@test.gov.au				Active
Aged Care Inc - Outlet 2	1-ABKQJQJ George Scott (02) 9876 5432 george.scott@test.gov.au				Active
Carer Respite Centre ACT	1-7810X5 Elmo Uppinhouse (02) 5054 2864 Vonda.Sodewasser@test.hca.vic www.carersact.org.au				Active

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

- 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

- 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.

- 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**

- 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 any Commonwealth aged care program, such as Commonwealth Home Support, Flexible Aged Care and Residential.

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 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 Support at Home service item, you will be required to enter a unique name in the **Service Item Name** field that is displayed.

NON-SUPPORT AT HOME SERVICE ITEM EXAMPLE

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

SUPPORT AT HOME SERVICE ITEM EXAMPLE

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 new service item will be listed with a status of **Offline**. A banner will also indicate that you have successfully added a service item to the outlet, and to remind you to **Edit** and **Submit**.

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

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

Filter by

Status: Operational | Service availability:

ADVANCED SEARCH | CLEAR FILTERS

Status is Operational

FILTER | CLEAR

Community cottage respite, Commonwealth Home Support Programme, funded

Loddon/Mallee

NAPS Service ID 123 | Service item name: Cottage Respite

See Sub-types

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

Waitlist availability: Yes | No

Adding and removing service sub-types

! This function does not apply to Support at Home services, as each eligible outlet are automatically given all approved services based on the registration category.

For Commonwealth Home Support Programme service sub-types can 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
Operational **Offline**

Service availability
Yes **No**

Waitlist availability
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
Operational **Offline**

Service availability
Yes **No**

Waitlist availability
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**.

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**

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**.

Aussie Healthcare

(Active) Outlet Id 2-21UIPQ2C

DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

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

Contact Details

Name: John Farnham

Phone: 02 1234 5678

Fax:

Email: john@aussiehealthcare.com.au

Website:

Support at Home pricing

Support at Home pricing URL:

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-Support at Home services the toggle is located at the right side of the screen next to the service name. For Support at Home service items, the toggle is located at the top of the service item listing, and the toggle applies to all service types and services within the service item.

NON-SUPPORT AT HOME EXAMPLE

Allied health and therapy, Commonwealth Home Support Programme, funded

Status

Operational Offline

Service availability

Yes No

Waitlist availability

Yes No

Loddon-Mallee

NAPS Service ID 25236, Service item name: Aussie Healthcare Community and Home Support

See Sub-types

Allied health and therapy, Commonwealth Home Support Programme, non-funded

Status

Operational Offline

Service availability

Yes No

See Sub-types

SUPPORT AT HOME EXAMPLE

Support at Home

Status

Operational Offline

NAPS Service ID 1265, Service item name: Aussie Support At Home

Assistive technology

See service types

Home modifications

See service types

Home support

See service types

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

13

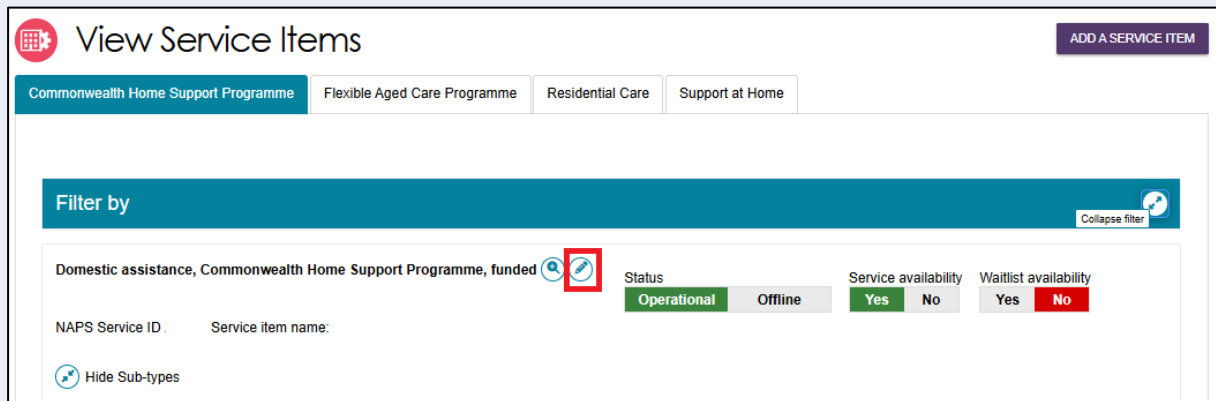
Only **Operational** services will display in the service finders.

The **Offline** status should be used to indicate where the service/s are not currently offered by the provider in that delivery area/region. For example, the service is at capacity.

Editing a service item

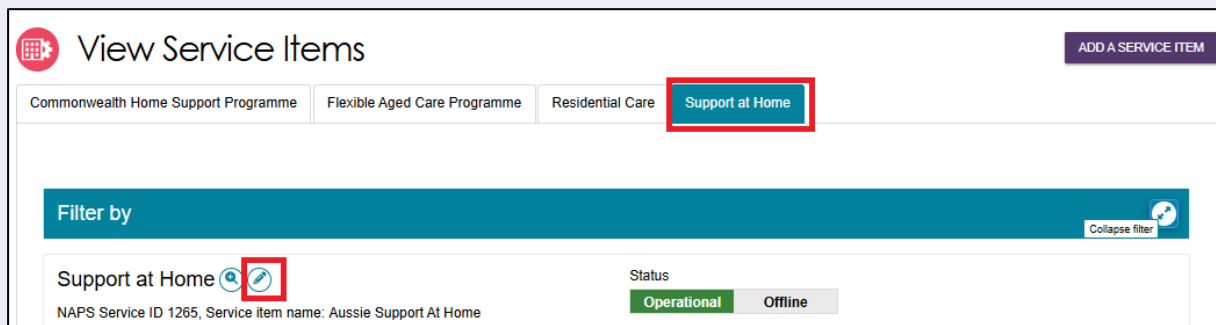
You are able to edit service item details by selecting the **Edit** (Pencil) icon to the right of the service item and/or service group name you wish to amend.

NON-SUPPORT AT HOME EXAMPLE



The screenshot shows the 'View Service Items' interface. At the top, there are tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Residential Care', and 'Support at Home'. The 'Commonwealth Home Support Programme' tab is selected. Below the tabs is a 'Filter by' section with a search bar and a 'Collapse filter' button. A service item 'Domestic assistance, Commonwealth Home Support Programme, funded' is listed with a red box around the edit icon. To the right of the service item, there are status and availability filters: 'Status' with 'Operational' (green) and 'Offline' (grey) buttons, and 'Service availability' with 'Yes' (green) and 'No' (grey) buttons, and 'Waitlist availability' with 'Yes' (grey) and 'No' (red) buttons. At the bottom left, there are fields for 'NAPS Service ID' and 'Service item name', and a 'Hide Sub-types' button.

SUPPORT AT HOME EXAMPLE



The screenshot shows the 'View Service Items' interface with the 'Support at Home' tab selected. The 'Support at Home' tab is highlighted with a red box. Below the tabs is a 'Filter by' section with a search bar and a 'Collapse filter' button. A service item 'Support at Home' is listed with a red box around the edit icon. To the right of the service item, there are status filters: 'Status' with 'Operational' (green) and 'Offline' (grey) buttons. At the bottom left, there are fields for 'NAPS Service ID 1265, Service item name: Aussie Support At Home'.

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)
- Support at Home-specific attributes, e.g. service-based pricing
- 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.

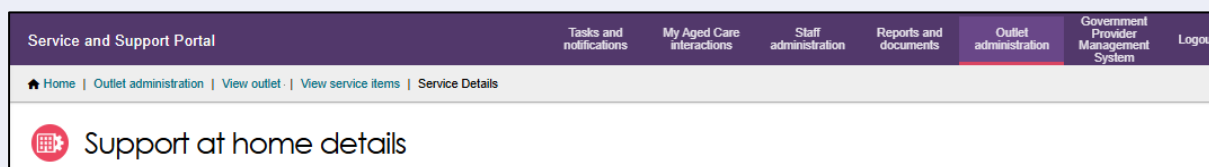
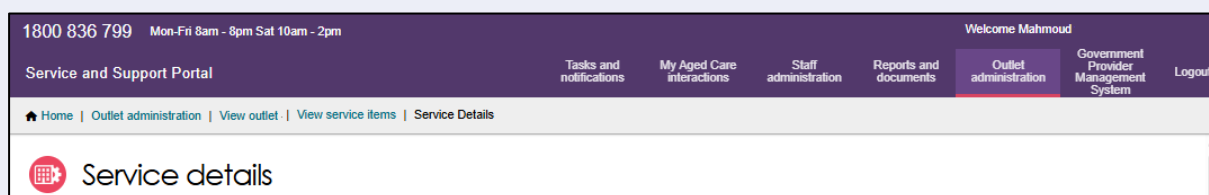
The **service item details** page will display.

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.

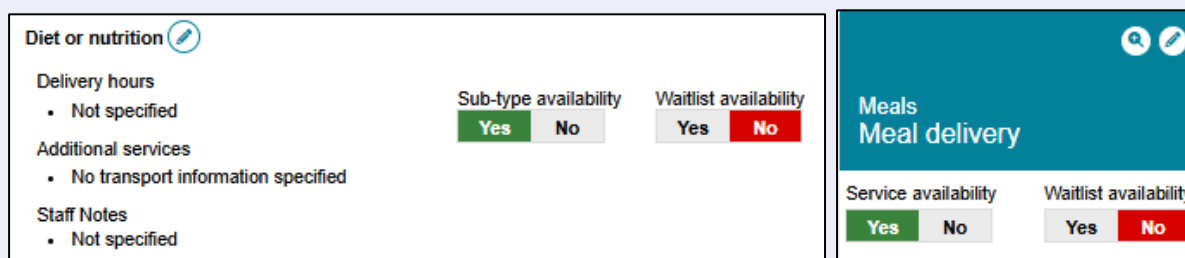
- ! There are different options presented on a Support at Home service details page and a CHSP (Commonwealth Home Support Programme) service details page. Support at Home services are managed by delivery area. You can select multiple service types and items available within that area. CHSP providers will remain limited to a single service type and ACPR ([Aged Care Planning Region](#)), based on contractual information for each service item.

Adding and editing service attributes

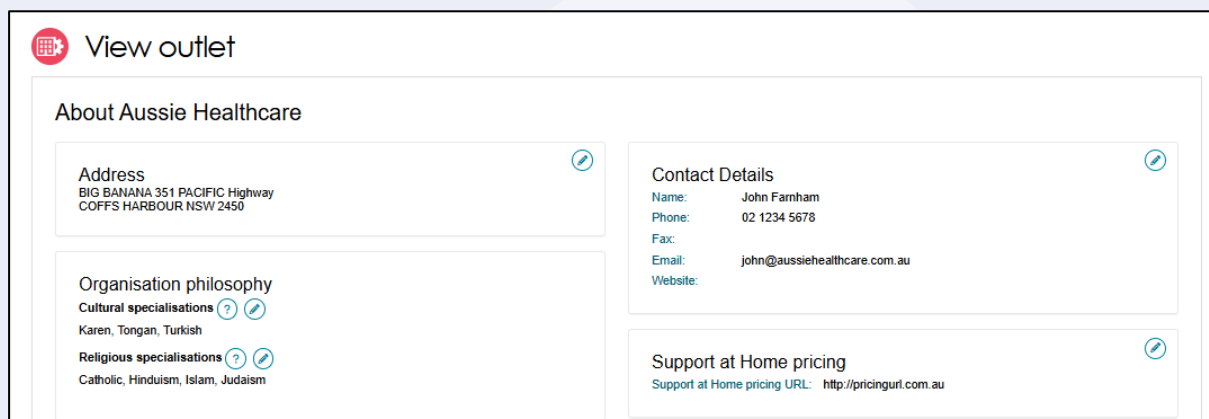
Attributes for Support at Home, CHSP, and other programs are located in the Service Details (or Support at Home details) section of the Outlet Administration tile.



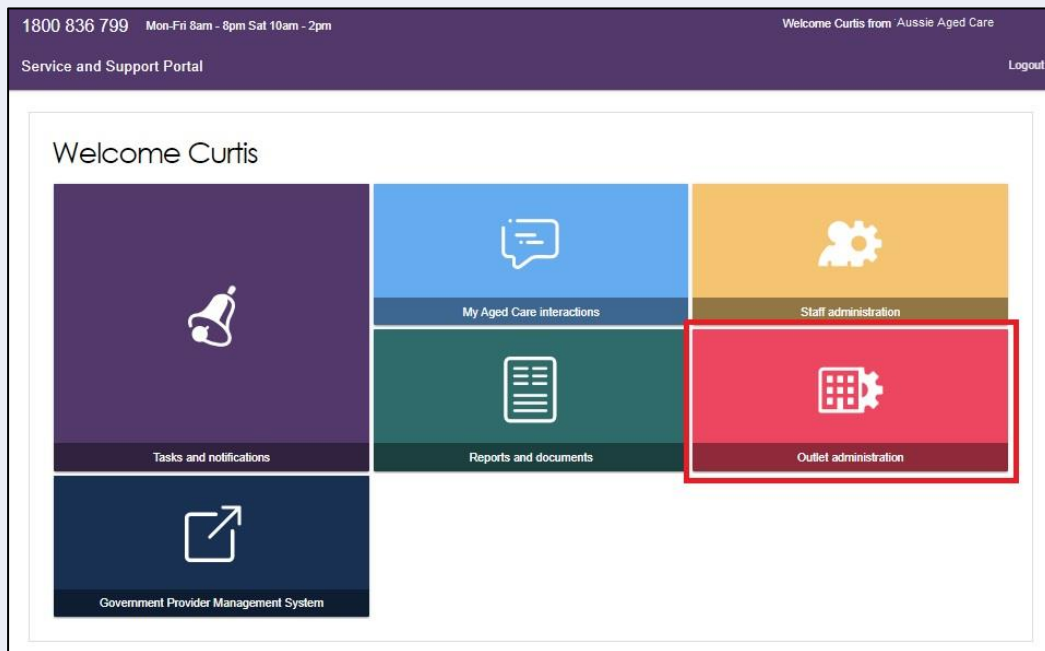
Attributes for individual services (or 'service sub-types') are located in the service itself.



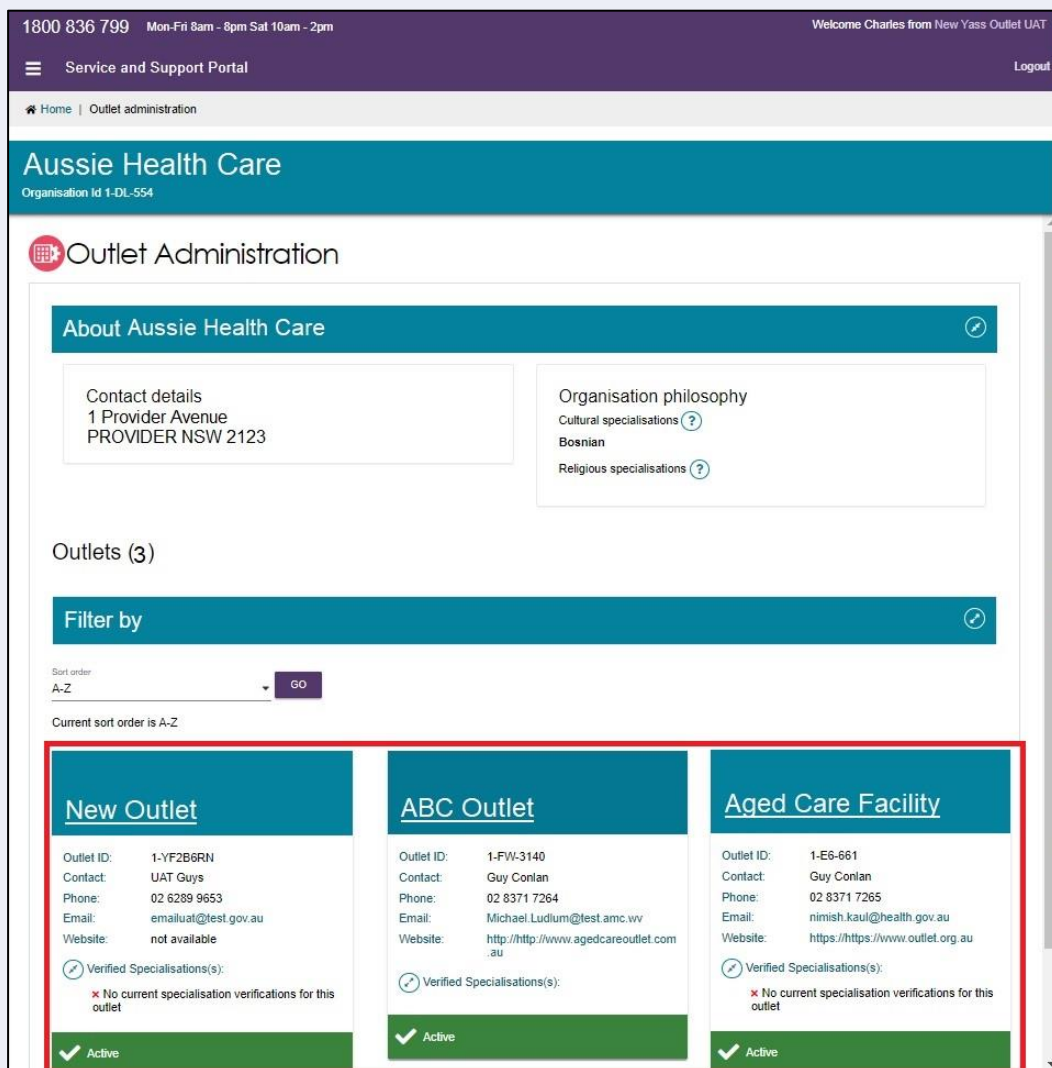
Some attributes are also displayed on the View Outlet page.



1. To access any of the service attributes, select **Outlet administration** from the home page.



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



3. Select **VIEW SERVICE ITEMS**.


View outlet

About Aussie Healthcare

Address


BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Organisation philosophy

Cultural specialisations  
Karen, Tongan, Turkish

Religious specialisations  
Catholic, Hinduism, Islam, Judaism

Contact Details


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

Support at Home pricing


Support at Home pricing URL: <http://pricingurl.com.au>

Current Specialisation Verifications



There are no current verified diverse need specialisations to display.

Changes to Specialisation Verification
We are changing the way providers apply for Specialisation Verification. You will no longer be able to apply for Specialisation Verification through the Service and Support Portal. There is a new application process, to apply visit [Specialisation Verification for aged care services](#).

[MANAGE VERIFICATIONS](#)

[VIEW SERVICE ITEMS](#)

- Select the CHSP, Flexible Aged Care Programme, Residential Care, or Support at Home 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

☐ Cantonese

☐ Croatian

☐ Greek

☐ Italian

☐ Mandarin

☐ Polish

☐ Spanish

☐ 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☐ English☐ Acholi

☐ Afrikaans☐ Albanian☐ Amharic

☐ Anyuak/Anuak☐ Arakanese/Rakhinz☐ Armenian

☐ Asante/Ashanti☐ Assamese☐ Assyrian

☐ Azari☐ Azerbaijani☐ Baluchi/Balochi

☐ Bambara☐ Bari/Beri☐ Basque

☐ Bassa☐ Bemba☐ Bengali/Bangla

☐ Bislama☐ Bosnian☐ Breton

☐ Bulgarian☐ Byelorussian☐ Catalan

☐ Cebuano☐ Chaldean☐ Chi-Nyanja/Nyanja

☐ Chichewa/Chewa☐ Chin☐ 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-Support at Home services, expand **See Sub-types** then select the **Edit** icon to the right of the service name.

For Support at Home 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-SUPPORT AT HOME 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**

SUPPORT AT HOME 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 Support at Home 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**

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

Sub-type availability: **Yes** **No** Waitlist availability: **Yes** **No**

Additional services

- No transport information specified

Staff Notes

- Not specified

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

Sub-type availability: **Yes** **No** Waitlist availability: **Yes** **No**

Additional services

- No transport information specified

Staff Notes

- Podiatrist is not available on Tuesdays or Fridays

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

Pricing information (Support at Home)

Support at Home program outlets must provide:

- a Pricing website link (URL)
- service level prices.

If pricing is not entered for Support at Home services, you will not be able to:

- save a new service and make it **Operational**
- save changes to partially complete existing pricing information
- confirm that pricing information has been reviewed, then pricing data will then not be supplied to My Aged Care to support tools such as the Fee Estimator.

! The Support at Home's service item allows you to configure the services you deliver and their prices for a particular delivery area or region.

! Pricing is entered at the service level for each service item within the outlet.

Updating Pricing Information at the Outlet Level

1. Choose your outlet from the Outlet Administration tile. Then select the Edit (pencil) icon to the right of the **Support at Home pricing** section.

Aussie Healthcare

(Active) Outlet Id 2-21UIPQ2C

DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

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

Contact Details

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

Support at Home pricing

Support at Home pricing URL:

VIEW SERVICE ITEMS



2. The Support at Home pricing pop up appears.

Under the **Full Price List** section, a pricing schedule website link (URL) can be added.

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. Use the URL Scheme field to select the if the URL is https:// or http://.

Finally, select whether you want to **apply URL pricing changes to this outlet only**, or **apply to this outlet and all its Support at Home service items**. Then, select **Save**.

The screenshot shows a modal titled "Support at Home pricing". It contains a note: "All fields marked with an asterisk (*) are required." Below this is the "Full Price List" section with a help icon. The "Provide a website link" section has a question mark icon and a note: "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". It includes a "URL Scheme" dropdown menu currently set to "https://", a text field for the "Support at Home pricing URL" containing "alzheimersonline.org/home-care-packages/", and two radio buttons: "Apply URL pricing changes to this outlet and all its support at Home services items*" (selected), "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.

3. The Pricing URL will now appear at the View Outlet page.

The screenshot shows the "View outlet" page for "Aussie Healthcare". The header includes the outlet name, a status indicator "(Active) Outlet Id 2-21UIPQ2C", and a "DEACTIVATE OUTLET" button. The main content area is titled "View outlet" and contains several sections: "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: Karen, Tongan, Turkish; Religious specialisations: Catholic, Hinduism, Islam, Judaism), and "Support at Home pricing" (Support at Home pricing URL: http://pricingurl.com.au). The "Support at Home pricing" section is highlighted with a red box.

Updating Pricing Information at the Service Item Level

You can also update the service item pricing URL or supply a price schedule attachment specific to that delivery area/region.

1. Choose your outlet from the Outlet Administration tile, then select **View Service Items**.
2. From the View Service Items page, select the Support at Home tab, then the Edit (Pencil) icon to the right of the 'Support at Home' heading.

View Service Items ADD A SERVICE ITEM

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

Filter by

Support at Home

NAPS Service ID 27037, Service item name: Healthcare Australia (NSW)

Status: **Operational** Offline

Assistive technology
 See service types

Home modifications
 See service types

- The Support at Home details Page appears. This contains all configuration available for the service item.

1800 836 799 Mon-Fri 9am - 5pm Sat 10am - 3pm

Service and Support Portal

Home | Outlet administration | View outlet | Aussie Healthcare | View service items | Service Details

Support at home details

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

Support at Home, Support at Home, funded
NAPS ID 1265

Service item name *
Aussie Support At Home

Service delivery

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

Changes to the following information will apply to all support at home program services in this service item

Service delivery area
No service delivery area or location specified

- Scroll to the bottom of the page to the **Full Price List** section.

In the URL Scheme section, select whether your website link is HTTP or HTTPS. Then, enter the website link in the URL section. The below screenshot shows an example website link.

You can also upload a pricing schedule here.

Finally, select **Save**.

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 Scheme *
http://

URL
www.aussiehealthcare.com.au/prices

Upload a pricing schedule

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

CHOOSE FILE No file chosen

SAVE **CANCEL**

Updating Pricing Information at the Service level

At the service level, you can update pricing based on the unit type such as per hour, trip or meal for individual services.

1. [Go to the individual Support at Home service.](#)
2. Select the Support at Home tab, then expand any service groups/service types, then select the Edit (Pencil) icon of the appropriate service card. The below example shows the **Home Support** service group, **Meals** service type, and **Meal Delivery** service.

View Service Items

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

Filter by Collapse filter

Support at Home Search Edit Status
NAPS Service ID 1265, Service item name: Aussie Support At Home
Operational **Offline**

Assistive technology
See service types

Home modifications
See service types

Home support
Hide service types

Home maintenance and repairs
See services Service type availability: Yes **No** Classification type: Ongoing Short-term

Home or community general respite
See services Service type availability: Yes **No** Classification type: Ongoing Short-term

Meals
Hide services Service type availability: **Yes** No Classification type: Ongoing Short-term

Meals Meal delivery Search Edit
Service availability: **Yes** No Waitlist availability: **Yes** No

Meals Meal preparation Search Edit
Service availability: Yes **No** Waitlist availability: Yes **No**

Nutrition
See services Service type availability: Yes **No** Classification type: Ongoing Short-term

Update the **Pricing for service section** (if applicable), such as Common Price – Standard Hours, non-standard hours, Saturday, Sunday, and Public Holiday. You must at a minimum provide the common price for standard hours.

! It is important to provide pricing at the service level to support My Aged Care website tools such as Find a Provider or Fee Estimator. There is flexibility to have service level availability and pricing by region.

This will be required to be completed for all services before changing the service item status to **Operational**.

For (Hours) services, enter the per hour price delivered during the time period.

Pricing for service	
General house cleaning (Hours)	Common Price - Standard (Hours) *
	<i>This must be the most frequently charged price for this service.</i>
	Common Price - Non-Standard (Hours)
	Common Price - Saturday
	Common Price - On Sunday
	Common Price - Public Holiday

For meal delivery, enter the price per meal delivered during the time period. For example, in the Common price – standard (hours) section, enter the price for each meal delivered during standard hours.

Pricing for service	
Meal delivery (Meal)	Common Price - Standard (Hours) *
	\$50
	<i>This must be the most frequently charged price for this service.</i>
	Common Price - Non-Standard (Hours)
	Common Price - Saturday
	Common Price - On Sunday
	Common Price - Public Holiday

For transport services, enter the price per trip during the time period. For example, in the Common price – standard (hours) section, enter the price for each trip undertaken during standard hours.

Pricing for service	
Direct transport (Trip)	Common Price - Standard (Hours) *
	<i>This must be the most frequently charged price for this service.</i>
	Common Price - Non-Standard (Hours)
	Common Price - Saturday
	Common Price - On Sunday
	Common Price - Public Holiday

Some services such as consumables will default to 'Market price'. No price is required to be entered.

Pricing for service

Nursing care consumables

Common Price - Standard (Hours)

Market Price

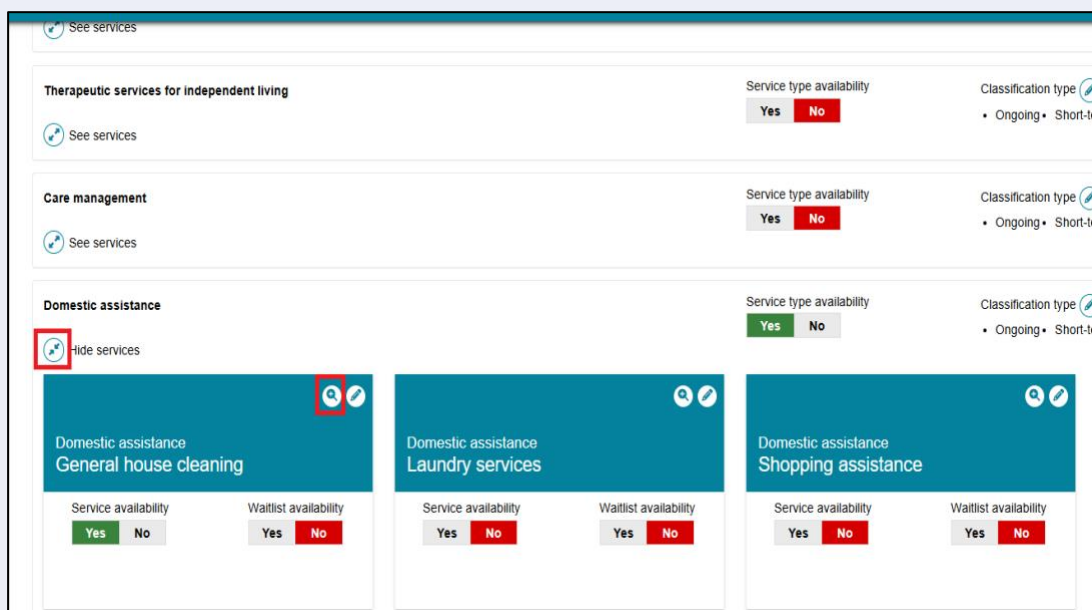
No service price required.

SAVE CHANGES

CANCEL

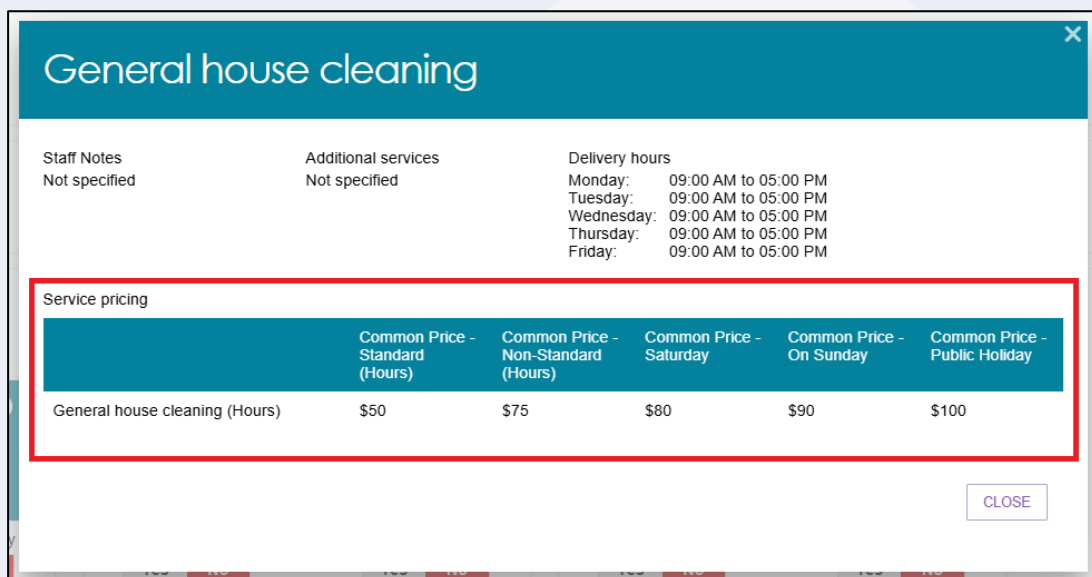
3. If a service is on a waitlist, it is highly recommended to add service pricing to ensure this is visible on the Service Finder or Fee Estimator tools.
4. All pricing information saved, including pricing schedule attachments, will appear by the next day on the Service Finder on the My Aged Care website, and do not require approval from the Department.

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 'Domestic assistance' category. The services listed are 'General house cleaning', 'Laundry services', and 'Shopping assistance'. Each service card has a magnifier icon in the top right corner. The 'General house cleaning' service is highlighted with a red box, and its magnifier icon is also highlighted with a red box.

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



The screenshot shows a pop-up window titled 'General house cleaning'. It contains 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:**

	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-Support at Home 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

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

See Sub-types

Status: **Operational** Offline

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

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

Status
Operational Offline

Service availability
Yes No

Waitlist availability
Yes No

For Support at Home 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. For the Service type to be available you must have at least one service with availability as **Yes**. To mark a service available you must provide the Common Price - Standard (Hours) at a minimum.

Meals

Hide services

Service type availability
Yes No

Classification type
• Ongoing • Short-term

Meals Meal delivery

Service availability
Yes No

Waitlist availability
Yes No

Meals Meal preparation

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 service items under the CHSP and Flexible Aged Care programs, select the **at client location** option. For Residential based services, select the **at provider location** option.

! For Support at Home 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.

Follow these steps to edit a service delivery area:

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.

NON-SUPPORT AT HOME EXAMPLE

View Service Items

[Commonwealth Home Support Programme](#)
[Flexible Aged Care Programme](#)
[Home Care Packages](#)
[Residential Care](#)

[ADD A SERVICE ITEM](#)

Filter by

Meals, Commonwealth Home Support Programme, funded

ACT

NAPS Service ID 1-PMWKKQM, Service item name: Meals

See Sub-types

Status

Operational Offline

Service availability

Yes No

Waitlist availability

Yes **No**

SUPPORT AT HOME EXAMPLE

[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** (Pencil) next to the **Service delivery area** section.

NON-SUPPORT AT HOME EXAMPLE

Service details

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

Allied health and therapy, Commonwealth Home Support Programme, funded

NAPS ID: 25236

Service item Name: *

Aussie Healthcare - Community and Home Support

Service delivery

Service provider name Aged Care Inc

Facility name Aussie Healthcare - Community and Home Sup

Facility previously known as

Facility locally known as

Service start date 01 July 2019

Service end date

Maximum permissible interest rate (MPIR)

Service delivery area

Alphabetical listing

All (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)

Suburb	State	Postcode
ADELAIDE LEAD	VIC	3465
ALMA	VIC	3465
AMHERST	VIC	3371



For Support At Home, there are no list of suburbs listed.

SUPPORT AT HOME EXAMPLE

 **Support at home details**

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

Support at Home, Support at Home, funded
NAPS ID: 1265

Service Item Name: *
Aussie Healthcare Support At Home

Service delivery
Service provider name: Aussie Healthcare
Facility name: SAH UAT1
Facility previously known as:
Facility locally known as:
Service start date:
Service end date:
Maximum permissible interest rate (MPIR):

Changes to the following information will apply to all support at home program services in this service item

Service delivery area: 
No service delivery area or location specified

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

4. Select the service delivery type. For residential services, select **At provider location**. For non-residential services, select **At client location**.

(This step does not apply to Support at Home – both location options will be greyed out. You can then select **Cancel** to go back to the previous page.)

If you have selected **At provider location**, enter the address of the provider then select **Validate This Address**. Then select **Save Changes**.

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

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

SAVE CHANGES CANCEL



If you have selected **At client location**, you can choose the state or 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. 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.

Finally, select **Save Changes** to save the selected suburbs. Select **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. \$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](#)

! 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.

- 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.

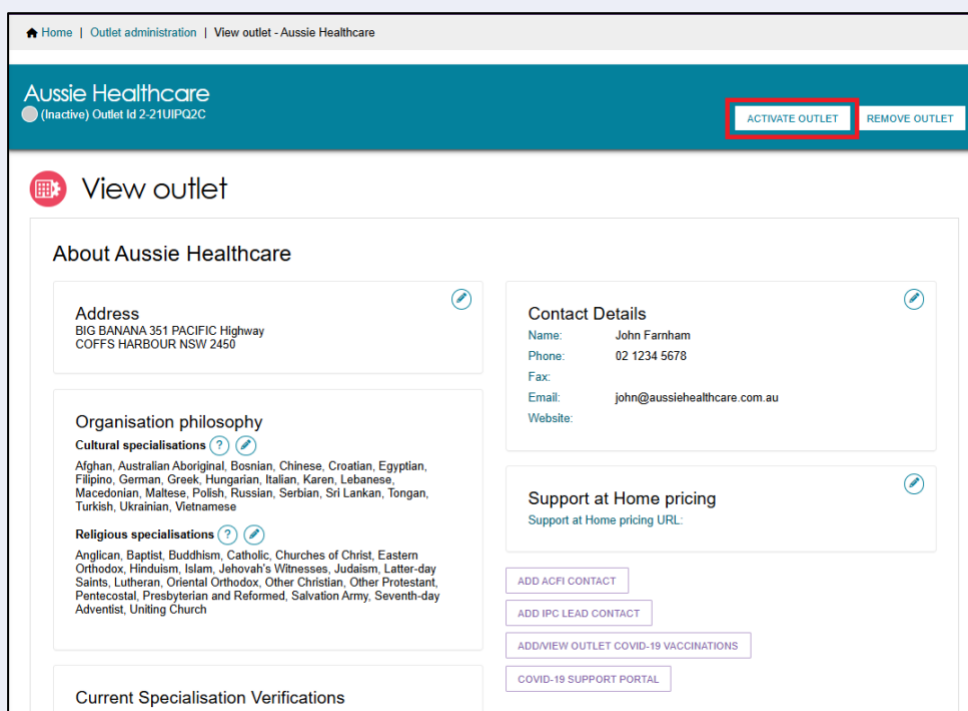
Room details that require approval have been sent to the Department for validation prior to being published. Approval process may take up to 3 working days to complete.

Activating an outlet

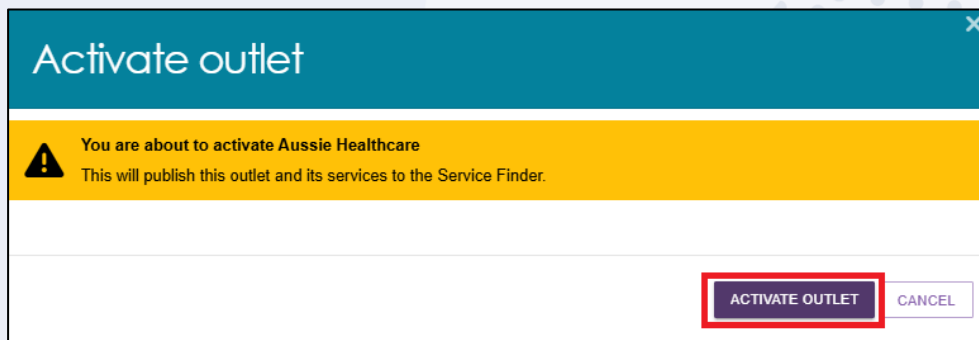
After service items are added, outlet(s) need to be made active so that the following occurs:

- 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.

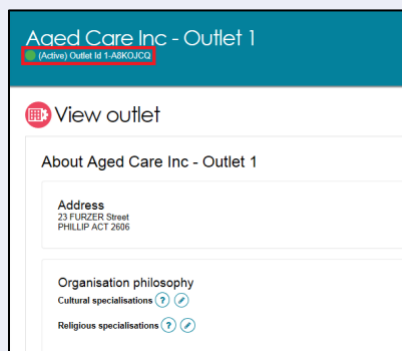
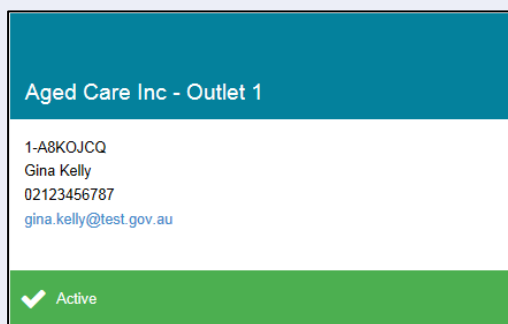
1. Navigate to the **View Outlet** details from the **Outlet administration** page for the outlet that you want to activate and select **ACTIVATE OUTLET**.



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.



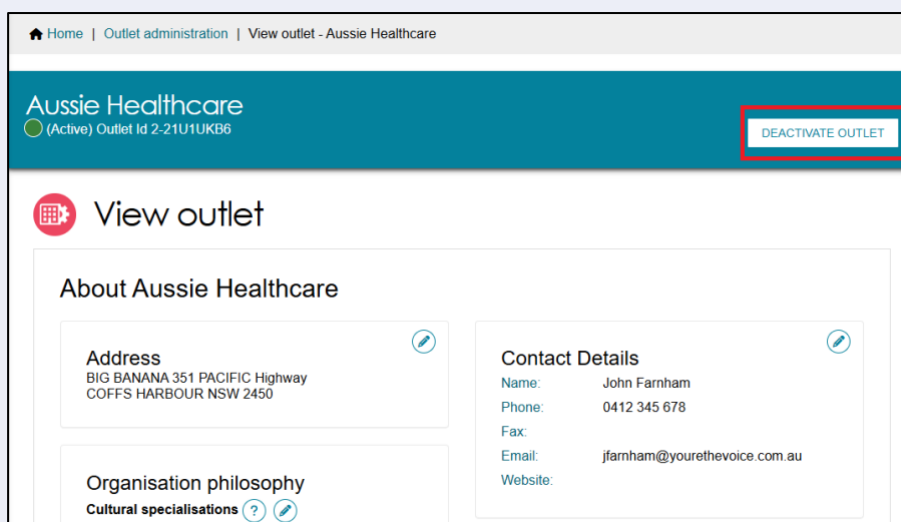
Your outlet is now active and operational service item information will display in the service finder, and will display as **Active** in the Service and Support Portal.



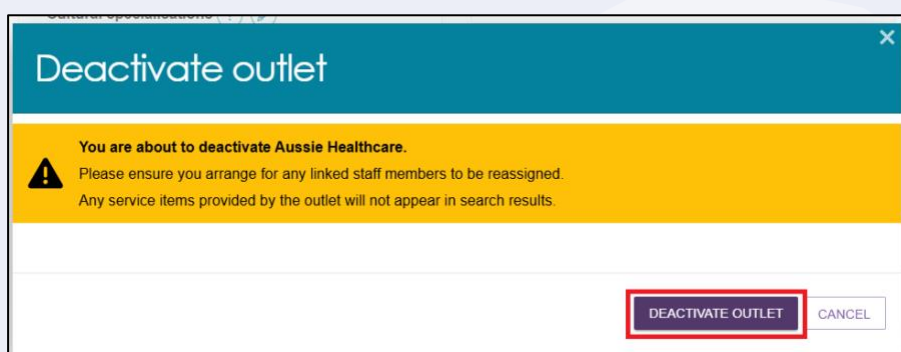
Deactivating an outlet

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.

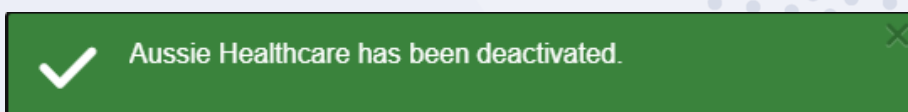
Navigate to the **View Outlet** details from the **Outlet administration** page for the outlet that you want to deactivate and select **DEACTIVATE OUTLET**.



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



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.



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

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

Warning 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.