



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

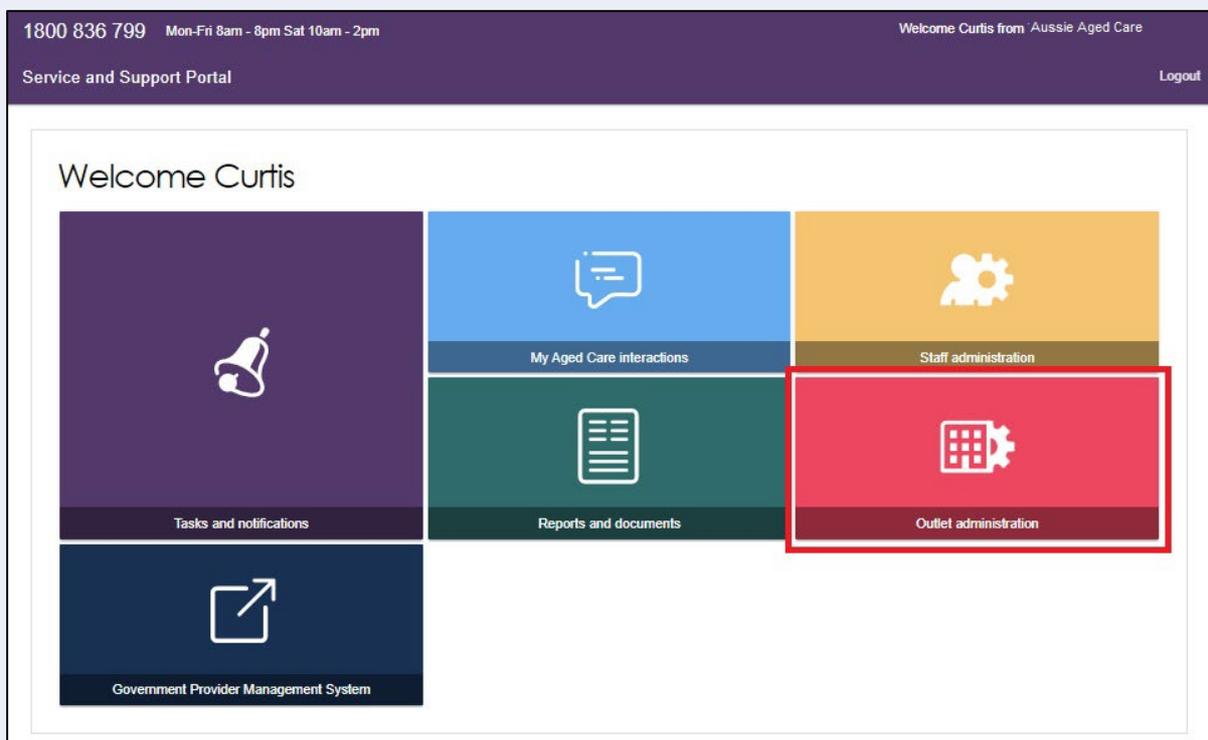
- Service information must be maintained by providers to ensure appropriate referrals are sent.
- Only Organisation Administrators in the Portal can create outlets. Staff can then be assigned to outlets and service delivery information can be added for each outlet.
- Only Organisation Administrators 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 displays 'About Dept of Health QLD' with contact details: Level 17, 147-163 Charlotte Street, BRISBANE, QLD 4001. Below this is the 'Home Care Package' section, showing a maximum exit amount of \$750.00. To the right, there is an 'Organisation philosophy' section with links for 'Cultural specialisations' and 'Religious specialisations'. The main section is titled 'Outlets (86)' and includes an 'ADD NEW OUTLET' button. Below the button are filters for 'See Outlet' and 'Sort order' (currently set to 'A-Z'). A note indicates 'Current sort order is A-Z'. Two outlet cards are visible: 'Alpha and Jericho Multipurpose Health Service' and 'Ashworth House Nursing Home'. Each card shows contact information and a green 'Active' status indicator.

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, it displays the phone number '1800 836 799' and the hours 'Mon-Fri 8am - 8pm Sat 10am - 2pm'. The user is logged in as 'Curtis' from 'Aussie Aged Care'. The main content area is titled 'Welcome Curtis' and features several navigation tiles: 'Tasks and notifications' (purple), 'My Aged Care interactions' (blue), 'Staff administration' (yellow), 'Reports and documents' (green), 'Outlet administration' (red, highlighted with a red border), and 'Government Provider Management System' (dark blue). A 'Logout' link is visible in the top right corner.

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

The screenshot shows the 'Outlet Administration' interface. At the top, there's a header 'Outlet Administration'. Below it, there are sections for 'About Dept of Health QLD', 'Contact details', 'Home Care Package', and 'Organisation philosophy'. The 'Outlets (86)' section is highlighted, and the 'ADD NEW OUTLET' button is circled in red. Below this, there are filters for 'See Outlet' and 'Sort order', and a list of outlets with details like 'Alpha and Jericho Multipurpose Health Service' and 'Ashworth House Nursing Home'.

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

The screenshot shows the 'Add outlet' form. The title is 'Add outlet' with a gear icon. Below it, there's a section 'Outlet details' with a note: 'All fields marked with an asterisk (*) must be completed before submission'. There's a field for 'Outlet name *' and a field for 'Outlet address *' with a red box around it and the text 'ADD OUTLET ADDRESS'. At the bottom, there are buttons for 'CREATE OUTLET' and 'CANCEL'.

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

The screenshot shows the 'Add address' form. The title is 'Add address' with a close icon. Below it, there's a note: 'All fields marked with an asterisk (*) are required'. There are several input fields: '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 *', 'Country *' (with 'Australia' selected), and 'Special instructions (up to 100 characters)'. A red box highlights the 'VALIDATE THIS ADDRESS' button. At the bottom right, there are buttons for 'SAVE ADDRESS' and '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**.

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 2006, 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

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

- | | |
|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Bosnian | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Croatian | <input type="checkbox"/> Dutch |
| <input type="checkbox"/> Egyptian | <input type="checkbox"/> Filipino |
| <input type="checkbox"/> German | <input type="checkbox"/> Greek |
| <input type="checkbox"/> Hungarian | <input type="checkbox"/> Indian |
| <input type="checkbox"/> Italian | <input type="checkbox"/> Lebanese |
| <input type="checkbox"/> Macedonian | <input type="checkbox"/> Maltese |
| <input type="checkbox"/> Polish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Serbian | <input type="checkbox"/> Sri Lankan |
| <input type="checkbox"/> Ukrainian | <input type="checkbox"/> 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)
- | | |
|--|--|
| <input type="checkbox"/> Australian | <input type="checkbox"/> Australian Aboriginal |
| <input type="checkbox"/> Australian South Sea Islander | <input type="checkbox"/> Austrian |
| <input type="checkbox"/> Albanian | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Algerian | <input type="checkbox"/> Assyrian |
| <input type="checkbox"/> Anglo-Burmese | <input type="checkbox"/> Acehnese |
| <input type="checkbox"/> Anglo-Indian | <input type="checkbox"/> Afghan |
| <input type="checkbox"/> Armenian | <input type="checkbox"/> Azeri |
| <input type="checkbox"/> African American | <input type="checkbox"/> American |
| <input type="checkbox"/> Argentinian | <input type="checkbox"/> Akan |
| <input type="checkbox"/> Acholi | <input type="checkbox"/> 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

<input type="checkbox"/> Anglican	<input type="checkbox"/> Baptist
<input type="checkbox"/> Buddhism	<input type="checkbox"/> Catholic
<input type="checkbox"/> Churches of Christ	<input type="checkbox"/> Eastern Orthodox
<input type="checkbox"/> Hinduism	<input type="checkbox"/> Islam
<input type="checkbox"/> Jehovah's Witnesses	<input type="checkbox"/> Judaism
<input type="checkbox"/> Latter-day Saints	<input type="checkbox"/> Lutheran
<input type="checkbox"/> Oriental Orthodox	<input type="checkbox"/> Other Christian
<input type="checkbox"/> Other Protestant	<input type="checkbox"/> Pentecostal
<input type="checkbox"/> Presbyterian and Reformed	<input type="checkbox"/> Salvation Army
<input type="checkbox"/> Seventh-day Adventist	<input type="checkbox"/> 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

<input type="checkbox"/> Anglican Church of Australia	<input type="checkbox"/> Anglican Catholic Church
<input type="checkbox"/> Armenian Apostolic	<input type="checkbox"/> Assyrian Apostolic
<input type="checkbox"/> Assyrian Church of the East	<input type="checkbox"/> Ancient Church of the East
<input type="checkbox"/> Albanian Orthodox	<input type="checkbox"/> Antiochian Orthodox
<input type="checkbox"/> Apostolic Church (Australia)	<input type="checkbox"/> Assemblies of God
<input type="checkbox"/> Aboriginal Evang. Missions	<input type="checkbox"/> Apostolic Church of Queensland
<input type="checkbox"/> Aust. Aboriginal Trad. Relig.	<input type="checkbox"/> Ancestor Veneration
<input type="checkbox"/> Animism	<input type="checkbox"/> Agnosticism
<input type="checkbox"/> Atheism	

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' (with contact details and home care package information) and 'Organisation philosophy'. Below these is a list of 9 outlets, sorted by name (A-Z). The first outlet, 'Aged Care Allied Health & Residential', is highlighted with a red border. The other outlets listed are 'Aged Care Inc - Outlet 1', 'Aged Care Inc - Outlet 2', and 'Carer Respite Centre ACT'. Each outlet card displays its name, ID, contact person, phone number, email, and website, along with 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 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
<input type="radio"/> Commonwealth Home Support Programme	Aged Care Inc	Respite Services	33333	Cottage Respite	Aged Care Planning Region	NSW	Illawarra		01 Nov 2015	
<input type="radio"/> Commonwealth Home Support Programme	Aged Care Inc	Respite Services	33333	Cottage Respite	Aged Care Planning Region	ACT	ACT		01 Nov 2015	

SAVE CANCEL

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
<input checked="" type="radio"/> 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

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

Waitlist availability: Yes | No

See Sub-types

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 2-21UIP02C 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? *

Unaccompanied Shopping (delivered to home) General House Cleaning

Linen services

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

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

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

Loddon-Mallee Service availability

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

Operational Offline
Yes No
Yes No

[See Sub-types](#)

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

Operational Offline
Yes No

[See Sub-types](#)

SUPPORT AT HOME EXAMPLE

Support at Home 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

[See service types](#)

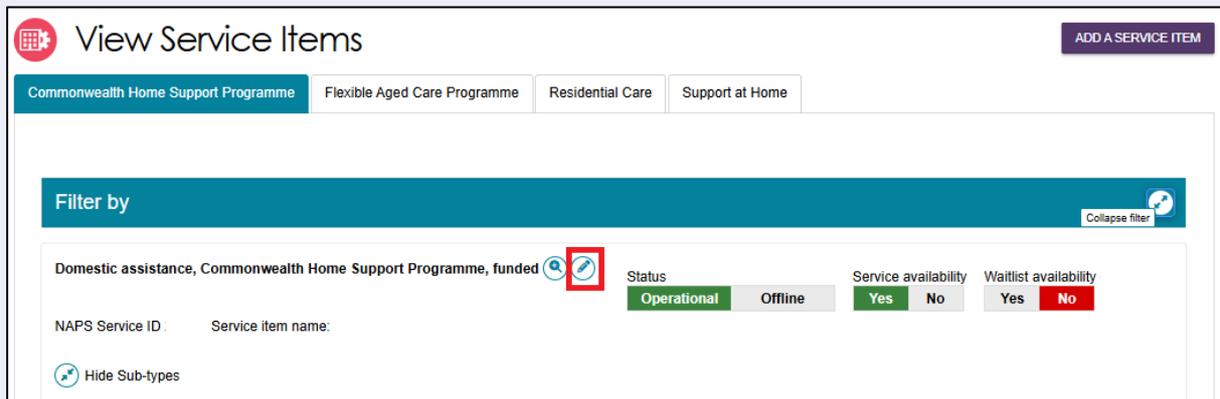
Only **Operational** services will display in the service finders.

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

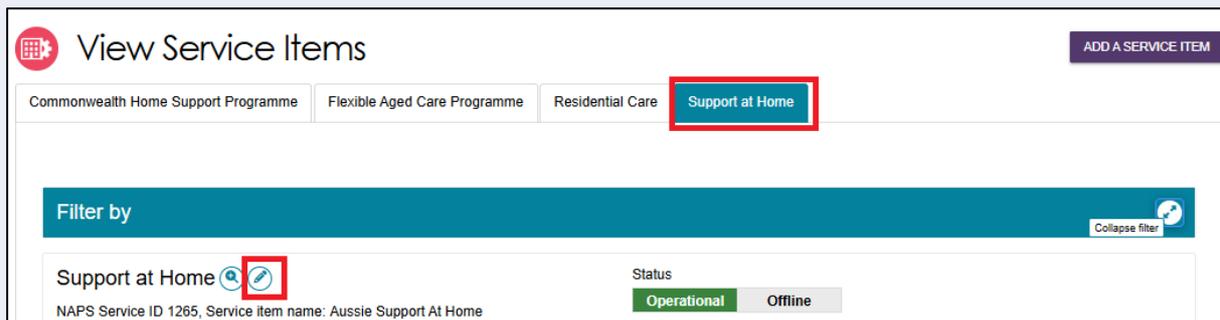
You are able to edit service item details by selecting the **Edit** (Pencil) icon to the right of the service item and/or service group name you wish to amend.

NON-SUPPORT AT HOME EXAMPLE



The screenshot shows the 'View Service Items' page with tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Residential Care', and 'Support at Home'. A 'Filter by' section is visible, and the 'Domestic assistance, Commonwealth Home Support Programme, funded' item is selected. The 'Operational' status and 'Yes' service availability are highlighted.

SUPPORT AT HOME EXAMPLE



The screenshot shows the 'View Service Items' page with tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Residential Care', and 'Support at Home'. The 'Support at Home' tab is selected and highlighted with a red box. The 'Support at Home' item is selected, and the 'Operational' status is highlighted.

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.

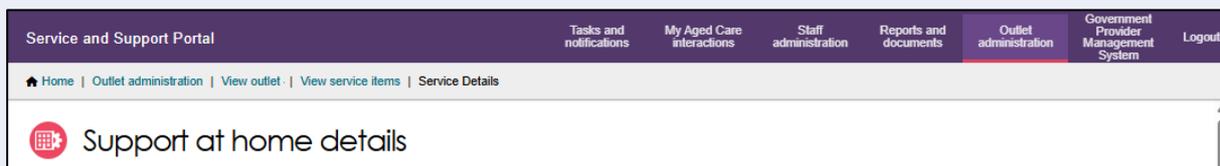
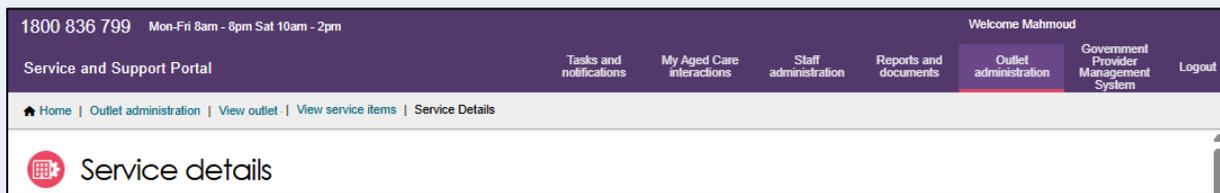
The **service item details** page will display.

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.

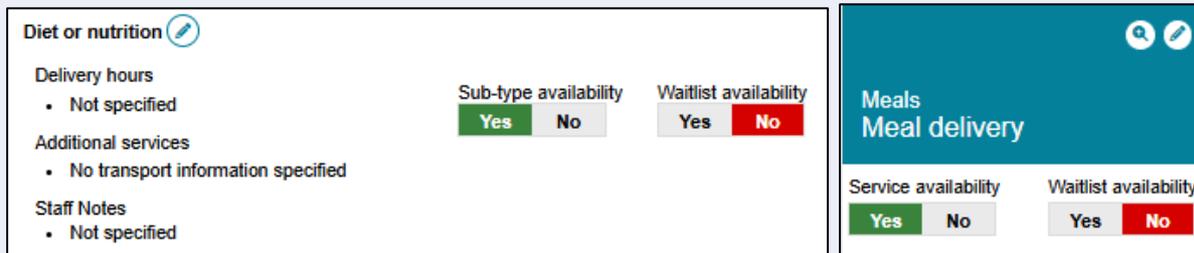
! There are different options presented on a Support at Home service details page and a CHSP (Commonwealth Home Support Programme) service details page. Support at Home services are managed by delivery area. You can select multiple service types and items available within that area. CHSP providers will 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

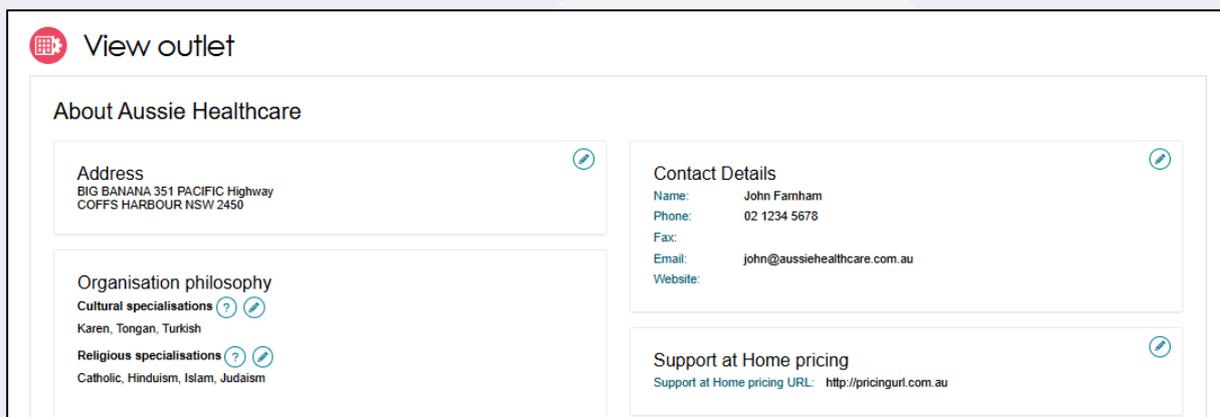
Attributes for Support at Home, CHSP, and other programs are located in the Service Details (or Support at Home details) section of the Outlet Administration tile.



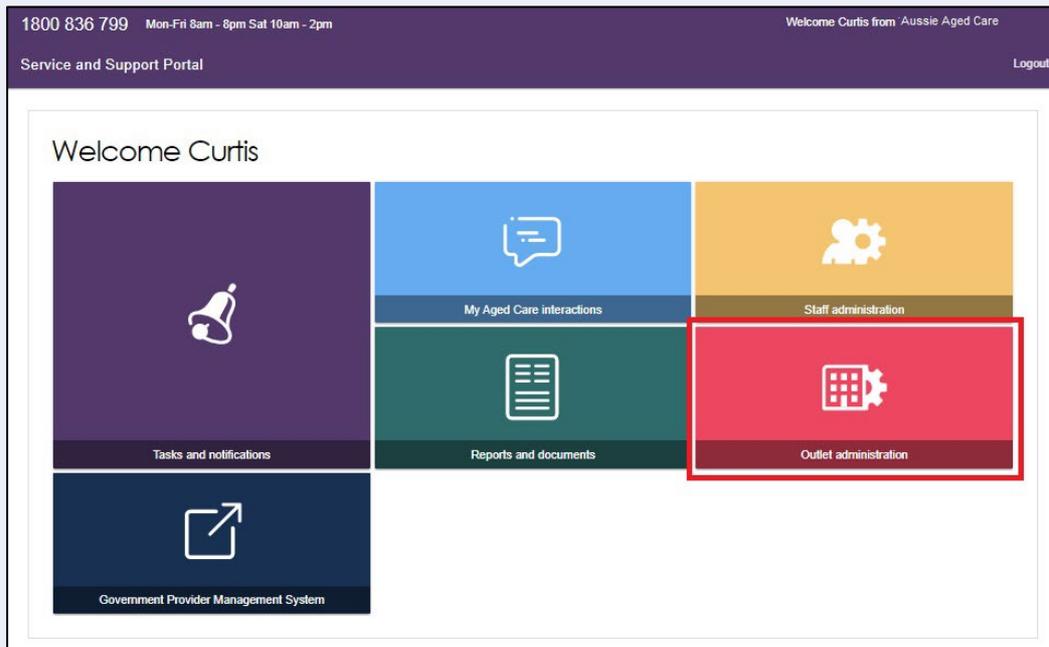
Attributes for individual services (or 'service sub-types') are located in the service itself.



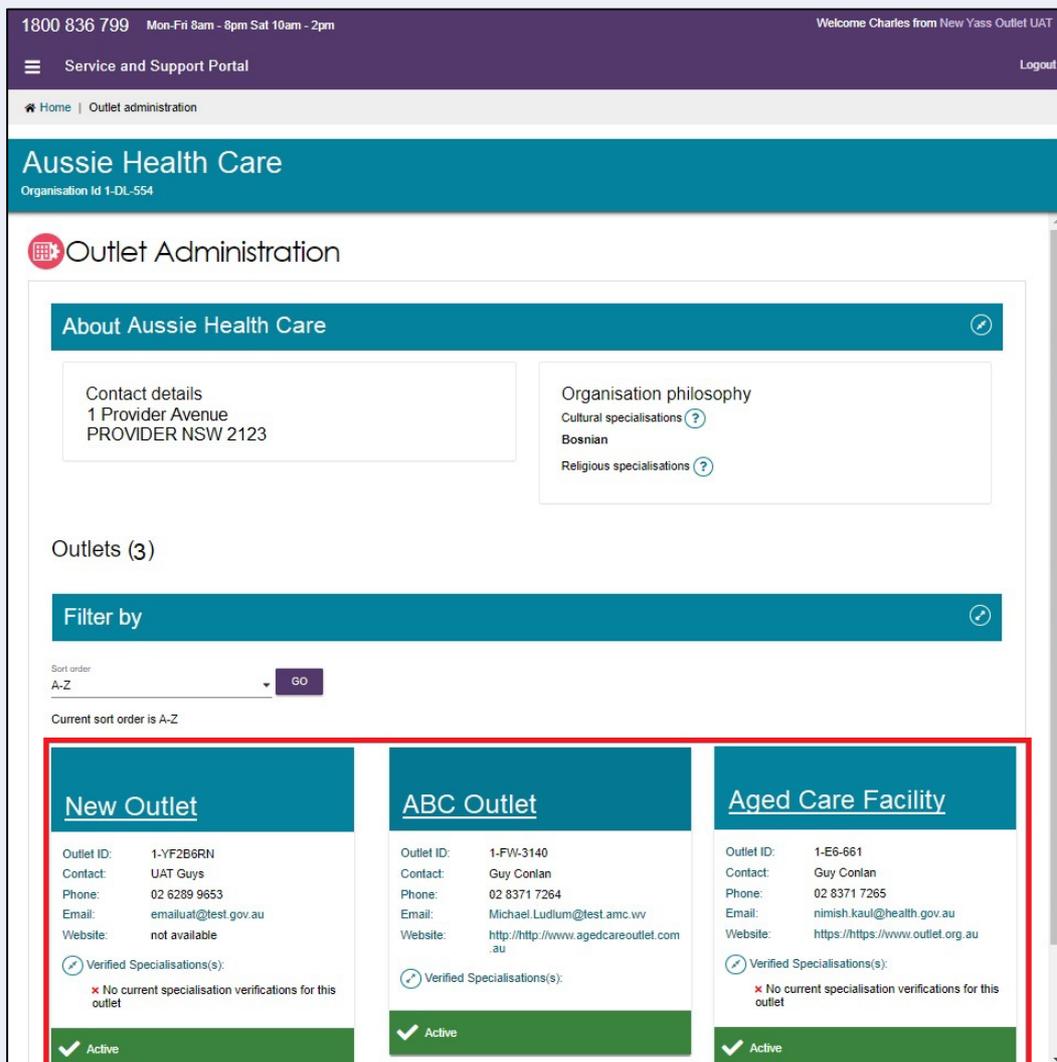
Some attributes are also displayed on the View Outlet page.



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

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

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

4. 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?

<input type="checkbox"/> Dementia	<input type="checkbox"/> Mental Health
<input type="checkbox"/> Continence	<input type="checkbox"/> Vision
<input type="checkbox"/> Hearing	<input type="checkbox"/> Terminal illness
<input type="checkbox"/> Respite care	<input type="checkbox"/> Mobility
<input type="checkbox"/> Wellness and reablement	<input type="checkbox"/> 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

<input type="checkbox"/> Arabic	<input type="checkbox"/> Cantonese	<input type="checkbox"/> Croatian
<input type="checkbox"/> Greek	<input type="checkbox"/> Italian	<input type="checkbox"/> Mandarin
<input type="checkbox"/> Polish	<input type="checkbox"/> Spanish	<input type="checkbox"/> 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](#)

<input type="checkbox"/> Chinese	<input type="checkbox"/> English	<input type="checkbox"/> Acholi
<input type="checkbox"/> Afrikaans	<input type="checkbox"/> Albanian	<input type="checkbox"/> Amharic
<input type="checkbox"/> Anyuak/Anuak	<input type="checkbox"/> Arakanese/Rakhinz	<input type="checkbox"/> Armenian
<input type="checkbox"/> Asante/Ashanti	<input type="checkbox"/> Assamese	<input type="checkbox"/> Assyrian
<input type="checkbox"/> Azari	<input type="checkbox"/> Azerbaijani	<input type="checkbox"/> Baluchi/Balochi
<input type="checkbox"/> Bambara	<input type="checkbox"/> Bari/Beri	<input type="checkbox"/> Basque
<input type="checkbox"/> Bassa	<input type="checkbox"/> Bemba	<input type="checkbox"/> Bengali/Bangla
<input type="checkbox"/> Bislama	<input type="checkbox"/> Bosnian	<input type="checkbox"/> Breton
<input type="checkbox"/> Bulgarian	<input type="checkbox"/> Byelorussian	<input type="checkbox"/> Catalan
<input type="checkbox"/> Cebuano	<input type="checkbox"/> Chaldean	<input type="checkbox"/> Chi-Nyanja/Nyanja
<input type="checkbox"/> Chichewa/Chewa	<input type="checkbox"/> Chin	<input type="checkbox"/> 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

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	Communication and information management products	Equipment and products Domestic life products
 	 	 
Service availability: Yes <input type="checkbox"/> No <input type="checkbox"/> Waitlist availability: Yes <input type="checkbox"/> No <input type="checkbox"/>	Service availability: Yes <input type="checkbox"/> No <input type="checkbox"/> Waitlist availability: Yes <input type="checkbox"/> No <input type="checkbox"/>	Service availability: Yes <input type="checkbox"/> No <input type="checkbox"/> Waitlist availability: Yes <input type="checkbox"/> No <input type="checkbox"/>

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

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

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



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:

715 / 1000

Additional service information

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

Pricing information (Support at Home)

This section covers pricing information for Support at Home only. For room pricing for Residential Care please refer to [Rooms \(Residential Care\)](#).

Support at Home program outlets must provide:

- service level prices for all available Support at Home Services within each Outlet.
- It is also highly recommended to add a pricing website link (URL). This will be shared with My Aged Care Website to assist aged care participants find your published pricing.

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

- save a new service item 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.

To view outlet-wide information for Support at Home:

1. Select the outlet from the Outlet Administration tile, then select 'View Service Items'.
2. select the Support at Home tab, then select the Magnifying Glass (view) icon to the right of the 'Support at Home' heading.

View Service Items

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

Filter by

Support at Home View details ?

NAPS Service ID 23557, Service item name: Alzheimers Queensland Resource Centre

Status

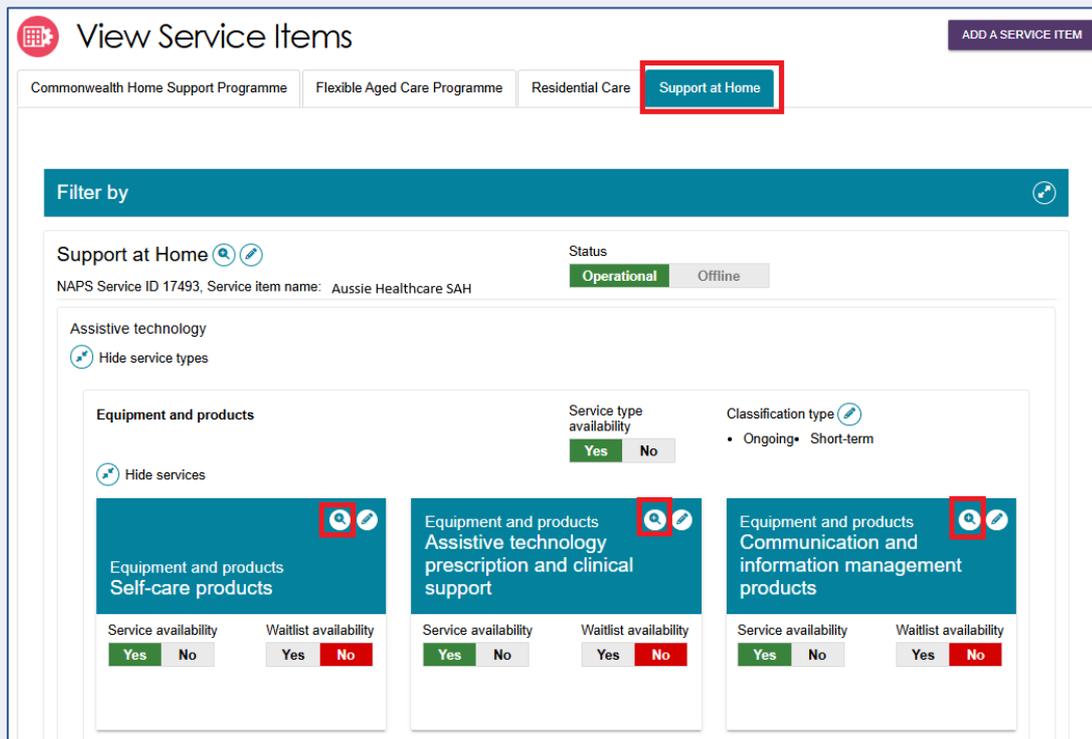
Operational | Offline

To view individual Support at Home services:

1. Select the outlet from the Outlet Administration tile, then select 'View Service Items'.
2. select the Support at Home tab, then expand any service groups and service types, then select the Magnifying Glass (view) icon of the appropriate service card.

For example, the below image shows:

- the Assistive technology service group
- the Equipment and products service type
- three services: Self-care products, Assistive technology prescription and clinical support, and Communication and information management products.

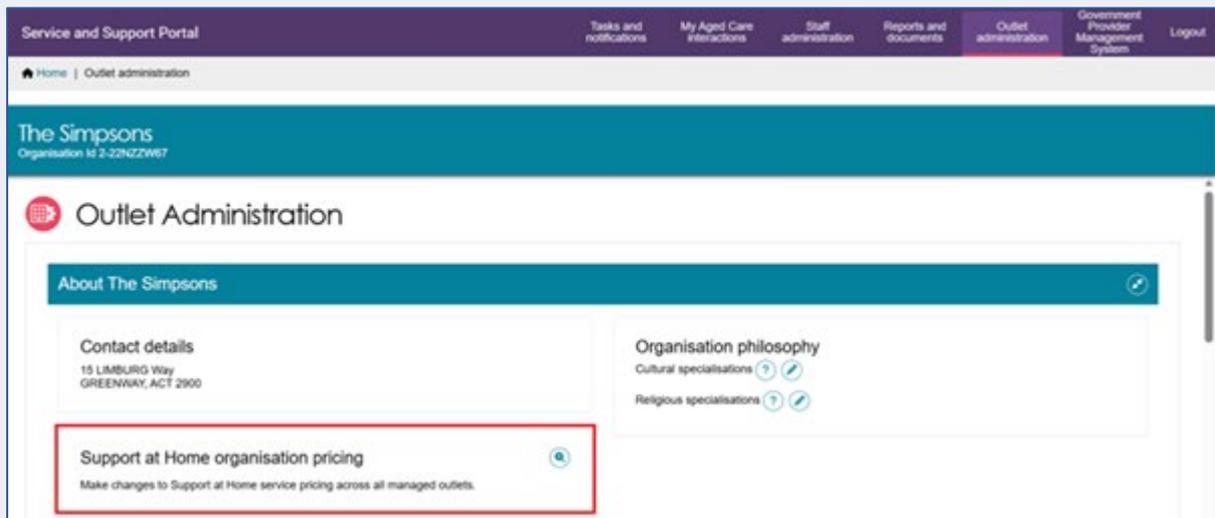


Updating Support at Home Pricing Information at the Organisation Level

- ! This functionality is available to Organisation Administrators only.
- ! Organisational level pricing can be applied to every outlet service item that delivers Support at Home services. It will override existing pricing changes at the outlet service level if they already exist. Ensure that your Outlet Administrator/s are aware of your Organisational level pricing changes before you Apply pricing to all Outlets.

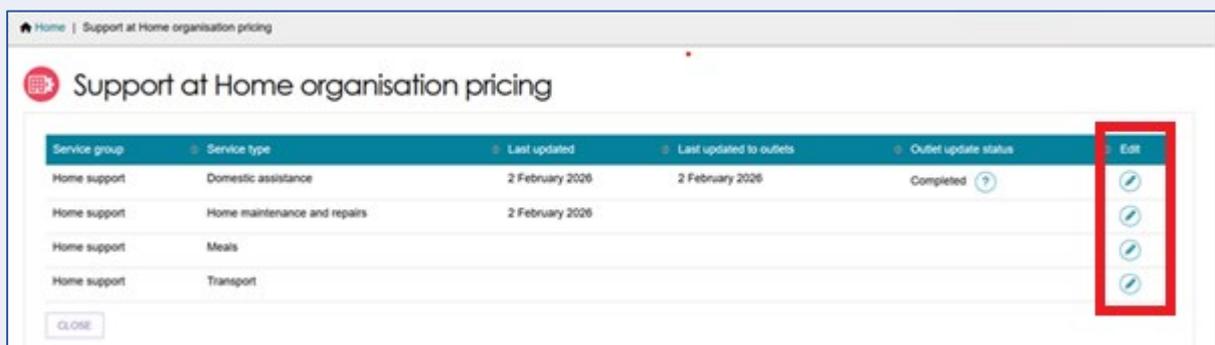
1. Go to the Outlet Administration page by following the steps in [Viewing outlets](#).
2. Select the View (magnifying glass) button to the right of the **Support at Home Organisation Pricing** section.

If your organisation do not offer or deliver Support at Home program services, you do not need to complete this



3. A list of service groups and service types displays. This list will only show Service Groups and Service types associated with the your Organisation's Registration Categories. Select the Edit (Pencil) button to the right of the service type/s that you would like to update.

The Last updated, Last updated to outlets, and Outlet update status columns are blank until you add pricing for services within the service type record.



4. For each service type that you selected Edit from the above step, the corresponding 'Pricing for Service' page appears. All of your organisation's available services within the service type and the common price fields for each delivery time period displays here. A domestic assistance page and a nursing care page example are shown below.

All mandatory fields (marked with a red asterisk) must be entered, for example 'Common price – Standard (hours)'. You must at a minimum provide Common Price – Standard (Hours) for all Services that will be marked as available. You can enter a value from \$0.00 to \$999.99.

If you do not deliver a service within the service type, you can enter \$0.00 if you need to enter a value in the mandatory field. Be sure to mark this service as not available on all such Support at Home service items.

For any service listed as 'Market Price' are you not required to enter a price value.

Select **SAVE** to save your progress and to be taken back to the Support at Home pricing page. This will only save the pricing on the Organisation level.

Select **APPLY TO ALL OUTLETS** to apply the pricing you have entered to all of the organisation's outlets with a Support at Home service item. This is possible only after entering all mandatory Service pricing under a Service Type.

Select **CANCEL** or **CLOSE** to go back to the Support at Home pricing page without any edits made or saved.

DOMESTIC ASSISTANCE PRICING PAGE EXAMPLE

[Home](#) | [Outlet administration](#) | [Support at Home organisation pricing](#) | [Service pricing](#)

Domestic assistance

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

Pricing for services

Edits to service pricing will be applied to all instances of the services across all outlets you manage.

Service	Common Price - Standard (Hours) *	Common Price - Non-Standard (Hours)	Common Price - Saturday	Common Price - On Sunday
General house cleaning (Hours)	\$140	\$150	\$180	\$250
<small>This must be the most frequently charged price for this service.</small> Common Price - Public Holiday \$250				
Laundry services (Hours)				
<small>This must be the most frequently charged price for this service.</small> Common Price - Public Holiday				
Shopping assistance (Hours)				
<small>This must be the most frequently charged price for this service.</small> Common Price - Public Holiday				

NURSING CARE PRICING PAGE EXAMPLE

[Home](#) | [Outlet administration](#) | [Support at Home organisation pricing](#) | [Service pricing](#)

Nursing care

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

Pricing for services

Edits to service pricing will be applied to all instances of the services across all outlets you manage.

Service	Common Price - Standard (Hours) *	Common Price - Non-Standard (Hours)	Common Price - Saturday	Common Price - On Sunday
Nursing assistant clinical care (Hours)	\$25	\$40	\$60	\$70
<small>This must be the most frequently charged price for this service.</small> Common Price - Public Holiday \$70				
Enrolled nurse clinical care (Hours)	\$50	\$75	\$85	\$100
<small>This must be the most frequently charged price for this service.</small> Common Price - Public Holiday \$100				
Nursing care consumables	Common Price - Standard (Hours): Market price No service price required.			
Registered nurse clinical care (Hours)	\$100	\$150	\$175	\$200
<small>This must be the most frequently charged price for this service.</small> Common Price - Public Holiday \$200				

! When applying organisational pricing to all outlets, the pricing will copy down to all Support at Home Service items, regardless of Operational or Offline status.



- When **APPLY TO ALL OUTLETS** is selected, an Information Banner appears: 'We're currently updating your selected pricing change across all outlets. This may take up to an hour or more to complete. You can continue working while this runs in the background and refresh this page to see if the update has completed. If any errors occur, information will be sent to the designated organisation email contact'.

The Outlet update status will be displayed. For more information select the Question Mark icon.

1800 836 799 Mon-Fri 9 am - 8pm Sat 10am - 2 pm Welcome Chris from Wayne Enterprises

Service and Support Portal Service referrals Find a client Review requests Tasks and notifications Retrieve a referral code My Aged Care interactions Staff administration Reports and documents Outlet administration Government provider management system Logout

Home | Outlet administration | Support at Home organisation pricing

Support at Home organisation pricing

i We're currently updating your selected pricing change across all outlets. This may take up to an hour or more to complete. You can continue working while this runs in the background and refresh this page to see if the update has completed. If any errors occur, information will be sent to the designated organisation email contact.

Service group	Service type	Last updated	Last updated to outlets	Outlet update status	Edit
Assistive technology	Equipment and products	01/06/2026		In progress ?	
Home modifications	Home adjustments	01/06/2026		In progress ?	
Home support	Domestic assistance	01/06/2026		Error ?	
Home support	Home maintenance and repairs	01/06/2026	01/06/2026	Completed ?	
Home support	Meals	01/06/2026	01/06/2026	Completed ?	
Home support	Social support and community engagement	01/06/2026	01/06/2026	Completed ?	
Home support	Transport	01/06/2026		Submitted ?	
Home support	Care management	01/06/2026	01/06/2026	Completed ?	
Home support	Restorative care management	01/06/2026	01/06/2026	Completed ?	
Home support	Personal care	01/06/2026	01/06/2026	Completed ?	
Home support	Nursing care	01/06/2026	01/06/2026	Completed ?	
Home support	Allied health and therapy	01/06/2026	01/06/2026	Completed ?	
Home support	Therapeutic services for independent living	01/06/2026	01/06/2026	Completed ?	

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Australian Government
Department of Health, Disability and Aging
myagedcare

Updating Pricing Information at the Outlet Level

- Navigate to the Outlet Administration page by following the steps in [Viewing outlets](#). Then, select your outlet card from the Outlet tiles.



Outlet Administration

About Aged Care Org

Contact details
1 Healthcare Ave
SYDNEY NSW 2000

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

Outlets (32)
ADD NEW OUTLET

Filter by

Sort order
A-Z GO

Current sort order is A-Z

Outlet A	Outlet B	Outlet C
Outlet ID: 2-1ZK737AQ Contact: John Tester Phone: 02 8294 4126 Email: irene@365care.com.au Website: not available Verified Specialisations(s): Active	Outlet ID: 1-9Q33B11 Contact: Jessenia Ingram Phone: 02 8397 4331 Email: Website: Verified Specialisations(s): Active	Outlet ID: 1-9PT7MEU Contact: Jessenia Ingram Phone: 02 8397 4331 Email: Website: Verified Specialisations(s): Active

2. The outlet details page will be displayed. 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

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. 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**.

Support at Home pricing

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

Full Price List ?

Provide a website link ?

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

URL Scheme *
https://

Support at Home pricing URL *
alzheimersonline.org/home-care-packages/

Apply URL pricing changes to this outlet and all its support at Home services items*

Apply to this outlet only

Apply to this outlet and its Support at Home service items

SAVE CANCEL

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

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
Karen, Tongan, Turkish
Religious specialisations
Catholic, Hinduism, Islam, Judaism

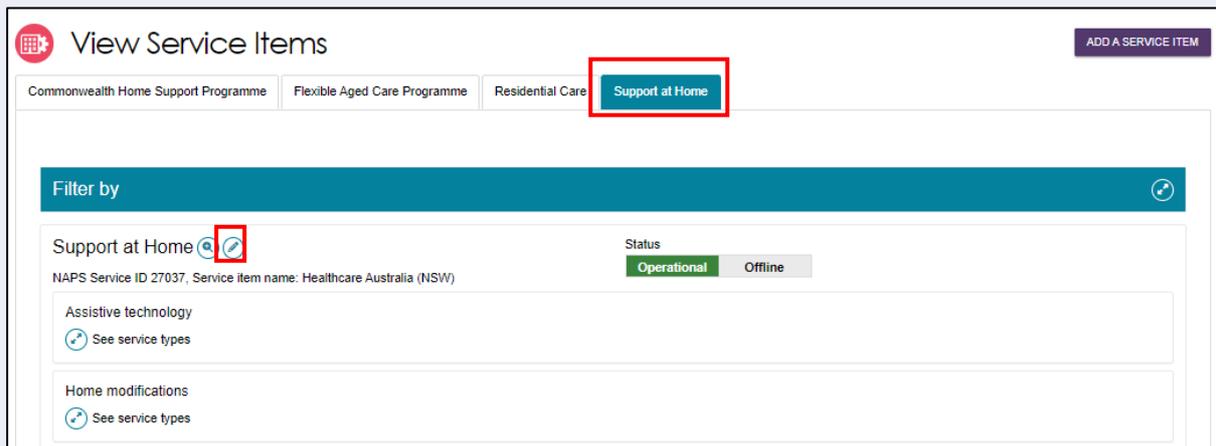
Support at Home pricing
Support at Home pricing URL: http://pricingurl.com.au

Updating Pricing Information at the Service Item Level

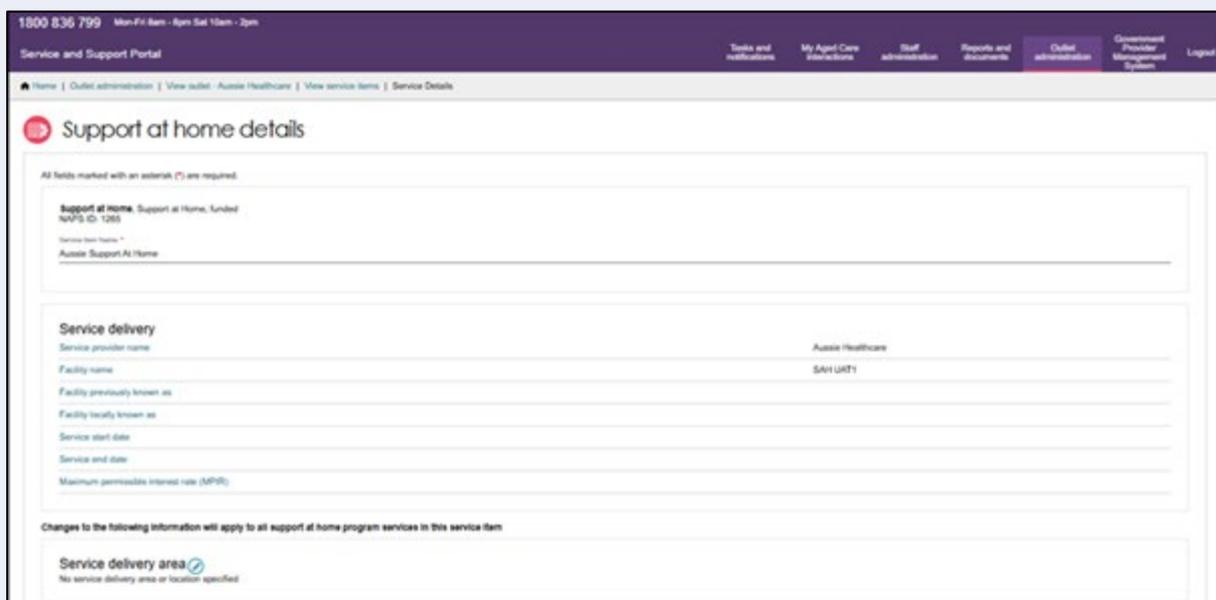
You can also update the service item pricing URL or supply a price schedule attachment specific to that delivery area/region.

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.





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

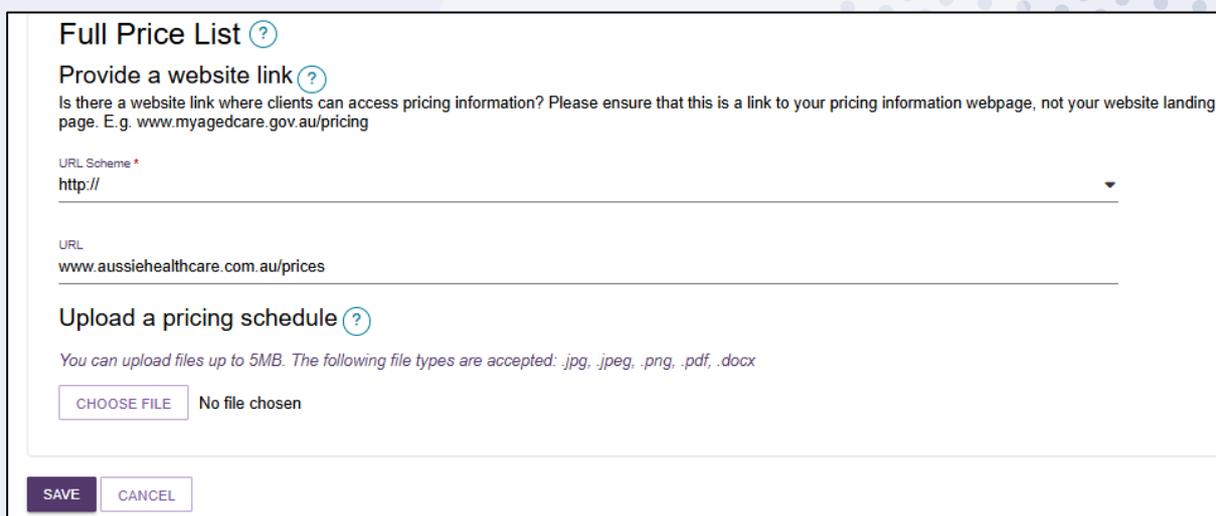


4. Scroll to the bottom of the page to the **Full Price List** section.

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**.



Updating Pricing Information at the Service level

! Service pricing at the Organisational level will be automatically applied to all service level pricing. Be aware of any Support at Home organisational pricing changes that the Organisational Administrator may do.

At the service level, you can update pricing based on the unit type such as per hour, trip or meal for individual services. If you have entered pricing at the Organisation level this information can now be used to autofill, if the service level price does not already exist.

1. 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.

The screenshot shows the 'View Service Items' interface for the 'Support at Home' program. The page is titled 'View Service Items' and includes a navigation bar with tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Residential Care', and 'Support at Home'. A 'Filter by' section is visible, and the 'Support at Home' status is set to 'Operational'. The main content area is divided into several sections: 'Assistive technology', 'Home modifications', 'Home support', 'Home maintenance and repairs', 'Home or community general respite', 'Meals', and 'Nutrition'. The 'Meals' section is expanded, showing two service cards: 'Meals Meal delivery' and 'Meals Meal preparation'. The 'Meal delivery' card has 'Service availability' set to 'Yes' and 'Waitlist availability' set to 'Yes'. The 'Meal preparation' card has 'Service availability' set to 'No' and 'Waitlist availability' set to 'No'. Red boxes highlight the 'Support at Home' tab, the 'Home support' expand/collapse icon, and the 'Meal delivery' service card.

2. The Service Details page appears. The appearance of the page will vary depending on which service you have selected.



An example of a generic service's page is shown below.

When you edit a Service's pricing, the system will autofill the common prices from the Organisation level. This will only happen when:

- no common price for standard hours exists, and
- if there is [price/s set at the Organisation level](#) (also referred as reference price).

When the pricing is autofilled, an information banner also appears.

i Pricing has been autofilled from organisation level. Please review and make changes if needed, and click save changes to confirm.

These prices is pre-filled for your convenience. You can keep this figure or apply a new price based on the delivery area, however you must ensure you **save** to apply the pricing data.

GENERIC SERVICE DETAILS PAGE EXAMPLE

The screenshot shows a web interface for editing a service. At the top, there are navigation links: Home, Outlet administration, View outlet, View service items, and Service details. Below this is a header with a red icon and the text 'Service name'. The main content area is titled 'Service details' and includes a note: 'All fields marked with an asterisk (*) are required.' The form is divided into several sections: 'Delivery hours' with a question 'What hours are offered for this service?' and checkboxes for 'Standard hours' (checked), 'Non-standard hours', 'Saturday', 'Sunday', and 'Public holidays'; 'Delivery type' with a question 'How is the service delivered?' and checkboxes for 'Individual - Telehealth', 'Individual - face to face', and 'Group - face to face'; 'Delivery setting' with a question 'What is the setting for the service?' and checkboxes for 'Home' and 'Community'; and 'Staffing' with a question 'What is the staffing?' and a text input field. Below the staffing field is a note: 'Notes on staffing: Probably that will appear on the public Service Profile.' The 'Pricing for service' section has a note: 'Prices cannot exceed the price caps set by the Government. More information on this can be accessed in the user guide.' Below this is a light blue banner with the same information icon and text as above. The pricing section includes a 'Podiatry (Hours)' field with a value of '\$100' and a note: 'This must be the most frequently charged price for this service.' Below this are four input fields for 'Common price - Standard (Hours)', 'Common price - Saturday', 'Common price - Sunday', and 'Common price - Public Holiday'. At the bottom left of the pricing section are two buttons: 'SAVE CHANGES' and 'CLOSE'.

If service prices exist, and you adjust the availability setting (for example from No to Yes), the system will provide a message to review the pricing. It is encouraged to check the price details and complete any other prices for offered time periods and then save.

You can continue to add pricing in the other time periods Common Price – Standard Hours, non-standard hours, Saturday, Sunday, and Public Holiday. There is flexibility to have Service item specific pricing.

! 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) *

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

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

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

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) *

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

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

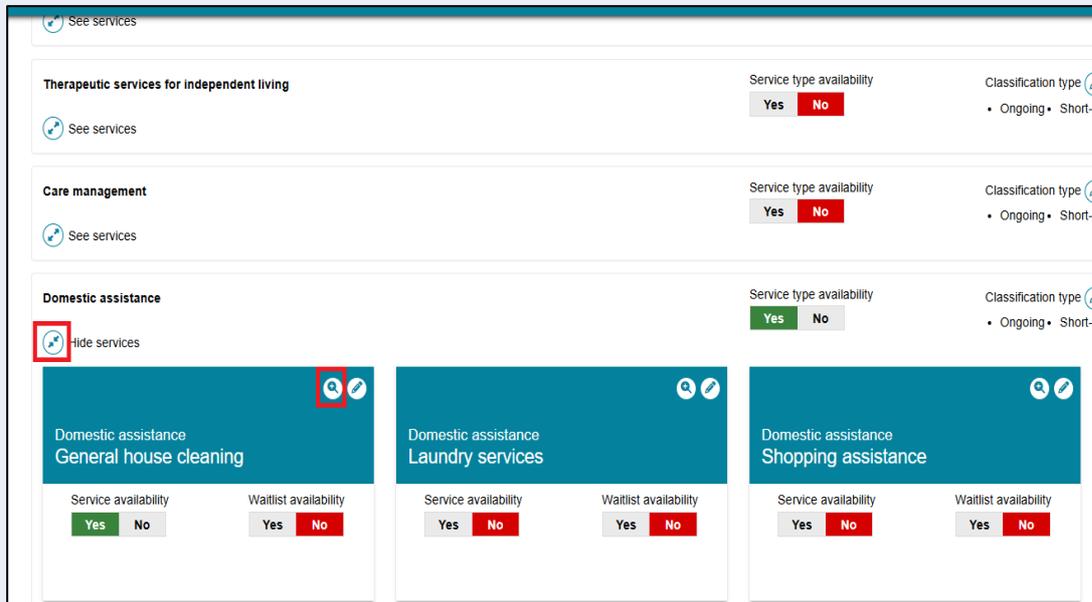
5. If a service is on a waitlist, it is highly recommended to add service pricing to ensure this is visible on the Service Finder or Fee Estimator tools.



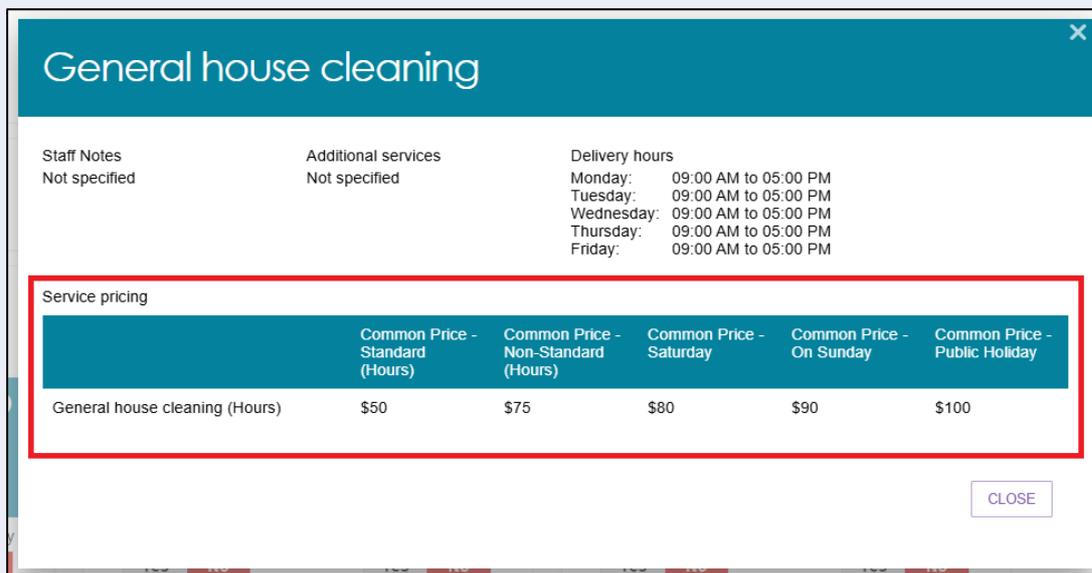
- All pricing information saved, including pricing schedule attachments, will appear by the next day on the Service Finder on the My Aged Care website, and do not require approval from the Department.

To **view the pricing information** entered, navigate back to the service where the pricing

was updated, expand the service, and select the magnifier icon  .



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



Reporting service pricing status

The Support at Home Pricing Status report enables Organisation Administrators and Outlet Administrators to view the service price status and identify which Services require pricing updates and when they were last updated.

The report will provide a full extract of all your Support at Home service pricing for all Outlets, service items and price fields.

- Go to **Reports and Documents** tile of the portal home page, then select the Support at Home Pricing Status link.

Service and Support Portal			Staff administration	Outlet administration	Reports and documents	Tasks and notifications	My Aged Care interactions
Home Reports and documents							
My Reports							
Name	Requested Date	Status					
Residential Demand Report By State	12 April 2024	Downloaded - View					
Reports List							
Name	Description	Formats					
Support at Home Pricing Status Report		Pdf, Csv, Excel					
Quality Indicators Report - QI005		Pdf, Csv, Excel					
Facility Data Export (Report) - QIE010		Pdf, Csv, Excel					
Facility Summary Quarterly Report - QI002	Version 1	Pdf, Csv, Excel					
Facility Detailed Quarterly Report - QI003		Pdf, Csv, Excel					
Facility Data Export (Report) - QIE010 (1)		Pdf, Csv, Excel					
AR2-09 Residential Classification Update Report		Pdf, Csv, Excel					

2. This will open a Report View page. Begin typing the Outlet name to select, you can add additional outlets.

Then, Select the output type and then the **Request Report** button.

3. The report will run and be available to download in your My Report section once completed. There is an estimated 24 hours delay in the data entry to being available in the report. For example, if you entered data into the portal yesterday, it should be available to view today.

4. Checking Pricing completion

Once you open the report, it will default to a sort order by Outlet and Operational service items and available services. This is intended to help you identify any missing pricing required to be entered.

A compliant Outlet is one where an Outlet is an **active** outlet with an **operational** Service item where a service/s availability = **yes** and common price – standard hours field **contains a price value**.

The following sample report shows compliance, non-compliance and where compliance rule is not applicable.

Outlet ID	Outlet name	Outlet status	Service Item Name	Service Item status	Service name	Availabi	Waitlist	Common Price - Standard Hour	Common Price - Non-stanc	Common Price - Saturi	Common Price - Sunc	Common Price - Public Holi	Last updated	Last updated by
2-2200C	The Simpsons Active	The Simpsons Springfield S	Operational	General House Clean	Yes	No	\$	50.00	\$	-	\$	-	22/01/2026	Username
2-2200C	The Simpsons Active	The Simpsons Springfield S	Operational	Laundry services	Yes	No	\$		\$	-	\$	-		
2-2200C	The Simpsons Active	The Simpsons Springfield SH	Operational	Shopping assistance	No	no	\$		\$	-	\$	-		

- Row 1 indicates compliance with the rule.
- Row 2 with the red highlighted cell (under 'Common Price – Standard Hour' column)



indicates the non-compliant price for that service. Note that the report will NOT highlight any non-compliant cells.

- Row 3 is not required to be assessed against the rule as the Service is not available. Any service item that is Offline is also not assessed against the rule as well as Inactive Outlets.

5. Price review/maintenance

Pricing must be reviewed and updated quarterly. This report can assist in providing a review of all the pricing entered and the last updated date. The last updated date is when any one of the service price time periods has been updated.

You will be able to identify if a service price has not been updated based on the last updated date. For example if prices for the services have not changed in 3 or 6 months. This may indicate that it needs a review against your common prices for that service.

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**.

The screenshot shows the 'View outlet' page for Aussie Healthcare. At the top, there is a teal header with the Aussie Healthcare logo and the text '(Active) Outlet Id 2-21UIPQ2C'. A 'DEACTIVATE OUTLET' button is in the top right. Below the header, the page title is 'View outlet'. The main content area is divided into 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: 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), and 'Support at Home pricing' (Support at Home pricing URL). A red box highlights the 'VIEW SERVICE ITEMS' button at the bottom left.

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

Dietitian or Nutritionist  **Sub-type availability** **Yes** No **Waitlist availability** Yes **No**

Delivery hours: Not specified

Additional services: No transport information specified

Staff Notes: Not specified

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

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

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

The screenshot shows the 'View Service Items' interface. At the top, there is a search icon and the title 'View Service Items'. A purple button labeled 'ADD A SERVICE ITEM' is in the top right. Below the title are four tabs: 'Commonwealth Home Support Programme' (selected), 'Flexible Aged Care Programme', 'Home Care Packages', and 'Residential Care'. A 'Filter by' section is highlighted in teal. Below it, a search bar contains the text 'Meals, Commonwealth Home Support Programme, funded' with a red box around the edit icon. To the right of the search bar are filter categories: 'Status' with 'Operational' (green) and 'Offline' (grey); 'Service availability' with 'Yes' (green) and 'No' (grey); and 'Waitlist availability' with 'Yes' (grey) and 'No' (red). Below the search bar, the text 'ACT' and 'NAPS Service ID 1-PMWKKQM, Service item name: Meals' is visible, along with a 'See Sub-types' link.



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

Status: **Operational** Offline

Assistive technology

See service types

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 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.

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.

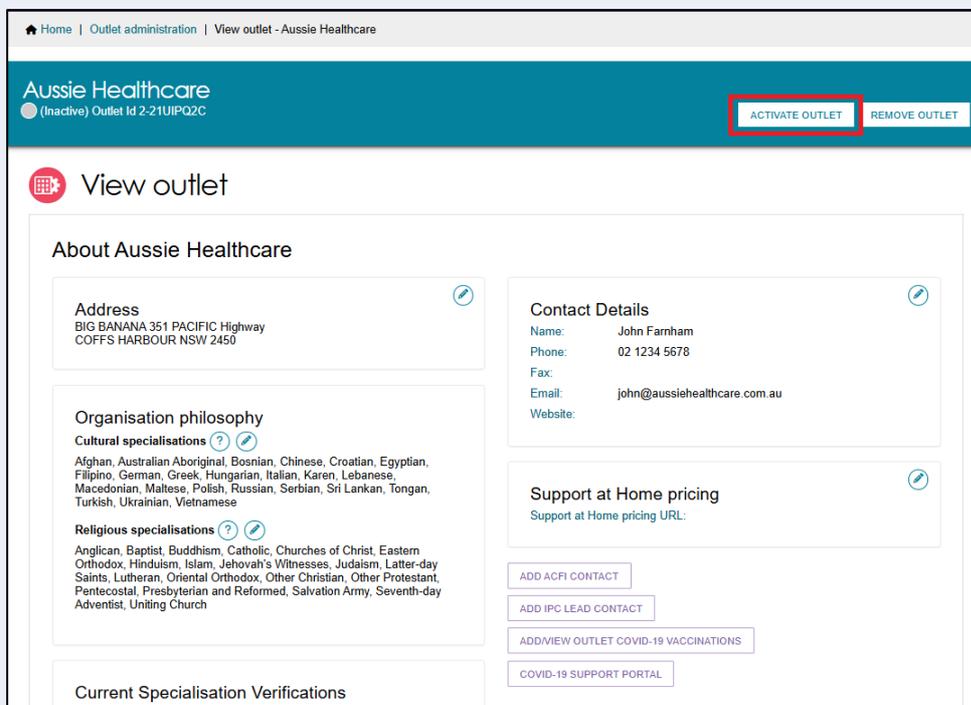
 Room details that require approval have been sent to the Department for validation prior to being published. Approval process may take up to 3 working days to complete.

Activating an outlet

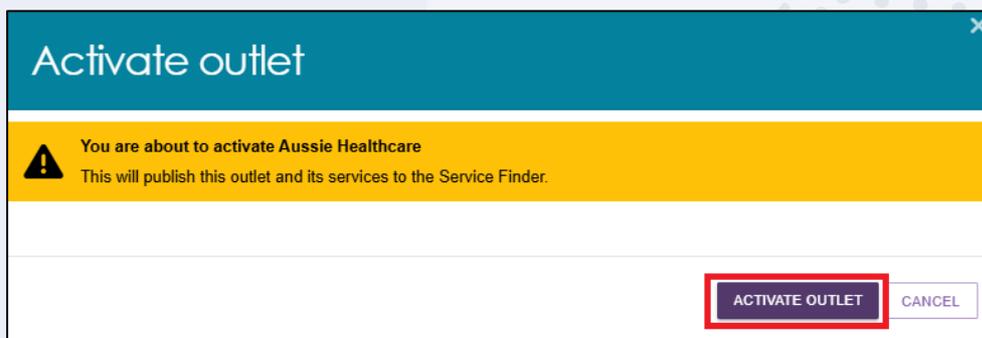
After service items are added, outlet(s) need to be made active so that the following occurs:

- 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-A8KOJCCQ
 Gina Kelly
 02123456787
gina.kelly@test.gov.au

✓ Active

Aged Care Inc - Outlet 1
 (Active) Outlet Id 1-A8KOJCCQ

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.**

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

! 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.