



Australian Government

Department of Health, Disability and Ageing

Service and Support Portal Overview

What we will cover today

#	Agenda	Description
1	Instructional client journey video <i>(As it will appear on Nov 3)</i>	<ul style="list-style-type: none">• Assessor referral• Logging in to the Service and Support Portal• Navigating the homepage• Viewing and accepting a referral• View client record and support plan• Add service delivery information
2	Overview of Service & Support Portal	<ul style="list-style-type: none">• What the Portal is used for• Different roles and responsibilities
3	Outlet Configuration	<ul style="list-style-type: none">• Important information• Overview of resources available to set up an outlet and add a service item
4	System features for manually transitioned clients vs new & existing clients	<ul style="list-style-type: none">• Overview of system features for transition client cohort versus new client cohort
5	Additional Support & Resources	<ul style="list-style-type: none">• Where to get help and find more resources
6	Question and Answer (Q&A)	



01

Instructional Video

MPS Service and Support Portal Instructional video

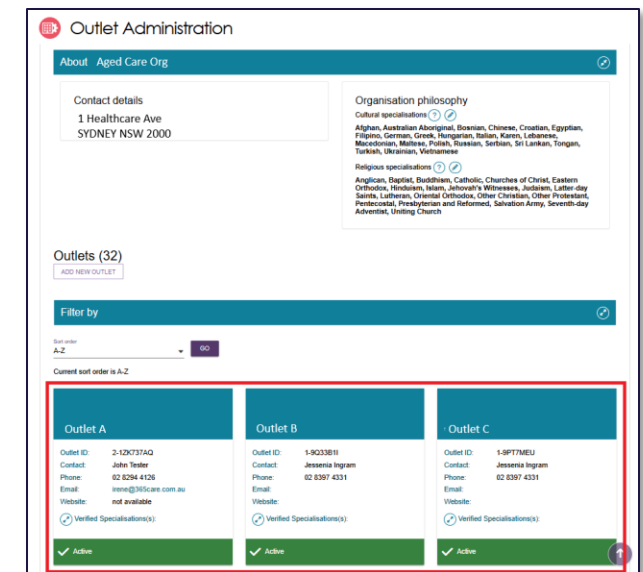
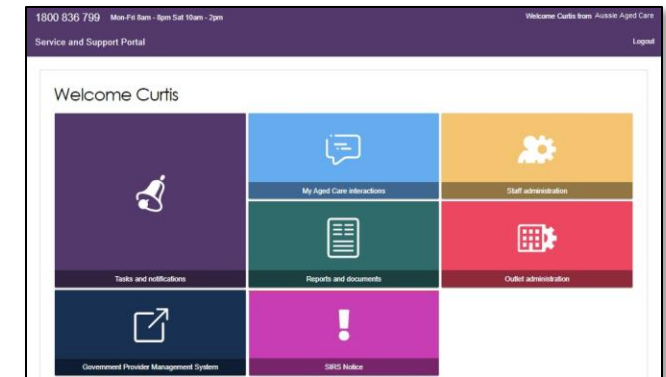
02

Overview of the Service & Support Portal

Overview of the Service & Support Portal

The Service and Support Portal is used to:

- Manage information about the services you provide.
- Manage referrals for service(s) issued by My Aged Care contact centre staff or aged care needs assessors (assessors) by accepting, rejecting, or placing on a waitlist.
- Update client records with information about services being delivered.
- Request that an assessor undertakes a Support Plan Review for a client.
- Report Serious Incident Response Scheme (SIRS) Priority 1 and Priority 2 incidents in residential, in-home, and Support at Home aged care services.
- Generate reports.
- Manage residential client classifications, reassessments, reconsiderations, and palliative care administration.
- Administering existing Diverse Needs Specialisations under the 2022 Framework.



Portal roles

- There are **four** different Service and Support Portal roles.
- Each role has specific functions and tasks it performs in the Portal.
- The **Organisation Administrator** is responsible for assigning roles to other staff.
- Roles should be assigned in **accordance with the duties a person performs** within your organisation.



03

Outlet Configuration

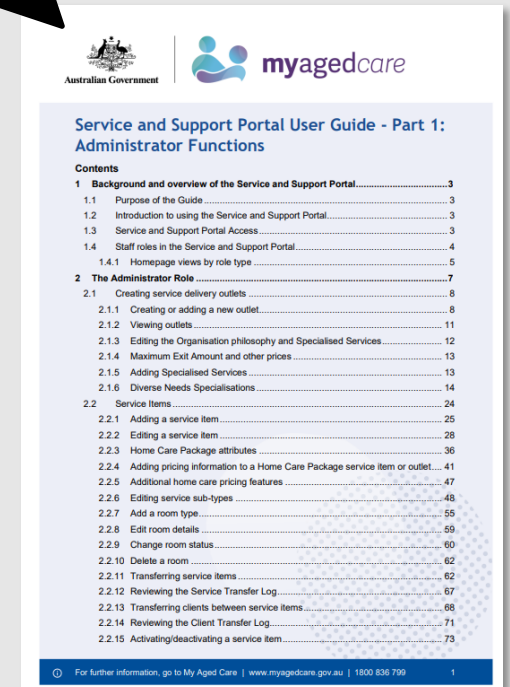
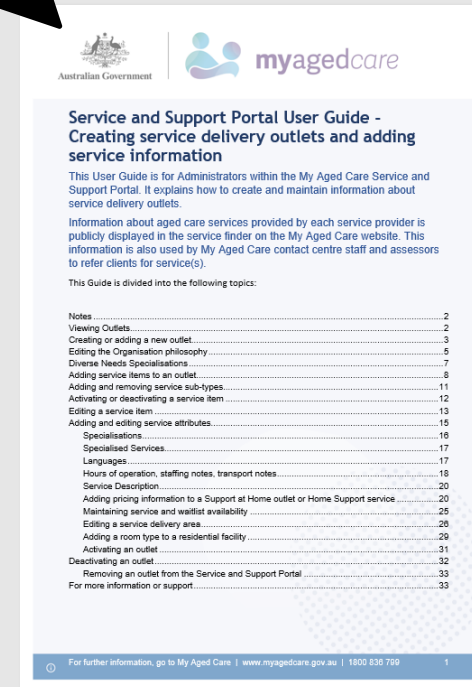
Outlet configuration

- Only **Organisational Administrators** can create outlets. Staff can then be assigned to outlets and service delivery information can be added to each outlet.
- Only **Organisational Administrators** or **Outlet Administrators** can add or update service information.
- Service information must be maintained by providers to ensure appropriate referrals are sent.
- 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.

Outlet configuration cont.

- 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.















Refer to the user guides for instructions on how to set up your outlets correctly



04

System features for manually transitioned clients Vs new & existing Clients

Manually transitioned clients Vs new & existing Clients

Feature	Manually Transitioned (3 November)	New & existing clients (30 June)	Comments
Ability to view all client information			For the transitional cohort, the approval record and associated accepted referral that an older person receives at transition time will be available to view from 1 July 2026.
Assessment & Support Plan records			For the transitional cohort, this functionality will be available from 1 July 2026.
Ability to conduct new assessments			This may be required for older people with and without an existing assessment in the system.
Ability to conduct re-assessments			Only applicable for older people with an existing assessment in the system.
Transition from MPSP to a residential aged care home			Manual workarounds are being tested, and advice will be provided shortly.
Ability to send service referrals			For the transitional cohort, this functionality will be available from 1 July 2026.
Ability to see the services a client is approved for			View the attachment in the client record file. The deeming approval letter will confirm what services the person is approved for.

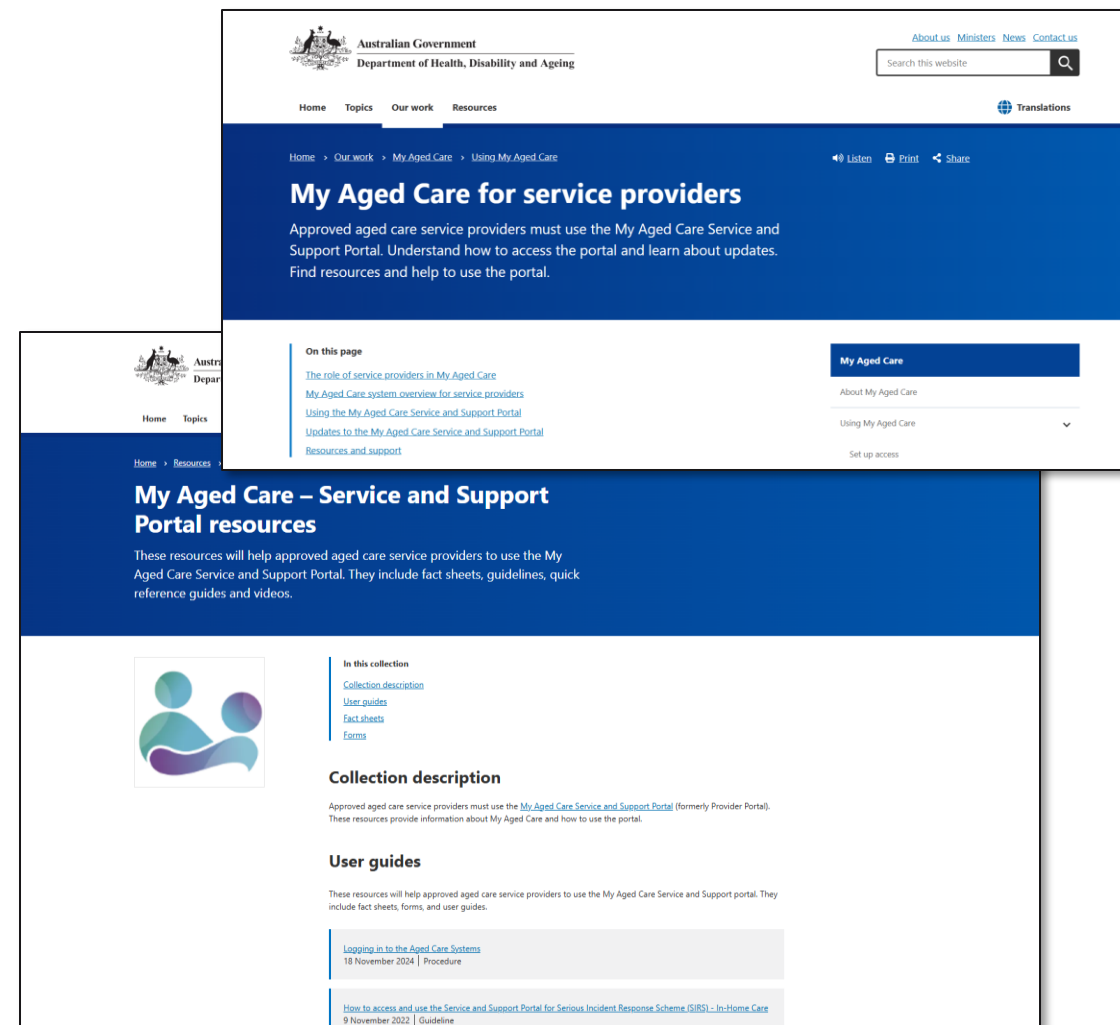


05

Additional Support & Resources

Support and system resources

- Visit the **My Aged Care for service providers [website](#)** to understand how to access the portal, learn about system updates and find system resources.
- Refer to the suite of My Aged Care – **Service and Support Portal resources** available on the [website](#) which includes user guides, factsheets, and forms.
- For technical support, call the **My Aged Care service provider and assessor helpline** at 1800 836 799 from 8am to 8pm (Mon-Fri), or 10am to 2pm (Sat).



06

Q&A



health.gov.au/aged-care-reforms



Phone **1800 200 422**
(My Aged Care's free call phone line)