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

Contents

1 Background and overview of the Service and Support Portal

1.1 Purpose of the Guide

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

The User Guide is split into two parts as follows:

- Part One (this document) provides an overview of the Portal and describes the functions an Administrator can perform.

- Part Two provides an overview of the Portal and describes the functions that a Team Leader or Staff Member can perform.

This guide does not cover:

- Detailed instructions on how to set up organisations in the Relationship Authorisation Manager, which can be found on the RAM website.

- Detailed instructions on how portal users obtain a myID (which can be found in the user guide Logging in to the Aged Care Systems.

! This symbol is used to highlight important information.

1.2 Introduction to using the Service and Support Portal

The Service and Support Portal is used to:

- Manage information about the services you provide.

- Manage referrals for service(s) issued by My Aged Care contact centre staff or aged care needs assessors (assessors) by accepting, rejecting, or placing on a waitlist.

- Update client records with information about services being delivered.

- Request that an assessor undertakes a Support Plan Review for a client.

- Report Serious Incident Response Scheme (SIRS) Priority 1 and Priority 2 incidents in residential, 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.

1.3 Service and Support Portal Access

To access the Service and Support portal, each administrator must have a My Aged Care portal user account linked to a supported third-party authentication service. For more information regarding setting up users and logging into the system please refer to Logging in to the Aged Care Systems.

1.4 Staff roles in the Service and Support Portal

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

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

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

The following tables outline the functions for each role within the Portal. It includes both client-focussed and organisation-focussed tasks.

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

Organisation Focussed Key Functions	Organisation Administrator	Outlet Administrator
Request change to contractual information	✓	✓
Add outlets	✓	
Manage outlets: edit, activate, deactivate, remove	✓	✓
Manage services: add, edit, activate, transfer (Organisation Administrators only) or deactivate	✓	✓
Manage staff (organisation level): add, edit, deactivate, remove	✓	
Manage staff (outlet level): add, edit, deactivate, remove	✓	✓

1.4.1 Homepage views by role type

1.4.1.1 Administrator homepage

Administrators at an Organisation level can view and manage information for the entire organisation in the Service and Support Portal. Administrators for one or more outlet(s) in the organisation (Outlet level) will only be able to view and manage information for the outlet(s) they have been assigned.
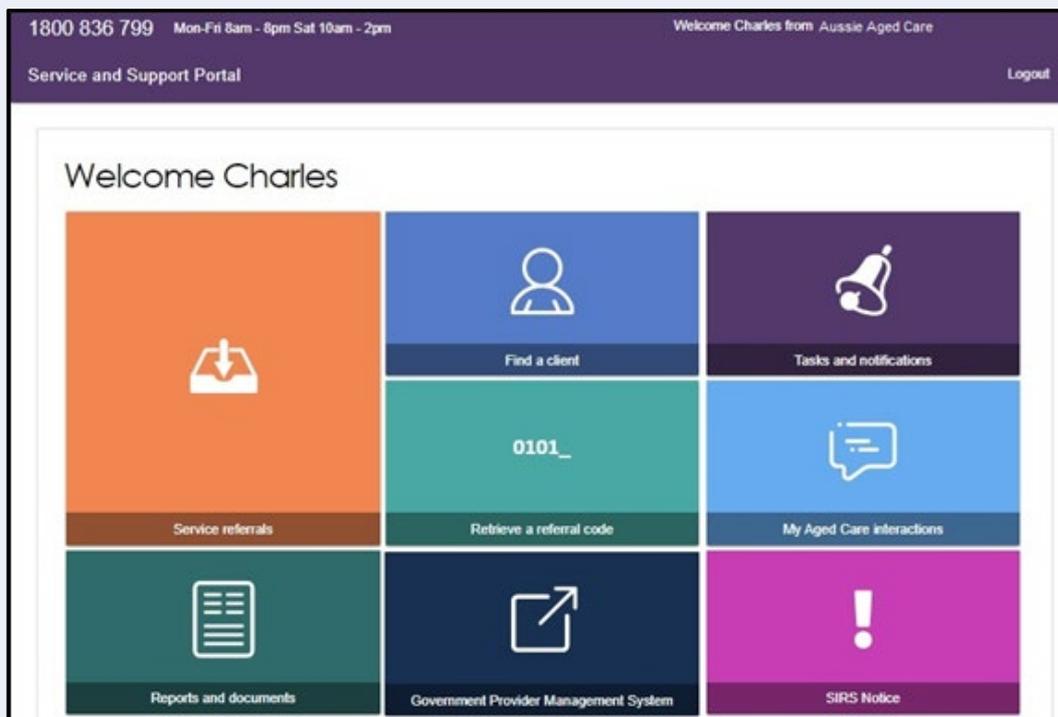
If you log in to the Service and Support Portal as an Administrator, you can view **Tasks and notifications**, **My Aged Care interactions**, **Reports and Documents**, **Outlet administration**, **SIRS Notice**, **Government Provider Management System** and **Staff administration** tiles on your homepage.
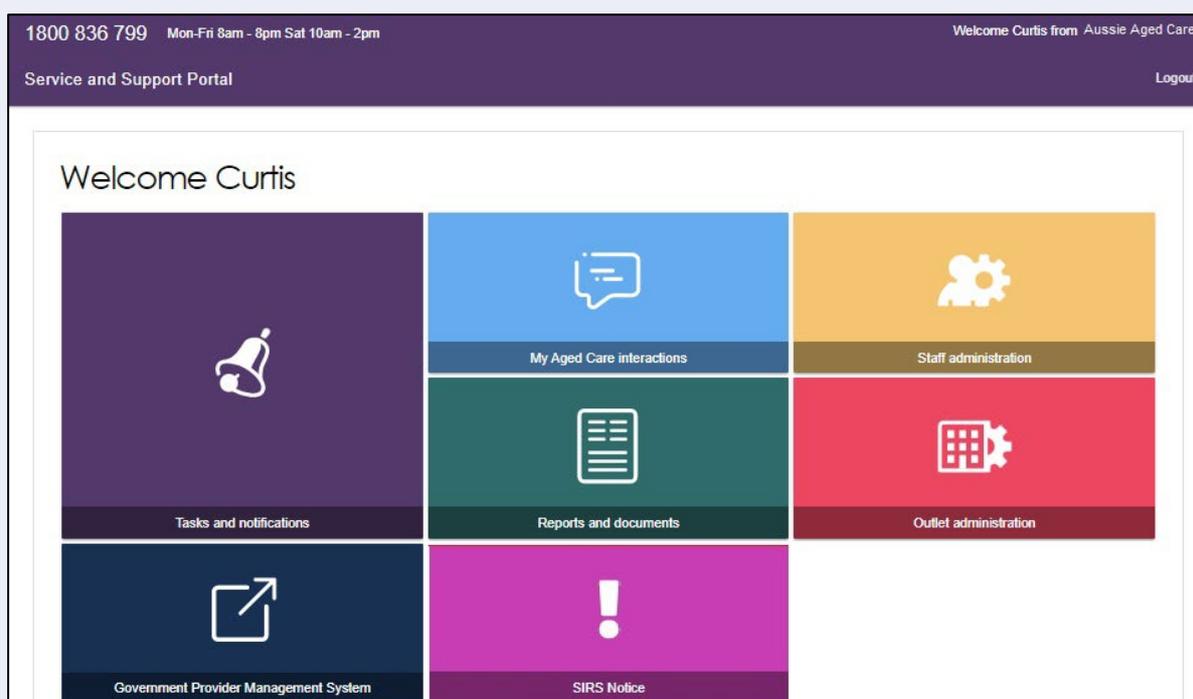
1.4.1.2 Team Leader homepage

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

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

If you do not have access to the SIRS notice tile, your Administrator for Service and Support Portal can add the **SIRS** role to your staff profile.

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

1.4.1.3 Staff Member homepage

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

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

If you do not have access to the SIRS Notice tile, your Administrator for the Portal can add the **SIRS** role to your staff profile.

For information on how to add the SIRS Notice tile for staff members please refer to the guide on *How to use the Serious Incident Response Scheme Portal*.

If you have been assigned the **SIRS** role by your Organisation Administrator, you will have access to a **SIRS Notice** tile.
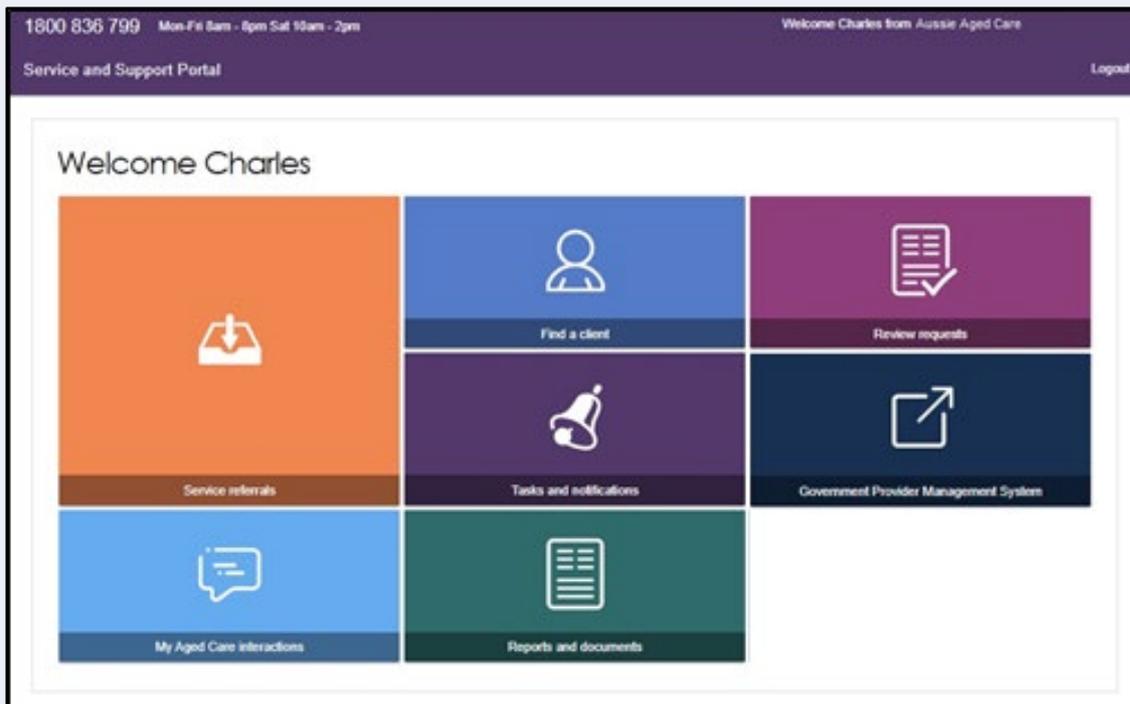
1.4.1.4 Homepage for users assigned multiple roles

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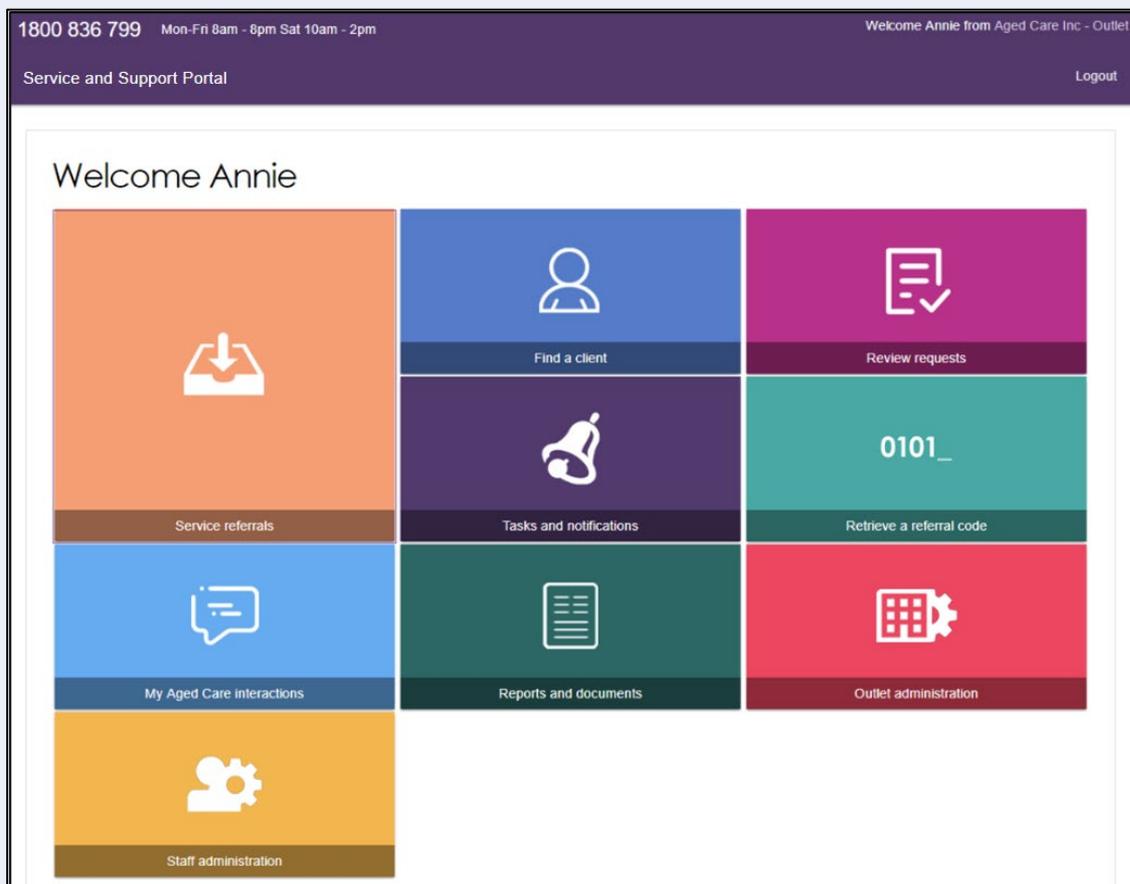
2 The Administrator Role

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

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

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

2.1   Creating service delivery outlets

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

Each outlet you set up can have different staff, service information, locations, and contact details recorded. Ideally, outlets should be established based on distinct delivery areas to manage client intake effectively and avoid overlapping delivery areas between outlets to prevent confusion and duplication of services. Refer to the user guide on Create service delivery outlets and add service information for further information about outlets.

2.1.1   Creating or adding a new outlet

Administrators need to set up outlets in the Portal before service information can be added. When you create an outlet, the status is set to **Inactive** by default. You must activate the outlet and create service items in an outlet before it can be made operational.

1.   From the Outlet administration page, select **ADD NEW OUTLET**.
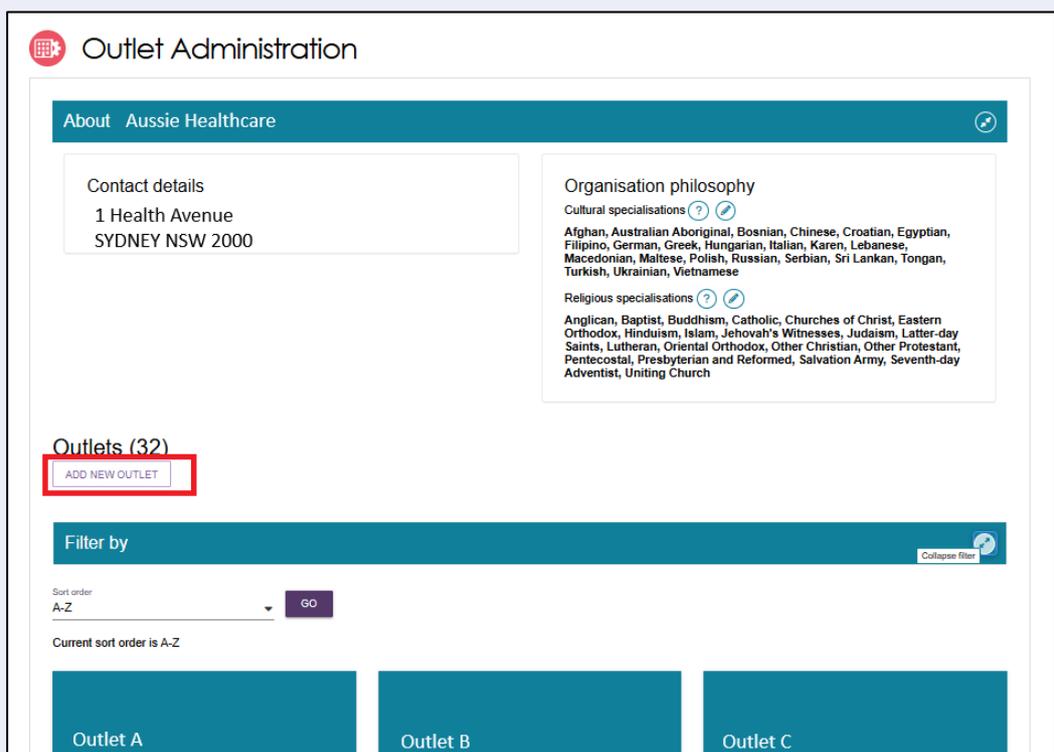
2. Enter outlet details.

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

Add outlet

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

Outlet name *

Outlet address *   ADD OUTLET ADDRESS

CREATE OUTLET   CANCEL

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

Add address

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

Unit number or building name and level (if applicable)

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

Street type *

Enter Suburb and postcode and select from the list below *

SUBURB IS NOT LISTED, CLICK HERE

Country *
Australia

VALIDATE THIS ADDRESS

Special instructions (up to 100 characters)

SAVE ADDRESS   CANCEL

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

Add address

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

Unit number or building name and level (if applicable)

Street number e.g. 201 or 34-36 *
5

Street name *
SMITHERS

Street type *
Street

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

SUBURB IS NOT LISTED, CLICK HERE

Country *
Australia

VALIDATE THIS ADDRESS

Did you mean

◉ Lot 3 5 SMITHERS Street CHIPPENDALE NSW 2008

○ Not found, use entered address anyway: 5 Smith Street SYDNEY NSW 2000

Special instructions (up to 100 characters)

SAVE ADDRESS   CANCEL

5. Complete the remaining fields. Select **CREATE OUTLET** to save the record and create the outlet.

⚙ Add outlet

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

Outlet name *

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

CREATE OUTLET   CANCEL

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

2.1.2 Viewing outlets

To view outlets, follow the procedure below.

1.   Select **Outlet administration** from the homepage.
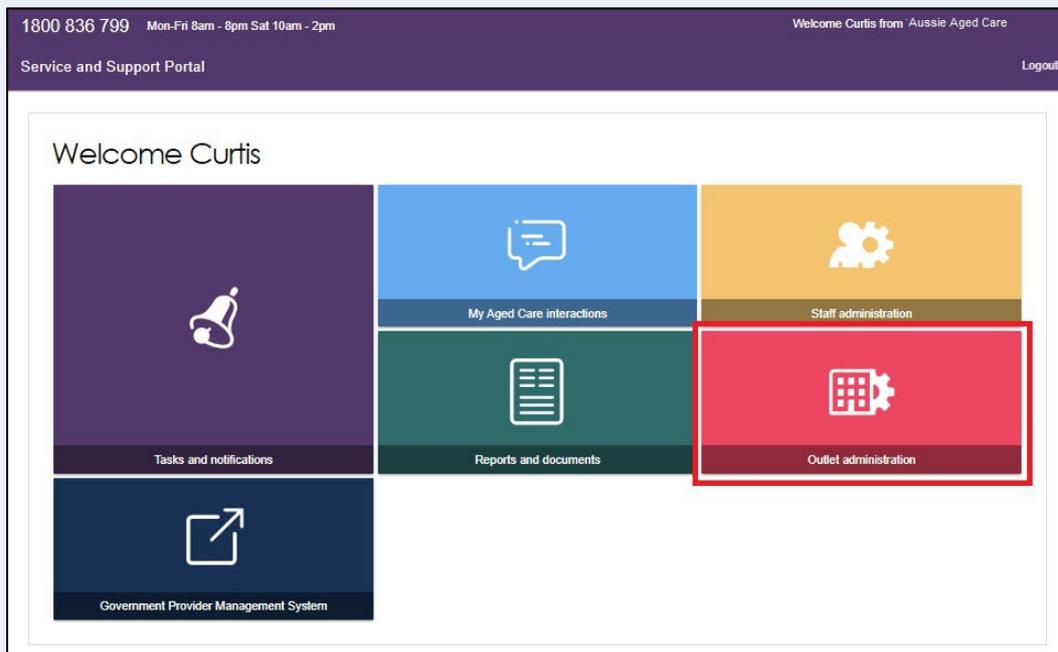
2.   From here, you can view all of the outlets for your organisation.
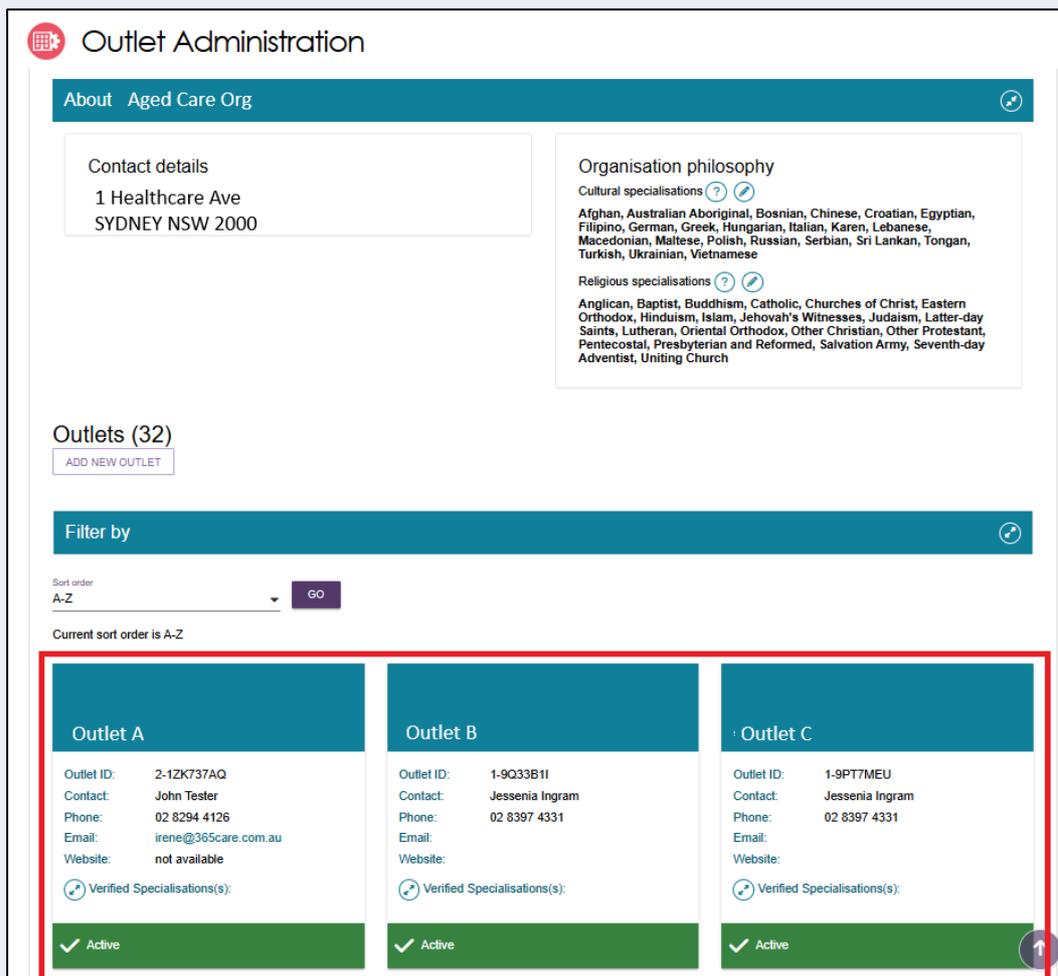
2.1.3 Editing the Organisation philosophy

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

1. Add/edit cultural specialisations.

In the View Outlet page, select the **Edit** icon next to Cultural specialisations to select those groups that you have a focus on providing culturally specific care to.
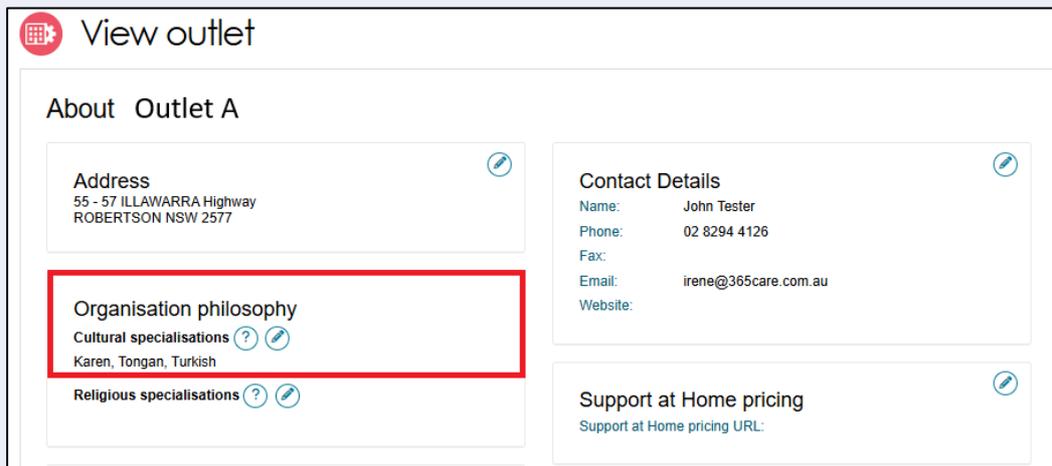
View outlet

About Outlet A

Address
55 - 57 ILLAWARRA Highway
ROBERTSON NSW 2577

Contact Details
Name: John Tester
Phone: 02 8294 4126
Fax:
Email: irene@365care.com.au
Website:

Organisation philosophy
Cultural specialisations (?) (✎)
Karen, Tongan, Turkish

Religious specialisations (?) (✎)

Support at Home pricing
Support at Home pricing URL:

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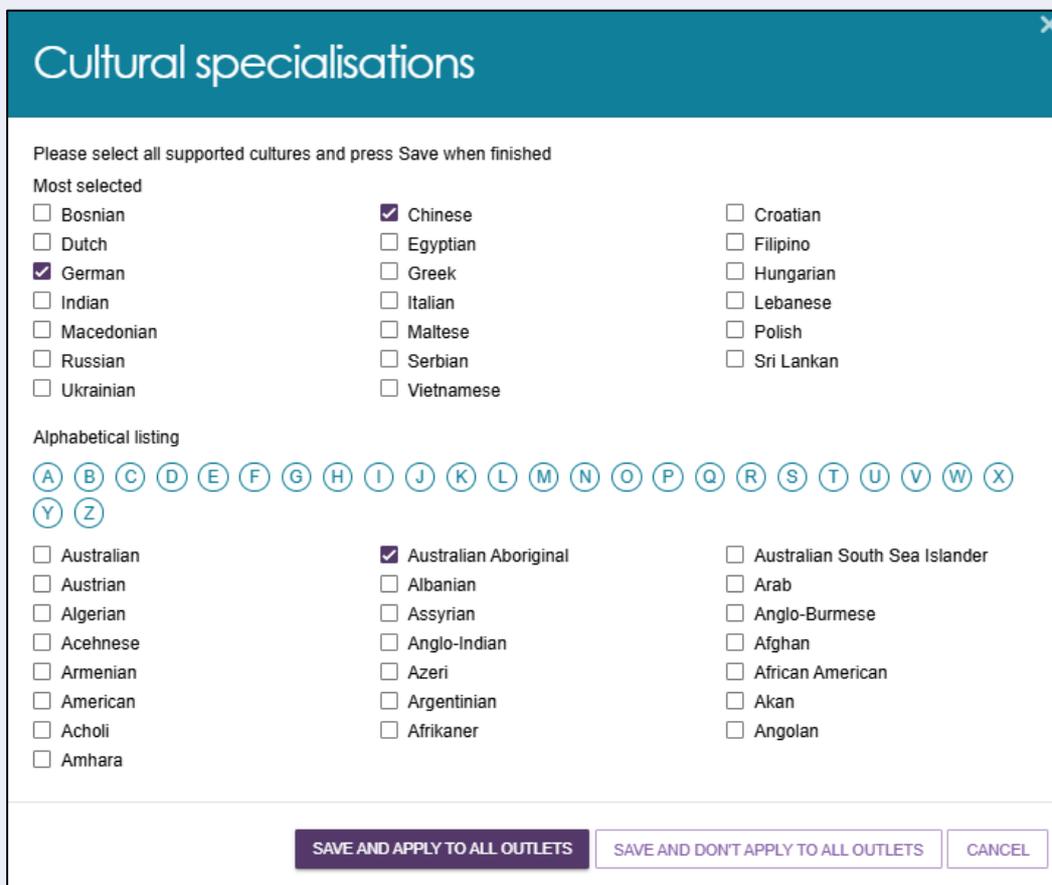
Cultural specialisations

Please select all supported cultures and press Save when finished

Most selected

☐ Bosnian	☑ Chinese	☐ Croatian
☐ Dutch	☐ Egyptian	☐ Filipino
☑ German	☐ Greek	☐ Hungarian
☐ Indian	☐ Italian	☐ Lebanese
☐ Macedonian	☐ Maltese	☐ Polish
☐ Russian	☐ Serbian	☐ Sri Lankan
☐ Ukrainian	☐ Vietnamese	

Alphabetical listing

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z)

☐ Australian	☑ Australian Aboriginal	☐ Australian South Sea Islander
☐ Austrian	☐ Albanian	☐ Arab
☐ Algerian	☐ Assyrian	☐ Anglo-Burmese
☐ Acehnese	☐ Anglo-Indian	☐ Afghan
☐ Armenian	☐ Azeri	☐ African American
☐ American	☐ Argentinian	☐ Akan
☐ Acholi	☐ Afrikaner	☐ Angolan
☐ Amhara		

[SAVE AND APPLY TO ALL OUTLETS] [SAVE AND DON'T APPLY TO ALL OUTLETS] [CANCEL]

2. Add/edit religious specialisations.

Select the **edit** icon 🖊 next to **Religious specialisations** to indicate if you have a focus on delivering care that aligns with particular religious needs or values.

View outlet

About   Outlet A

Address
55 - 57 ILLAWARRA Highway
ROBERTSON NSW 2577

Contact Details
Name: John Tester
Phone: 02 8294 4126
Fax:
Email: irene@365care.com.au
Website:

Organisation philosophy
Cultural specialisations (?) 🖊
Karen, Tongan, Turkish

Religious specialisations (?) 🖊
Anglican, Islam, Judaism, Uniting Church

Support at Home pricing
Support at Home pricing URL:

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

Religious specialisations

Please select all supported religions and press Save when finished

Most selected

☑ Anglican	☐ 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	

Alphabetical listing

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ Ⓕ Ⓖ Ⓗ Ⓘ Ⓙ Ⓚ Ⓛ Ⓜ Ⓝ Ⓞ Ⓟ Ⓠ Ⓡ Ⓢ Ⓣ Ⓤ Ⓥ Ⓦ Ⓧ Ⓨ Ⓩ

☐ Anglican Church of Australia	☐ Anglican Catholic Church	☐ Armenian Apostolic
☐ Assyrian Apostolic	☐ Assyrian Church of the East	☐ Ancient Church of the East
☐ Albanian Orthodox	☐ Antiochian Orthodox	☐ Apostolic Church (Australia)
☐ Assemblies of God	☐ Aboriginal Evang. Missions	☐ Apostolic Church of Queensland
☐ Aust. Aboriginal Trad. Religs.	☐ Ancestor Veneration	☐ Animism
☐ Agnosticism	☐ Atheism	

SAVE AND APPLY TO ALL OUTLETS   SAVE AND DON'T APPLY TO ALL OUTLETS   CANCEL

2.1.4 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.

For more general information on the verification process, please refer to the Specialisation Verification for Aged Care Services website.

! 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.

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

2.2   Service Items

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

Service items in general include:

- Service sub-types, for non-Support at Home programs

- Services, for Support at Home

- Service types, which are groupings of Support at Home services

- Service groups, which are groupings of Support at Home service types.

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

! Under the Aged Care Act 2024, from 1 November 2025:

- New service items are available. Some services offered under the Aged Care Act 1997 are no longer available.

- Some services continue in a different form.

- For more information about these changes please refer to the Department's webpage on New Aged Care Act resources.

Services need to be linked to one or more of your outlets.

2.2.1 Adding a service item

Follow these steps to add a service item:

! From 1 November 2025, there will be new and renamed services in all Aged Care Programs. Previous applications will have their selected services remain the same, with new applications showing the updated service list. For more information on the service names, refer to the Aged care service list website.

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 **View Outlet** page then appears.

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

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

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

If applicable, select **Funded or Non-funded** for the program that you are adding.

For Support at Home services this option will not be available as all services must be Commonwealth government subsidised. You will be asked to specify a unique service item name instead.

4. Add the service item/s under the program.

For funded services, select the service you want to add to your outlet by selecting the relevant service item and then select **SAVE**. You can refine the list of service items by entering details and using the **FILTER** function.

Add service item

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

Select the Programme that applies to this service item *
Residential Care

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
Residential Respite Care

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
○	Residential Care	ALZHEIMER'S ASSOCIATION OF QUEENSLAND INC	Rosalie Nursing Care Centre	3776	Residential Respite Care	Aged Care Planning Region	QLD	Brisbane North		01 Jul 1981	

[SAVE] [CANCEL]

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

Add service item

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

Select the Programme that applies to this service item *
Support at Home

	Programme	Service provider	Service item name	NAPS ID	Service type	Start date	End date
○	Support at Home	BENDIGO HEALTH	Support at Home	1265	Support at Home	01NOV2025	
○	Support at Home	Yass Valley Aged Care Limited	Horton House EACH	17561	Support at Home	01NOV2025	
○	Support at Home	ALZHEIMER'S ASSOCIATION OF QUEENSLAND INC	Dementia and Aged Care Services - Central Coast	27789	Support at Home	01NOV2025	

Service Item Name: *

Please specify Service Item Name

[SAVE] [CANCEL]

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

The new service 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 status will need to be changed to **Operational** before it is displayed on the public service finder. Refer to Activating or deactivating a service item for more information.

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

2.2.2 Editing a service item

You can edit service item details, including:

- Service item name
- Service delivery area
- Specialised services (refer to ***Editing the Organisation Philosophy***)
- Promotional attachments (for residential facilities)
- Support at Home-specific attributes e.g. service-based pricing.
- Detailed description for the service item.

Service information will be displayed on the Service Finder on the My Aged Care website. When you update this information, the changes will appear on the *Service Finder* by the next day.

Follow these steps to edit service information:

> **!** Only non-contractual information can be edited in the Service and Support Portal.

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 **View Outlet** page then appears.

2. On the View outlet page, select **VIEW SERVICE ITEMS** then select the Edit (Pencil) icon next to the relevant service item, or next to the **Support at Home** heading.

SUPPORT AT HOME SERVICE ITEM EXAMPLE

NON-SUPPORT AT HOME SERVICE ITEM EXAMPLE

3. The **Service 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 Program) 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.

2.2.3 Editing availability and waitlists for a service

To indicate that a waitlist is offered for a service, you must ensure the waitlist availability status on the service item is set to **Yes** – to show that a waitlist is available, or **No** – to show that there is no waitlist.

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. Then from the View Outlet page, select **View Service Items.**

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

SUPPORT AT HOME EXAMPLE

NON-SUPPORT AT HOME EXAMPLE

Domestic assistance, Commonwealth Home Support Programme, funded 🔍 ✏️

Loddon-Mallee

NAPS Service ID 234 , Service item name: HOME HELP IN YOUR HANDS

Status: **Operational** | Offline

Service availability: **Yes** | No

Waitlist availability: Yes | **No**

⟲ See Sub-types

❗ Support At Home Waitlists

Placing a participant on a provider waitlist does not pause the Support at Home place take-up deadline. If the take-up deadline expires while the participant remains waitlisted, the allocated place will lapse and be automatically withdrawn. Providers should avoid waitlisting participants once funding has been allocated and ensure timely acceptance and commencement of services.

2.2.4 Editing service delivery area

Information about the areas you deliver Commonwealth-funded services in (referred to as service delivery areas in the Service and Support Portal) are pre-populated, based on your contractual information.

Service delivery areas can be edited for CHSP, Flexible Aged Care Program, and Residential Care service items. This functionality is not available for individual Home Support services. Changes apply to the entire Support at Home offering.

All providers (except residential care) must review their service delivery area information and edit if required. It is important that you ensure the service delivery area(s) is accurate. This information is publicly displayed in the service finders, and impacts the referrals sent by contact centre staff and assessors.

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. Then 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

2. On the **View Service Items** page, select the **Edit** icon next to the relevant service item, or next to the 'Support at Home' heading.

NON-SUPPORT AT HOME EXAMPLE

SUPPORT AT HOME EXAMPLE

3. The **Service details** page will display. Select **Edit** (Pencil) next to the **Service delivery area** section.

NON-SUPPORT AT HOME EXAMPLE

Service details

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

Allied health and therapy, Commonwealth Home Support Programme, funded
NAPS ID: 25236

Service Item Name: *
Aussie Healthcare   - Community and Home Support

Service delivery

Service provider name	Aged Care Inc
Facility name	Aussie Healthcare · Community and Home Sup
Facility previously known as	
Facility locally known as	
Service start date	01 July 2019
Service end date	
Maximum permissible interest rate (MPIR)	

Service delivery area

Alphabetical listing

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

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

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

SUPPORT AT HOME EXAMPLE

Support at home details

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

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

Service Item Name: *
Aussie Healthcare Support At Home

Service delivery

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

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

Service delivery area
No service delivery area or location specified

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.

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

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.

Edit service delivery details

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

Select whether the service will be delivered at the provider location or at the client location (list of available areas). If you wish to deliver the service both at the provider location and at the client location, create separate service items for each mode of delivery.

Delivery type*
- ○ At provider location   ● At client location

Please select the suburbs that will comprise the area where the service will be delivered
Check to see if the list of serviced suburbs covers all the areas where this service is delivered.

To add suburbs to the list, use the search tool to find the suburbs to include. You can use full or partial suburb names as input. You can add all the suburbs for a selected state when you click 'Add whole state'.

You can add all the suburbs for a selected state and region when you click 'Add whole region'.

To remove suburbs from the list, select the suburbs and click 'Remove selected'. To remove all the suburbs from your delivery area click 'Remove all'.

Search

By state ▼

By region ▼

By postcode

By suburb

[SEARCH] [ADD WHOLE STATE] [ADD WHOLE REGION]

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)

Select	Suburb	State	Postcode
☐	ADELAIDE LEAD	VIC	3465
☐	ALMA	VIC	3465
☐	AMHERST	VIC	3371
☐	ANNUELLO	VIC	3549
☐	APPIN	VIC	3579
☐	APPIN SOUTH	VIC	3579
☐	ARCHDALE	VIC	3475
☐	ARCHDALE JUNCTION	VIC	3475
☐	ARGYLE	VIC	3523
☐	ARNOLD	VIC	3551

PREVIOUS (1) 2 3 4 5 6 ... 10 11 12 NEXT

[REMOVE SELECTED] [REMOVE ALL]

[SAVE CHANGES] [CANCEL]

2.2.5 Attaching promotional material

Residential Care providers can add promotional material to be displayed in the service finder. Promotional material content will not appear on the Service Finder until it has been reviewed and approved by the Department. Approval takes two business days. Once approved, the material will be visible on the Service Finder on the My Aged Care website.

Support at Home, Transition Care and Commonwealth Home Support Programme (CHSP) providers have the option to attach promotional material in the portal; however, this material will not display on the service finder.

Follow these steps to attach promotional material (for example, photos, brochures, menus):

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. Then from the View Outlet page, select **View Service Items.**

2. On the **View Service Items** page, select your program's tab (e.g. **Support at Home**) and Edit the relevant service item by selecting the Edit icon to the right of the service or program name.

3. The **Service details** page will display.

    Scroll down to the Promotional section. Select **Browse** to find and attach your promotional material (file types supported include .jpg, .jpeg, .png, .pdf, .rtf, .doc and .docx) and select **Save and Submit Requested Changes for Approval** after entering information about the attachment.

    The **Feature Photo** option in the **Type of the attachment** dropdown will be the primary image displayed to users of the service finder.

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

2.2.6 Removing a service sub-type

Follow these steps to remove a service sub-type for a service item (for non-Support at Home services).

! Support at Home services are pre-populated based on what the outlet or organisation is approved for (Provider registered category) and therefore cannot be deleted or removed from the Service and Support Portal.

1. At the Outlet Administration Tile, Select the name of the outlet on the **Outlet card** you want to remove a service sub-type from. The **View outlet** page then appears. 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

Support at Home pricing
Support at Home pricing URL:

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

2. Select the blue arrow next to **See Sub-types** under the service to see expanded service details.

Domestic Assistance, Commonwealth Home Support Programme, funded (🔍) (✎)

ACT

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

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

(↗) See Sub-types

Then select **ADD/REMOVE SUBTYPES**.

Domestic Assistance, Commonwealth Home Support Programme, funded (🔍) (✎)

ACT

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

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

(↗) Hide Sub-types

ADD/REMOVE SUBTYPES

3. In the **Add/Remove Subtypes** box, deselect the service/s you want to remove from the service item and select **SAVE**. The service will then be removed, and information about the service will not display in the service finder. Note that when removing subtypes, there must be at least one service remaining.

Add/Remove Subtypes   ✕

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

Which sub types are you adding to this service? *

SELECT ALL   DESELECT ALL

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

SAVE   CANCEL

2.2.7 Service attributes

When you are configuring a service, a number of attributes specific to the delivery of your particular service will become available to select and display on the service finder. These include Diverse Needs Specialisations, Specialised Services and others mentioned in this section. They can be found in the Service Details page of the service item, or the Support At Home Details page of the Support at Home service.

2.2.7.1 Classifications

For Support at Home services, you can modify the Classification type for either Ongoing or Short-term for each service type. For example, you prefer to offer a particular service type on an ongoing support period basis only.

1. Navigate to the Support at Home service type that you want to edit the classification type for, by following the steps in Editing a service item. Then, select Edit (Pencil) next to the Classification Type.

2. At the pop up, select Ongoing and/or Short-term and select **SAVE**.
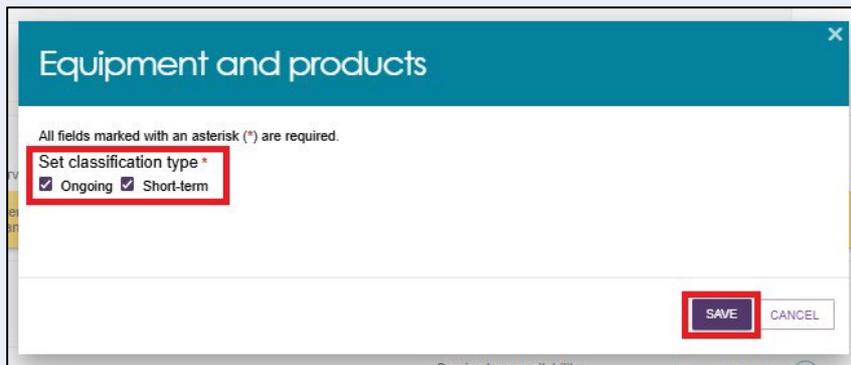
2.2.7.2 Specialisations

Specialisations is an umbrella term for 3 sub-groups: diverse needs, specialised services discussed below, and languages. Providers of all care types are able to identify their ability to provide services that cater to these specialisations.

> **Specialisations** (?)
>
> All services must reflect the diverse characteristics and life experiences of individual recipients. Please provide details only for the services which have specific measures in place.

You can indicate that a service or outlet offers the following **Specialised Services**. Although these services are not verified, please select only those with specific measures in place which demonstrate your specialised service offering.

Specialised services will be displayed only for Support at Home and CHSP service items.

> **Specialised services** (?)
> Which of the following applies to this service?
>
> ☐ Dementia   ☐ Mental Health
> ☐ Continence   ☐ Vision
> ☐ Hearing   ☐ Terminal illness
> ☐ Respite care   ☐ Mobility
> ☐ Wellness and reablement   ☐ Assistive Technology
> ☐ Caters for cultural, spiritual or ethical food requirements

2.2.7.3 Languages

1. To indicate that services are being delivered in a language other than English, select **SELECT LANGUAGES AVAILABLE**.
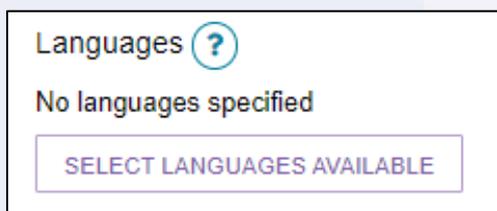
> **Languages** (?)
>
> No languages specified
>
> [SELECT LANGUAGES AVAILABLE]

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

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

2.2.7.4 Hours of operation, staffing notes, transport notes

You can outline hours of operation for CHSP and some Support at Home services. 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. Navigate to the Support at Home service type that you want to edit by following the steps in Editing a service item.

2. Select the service you want to edit the hours of operation by selecting on the corresponding edit icon next to the service group, then the service sub-type.

   For Support at Home services, Expand the service group and/or service type, then select the Edit icon next to the service.

NON-SUPPORT AT HOME EXAMPLE

SUPPORT AT HOME EXAMPLE

Input the hours and save.

3. On the same page, depending on the service chosen, you can also **edit Staffing Notes** for the service, how the service is delivered, whether **Transport** is included, and **Pricing**.

2.2.7.5 Service Description

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

2.2.7.6 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.
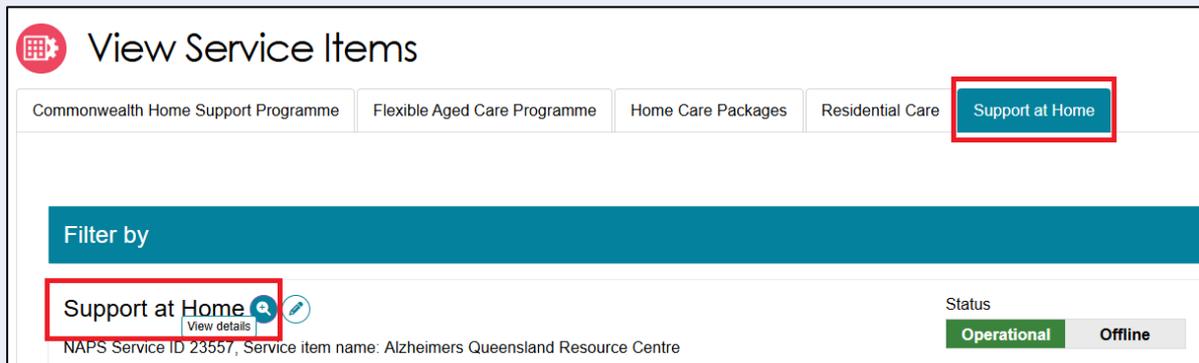

To view individual Support at Home services:

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.
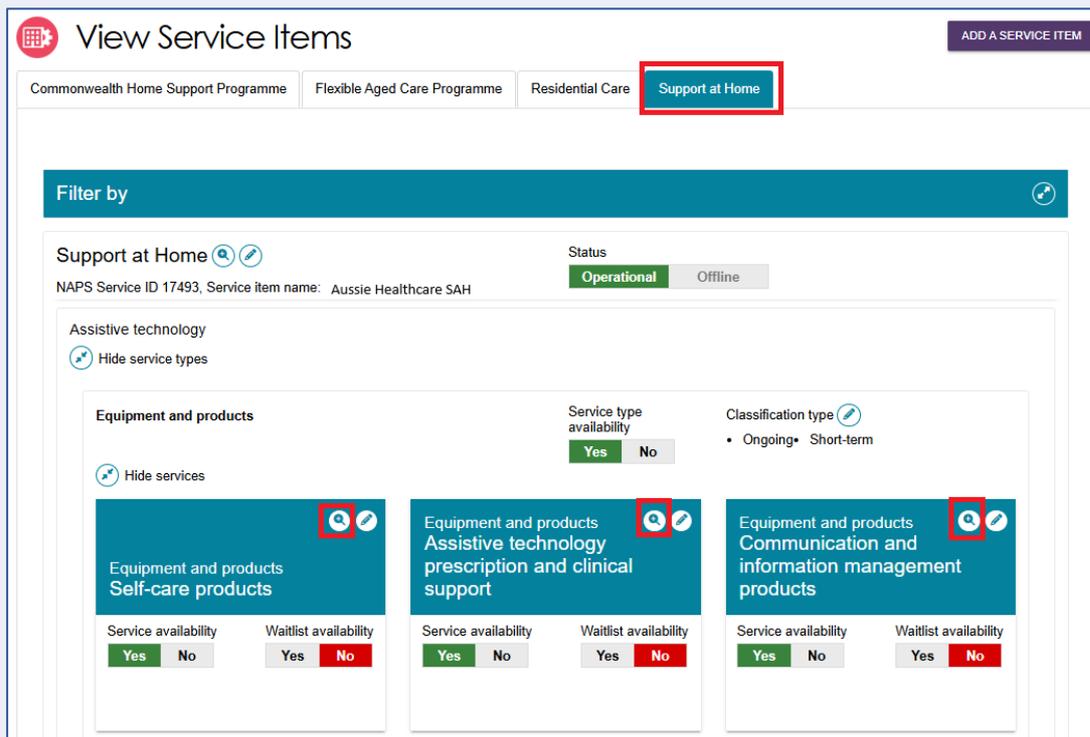
2.2.7.6.1 Updating Pricing Information at the Organisation Level

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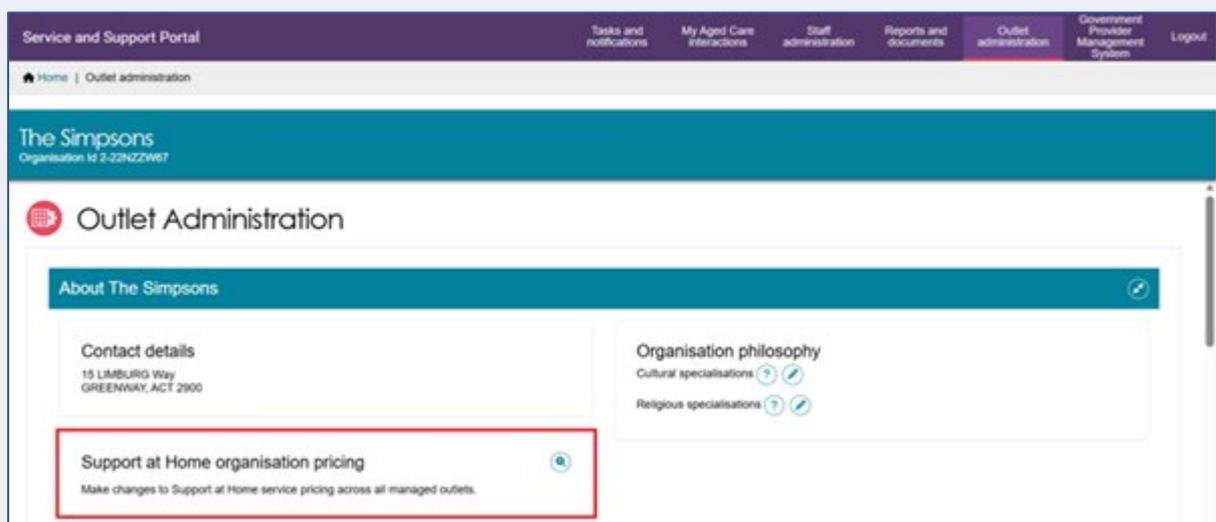
3. A list of service groups and service types displays. This list will only show Service Groups and Service types associated with the your Organisation's Registration Categories. Select the Edit (Pencil) button to the right of the service type/s that you would like to update.

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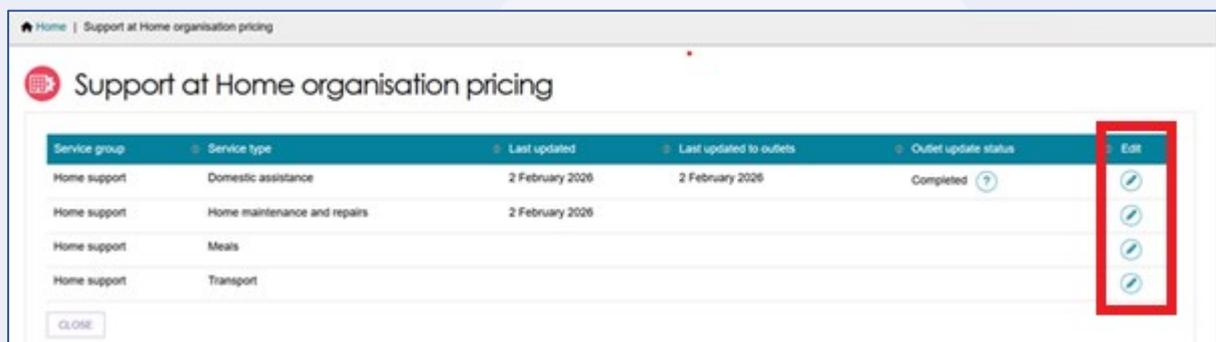
4. For each service type that you selected Edit from the above step, the corresponding 'Pricing for Service' page appears. All of your organisation's available services within the service type and the common price fields for each delivery time period displays here. A domestic assistance page and a nursing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

! 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.

NURSING CARE PRICING PAGE EXAMPLE

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.

Nursing assistant clinical care (Hours)

Common Price - Standard (Hours) *	Common Price - Non-Standard (Hours)	Common Price - Saturday	Common Price - On Sunday
$25	$40	$60	$70

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

Common Price - Public Holiday
$70

Enrolled nurse clinical care (Hours)

Common Price - Standard (Hours) *	Common Price - Non-Standard (Hours)	Common Price - Saturday	Common Price - On Sunday
$50	$75	$85	$100

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

Common Price - Public Holiday
$100

Nursing care consumables

Common Price - Standard (Hours):
Market price

No service price required.

Registered nurse clinical care (Hours)

Common Price - Standard (Hours) *	Common Price - Non-Standard (Hours)	Common Price - Saturday	Common Price - On Sunday
$100	$150	$175	$200

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

Common Price - Public Holiday
$200

[SAVE] [APPLY TO ALL OUTLETS] [CLOSE]

5. 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'.
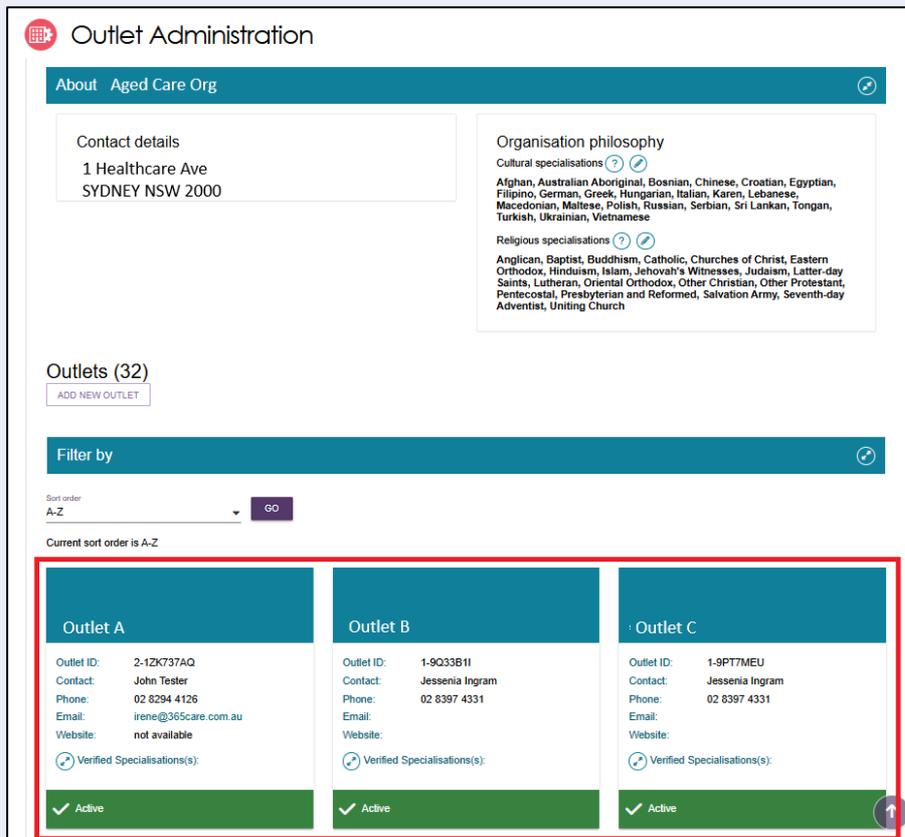
The Outlet update status will be displayed. For more information select the Question Mark icon.

Support at Home organisation pricing

ℹ️ 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 ?	✏️

Tooltip texts:
- Pricing is currently being updated across all outlets and may take up to an hour or more to complete.
- Something went wrong while updating pricing to all outlets. Not all updates were applied. Please try again.
- Pricing was successfully updated across all outlets.
- Request has been submitted and will progress shortly.

[CLOSE]

2.2.7.6.2 Updating Pricing Information at the Outlet Level

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

2. The outlet details page will be displayed. Then select the Edit (pencil) icon to the right of the **Support at Home pricing** section.

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
http://

Support at Home pricing URL *

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

2.2.7.6.3   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.
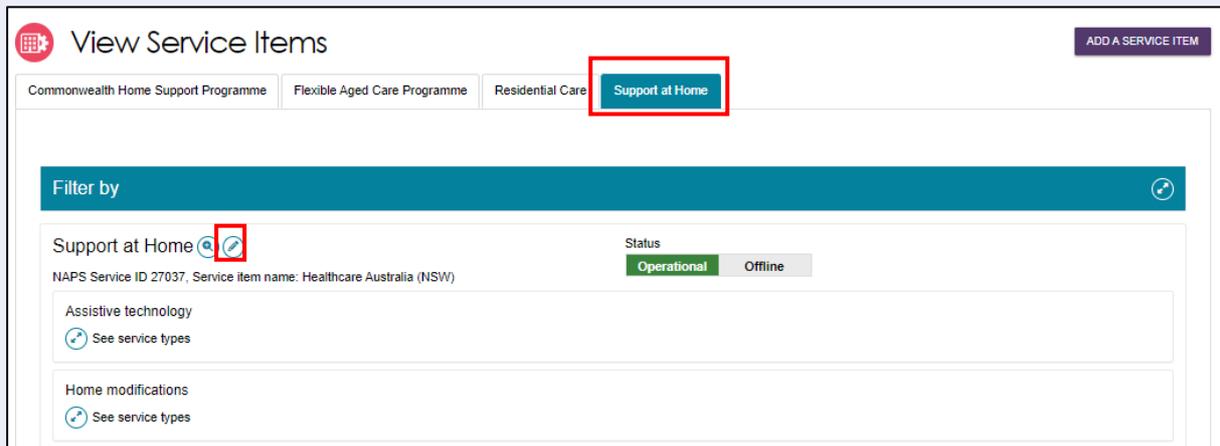
3. The Support at Home details Page appears. This contains all configuration available for the service item.
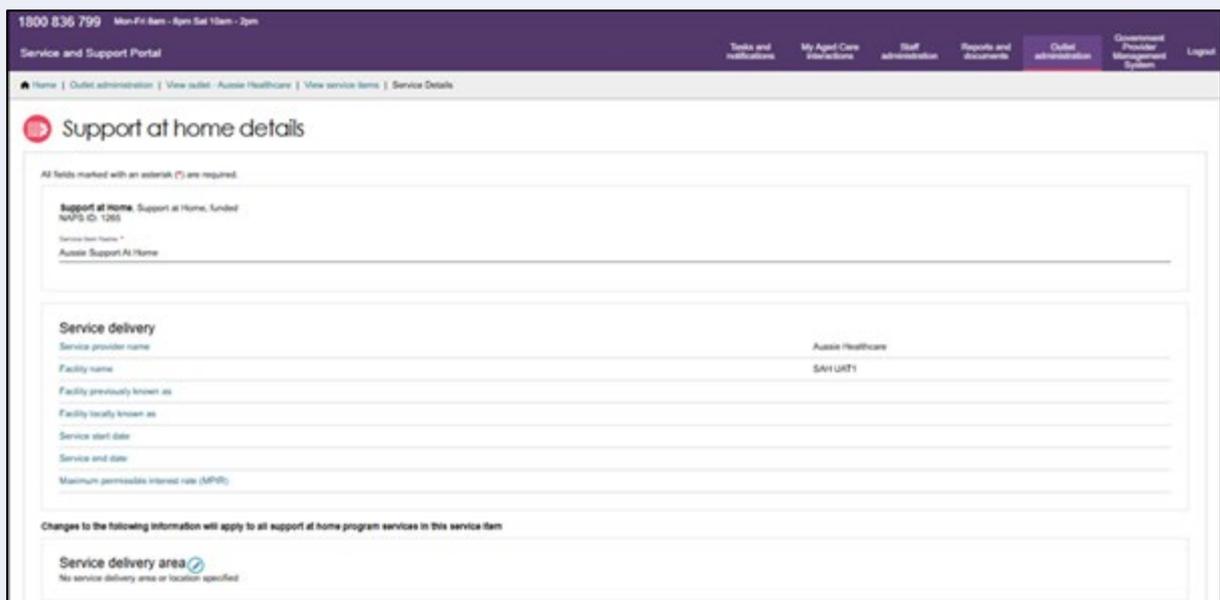
4. Scroll to the bottom of the page to the **Full Price List** section.

   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**,

Full Price List ⑦

Provide a website link ⑦

Is there a website link where clients can access pricing information? Please ensure that this is a link to your pricing information webpage, not your website landing page. E.g. www.myagedcare.gov.au/pricing

URL Scheme *
http://

URL
www.aussiehealthcare.com.au/prices

Upload a pricing schedule ⑦

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

CHOOSE FILE   No file chosen

SAVE   CANCEL

2.2.7.6.4   Updating Pricing 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 e.g. 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.

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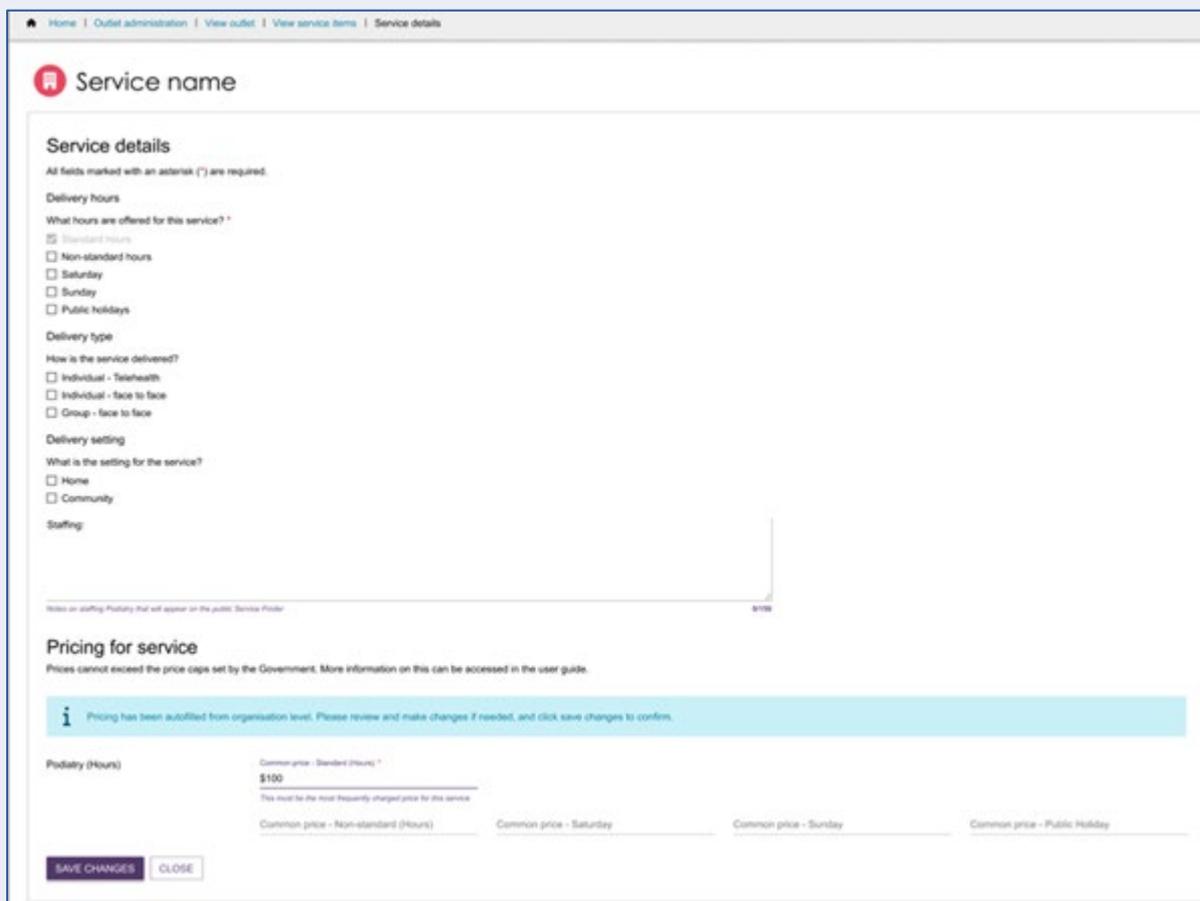
- no common price for standard hours exists, and
- if there is price/s set at the Organisation level (also referred as reference price).

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 are 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

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 available and waitlist 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]

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

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

5. To **view the pricing information** entered, navigate back to the service where the pricing was updated, expand the service, and select the magnifier icon 🔍 .
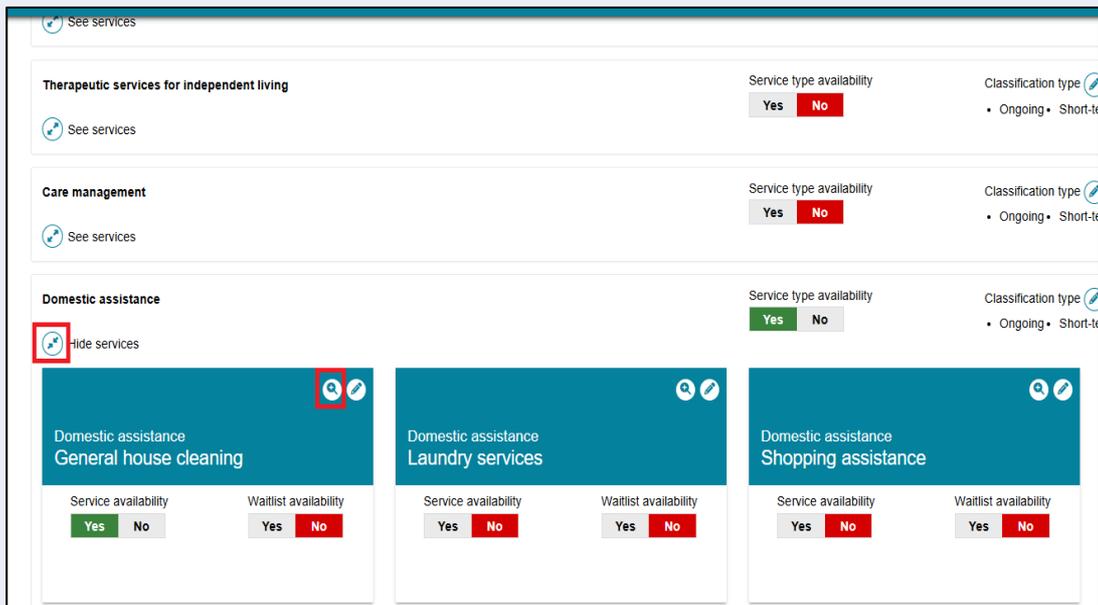
A pop-up window will appear with the pricing information for that service.

2.2.7.6.5   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.

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

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	Available	Waitlist	Common Price - Standard Hour	Common Price - Non-stand	Common Price - Satur	Common Price - Sund	Common Price - Public Holi	Last updated	Last updated by
2-22O0C	The Simpson	Active	The Simpsons Springfield S	Operational	General House Clean	Yes	No	$ 50.00	$ -	$ -	$ -	$ -	22/01/2026	Username
2-22O0C	The Simpson	Active	The Simpsons Springfield S	Operational	Laundry services	Yes	No	$	$ -	$ -	$ -	$ -	-	
2-2200GC	The Simpsons	Active	The Simpsons Springfield SAH	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.

2.2.7.7   Rooms (Residential Care)

2.2.7.7.1   Add a room type

! This section applies to Residential Care only and does not apply to Commonwealth Home Support Program or Support at Home programs.

Residential Care providers can add information about the types of rooms their organisation offers. Follow these steps to add a room and room information. Fields marked with an asterisk (*) are mandatory.

1.   Select **Outlet administration** from the homepage. Select the name of the outlet on the **Outlet Card** you want to add room information to.

2. The **View outlet** page appears. Select the **VIEW SERVICE ITEMS** button.

3. From the View Service Items page, select **Resident Care** from the tab options. Choose your service. Select **Expand** (blue arrow) next to **See room types**.

Then Select **ADD ROOM TYPE**.

4. The Room Type page appears. Enter required information in the **General room information** and **Pricing information** sections. Ensure mandatory fields (red asterisk) are completed.

a) In the Pricing Information section, enter the room's **Maximum Refundable Deposit (RAD)** around. If you enter an amount over $750,000, the following information banner will appear.

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

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

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

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

- **Approval** or **Conditional Approval**

- **Date of IHACPA approval** (or Aged Care Pricing Commissioner approval) – IHACPA approvals are valid for 4 years. Once you enter the required approval details for a room, you will receive automatic notifications when your approval is nearing expiry. These will be sent at 6, 4 and 2 months before your Date of IHACPA approval indicates expiry. Rooms will be removed from My Aged Care if 4 years passes from your Date of IHACPA approval.

- **IHACPA approval reference number** – This is only required if your approval was granted on or after 1 July 2024. Approval letters issued prior to 1 July 2024 do not have an approval number.

- You will also need to attach and name the **IHACPA approval letter** for the room.

IHACPA approval details

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

◉ Approval   ○ Conditional Approval

Date of IHACPA approval: *   🗓
Find this date in your IHACPA approval letter for this room. (e.g. dd/mm/yyyy)

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

Please attach the IHACPA approval letter for this room. *
You can upload files up to 5MB. Please ensure the letter is in a .pdf format. This letter will not be displayed on My Aged Care.

[CHOOSE FILE]   No file chosen

Attachment name: *

b)   Enter the required information under **Key feature statement**.

Key feature statement

Room description: *

0 / 2000

Room size (in square metres): *

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

Common areas description: *

0 / 2000

Specific accommodation or design features
◉ Not applicable
○ Applicable

Additional care and services included in room price
◉ Not applicable
○ Applicable

Additional care and services available at additional cost
◉ Not applicable
○ Applicable

Extra service fee
○ Yes
◉ No

When entering room size (in square metres):

- if there is variation in room sizes, enter the size range of the room type from smallest to largest, e.g. 20sqm - 25sqm.

- indicate if the room size entered includes ensuite, e.g. 20sqm - 25sqm incl. ensuite.

- do not include private outdoor areas such as balconies or courtyards.

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

5.   Select **SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL**.

SAVE	SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL	CANCEL

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

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

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

2.2.7.7.2 Edit room details

Residential Care providers can edit existing room information. Follow these steps to edit a room. Fields marked with an asterisk (*) are mandatory.

1. To edit the details for a room, select the **edit** (pencil).icon next to the room's listing.

2. The **Edit Room Type** page appears. Select the reason for resubmission from the drop-down menu and the continue to edit the details of the room.

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

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

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

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

✓ Room details have been submitted for verification. Room cannot be updated until verification is finalised. If verified and Room Status is Operational, the room will be published on My Aged Care.

2.2.7.7.3   Change room status

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

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

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

   Select **SAVE**.
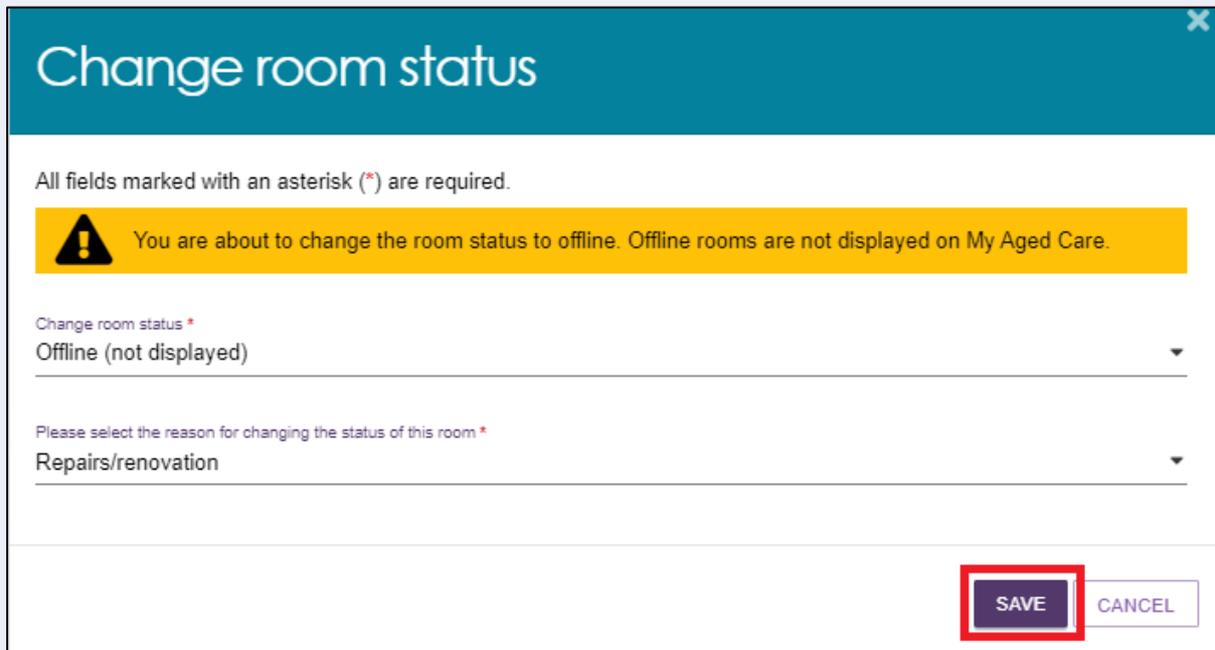
3. A message will appear advising that you have successfully changed the status of the room. The status of the room will now display as **Offline**.
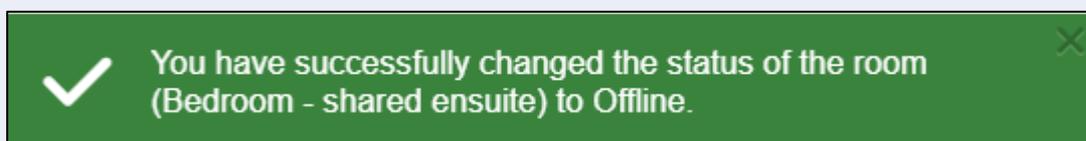
4. If you wish to make an Offline room Operational, click on the **edit** icon (pencil) next to **Status: Offline**.

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

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

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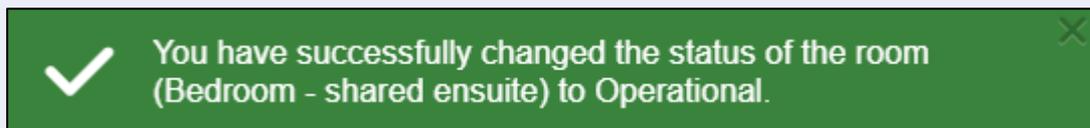
2.2.7.7.4 Delete a room

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

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

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

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

Delete room

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

You are about to delete the room (Bedroom - shared ensuite) from your service inventory. Once a room is deleted, the action cannot be undone.

Please select your reason for deleting this room: *

[DELETE]   [CANCEL]

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

✓ You have successfully deleted the room (Bedroom - shared ensuite).
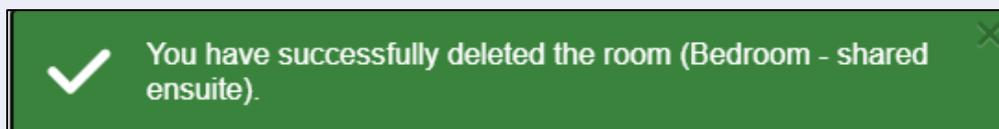
2.2.8 Transferring service items

! Access to the functionality described in this guide has been disabled in the Service and Support Portal for ALL programs from 1st November 2025 until further notice. If you require the transfer of services or clients, please contact the My Aged Care Service Provider and Assessor Helpline on 1800 836 799, who will be able to assist you.

2.2.9 Activating or deactivating a service item

The reasons for deactivating a service item typically include:

- Residential: Facility is no longer accepting residents.
- Commonwealth Home Support Program (CHSP): The service is no longer being delivered in the specified area.
- Support at Home: Selected services are no longer being delivered in the referral area.

Follow these steps to activate or deactivate a service:

1. Select **Outlet administration** from the homepage, then select the outlet that contains the service items that you want to activate/deactivate, and then select **VIEW SERVICE ITEMS**.

Aussie Healthcare
⊙ (Active) Outlet Id 2-21UIPQ2C

DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address
BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

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

Organisation philosophy
Cultural specialisations ⑦ ✎
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 ⑦ ✎
Anglican, Baptist, Buddhism, Catholic, Churches of Christ, Eastern Orthodox,
Hinduism, Islam, Jehovah's Witnesses, Judaism, Latter-day Saints, Lutheran,
Oriental Orthodox, Other Christian, Other Protestant, Pentecostal, Presbyterian
and Reformed, Salvation Army, Seventh-day Adventist, Uniting Church

Support at Home pricing
Support at Home pricing URL:

VIEW SERVICE ITEMS

2. Select the appropriate tab corresponding to the program.

! The Residential Care tab should only be selected when working with Residential Care services. If you edit CHSP items, ensure the CHSP tab is selected.

View Service Items

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

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

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

Residential Permanent, Residential Care, funded ⊕ ✎

Brisbane North

NAPS Service ID 3776, Service item name: Aussie Residential

1 Aged Care Avenue, AGED CARE ACT 1234

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

⤢ See room types

For Support at Home, the Operational or Offline status applies to every service group, service type and service that your outlet is approved for.

Support at Home 🔍 ✏️

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

| Operational | **Offline** |

Assistive technology

↗ See service types

Home modifications

↗ See service types

Home support

↗ See service types

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

2.3   Maintaining service delivery outlets

2.3.1   Activating an outlet

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

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

Follow these steps to activate an outlet:

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

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

Assessors can only match and refer to active services.

Card View

Outlet View

2.3.2 Deactivating an outlet

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

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

Follow these steps to deactivate an outlet:

1. Select **Outlet Administration** from the [homepage](#).

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

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

The outlet is now inactive, does not display on the relevant service finder or receive referrals, and displays as **Inactive** in the Service and Support Portal.

2.3.3 Removing an outlet

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

To remove an outlet from the Portal, it must be in the status of **Inactive**. Follow these steps to remove an outlet:

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

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

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

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

2.3.4 Editing outlet details

Follow these steps to edit an outlet:

> **!** Only non-contractual information can be edited in the Service and Support Portal.

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

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

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

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

   For more information on Organisation Philosophy refer to Editing the organisation philosophy.

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

2.4   Tasks and notifications

2.4.1 Viewing tasks and notifications

Follow these steps to view tasks and notifications:

!   You must log onto the relevant outlet to view its tasks. You can do this by selecting the outlet you wish to log in to next to the **Logout** link at the top right of the portal.

1. Select the **Tasks and notifications** tile from the homepage.

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

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

- Due date
- Category
- Title/Description
- Aged Care User ID

- Client name
- Activity ID.

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

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

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

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

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

- Activity ID
- Aged Care User ID
- Category
- Date received
- Due date
- First name
- Last name
- Marked as important
- Overdue tasks

- Role
- Title.

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

13/07/2017	Referrals	**New Referral**		AC69957041	SCOTT Keri	☐	🗑

You have a new referral from My Aged Care.
Referral created at : 13/07/2017 15:34
Aged Care User Id: AC69957041
Outlet Name : Aged Care Allied Health & Residential
Service Type : Domestic Assistance
Priority: Medium

Activity Id: 1-20827807534

Incoming Referrals

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

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

2.4.2 Managing task and notification preferences

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

As an Administrator, you will be able to:

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

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

1. Select the **Tasks and notifications** tile from the homepage.

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

   If you are the Organisation Administrator, you will be able to select which outlet you want to configure task and notification preferences for. If you are the Administrator for your outlet, you will only be able to see your outlet's preferences.

   Then, select **Change Preferences.**
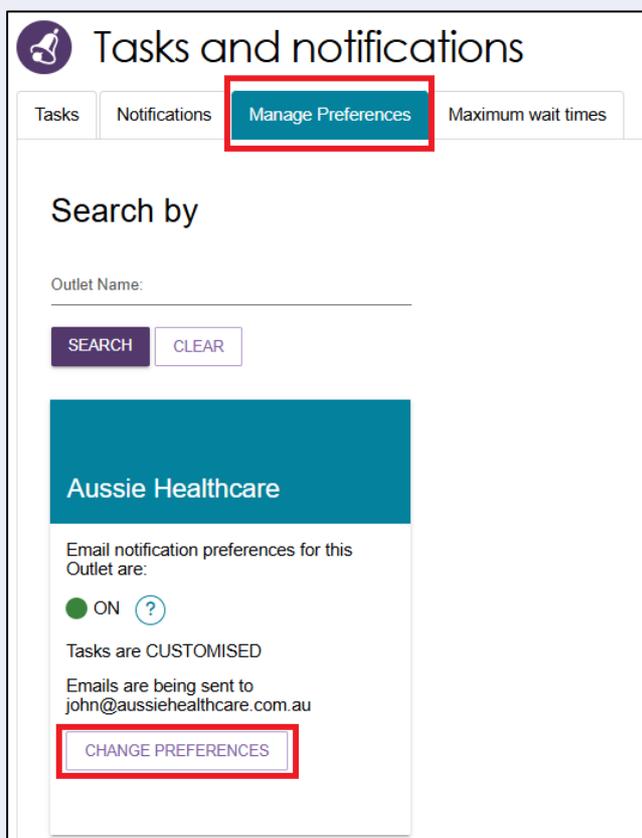
3. The preferences page for the outlet will open. At the top of the page, you can configure the overall preferences for email preference, email address, email frequency and notification visibility in the portal.

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

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

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

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

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

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

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

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

2.5   Creating and maintaining staff accounts

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

2.5.1   Viewing staff accounts

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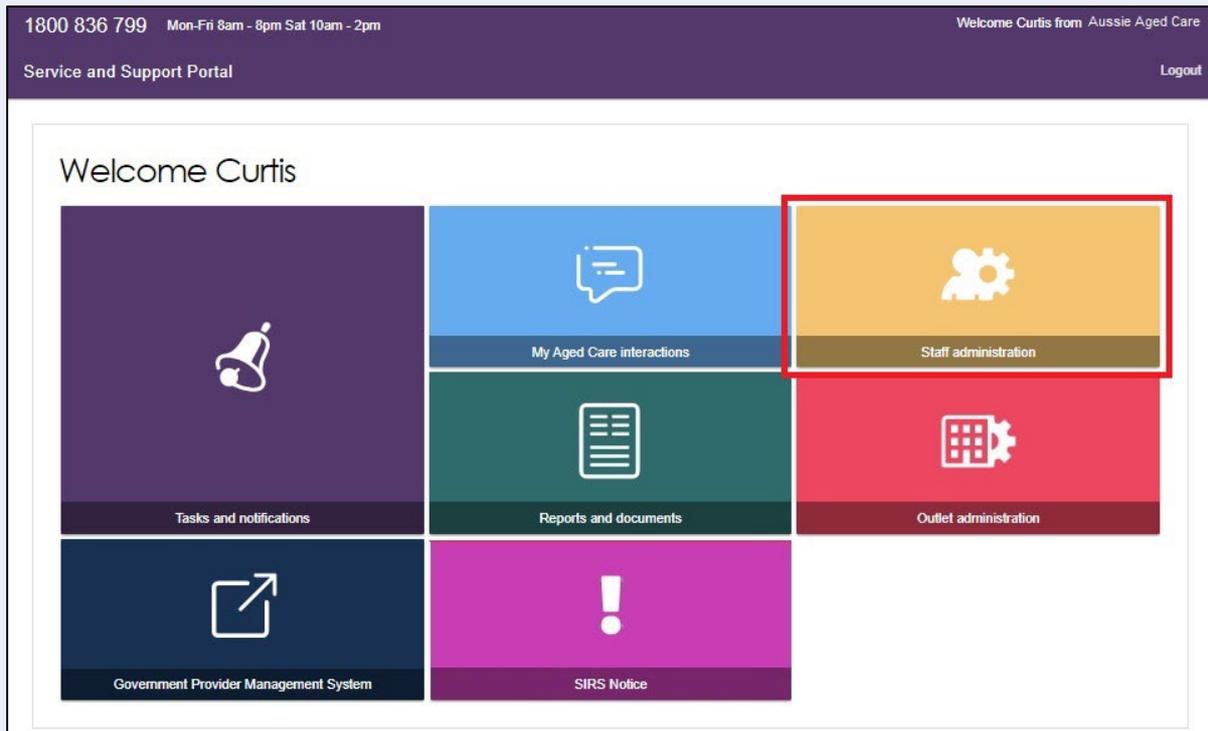
2.5.2   Adding new staff accounts, allocating roles and outlets

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

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

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

Follow these steps to add a new staff account:

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

2. Select **ADD NEW STAFF** from the staff administration page.
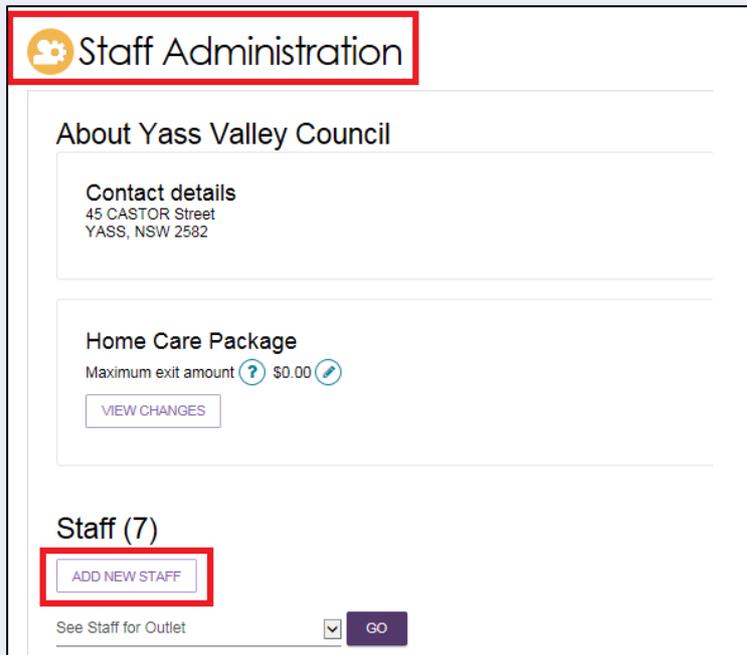
3. You must enter staff details (First name, last name, unique email, and a contact number), assign role(s) to staff, and assign staff to one or more outlets. Next, select **SAVE**.
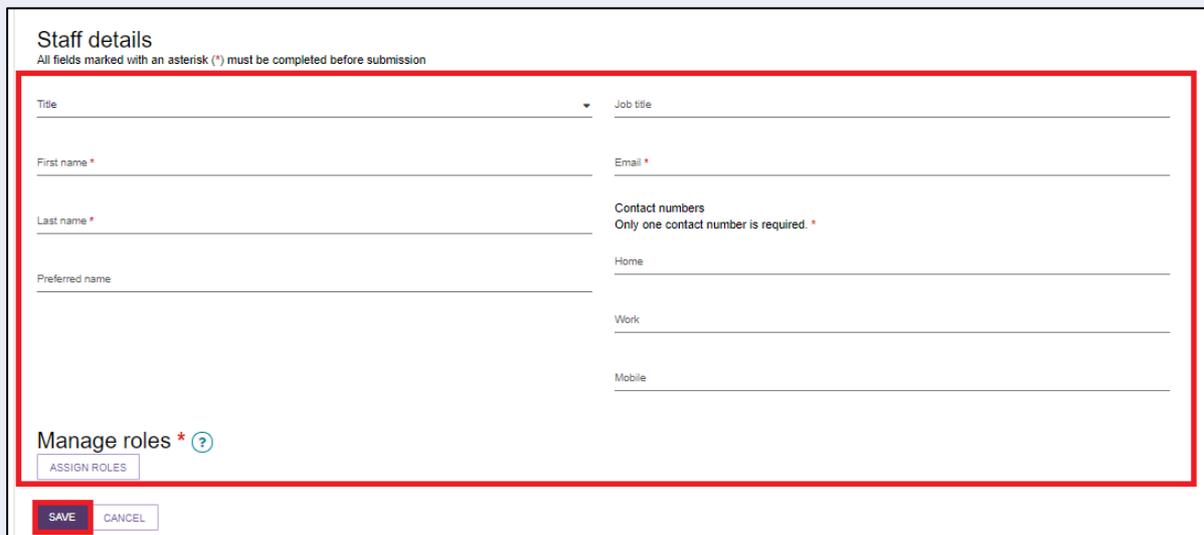
4. You can assign staff to either the Organisation Level or Outlet Level. Organisation Level allows staff to access to the Organisation details, including all outlets for that organisation. Alternatively, you can choose to assign staff to access one, multiple, or all outlets under the Organisation.

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

A PERSON ASSIGNED THE ADMINISTRATOR ROLE AT THE ORGANISATION LEVEL:

A PERSON ASSIGNED THE ROLES OF ADMINISTRATOR AND TEAM LEADER AT THE OUTLET LEVEL:

CHOOSING AN OUTLET FOR THE ROLE

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

2.5.3 Editing a staff account

Follow these steps to edit a staff account:

1. Select **Staff administration** from the homepage. Select the name on the **Staff card** that you want to edit.

2. Select **EDIT STAFF DETAILS**.

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

2.5.4 Deactivating staff accounts

Deactivating an account will permanently lock the account for the staff member and remove their access to the Service and Support Portal. Follow these steps to deactivate a staff account:

1.   Select **Staff administration** from the homepage. From the **Staff Administration page**, select the name of the staff member on the **Staff card** that you want to deactivate.

2. From the **View staff member** page, select **DEACTIVATE**.
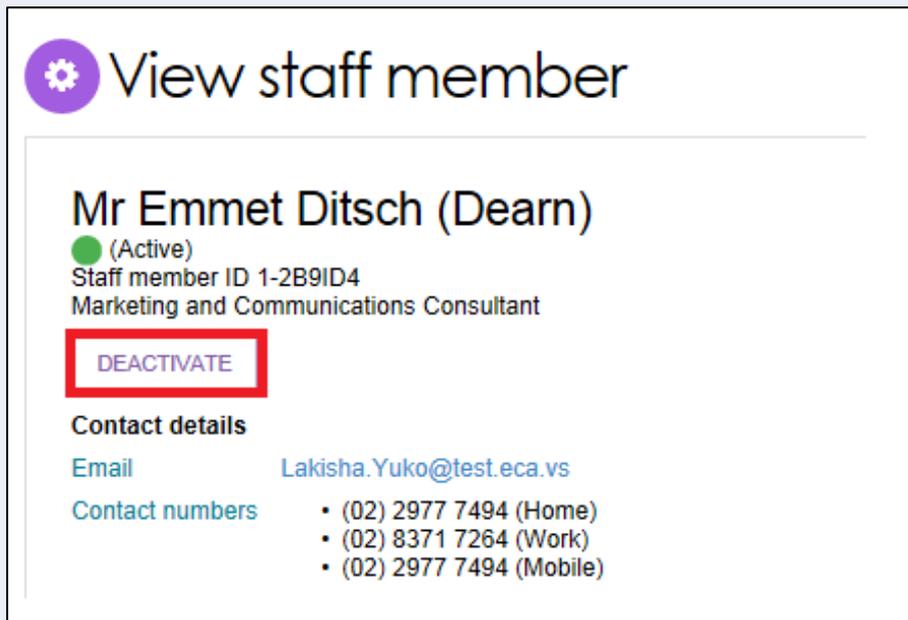
3. Select **DEACTIVATE ACCOUNT** to confirm.

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

2.5.5 Removing staff accounts

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

! For information on removing a staff member's authorisations in the Relationship Authorisation Manager (RAM), refer to Managing Authorisations. If you need to restore access for a staff member who has been removed, call the My Aged Care contact centre. You cannot re-create a portal user account using the same email address and myID.

Follow these steps to remove a staff account:

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

Staff Administration

About Yass Valley Council

Contact details
45 CASTOR Street
YASS, NSW 2582

Organisation philosophy
Cultural specialisations ⓘ ✎
Croatian

Religious specialisations ⓘ ✎

Staff (5)

ADD NEW STAFF

See Staff for Outlet ☐ GO

View Status
Inactive ☐ GO

Sort order
A-Z ☐ GO

2. Select the name of the staff member on the **Staff card** that you want to deactivate. The **View staff member** page appears.

Staff (5)

ADD NEW STAFF

See Staff for Outlet ☐ GO

View Status
Inactive ☐ GO

Sort order
A-Z ☐ GO

Current sort order is A-Z

Bob **Jones**	Michael **Orwin**
1-9JTARUD	1-9E7J065
(02) 6666 8888 (Home)	(03) 6293 2605 (Home)
bob.jones@madeup.com	michael.orwin@gmail.com
Outlets	Outlets
▫	▫
❗ Inactive	❗ Inactive

3. From the **View staff member** page, select **REMOVE**.
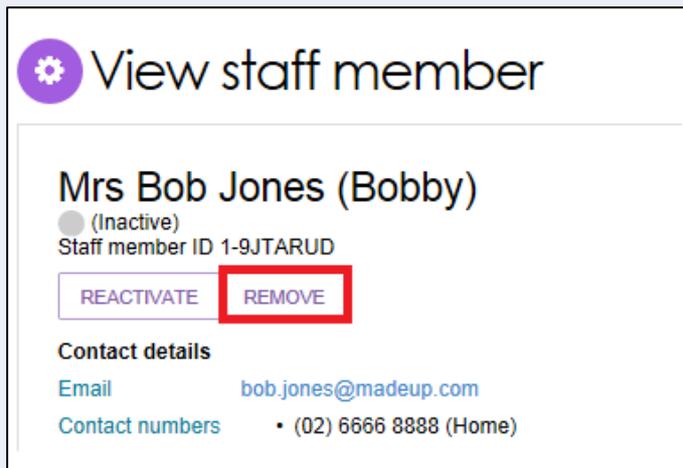
4. Select **REMOVE** to remove the staff member from your staff list.
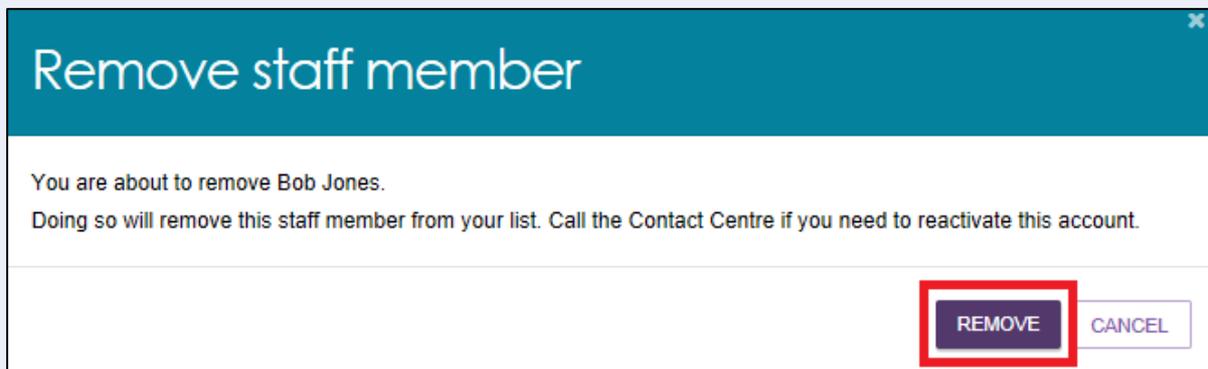
2.6 Generating reports and accessing forms

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

2.6.1 Generating reports

Administrators, Team Leaders, and Staff Members can generate reports. Follow these steps to generate a report:

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

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

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

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

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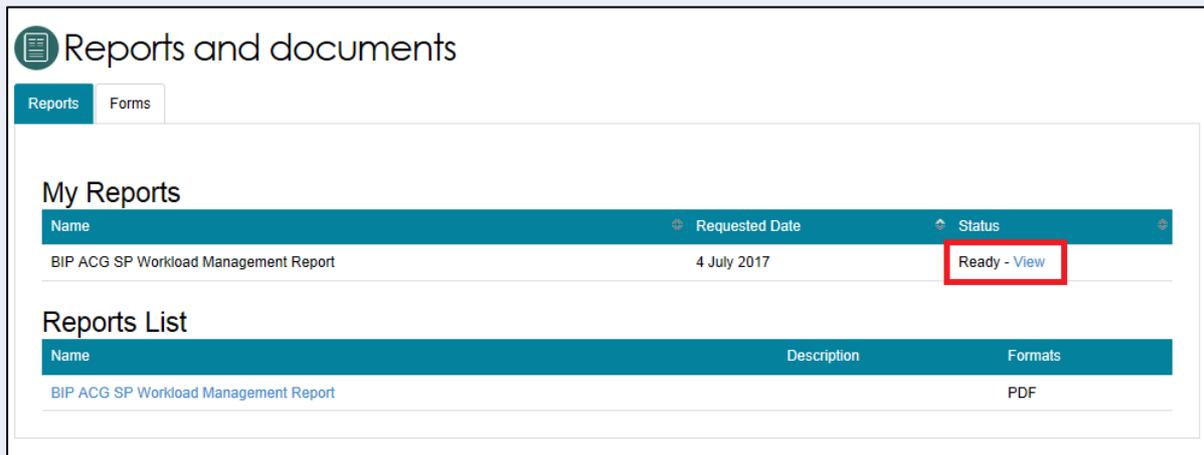
2.6.2 Viewing reports

Follow these steps to view reports:

1. Select **Reports and documents** from the homepage. The **Reports and forms** page appears.

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

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

2.6.3 Accessing forms

Follow these steps to access forms:

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

2. Select the **Forms** tab. You can view a list of all available forms here.