



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

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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-focused and organisation-focused 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	✓	✓	✓	✓

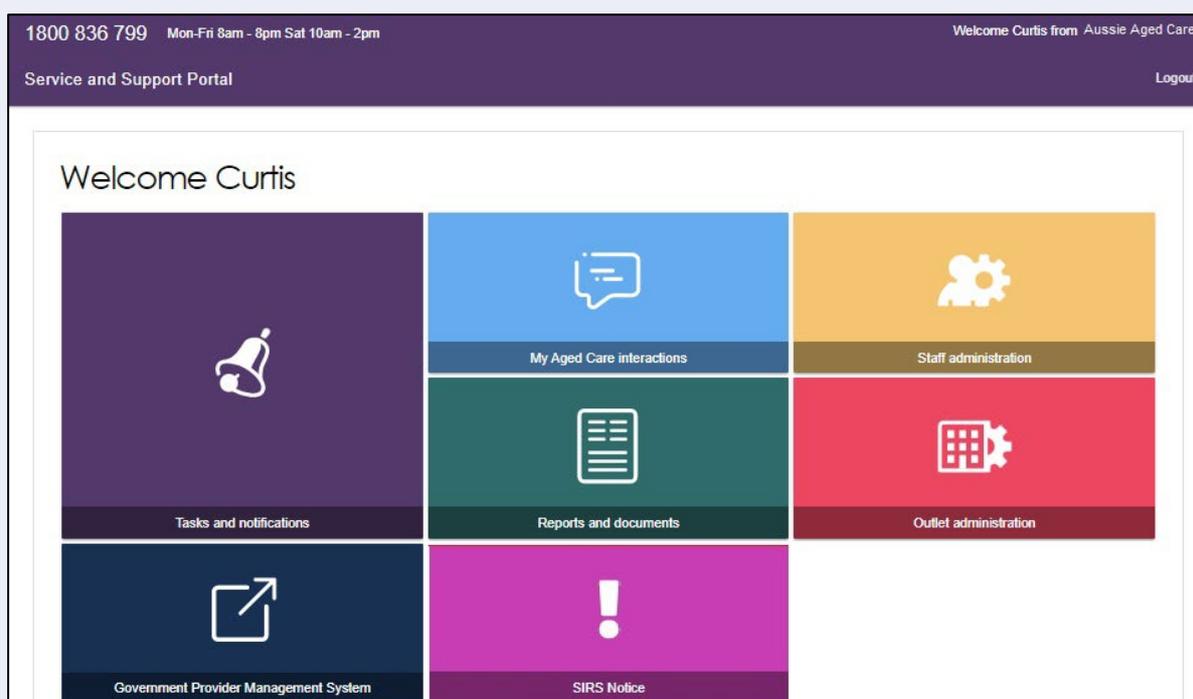
Organisation Focussed Key Functions	Organisation Administrator	Outlet Administrator
Request change to contractual information	✓	✓
Add outlets	✓	
Manage outlets: edit, activate, deactivate, remove	✓	✓
Manage services: add, edit, activate, transfer (Organisation Administrators only) or deactivate	✓	✓
Manage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

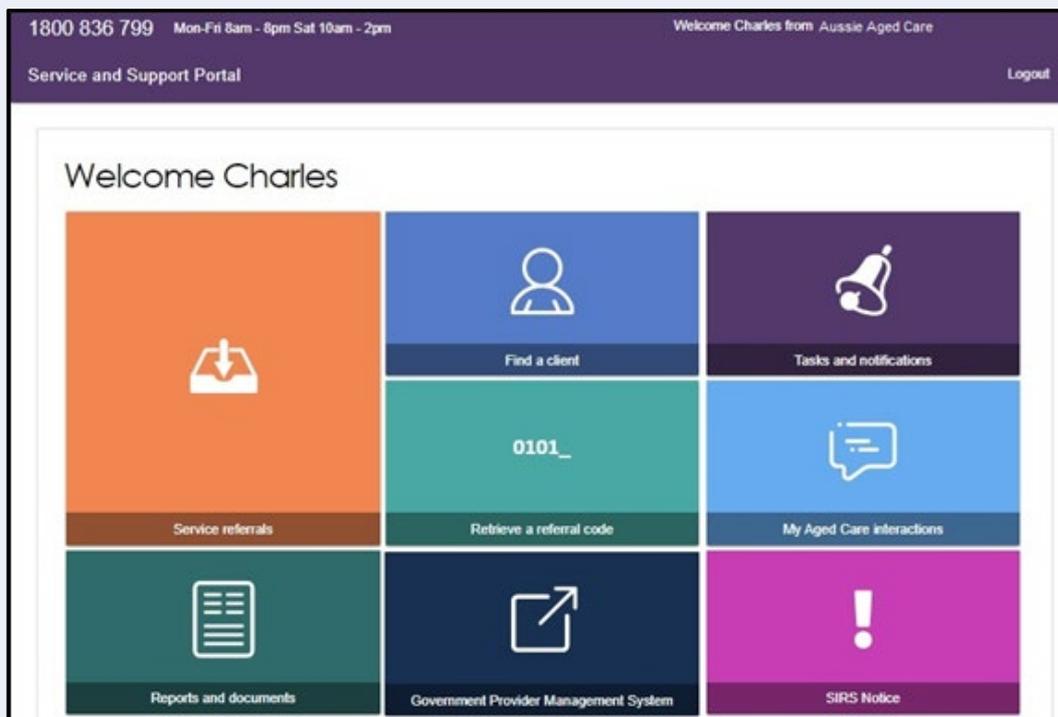
If you log in to the Service and Support Portal as an Administrator, you can view **Tasks and notifications**, **My Aged Care interactions**, **Reports and Documents**, **Outlet administration**, **SIRS Notice**, **Government Provider Management System** and **Staff administration** tiles on your homepage.



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

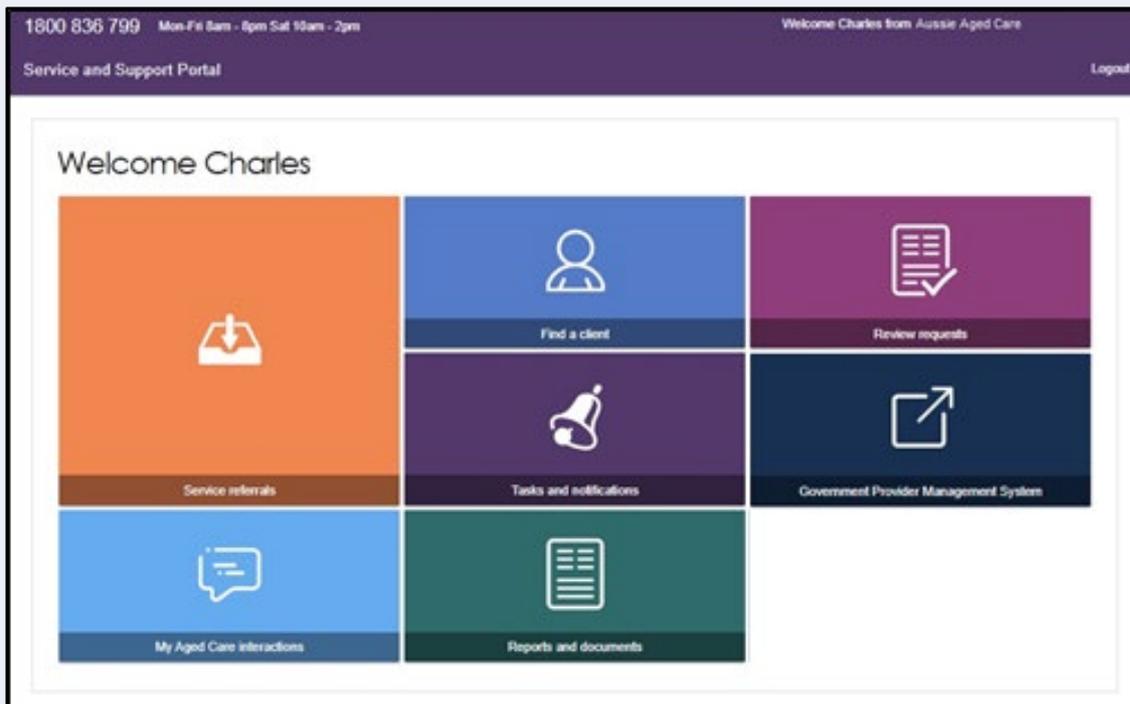
People assigned the Staff Member role in the Service and Support Portal are responsible for adding and updating client service information in the client record.

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.

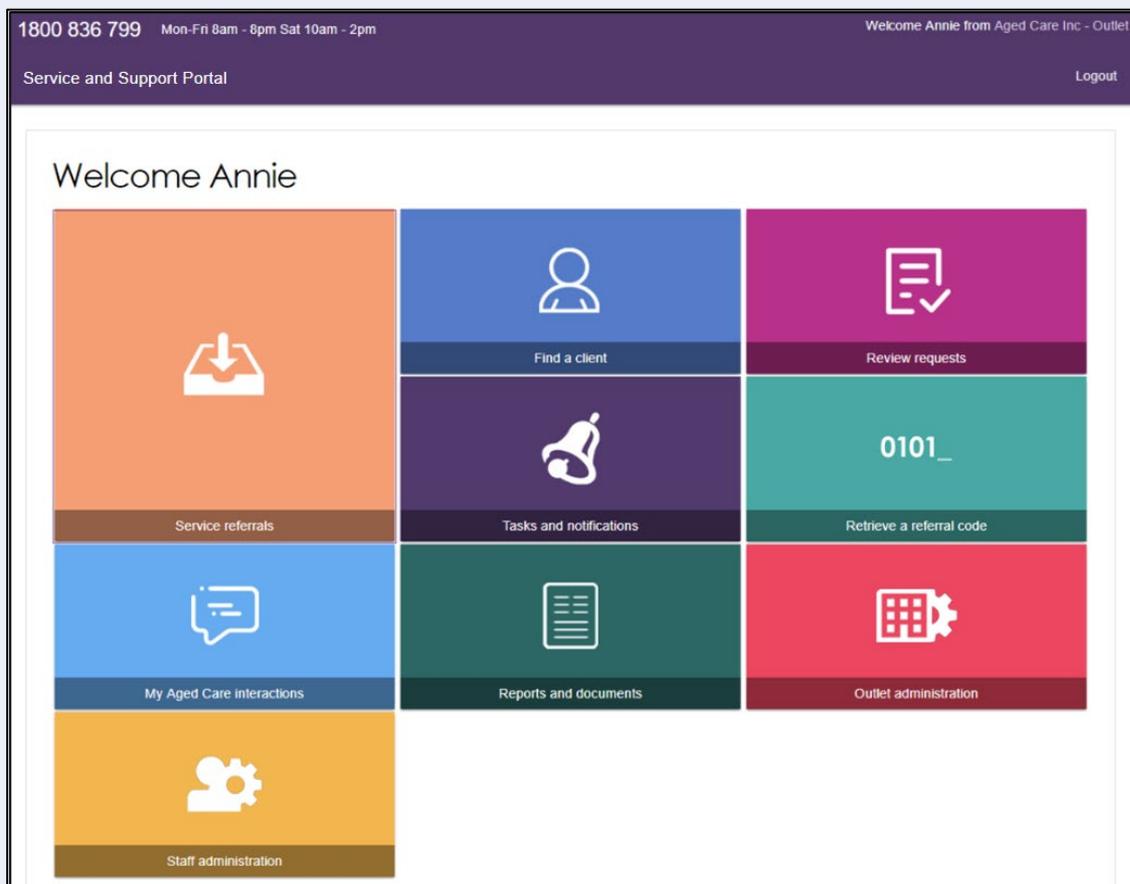
For information on how to add the SIRS Notice tile for staff members please refer to the guide on [How to use the Serious Incident Response Scheme Portal](#).

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

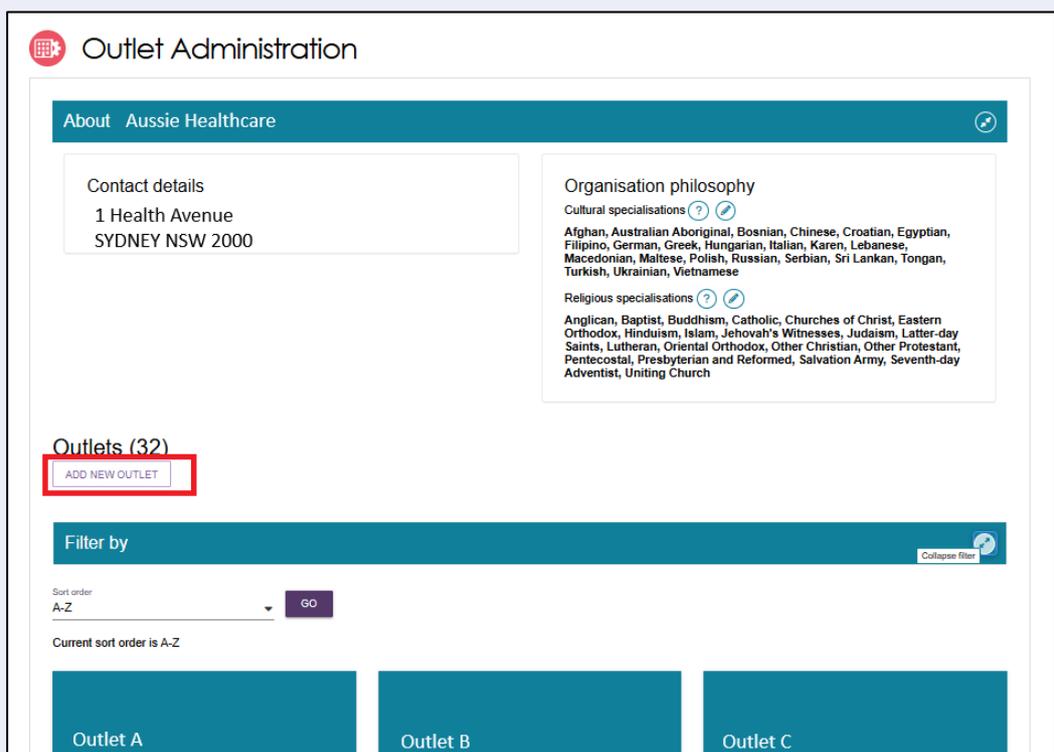
Administrators will need to set up at least one outlet in the Service and Support Portal before they can add their organisation's service information such as service items. Administrators can choose how to set up service(s) in the Portal: either all under one outlet or under multiple outlets.

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**.



The screenshot displays the 'Outlet Administration' interface for 'Aussie Healthcare'. It includes sections for 'Contact details' (1 Health Avenue, SYDNEY NSW 2000) and 'Organisation philosophy' (cultural and religious specialisations). Below these is a section titled 'Outlets (32)' containing a red-bordered button labeled 'ADD NEW OUTLET'. At the bottom, there are three placeholder boxes for 'Outlet A', 'Outlet B', and 'Outlet C'. A 'Filter by' bar and a 'Sort order' dropdown (set to A-Z) are also visible.

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 * Street name *

5 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

- 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

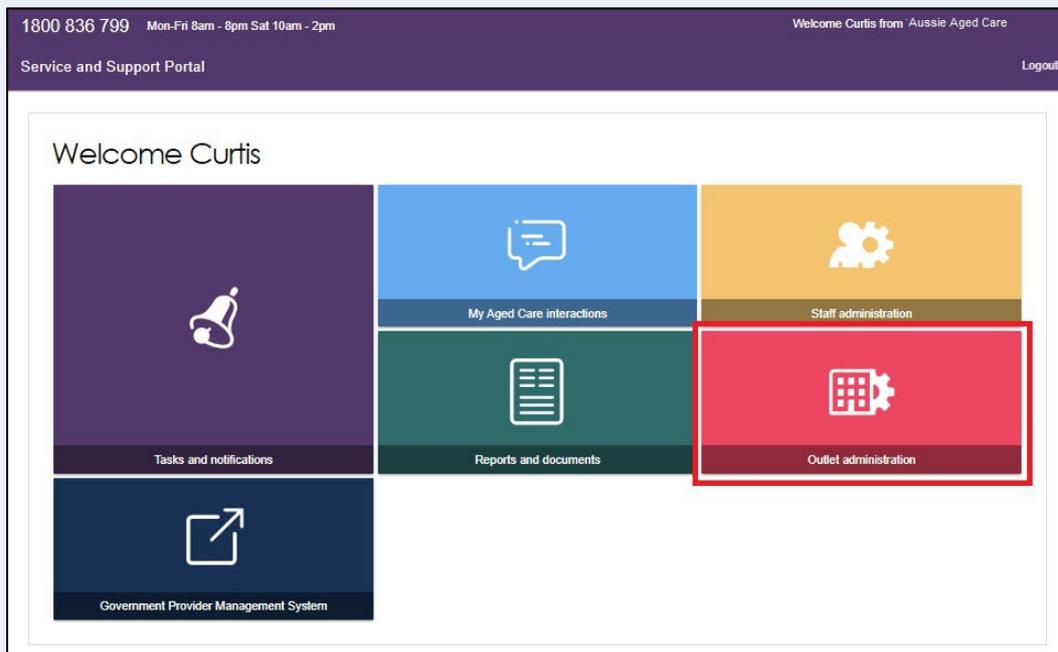
CANCEL

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

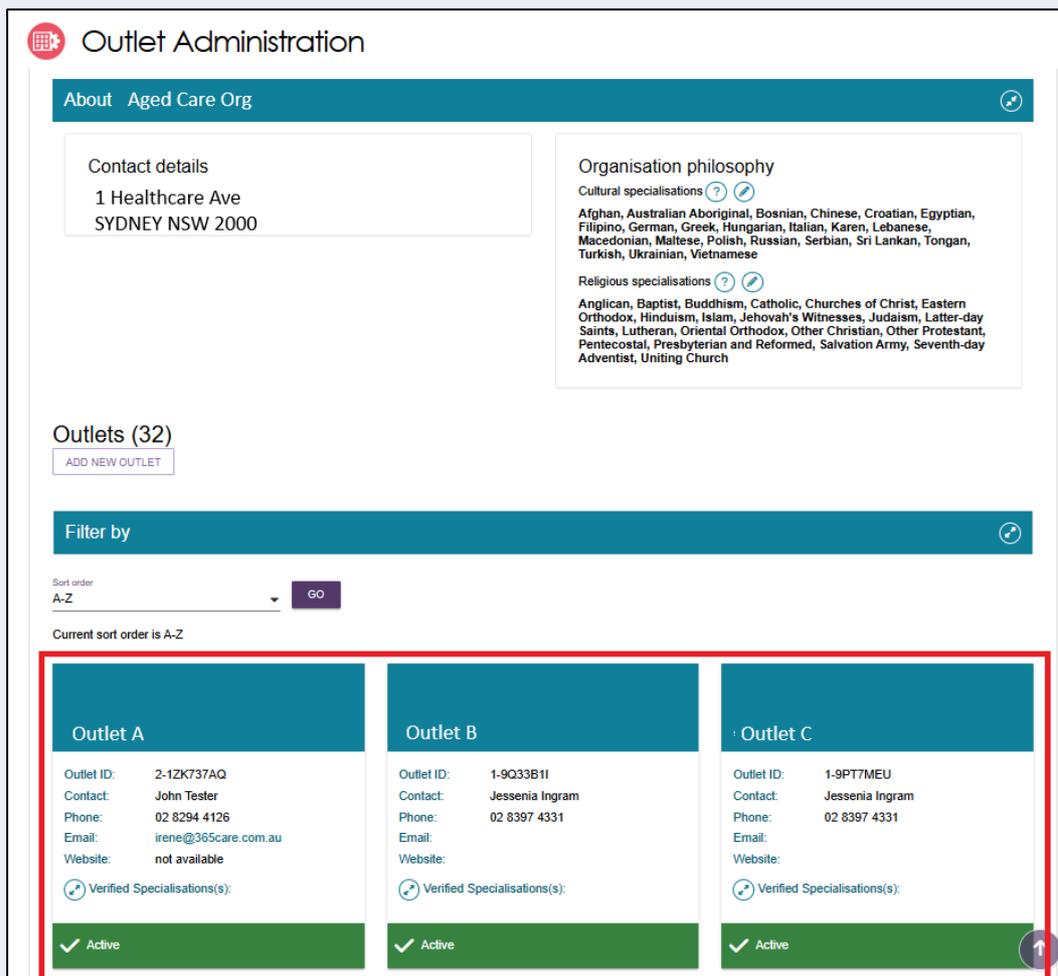
2.1.2 Viewing outlets

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.

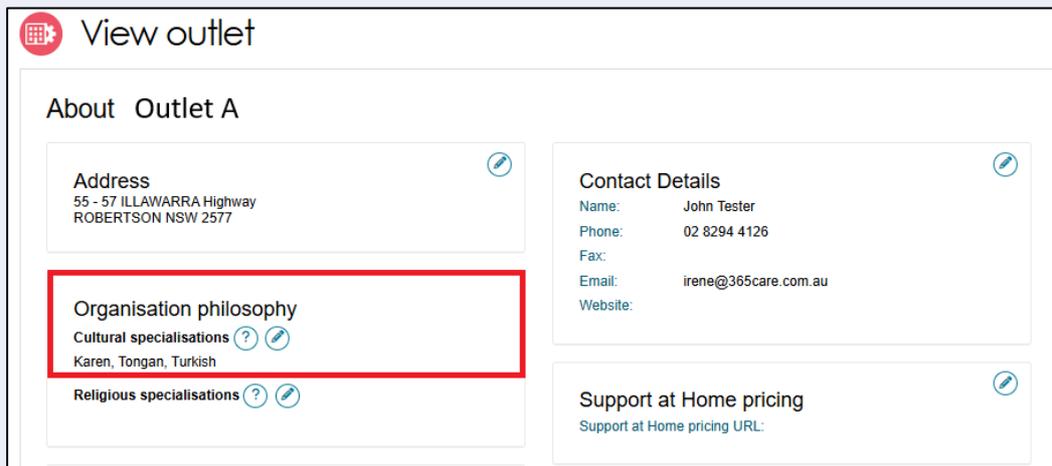


2.1.3 Editing the Organisation philosophy

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:

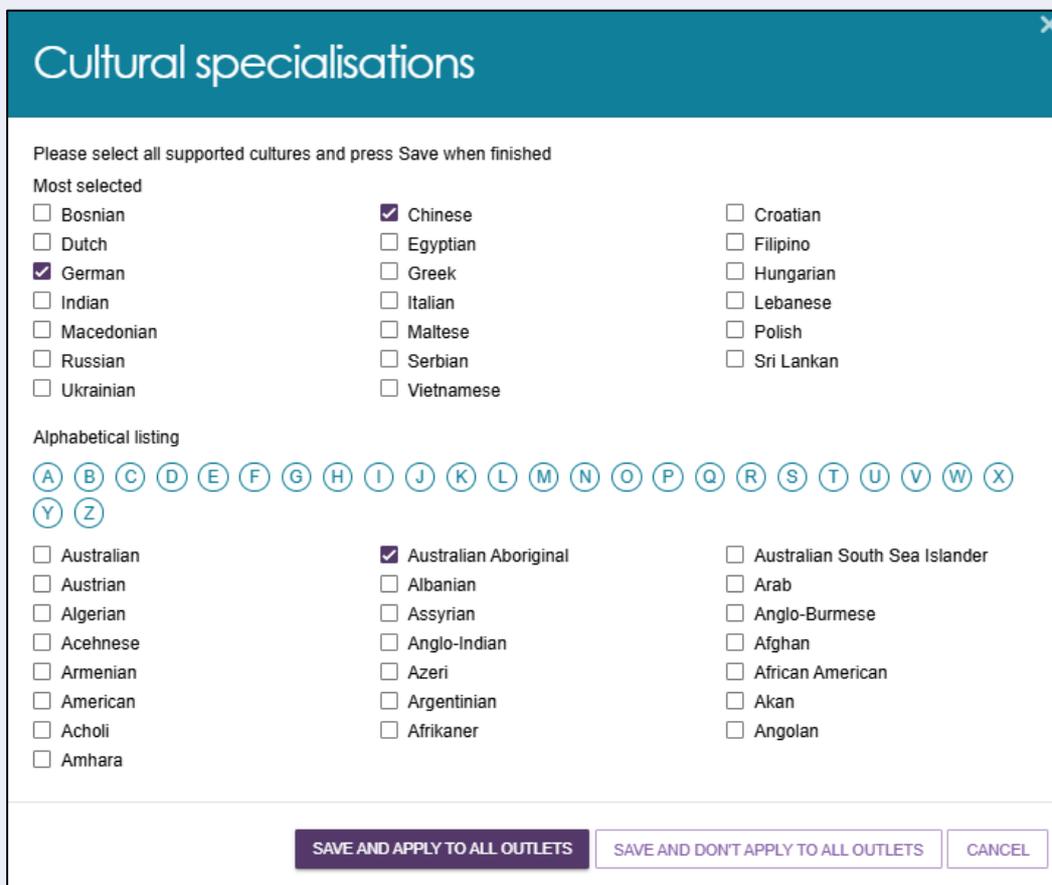
Organisation philosophy

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

<input type="checkbox"/> Bosnian	<input checked="" type="checkbox"/> Chinese	<input type="checkbox"/> Croatian
<input type="checkbox"/> Dutch	<input type="checkbox"/> Egyptian	<input type="checkbox"/> Filipino
<input checked="" type="checkbox"/> German	<input type="checkbox"/> Greek	<input type="checkbox"/> Hungarian
<input type="checkbox"/> Indian	<input type="checkbox"/> Italian	<input type="checkbox"/> Lebanese
<input type="checkbox"/> Macedonian	<input type="checkbox"/> Maltese	<input type="checkbox"/> Polish
<input type="checkbox"/> Russian	<input type="checkbox"/> Serbian	<input type="checkbox"/> Sri Lankan
<input type="checkbox"/> Ukrainian	<input type="checkbox"/> Vietnamese	

Alphabetical listing

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

<input type="checkbox"/> Australian	<input checked="" type="checkbox"/> Australian Aboriginal	<input type="checkbox"/> Australian South Sea Islander
<input type="checkbox"/> Austrian	<input type="checkbox"/> Albanian	<input type="checkbox"/> Arab
<input type="checkbox"/> Algerian	<input type="checkbox"/> Assyrian	<input type="checkbox"/> Anglo-Burmese
<input type="checkbox"/> Acehnese	<input type="checkbox"/> Anglo-Indian	<input type="checkbox"/> Afghan
<input type="checkbox"/> Armenian	<input type="checkbox"/> Azeri	<input type="checkbox"/> African American
<input type="checkbox"/> American	<input type="checkbox"/> Argentinian	<input type="checkbox"/> Akan
<input type="checkbox"/> Acholi	<input type="checkbox"/> Afrikaner	<input type="checkbox"/> Angolan
<input type="checkbox"/> 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

Organisation philosophy

Cultural specialisations  

Karen, Tongan, Turkish

Religious specialisations  

Anglican, Islam, Judaism, Uniting Church

Contact Details 

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

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

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

Alphabetical listing

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

(Y)(Z)

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

SAVE AND APPLY TO ALL OUTLETS

SAVE AND DON'T APPLY TO ALL OUTLETS

CANCEL

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.

 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

Current Specialisation Verifications

Specialisation	Verification date	Valid from	Valid to
Aboriginal and/or Torres Strait Islander peoples and communities	29 Aug 2024	29 Aug 2024	29 Aug 2027

[MANAGE VERIFICATIONS](#)

[ADD ACFI CONTACT](#)

[ADD/VIEW OUTLET COVID-19 VACCINATIONS](#)

[COVID-19 SUPPORT PORTAL](#)

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.

The screenshot displays the 'Outlet Administration' interface. At the top, there's a header 'Outlet Administration' with a gear icon. Below it, a teal bar contains 'About Aged Care Org' and a refresh icon. The main content area is divided into two columns. The left column shows 'Contact details' for '1 Healthcare Ave SYDNEY NSW 2000'. The right column shows 'Organisation philosophy' with '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) and '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). Below this is a section for 'Outlets (32)' with an 'ADD NEW OUTLET' button. A 'Filter by' bar is present. A 'Sort order' dropdown is set to 'A-Z' with a 'GO' button. Below the filter, it says 'Current sort order is A-Z'. Three outlet cards are shown: 'Outlet A' (ID: 2-1ZK737AQ, Contact: John Tester, Phone: 02 8294 4126, Email: irene@365care.com.au, Website: not available), 'Outlet B' (ID: 1-9Q33B1I, Contact: Jessenia Ingram, Phone: 02 8397 4331, Email: [redacted], Website: [redacted]), and 'Outlet C' (ID: 1-9PT7MEU, Contact: Jessenia Ingram, Phone: 02 8397 4331, Email: [redacted], Website: [redacted]). Each card has a 'Verified Specialisations(s):' field and an 'Active' status indicator at the bottom. The 'Outlet A' card is highlighted with a red border.

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

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

View outlet

About Aussie Healthcare

Address
BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

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

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

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

Support at Home pricing
Support at Home pricing URL:

VIEW SERVICE ITEMS

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

View Service Items

ADD A SERVICE ITEM

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

Filter by

Status: Offline Service availability:

ADVANCED SEARCH CLEAR FILTERS

Status is Offline

FILTER CLEAR

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

Add service item

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

Select the Programme that applies to this service item *

The Programme field is required.

SAVE CANCEL

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

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

SAVE CANCEL

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.

Add service item

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

Select the Programme that applies to this service item *

Support at Home

Programme	Service provider	Service item name	NAPS ID	Service type	Start date	End date
<input checked="" type="radio"/>	Support at Home	AG SAH SP-SSP	SAH	1586	Support at Home	

Service Item Name: *

Please specify Service Item Name

SAVE CANCEL

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
<input type="radio"/>	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
<input type="radio"/>	Support at Home	BENDIGO HEALTH	Support at Home	1265	Support at Home	01NOV2025	
<input type="radio"/>	Support at Home	Yass Valley Aged Care Limited	Horton House EACH	17561	Support at Home	01NOV2025	
<input type="radio"/>	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.

Community cottage respite, Commonwealth Home Support Programme, funded

Loddon/Mallee

NAPS Service ID 123 , Service item name: Cottage Respite

See Sub-types

Domestic assistance, Commonwealth Home Support Programme, funded

Loddon-Mallee

Status
Operational Offline

Service availability
Yes No

Waitlist availability
Yes No

You have successfully added a service item to this outlet.

Click on "Edit" to add service details; expand the service item to view/edit details or remove the sub types available; and "Submit" to send the service details that require approval to the Department for validation. You must then change the status to Operational for the service to be published. Approval process may take up to 3 working days to complete.

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.

View Service Items

ADD A SERVICE ITEM

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

Filter by

Status: Operational Service availability:

ADVANCED SEARCH CLEAR FILTERS

Status is Operational

FILTER CLEAR

Community cottage respite, Commonwealth Home Support Programme, funded

Loddon/Mallee

NAPS Service ID 123 , Service item name: Cottage Respite

See Sub-types

Status
Operational Offline

Service availability
Yes No

Waitlist availability
Yes No

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.

The screenshot displays the 'Outlet Administration' interface. At the top, there's a header with a grid icon and the text 'Outlet Administration'. Below this is a teal bar with 'About Aged Care Org' and a refresh icon. The main content area is divided into two columns. The left column contains 'Contact details' with the address '1 Healthcare Ave, SYDNEY NSW 2000'. The right column contains 'Organisation philosophy' with sections for 'Cultural specialisations' (listing various ethnicities) and 'Religious specialisations' (listing various religions). Below this is a section for 'Outlets (32)' with an 'ADD NEW OUTLET' button. A 'Filter by' bar is present, followed by a 'Sort order' dropdown set to 'A-Z' and a 'GO' button. Below the filter, it says 'Current sort order is A-Z'. The main area shows three outlet cards: 'Outlet A', 'Outlet B', and 'Outlet C'. Each card displays 'Outlet ID', 'Contact', 'Phone', 'Email', and 'Website'. 'Outlet A' is highlighted with a red border. At the bottom of each card is a green bar with a checkmark and the word 'Active'.

Outlet ID	Contact	Phone	Email	Website
2-1ZK737AQ	John Tester	02 8294 4126	irene@365care.com.au	not available
1-9Q33B11	Jessenia Ingram	02 8397 4331		
1-9PT7MEU	Jessenia Ingram	02 8397 4331		

- 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

The screenshot shows the 'View Service Items' interface. At the top, there are tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Residential Care', and 'Support at Home'. A 'Filter by' section is visible with dropdown menus for 'Status' (set to 'Operational') and 'Service type availability'. Below the filters, there are buttons for 'ADVANCED SEARCH' and 'CLEAR FILTERS'. A summary bar indicates 'Status is Operational' with 'FILTER' and 'CLEAR' buttons. The main content area shows 'Support at Home' with a pencil icon circled in red. Below this, there are sections for 'Assistive technology' and 'Home modifications', each with a 'See service types' link.

NON-SUPPORT AT HOME SERVICE ITEM EXAMPLE

The screenshot shows the 'View Service Items' interface for a non-support at home service. The 'Support at Home' tab is selected. The 'Filter by' section is collapsed. The main content area shows 'Domestic assistance, Commonwealth Home Support Programme, funded' with a pencil icon circled in red. Below this, there are sections for 'Loddon-Mallee' and 'NAPS Service ID 12345, Service item name|- Community and Home Support'. A status bar shows 'Operational', 'Offline', 'Service availability' (Yes/No), and 'Waitlist availability' (Yes/No). A 'See Sub-types' link is visible at the bottom.

- 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**.

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

View outlet

About Aussie Healthcare

Address
BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

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

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

Contact Details

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

Support at Home pricing
Support at Home pricing URL:

VIEW SERVICE ITEMS

2. 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

Support at Home ⓘ ⓘ
NAPS Service ID 1586, Service item name: SAH
Status
Operational Offline

Home support
Hide service types ⓘ

Domestic assistance

Service type availability
Yes No

Classification type ⓘ
• Ongoing • Short-term
Hide services ⓘ

Domestic assistance General house cleaning		Domestic assistance Laundry services		Domestic assistance Shopping assistance	
Service availability	Waitlist availability	Service availability	Waitlist availability	Service availability	Waitlist availability
Yes	No	Yes	No	Yes	No

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

 See Sub-types

Status

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

Service availability	Waitlist availability
Yes No	Yes No

! 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

Organisation philosophy

Cultural specialisations  

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

Religious specialisations  

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

Contact Details 

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

Support at Home pricing 

Support at Home pricing URL:

VIEW SERVICE ITEMS



2. 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

The screenshot shows the 'View Service Items' page with the 'Support at Home' tab selected. The filter bar shows 'Status' set to 'Operational' and 'Service availability' set to 'Operational'. Below the filter bar, there are buttons for 'ADVANCED SEARCH' and 'CLEAR FILTERS'. A summary bar indicates 'Status is Operational'. At the bottom, there are buttons for 'FILTER' and 'CLEAR'. The service details section shows 'Allied health and therapy, Commonwealth Home Support Programme, funded' with a search icon and a checkmark icon. Below this, the status is 'Operational' and 'Service availability' is 'Yes'. The service name is 'NAPS Service ID 27725. Service item name: HCA Corporate Health Pty Ltd - Community and Home Support' and the address is '116easty EASTY Street PHILLIP ACT 2606'.

SUPPORT AT HOME EXAMPLE

The screenshot shows the 'View Service Items' page with the 'Support at Home' tab selected. The filter bar shows 'Status' set to 'Operational' and 'Service type availability' set to 'Operational'. Below the filter bar, there are buttons for 'ADVANCED SEARCH' and 'CLEAR FILTERS'. A summary bar indicates 'Status is Operational'. At the bottom, there are buttons for 'FILTER' and 'CLEAR'. The service details section shows 'Support at Home' with a search icon and a checkmark icon. Below this, the status is 'Operational' and 'Offline'. The service name is 'NAPS Service ID 27037. Service item name: Healthcare Australia (NSW)'. There are two sections: 'Assistive technology' with a search icon and a checkmark icon, and 'Home modifications' with a search icon and a checkmark icon.

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**.

Edit service delivery details

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

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

Delivery type*

At provider location At client location

Unit number or building name and level (if applicable)

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

Street type *

Enter Suburb and postcode and select from the list below *

[SUBURB IS NOT LISTED, CLICK HERE](#)

Country *
Australia

[VALIDATE THIS ADDRESS](#)

[SAVE CHANGES](#) [CANCEL](#)

If you have selected **At client location**, you can choose the state or suburb(s) the service is delivered in. By default, the entire region, in which you are funded to provide service, is selected.

You can choose to search for a specific suburb to add, add all the suburbs in the selected state, or add all the suburbs in the selected region. To remove suburbs from the list, select the suburbs you wish to remove using the checkbox and select **REMOVE SELECTED**, or use **REMOVE ALL** to start configuring your list of suburbs from the beginning.

Finally, select **Save Changes** to save the selected suburbs. Select **Cancel** to go back to editing the service.

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
<input type="checkbox"/>	ADELAIDE LEAD	VIC	3465
<input type="checkbox"/>	ALMA	VIC	3465
<input type="checkbox"/>	AMHERST	VIC	3371
<input type="checkbox"/>	ANNUELLO	VIC	3549
<input type="checkbox"/>	APPIN	VIC	3579
<input type="checkbox"/>	APPIN SOUTH	VIC	3579
<input type="checkbox"/>	ARCHDALE	VIC	3475
<input type="checkbox"/>	ARCHDALE JUNCTION	VIC	3475
<input type="checkbox"/>	ARGYLE	VIC	3523
<input type="checkbox"/>	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**.

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

View outlet

About Aussie Healthcare

Address
BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

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

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

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

VIEW SERVICE ITEMS

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.

View Service Items ADD A SERVICE ITEM

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

Filter by

Support at Home Operational Offline
NAPS Service ID 1265, Service item name: Test 123

Assistive technology
See service types

Home modifications
See service types

Home support
See service types

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.



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

U:\Activity Calendar.docx

Attachment name: *

Activity Calendar

Caption of the attachment: *

Activities for June/July

Type of the attachment *

Activity Calendar

Please provide a short description about the attachment:

250 characters

Website address

Type URL

http:// www.hortonhouse.com.au

Service description

Description

Residential and respite care available.

39 / 1000

Additional service information

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

0 / 100

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.

Aged care homes

Residential Pe

Service ID 1139

Service item name

Waitlist availability

Yes No

Service item updated successfully.

Some service items or room types are pending submission for approval prior to being published. Service items and room types must be individually submitted for approval by clicking on the Submit link.

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 2-21UIPO2C DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Contact Details

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

Organisation philosophy

Cultural specialisations

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

Religious specialisations

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

VIEW SERVICE ITEMS

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.

The screenshot shows the 'Service and Support Portal' interface. The breadcrumb trail is: Home | Outlet administration | View outlet - ABC Care | View service items | Service Details. The main content area is divided into several sections:

- Service delivery area**: A field with a pencil icon for editing.
- Specialisations**: A section with a help icon and a note: "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." It contains a sub-section for "Specialised services" with the question "Which of the following applies to this service?" and two checkboxes: "Dementia" and "Caters for cultural, spiritual or ethical food requirements".
- Languages**: A section with a help icon, showing "No languages specified" and a button labeled "SELECT LANGUAGES AVAILABLE".
- Promotional Attachments**: A section with a note: "You can upload files up to 5MB. The following file types are accepted: .jpg, .jpeg, .png, .pdf, .docx". It includes a "CHOOSE FILE" button and "No file chosen" text.
- Website address**: A section with a "Type" dropdown menu set to "http://" and "URL" text.
- Service description**: A text area with a "Description" label and a character count of "0 / 1000".
- Additional service information**: A text area with a note: "You may wish to enter additional information about the availability of the services you provide. For example, a particular service may be temporarily unavailable due to limited staffing, or a service may only operate on certain weekdays or times."

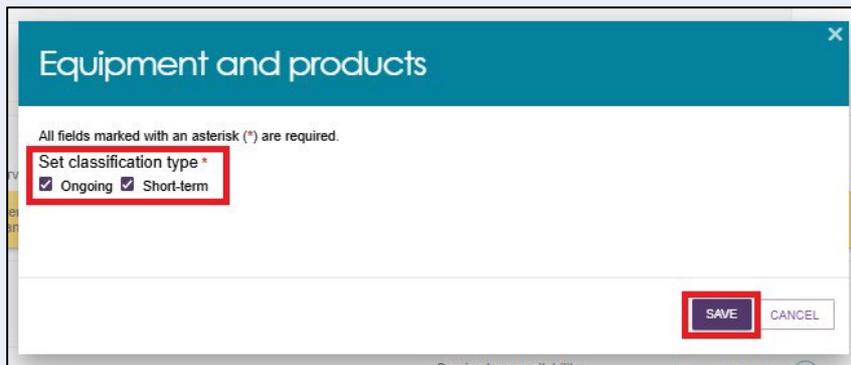
2.2.7.1 Classifications

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.

The screenshot shows the 'Assistive technology' service configuration page. It includes a 'Hide service types' button with a pencil icon, a 'See services' button with a pencil icon, and a 'Service type availability' section with 'Yes' and 'No' buttons. The 'Classification type' section is highlighted with a red box and contains a pencil icon and two radio buttons: 'Ongoing' and 'Short-term'.

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



Equipment and products

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

Set classification type *

Ongoing Short-term

SAVE CANCEL

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.

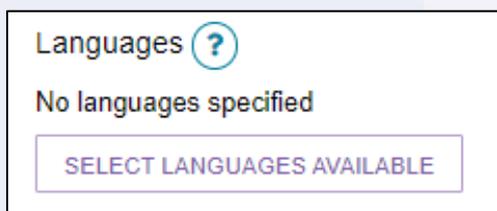
Specialised services ?

Which of the following applies to this service?

- | | |
|--|---|
| <input type="checkbox"/> Dementia | <input type="checkbox"/> Mental Health |
| <input type="checkbox"/> Continence | <input type="checkbox"/> Vision |
| <input type="checkbox"/> Hearing | <input type="checkbox"/> Terminal illness |
| <input type="checkbox"/> Respite care | <input type="checkbox"/> Mobility |
| <input type="checkbox"/> Wellness and reablement | <input type="checkbox"/> Assistive Technology |
| <input type="checkbox"/> 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**.

Supported languages

Please select all supported languages and press Save when finished

Most selected

Arabic Cantonese Croatian
 Greek Italian Mandarin
 Polish Spanish Vietnamese

Alphabetical listing

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

Acholi Afrikaans Albanian
 Amharic Anyuak/Anuak Arakanese/Rakhinz
 Armenian Asante/Ashanti Assamese
 Assyrian Azari Azerbaijani
 Alyawarr (Alyawarra) Arrernte (Aranda) Assyrian (Including Aramaic)
 Australian Indigenous Lang

SAVE **CANCEL**

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

Languages ?

List of languages ✎

- Arabic
- Mandarin

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

View Service Items

ADD A SERVICE ITEM

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

Filter by

Domestic assistance, Commonwealth Home Support Programme, funded ✎ ✎

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

Hide Sub-types

ADD/REMOVE SUBTYPES

Shopping assistance ✎

Delivery hours
 • Not specified

Staff Notes
 • Not specified

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

General house cleaning ✎

House cleaning level
 • Not specified

Delivery hours
 • Not specified

Staff Notes
 • Not specified

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

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



SUPPORT AT HOME EXAMPLE

The screenshot shows the 'View Service Items' page for the 'Support at Home' program. At the top, there are tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Residential Care', and 'Support at Home'. A 'Filter by' bar is present. Below it, the 'Support at Home' section is active, showing 'NAPS Service ID 27037, Service item name: Healthcare Australia (NSW)'. The status is 'Operational'. There are three filter categories: 'Assistive technology', 'Home modifications', and 'Home support'. The 'Home support' category is expanded, showing 'Nursing care' which is further expanded to show three service items: 'Nursing care Nursing assistant clinical care', 'Nursing care Enrolled nurse clinical care', and 'Nursing care Nursing care consumables'. Each item has 'Service availability' and 'Waitlist availability' indicators.

Input the hours and save.

The screenshot shows the 'Hours of operation' form for 'Diversional therapy'. It includes a note: 'All fields marked with an asterisk (*) are required.' The form asks 'What are the standard hours of operation for this service?' and lists days from Monday to Sunday. Each day has a 'Start time' and 'End time' dropdown menu. The current settings are: Monday, Tuesday, Wednesday, Thursday, and Friday from 09:00 AM to 05:00 PM. There are 'ADD ADDITIONAL OPERATING HOURS' buttons for each day. Saturday and Sunday are currently unchecked.

- 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](#).



Staffing:

Notes on staffing Diversional therapy that will appear on the public Service Finder 0 / 150

How is the service delivered?

Individual - telehealth

Individual - face to face

Group - face to face

Pricing for service

Diversional therapy (Hours)

Common Price - Standard (Hours) *

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

Common Price - Non-Standard (Hours) Common Price - Saturday Common Price - On Sunday Common Price - Public Holiday

SAVE CHANGES CANCEL

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.

Service Description ?

Description

0 / 1000

Additional service information

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

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:

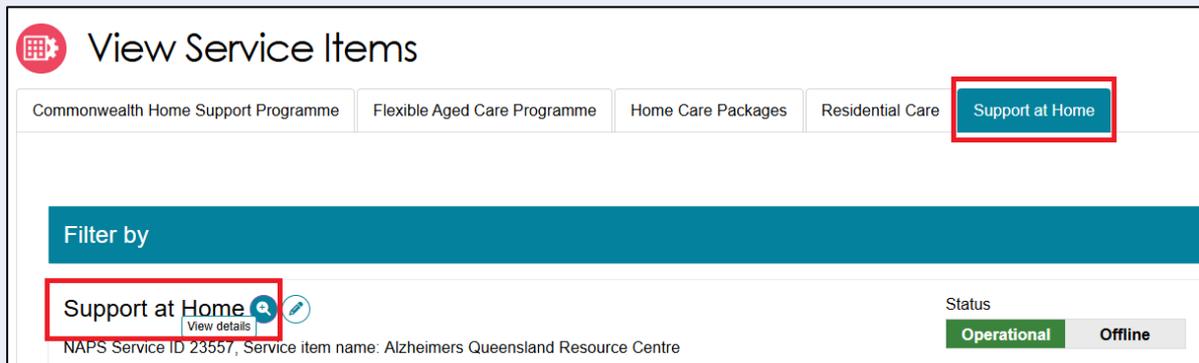
- save a new service item and make it **Operational**
- save changes to partially complete existing pricing information
- confirm that pricing information has been reviewed, then pricing data will then not be supplied to My Aged Care to support tools such as the Fee Estimator.

! 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.

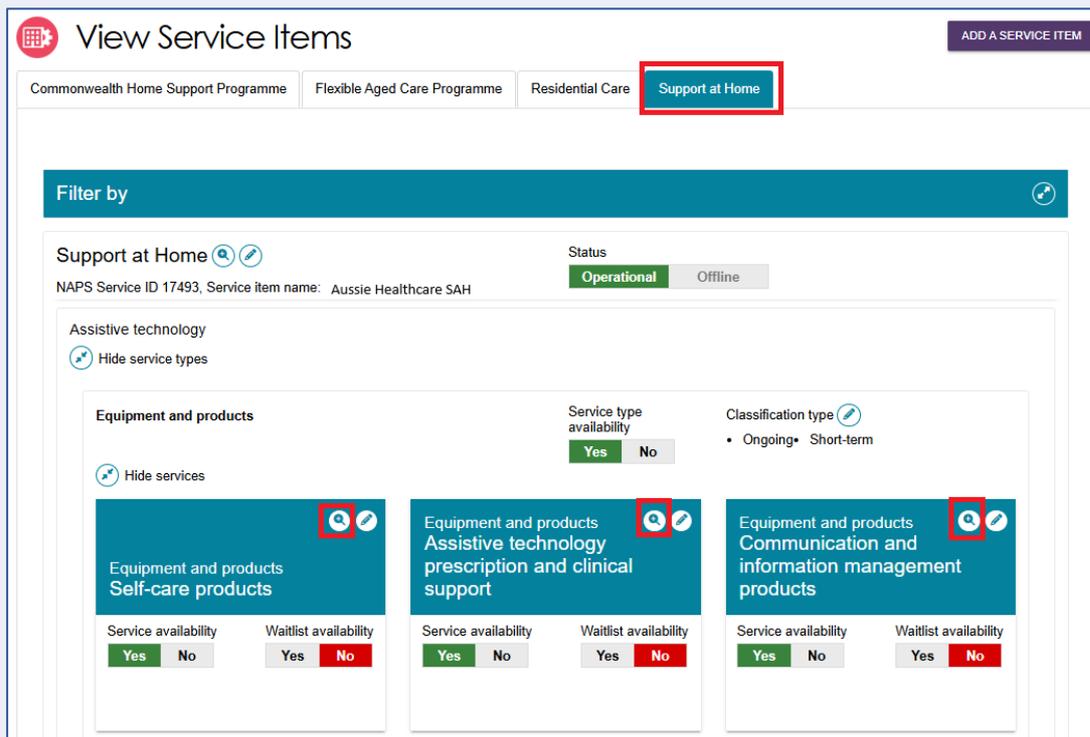


To view individual Support at Home services:

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.



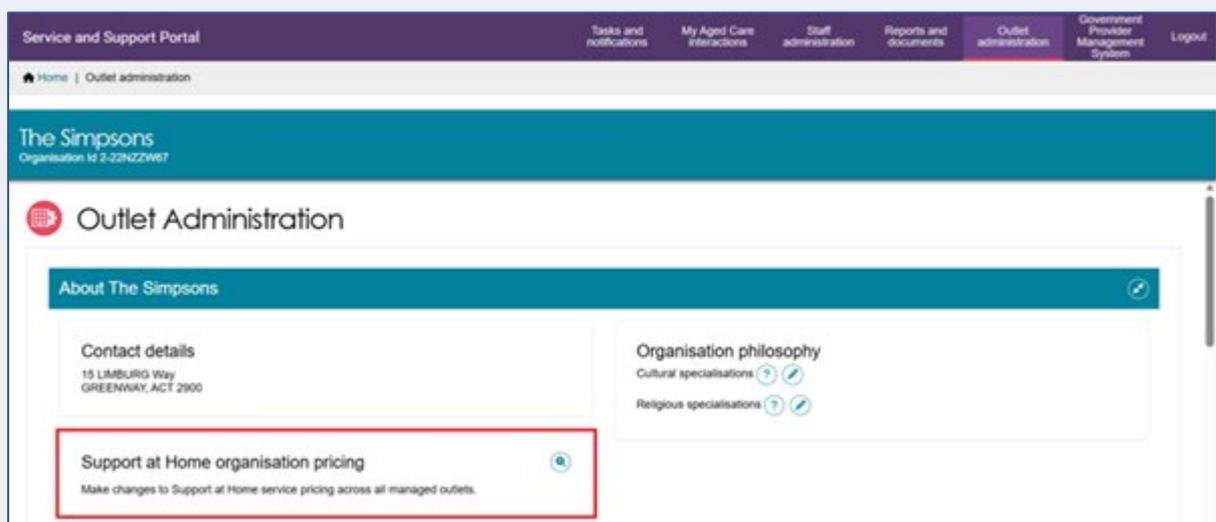
2.2.7.6.1 Updating Pricing Information at the Organisation Level

! 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.

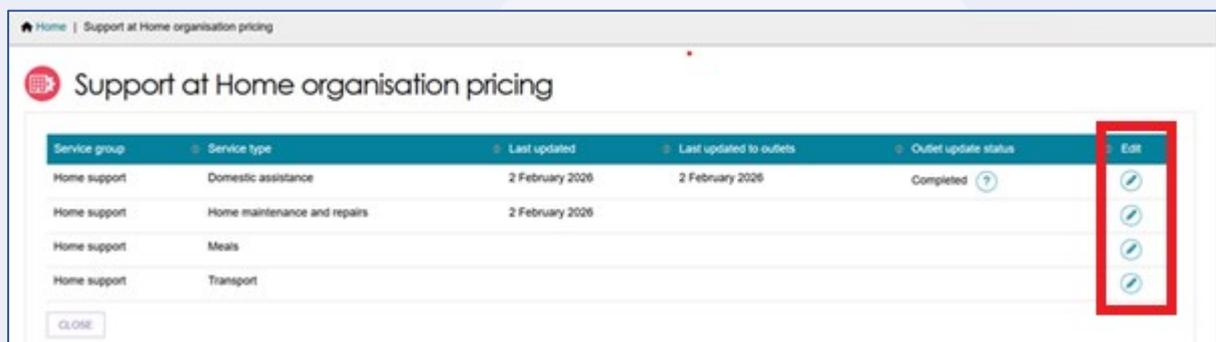
1. Go to the Outlet Administration page by following the steps in [Viewing outlets](#).
2. Select the View (magnifying glass) button to the right of the **Support at Home Organisation Pricing** section.

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

Home | Outlet administration | Support at Home organisation pricing | Service pricing

Domestic assistance

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

Pricing for services

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

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

SAVE APPLY TO ALL OUTLETS CLOSE

! 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

Home | Outlet administration | Support at Home organisation pricing | Service pricing

Nursing care

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

Pricing for services

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

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

- 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

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

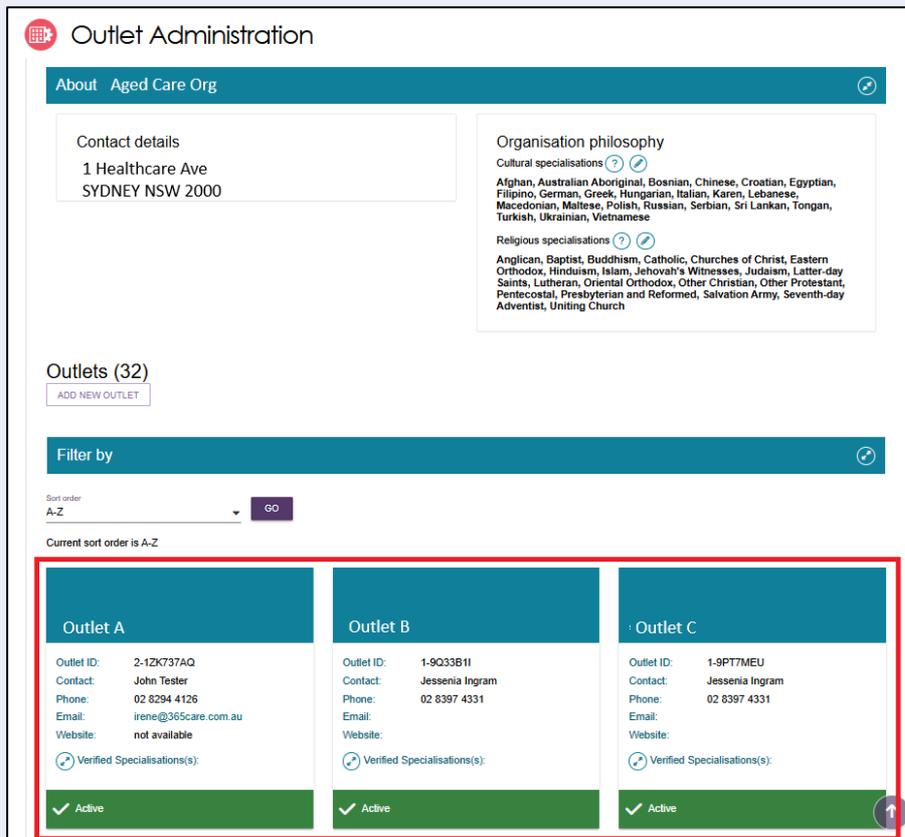
Service group	Service type	Last updated	Last updated to outlets	Outlet update status	Edit
Assistive technology	Equipment and products	01/06/2026		In progress ?	
Home modifications	Home adjustments	01/06/2026		In progress ?	
Home support	Domestic assistance	01/06/2026		Error ?	
Home support	Home maintenance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

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.



Outlet Administration

About Aged Care Org

Contact details
1 Healthcare Ave
SYDNEY NSW 2000

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

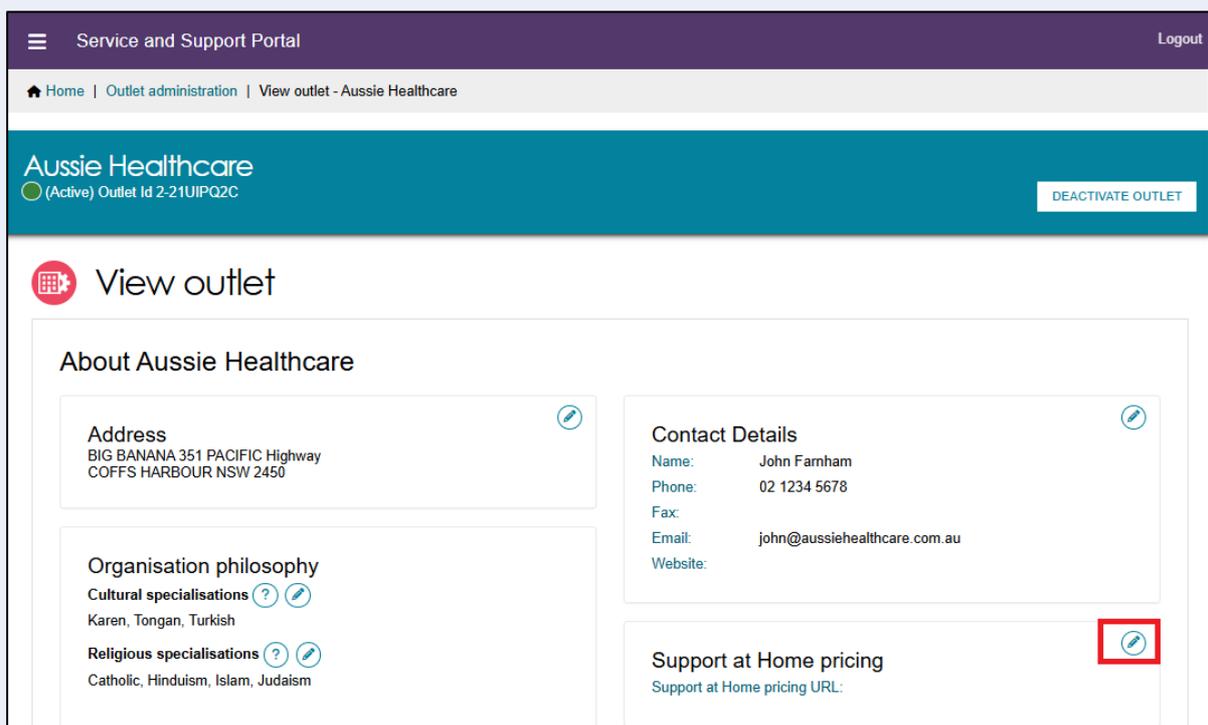
Outlets (32)
ADD NEW OUTLET

Filter by

Sort order
A-Z GO
Current sort order is A-Z

Outlet A	Outlet B	Outlet C
Outlet ID: 2-12K737AQ Contact: John Tester Phone: 02 6294 4126 Email: irene@365care.com.au Website: not available Verified Specialisations(s): Active	Outlet ID: 1-9Q33B1I Contact: Jessenia Ingram Phone: 02 6397 4331 Email: Website: Verified Specialisations(s): Active	Outlet ID: 1-9PT7MEU Contact: Jessenia Ingram Phone: 02 6397 4331 Email: Website: Verified Specialisations(s): Active

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



Service and Support Portal Logout

Home | Outlet administration | View outlet - Aussie Healthcare

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:

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**.

The screenshot shows a modal window titled "Support at Home pricing" with a close button in the top right corner. Below the title, a note states: "All fields marked with an asterisk (*) are required." The form is divided into two main sections: "Full Price List" and "Provide a website link". The "Provide a website link" section contains a question: "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". Below this question are two input fields: "URL Scheme" with a dropdown menu currently showing "http://" and "Support at Home pricing URL *". At the bottom of the form, there are two radio button options: "Apply URL pricing changes to this outlet and all its support at Home services items*" (selected), "Apply to this outlet only", and "Apply to this outlet and its Support at Home service items". In the bottom right corner, there are two buttons: "SAVE" and "CANCEL".

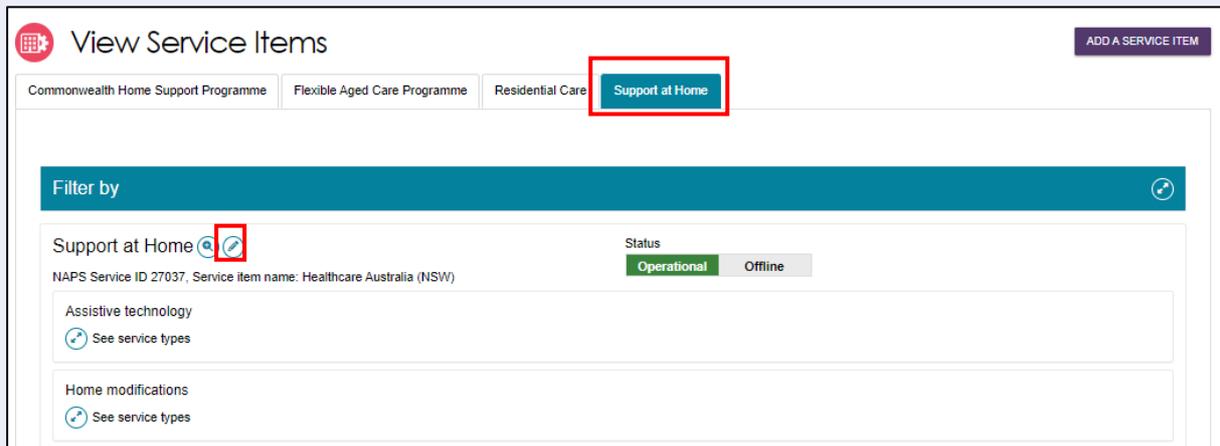
4. The Pricing URL will now appear at the View Outlet page.

The screenshot shows the "View outlet" page for "Aussie Healthcare". The header includes the outlet name, "(Active) Outlet Id 2-21UIPQ2C", and a "DEACTIVATE OUTLET" button. The main content area is titled "View outlet" and contains several sections: "About Aussie Healthcare", "Address" (BIG BANANA 351 PACIFIC Highway, COFFS HARBOUR NSW 2450), "Contact Details" (Name: John Farnham, Phone: 02 1234 5678, Fax, Email: john@aussiehealthcare.com.au, Website), "Organisation philosophy" (Cultural specialisations: Karen, Tongan, Turkish; Religious specialisations: Catholic, Hinduism, Islam, Judaism), and "Support at Home pricing" (Support at Home pricing URL: http://pricingurl.com.au). The URL field in the "Support at Home pricing" section is highlighted with a red box.

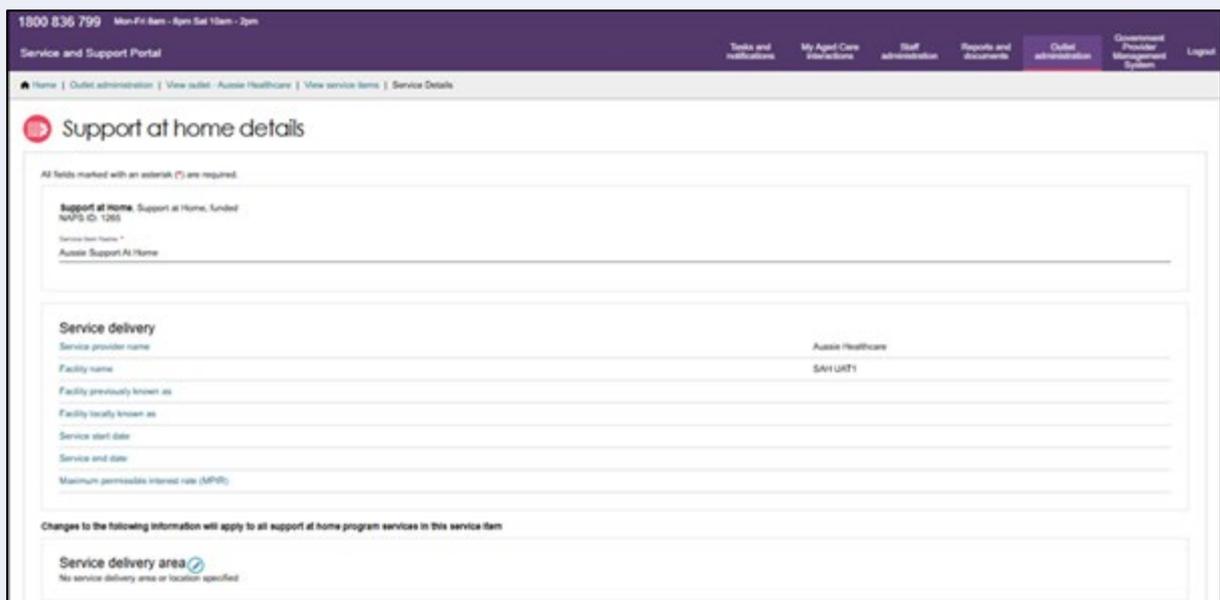
2.2.7.6.3 Updating Pricing Information at the Service Item Level

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 [?](#)

Provide a website link [?](#)

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

URL Scheme *

http://

URL

www.aussiehealthcare.com.au/prices

Upload a pricing schedule [?](#)

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

No file chosen

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 link example shows the **Home Support** service group, **Meals** service type, and **Meal Delivery** service.

View Service Items ADD A SERVICE ITEM

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

Filter by Collapse filter

Support at Home [?](#) [?](#) Status: **Operational** Offline

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

Assistive technology [See service types](#)

Home modifications [See service types](#)

Home support [Hide service types](#)

Home maintenance and repairs Service type availability: **Yes** **No** Classification type: [?](#) Ongoing Short-term

[See services](#)

Home or community general respite Service type availability: **Yes** **No** Classification type: [?](#) Ongoing Short-term

[See services](#)

Meals Service type availability: **Yes** **No** Classification type: [?](#) Ongoing Short-term

[Hide services](#)

Meals [?](#) [?](#)

Meal delivery

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

Meals [?](#) [?](#)

Meal preparation

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

Nutrition Service type availability: **Yes** **No** Classification type: [?](#) Ongoing Short-term

[See services](#)

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:

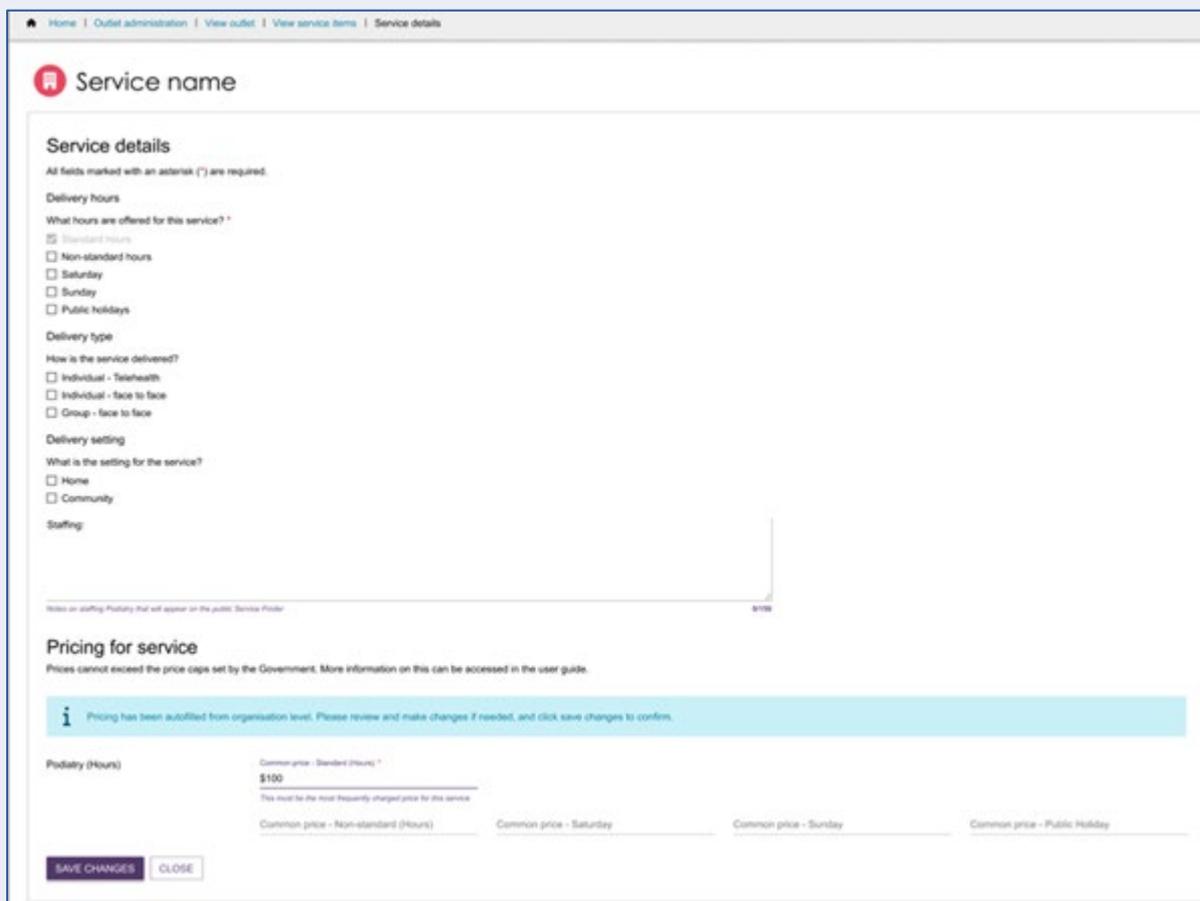
- no common price for standard hours exists, and
- if there is [price/s set at the Organisation level](#) (also referred as reference price).

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



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



The screenshot shows a web interface for editing service details. At the top, there is a breadcrumb trail: Home | Outlet administration | View outlet | View service items | Service details. Below this is a header with a red icon and the text 'Service name'. The main content area is titled 'Service details' and includes several sections: 'Delivery hours' with checkboxes for 'Standard hours', 'Non-standard hours', 'Saturday', 'Sunday', and 'Public holidays'; 'Delivery type' with checkboxes for 'Individual - Telehealth', 'Individual - face to face', and 'Group - face to face'; 'Delivery setting' with checkboxes for 'Home' and 'Community'; and 'Staffing' with a text input field. Below these sections is a 'Pricing for service' section with a note: 'Prices cannot exceed the price caps set by the Government. More information on this can be accessed in the user guide.' A light blue banner with an information icon states: 'Pricing has been autofilled from organisation level. Please review and make changes if needed, and click save changes to confirm.' Below the banner, there is a table for pricing. The first row is for 'Podiatry (Hours)' with a 'Common price - Standard (Hours) *' of '\$100'. A note below this row says 'This must be the most frequently charged price for this service'. Below this are four input fields for 'Common price - Non-standard (Hours)', 'Common price - Saturday', 'Common price - Sunday', and 'Common price - Public Holiday'. At the bottom left of the pricing section are two buttons: 'SAVE CHANGES' and 'CLOSE'.

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

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

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

This will be required to be completed for all 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

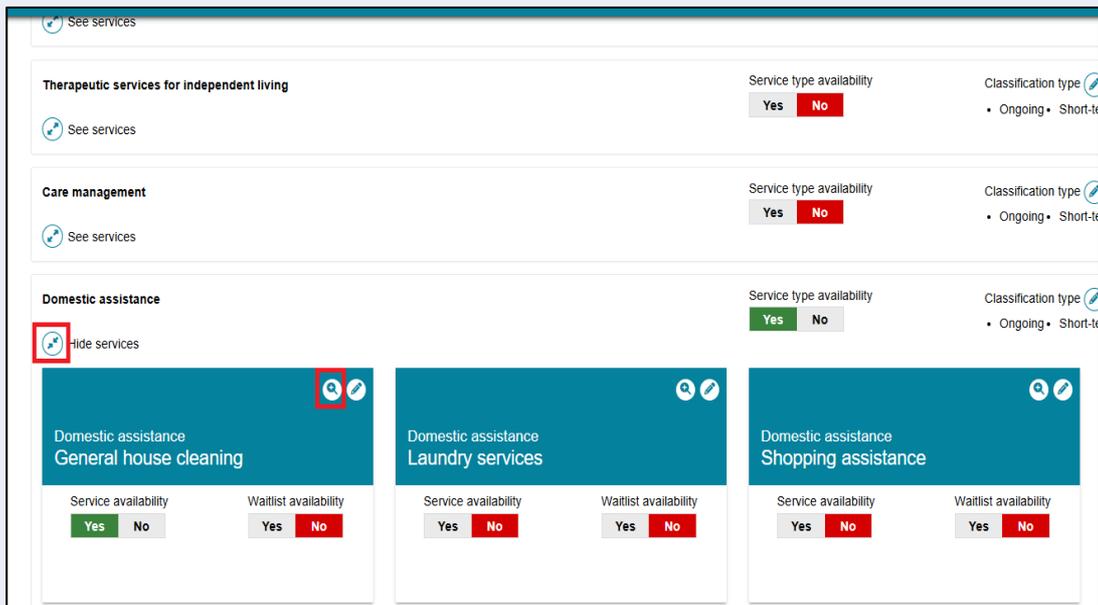
Common Price - Standard (Hours)

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.

Name	Requested Date	Status
Residential Demand Report By State	12 April 2024	Downloaded - View

Name	Description	Formats
Support at Home Pricing Status Report		Pdf, Csv, Excel
Quality Indicators Report - QI005		Pdf, Csv, Excel
Facility Data Export (Report) - QIE010		Pdf, Csv, Excel
Facility Summary Quarterly Report - QI002	Version 1	Pdf, Csv, Excel
Facility Detailed Quarterly Report - QI003		Pdf, Csv, Excel
Facility Data Export (Report) - QIE010 (1)		Pdf, Csv, Excel
AR2-09 Residential Classification Update Report		Pdf, Csv, Excel

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

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

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm

Service and Support Portal

Home | Reports

Generate report

Reports

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

SAH-001 Support at Home Pricing Status

Outlet *

Output Type *

REQUEST REPORT CANCEL

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

- Row 1 indicates compliance with the rule.
- Row 2 with the red highlighted cell (under 'Common Price – Standard Hour' column) indicates the non-compliant price for that service. Note that the report will NOT highlight any non-compliant cells.
- Row 3 is not required to be assessed against the rule as the Service is not available. Any service item that is Offline is also not assessed against the rule as well as Inactive Outlets.

5. Price review/maintenance

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

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

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.

Outlet Administration

About Aged Care Org

Contact details

Organisation philosophy

Cultural specialisations ?

Karen, Tongan, Turkish

Religious specialisations ?

Catholic, Hinduism, Islam, Judaism

Outlets (32)

ADD NEW OUTLET

Filter by

Sort order

A-Z

GO

Current sort order is A-Z

OUTLET A

OUTLET B

OUTLET C

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

Aussie Healthcare

(Active) Outlet Id 2-21UIPO2C

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:

Support at Home pricing

Support at Home pricing URL:

VIEW SERVICE ITEMS

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**.

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

- 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.



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**.

! 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.

The screenshot shows the 'View Service Items' interface. At the top, there are tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Home Care Packages', and 'Residential Care'. Below the tabs is a 'Filter by' section with a 'Collapse filter' button. The main content area displays details for a service item: 'Residential Permanent, Residential Care, funded'. It includes the NAPS Service ID (2289), service item name ('Aussie Residential'), and address ('1 Aged Care Avenue, AGED CARE ACT 1234'). There are status indicators for 'Operational', 'Offline', 'Service availability' (Yes/No), and 'Waitlist availability' (Yes/No). A 'Hide room types' button is highlighted with a red box. Below this is an 'ADD ROOM TYPE' button. Two room listings are shown: 'Single room + shared bathroom (Bedroom - shared ensuite): max. refundable deposit \$400,000, extra service fee \$0.00' and 'Single room + ensuite (Bedroom - private ensuite): max. refundable deposit \$500,000, extra service fee \$0.00'. Both listings have 'Status: Operational' and edit/delete icons. The edit icon for the first listing is highlighted with a red box.

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.

The screenshot shows the 'Edit room type' page. It starts with a note: 'All fields marked with an asterisk (*) are required.' The page is divided into three sections: 'Resubmission information', 'General room information', and 'Pricing information'. Under 'Resubmission information', there is a 'Reason for resubmission' dropdown menu. Under 'General room information', there is a 'Room name' field with the value 'Bedroom - shared ensuite' and a 'Number of rooms of this type' field with the value '63'. Under 'Pricing information', there is a 'Please enter the Maximum refundable deposit amount:' field with the value '\$400000' and an example 'E.g. \$650000'. Below this are fields for 'Maximum daily payments: \$' and 'Example combination payment', with examples for 'Example RAD at 50% \$200000.00' and 'Example DAP at 50% \$'.

! 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**.

Additional care and services available at additional cost

Not applicable

Applicable

Description: *

Description

11 / 1200

Extra service fee

Yes

No

SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL CANCEL

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**.

Residential Permanent, Residential Care, funded

NAPS Service ID 2289, Service item name: Gibson Street Complex

26 GIBSON Street NORTH BENDIGO VIC 3550

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

Hide room types

ADD ROOM TYPE

Single room + shared bathroom (Bedroom - shared ensuite): max. refundable deposit \$400,000, extra service fee \$0.00

Status: Operational

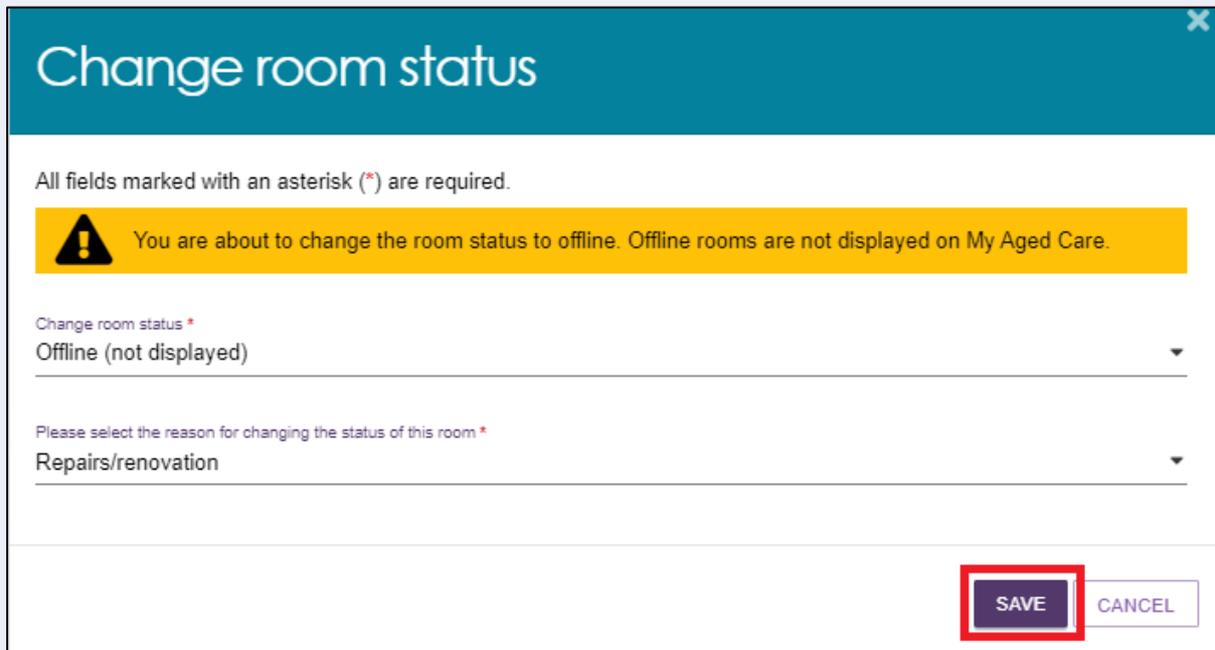
Single room + ensuite (Bedroom - private ensuite): max. refundable deposit \$500,000, extra service fee \$0.00

Status: Operational

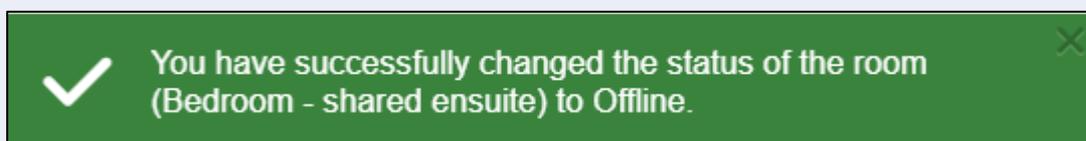
- From the pop-up select **Offline (not displayed)** from the change room status and select the reason for the change.

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**.



- 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**.



- 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**.

Change room status ✕

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

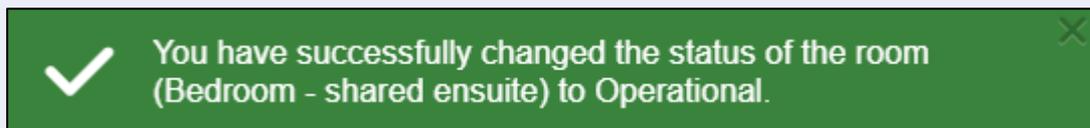
Change room status *
Operational (displayed) ▼

Please select the reason for changing the status of this room *
Repairs/renovation complete ▼

SAVE
CANCEL

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.

Residential Permanent, Residential Care, funded 🔍 ✎

NAPS Service ID 2289, Service item name: Aussie Residential

1 Aged Care Avenue, AGED CARE ACT 1234

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

🗑️ Hide room types

ADD ROOM TYPE

🔍 ✎ Single room + shared bathroom (Bedroom - shared ensuite): max. refundable deposit \$400,000, extra service fee \$0.00 ✎ 🗑️

Status: Operational ✎

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

Delete room

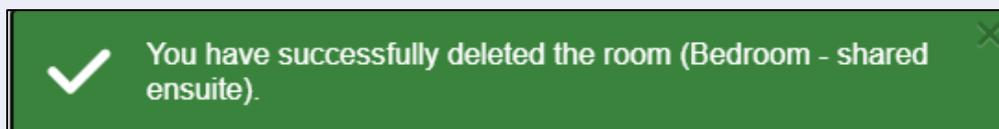
All fields marked with an asterisk (*) are required.

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.



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**.

View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Contact Details

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

Organisation philosophy

Cultural specialisations

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

Religious specialisations

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

VIEW SERVICE ITEMS

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

Operational

Offline

Service availability

Yes

No

Waitlist availability

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**.

Home | Outlet administration | View outlet - Aussie Healthcare

Aussie Healthcare
(Inactive) Outlet Id 2-21UIPQ2C

ACTIVATE OUTLET REMOVE OUTLET

View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Contact Details

Name: John Farnham
Phone: 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:

Current Specialisation Verifications

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

Activate outlet

You are about to activate Aussie Healthcare
This will publish this outlet and its services to the Service Finder.

ACTIVATE OUTLET CANCEL

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

Aussie Healthcare

Outlet ID: 2-21UIPQ2C
Contact: John Farnham
Phone: 02 1234 5678
Email: john@aussiehealthcare.com.au
Website: not available

 Verified Specialisations(s):

 Active

Outlet View

Aussie Healthcare

 (Active) Outlet Id 2-21UIPQ2C

View outlet

About Aussie Healthcare

Address 

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Organisation philosophy

Cultural specialisations  

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

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**.

Home | Outlet administration | View outlet - Aussie Healthcare

Aussie Healthcare
(Inactive) Outlet Id 2-21U1UKB6

ACTIVATE OUTLET REMOVE OUTLET

View outlet

About Aussie Healthcare

Address
BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

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

Organisation philosophy
Cultural specialisations

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

Remove outlet

! You are about to remove Aussie Healthcare
This will remove this outlet from your list.

REMOVE OUTLET CANCEL

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

✓ Aussie Healthcare has been removed.

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.

Outlet Administration

About Yass Valley Council

Contact details
45 CASTOR Street
YASS, NSW 2582

Home Care Package
Maximum exit amount ? 50.00

VIEW CHANGES

Outlets (4)
ADD NEW OUTLET

Sort order
Z-A

Current sort order is Z-A

Yass Valley Aged Care - Lamington Lodge
1-FW-3942
Beatrice Ganji
0283717264
Brandy.Plymel@test.agb.zb
Active

Yass Valley Aged Care - Heritage House
1-FW-3140
Beatrice Ganji
0283717264
Brandy.Plymel@test.agb.zb
www.warlingtonlodge.com.au
Active

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](#).

View outlet

About Yass Valley Aged Care - Lamington Lodge

Address
45 Caster Street
YASS NSW 2582

Contact Details
Beatrice Ganji
Phone 0283717264
Fax 0229777494
Email Brandy.Plymel@test.agb.zb
Website

Organisation philosophy
Cultural specialisations ?

Religious specialisations ?

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

Edit outlet

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

Outlet name *
Yass Valley Aged Care - Lamington Lodge

Outlet address *
45 Caster Street, YASS
NSW 2582, Australia

Contact details
The following information will be shown on the Service Finder

First name *
Beatrice

Last name *
Ganji

Phone number *
0283717264

Fax number
0229777494

Email
Brandy.Plymel@test.sgb.zb

URL

SAVE CHANGES CANCEL

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.

Service and Support Portal

[Home](#) | [Tasks and notifications](#)

Tasks and notifications

Tasks Notifications Manage Preferences Maximum wait times

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

Filter by

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.

- 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.

The screenshot shows the 'Tasks and notifications' page. The 'Tasks and Notifications' tab is highlighted with a red box. Below the navigation bar is a 'Filter by' section and a table of tasks. One task is highlighted with a red dot and labeled 'Over due'.

Type	Due Date	Received Date	Category	Title/Description	Channel	Activity Id	Portal	Outlet
Task	25/08/2025	17/08/2025	End-of-Life Service	End-of-Life SPR request The End-of-Life service for AUTOREnew O'Reilly, is approaching 12 weeks. Please conduct a Support Plan review if AUTOREnew needs funding beyond this period. Aged Care User ID: AC58585738 Client Name: AUTOREnew O'Reilly Please action this task within 5 days. Go to: Services in Place	2-	161363616031	Service and Support Portal	BENDIGO HEALTH, Bendigo Health Services - Community Care Mildura - Support at Home

- 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.

The screenshot shows the 'Filter by' section in the 'Tasks and notifications' interface. The 'ADVANCED SEARCH' button is highlighted with a red box. The 'Filter by' section is also highlighted with a red box.

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.

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:

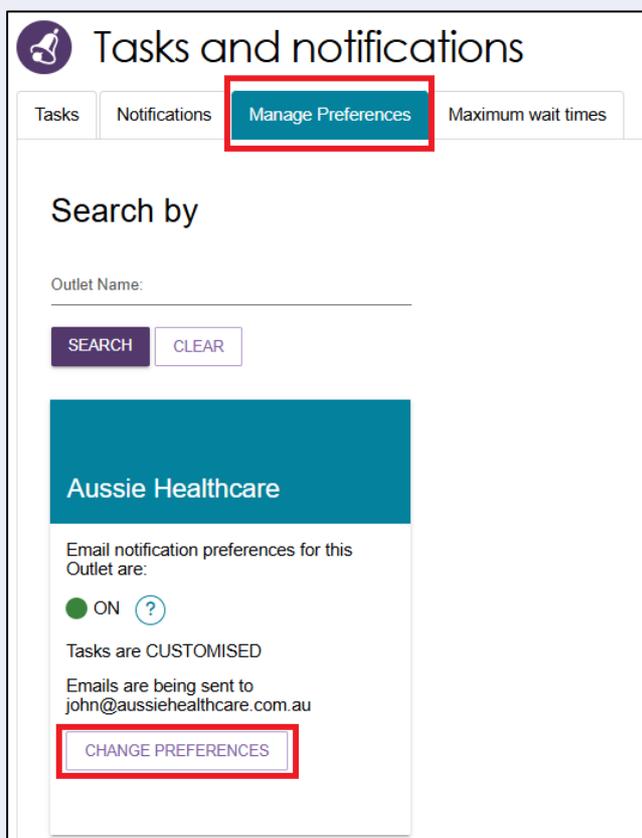
- Edit email address and email frequency for new task and notifications
- Turn off visibility of notifications in the Portal
- View description of each task and notification, including which user types will be able to see them
- Edit individual task and notification preferences
- Mark a task or notification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

Change preferences for Aussie Healthcare

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

Receive emails for new tasks and notifications ?

Yes No

Send email to: *
john@aussiehealthcare.com.au

Send emails: ?

Show notifications in the portal? ?

Yes No

?

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

Show notifications in the portal? ?

Yes No

?

Client Services	
Organisation Administration	
Quality Indicators	

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.

+
Referrals

Task: Overdue Referral

A received referral has not been accepted or rejected

This task is seen by: SP Team Lead

Send an email when this type of task is received?

Yes No

Send the email:

Immediate ▼

Show this type of task as important?

Yes No

Notification: Client Identity and Info

A client has been deactivated in the My Aged Care system, and their Service referral has been automatically recalled.

This notification is seen by: SP Team Lead

Send an email when this type of notification is received?

Yes No

Send the email:

Immediate ▼

Show this type of notification in the portal when it is received?

Yes No

Show this type of notification as important?

Yes No

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.

Received	Category	Title/Description	Aged Care User ID	Client name	Select	Remove
28/06/2017	Referrals	New Referral You have a new referral from My Aged Care. Referral created at : 20/07/2017 18:29 Aged Care User Id: AC41264185 Outlet Name : Aged Care Allied Health & Residential Service Type : Allied Health and Therapy Services Priority: Medium Activity Id: 1-20852188999 Incoming Referrals	AC48007322	JORGENSEN Andy	<input type="checkbox"/>	
	Important					

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

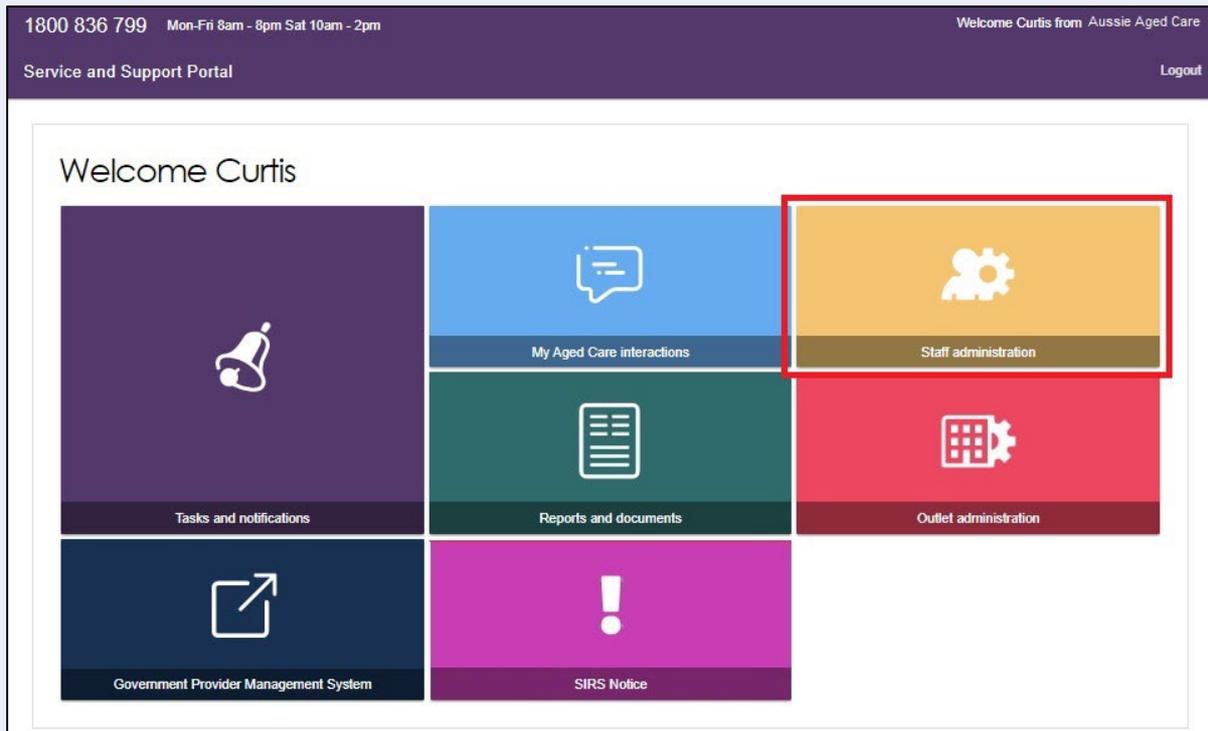


2.5 Creating and maintaining staff accounts

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

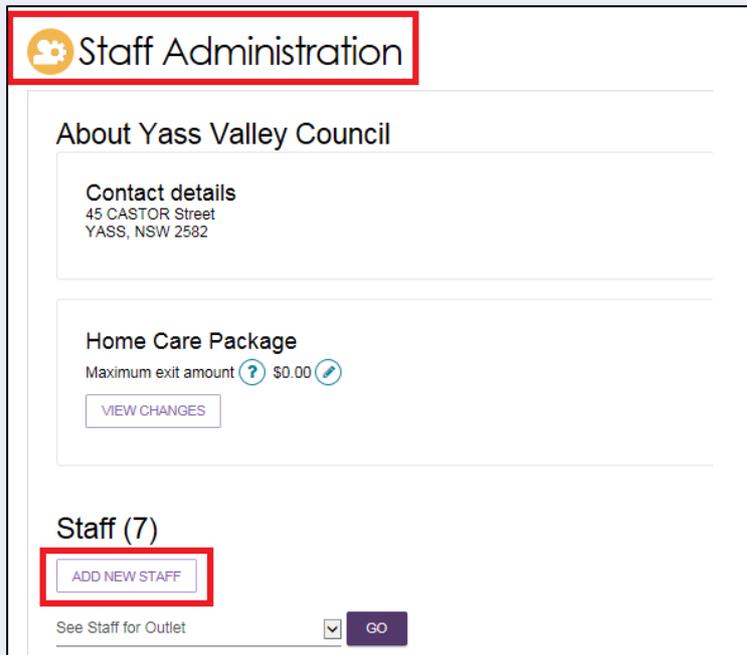
After you have created outlets for your organisation you can create staff accounts. You will need to assign roles to your staff and assign your staff to one or more outlets.

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.

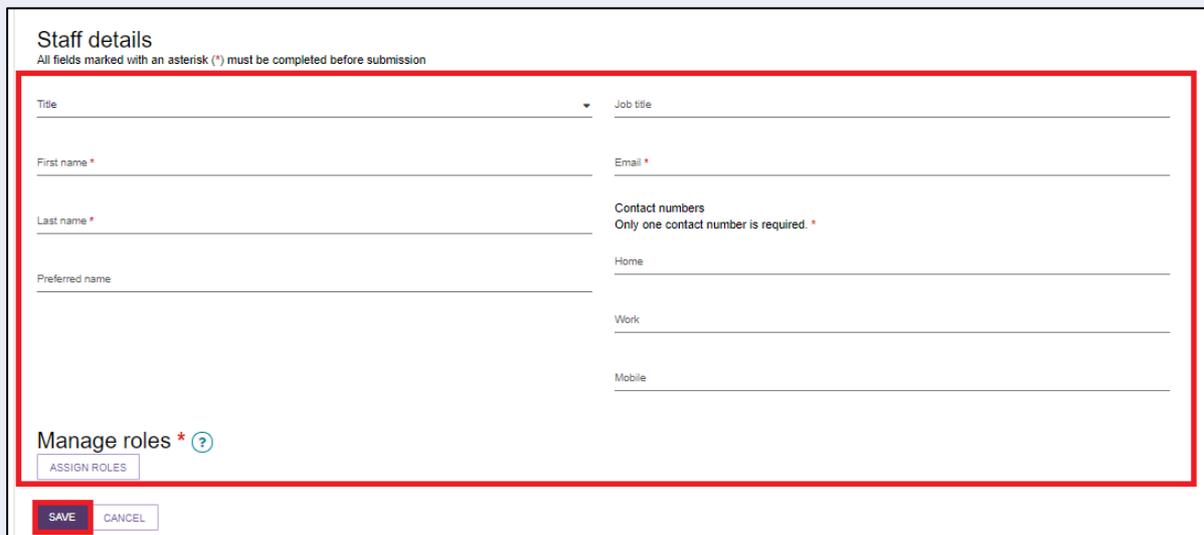
Follow these steps to add a new staff account:

1. Select **Staff Administration** from the [homepage](#).
2. Select **ADD NEW STAFF** from the staff administration page.



The screenshot shows the 'Staff Administration' page for Yass Valley Council. At the top, the 'Staff Administration' header is highlighted with a red box. Below it, there is a section for 'About Yass Valley Council' with contact details: '45 CASTOR Street, YASS, NSW 2582'. There is also a 'Home Care Package' section showing a 'Maximum exit amount' of '\$0.00' with a 'VIEW CHANGES' button. At the bottom, the 'Staff (7)' section is highlighted with a red box, and the 'ADD NEW STAFF' button is also highlighted with a red box. Below this button, there is a dropdown menu for 'See Staff for Outlet' and a 'GO' button.

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**.



The screenshot shows the 'Staff details' form. The title 'Staff details' is followed by a note: 'All fields marked with an asterisk (*) must be completed before submission'. The form has two columns of input fields. The left column includes: 'Title' (dropdown), 'First name *', 'Last name *', and 'Preferred name'. The right column includes: 'Job title', 'Email *', 'Contact numbers' (with a note 'Only one contact number is required. *'), 'Home', 'Work', and 'Mobile'. Below the form is a 'Manage roles * ?' section with an 'ASSIGN ROLES' button. At the bottom, there are 'SAVE' and 'CANCEL' buttons. The entire form area is highlighted with a red box.

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:

Manage roles

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

Please select the level for the role(s)

Organisation level Outlet level

Please select the role(s) *

<input checked="" type="checkbox"/> Administrator	<input type="checkbox"/> Team Leader
<input type="checkbox"/> Staff Member	<input type="checkbox"/> ACFI Contact
<input type="checkbox"/> Quality Indicators	<input type="checkbox"/> SIRS

SAVE **CANCEL**

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

Manage roles

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

Please select the level for the role(s)

Organisation level Outlet level

Please select the role(s) *

<input checked="" type="checkbox"/> Administrator	<input checked="" type="checkbox"/> Team Leader
<input type="checkbox"/> Staff Member	<input type="checkbox"/> ACFI Contact
<input type="checkbox"/> Quality Indicators	<input type="checkbox"/> SIRS

SAVE **CANCEL**

CHOOSING AN OUTLET FOR THE ROLE

Manage roles

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

Primary outlet *

Please select outlets for the role(s) *

Select all outlets

Horton House and Warrington Lodge

Yass Valley Aged Care - Warrington Lodge

Yass Valley Aged Care - Horton House

BACK **SAVE ROLES** **CANCEL**

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

Manage roles

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

Please select the level for the role(s)

Organisation level Outlet level

Please select the role(s) *

<input type="checkbox"/> Administrator	<input checked="" type="checkbox"/> Team Leader
<input type="checkbox"/> Staff Member	<input type="checkbox"/> ACFI Contact
	<input type="checkbox"/> SIRS

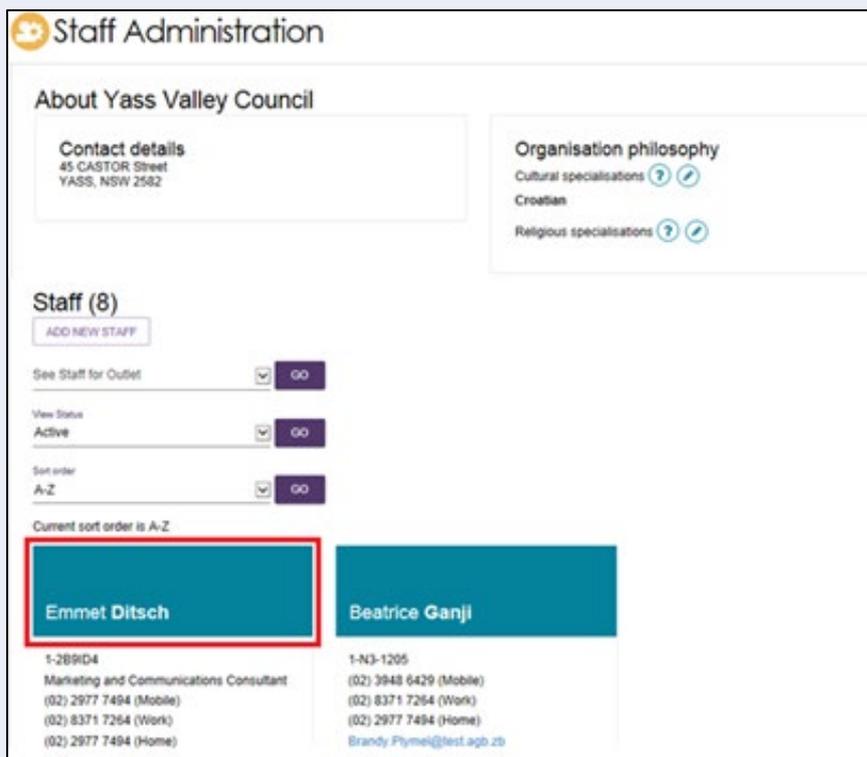
SAVE **CANCEL**

! The first time each staff member logs into the Service and Support Portal, they will need to follow the steps outlined in [Logging in to the Aged Care Systems](#).

2.5.3 Editing a staff account

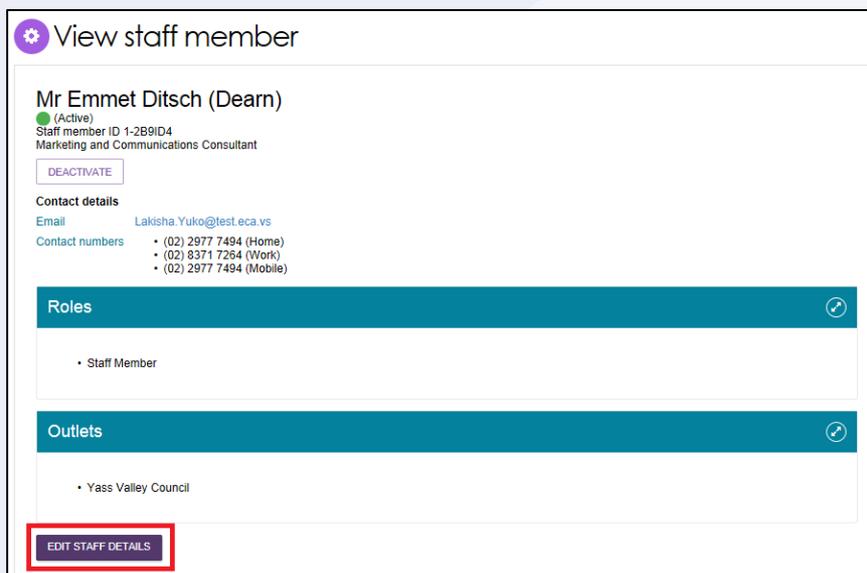
Follow these steps to edit a staff account:

1. Select **Staff administration** from the [homepage](#). Select the name on the **Staff card** that you want to edit.



The screenshot shows the 'Staff Administration' interface. At the top, there's a header with the council logo and 'Staff Administration'. Below that, there are sections for 'About Yass Valley Council' including contact details and organisation philosophy. The main section is 'Staff (8)', which includes a list of staff members. Two staff cards are visible: 'Emmet Ditsch' and 'Beatrice Ganji'. The 'Emmet Ditsch' card is highlighted with a red rectangular box. Below the cards, there are filters for 'See Staff for Outlet', 'View Status', and 'Sort order', all set to 'Active' and 'A-Z'. A 'DEACTIVATE' button is also visible.

2. Select **EDIT STAFF DETAILS**.



The screenshot shows the 'View staff member' page for 'Mr Emmet Ditsch (Dearn)'. The page displays his status as '(Active)', staff member ID '1-2B9ID4', and his role as 'Marketing and Communications Consultant'. There are sections for 'Contact details' (Email: Lakisha.Yuko@test.eca.vs; Contact numbers: (02) 2977 7494 (Home), (02) 8371 7264 (Work), (02) 2977 7494 (Mobile)), 'Roles' (Staff Member), and 'Outlets' (Yass Valley Council). At the bottom, there is a 'DEACTIVATE' button and an 'EDIT STAFF DETAILS' button, which is highlighted with a red rectangular box.

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

Staff details

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

Title	Job title
Mr <input checked="" type="checkbox"/>	Marketing and Communications Consultant
First name *	Email *
Emmet	Lakisha.Yuko@test.eca.vs
Last name *	Contact numbers
Ditsch	Only one contact number is required. *
Preferred name	Home
Dearn	0229777494
	Work
	0283717264
	Mobile
	0229777494

Assign roles * [?](#)

Organisation Level Outlet level

Organisation	Assign Roles ?		
Yass Valley Council	Staff Member		
Assign outlets	Primary outlet	Select outlets	Assign Roles ?
Yass Valley Aged Care - Garden House	<input checked="" type="radio"/>	<input type="checkbox"/>	
Yass Valley Aged Care - Heritage House	<input type="radio"/>	<input type="checkbox"/>	
Yass Valley Aged Care - Hillview House	<input type="radio"/>	<input type="checkbox"/>	
Yass Valley Aged Care - Lamington Lodge	<input type="radio"/>	<input type="checkbox"/>	

SAVE CANCEL

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.

Staff Administration

About Yass Valley Council

Contact details
45 CASTOR Street
YASS, NSW 2582

Organisation philosophy
Cultural specialisations [?](#) [?](#)
Croatian
Religious specialisations [?](#) [?](#)

Staff (8)

[ADD NEW STAFF](#)

See Staff for Outlet [GO](#)

View Status **Active** [GO](#)

Sort order **A-Z** [GO](#)

Current sort order is A-Z

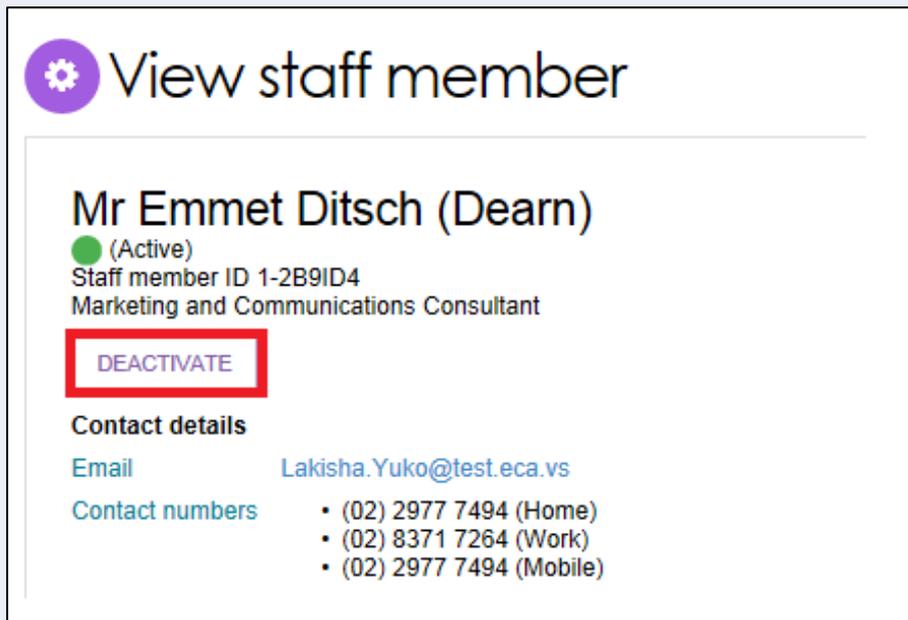
Emmet Ditsch

1-289D4
Marketing and Communications Consultant
(02) 2977 7494 (Mobile)
(02) 8371 7264 (Work)
(02) 2977 7494 (Home)

Beatrice Ganji

1-N3-1205
(02) 3948 6429 (Mobile)
(02) 8371 7264 (Work)
(02) 2977 7494 (Home)
Brandy.Plymel@test.agb.zb

- From the **View staff member** page, select **DEACTIVATE**.



View staff member

Mr Emmet Ditsch (Dearn)
(Active)
Staff member ID 1-2B9ID4
Marketing and Communications Consultant

DEACTIVATE

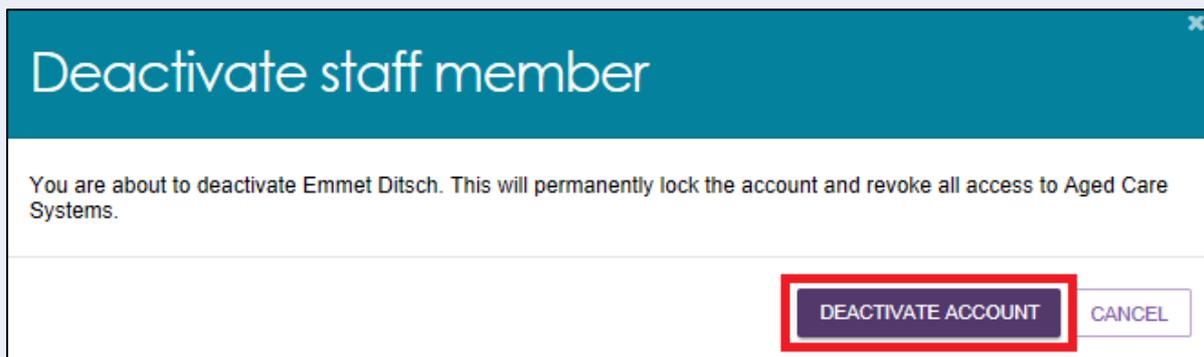
Contact details

Email Lakisha.Yuko@test.eca.vs

Contact numbers

- (02) 2977 7494 (Home)
- (02) 8371 7264 (Work)
- (02) 2977 7494 (Mobile)

- Select **DEACTIVATE ACCOUNT** to confirm.



Deactivate staff member

You are about to deactivate Emmet Ditsch. This will permanently lock the account and revoke all access to Aged Care Systems.

DEACTIVATE ACCOUNT CANCEL

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:

- 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

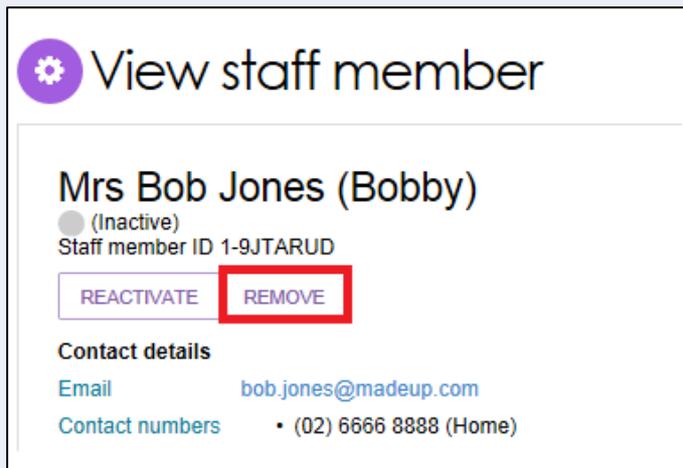
View Status
Inactive GO

Sort order
A-Z GO

Current sort order is A-Z

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

3. From the **View staff member** page, select **REMOVE**.



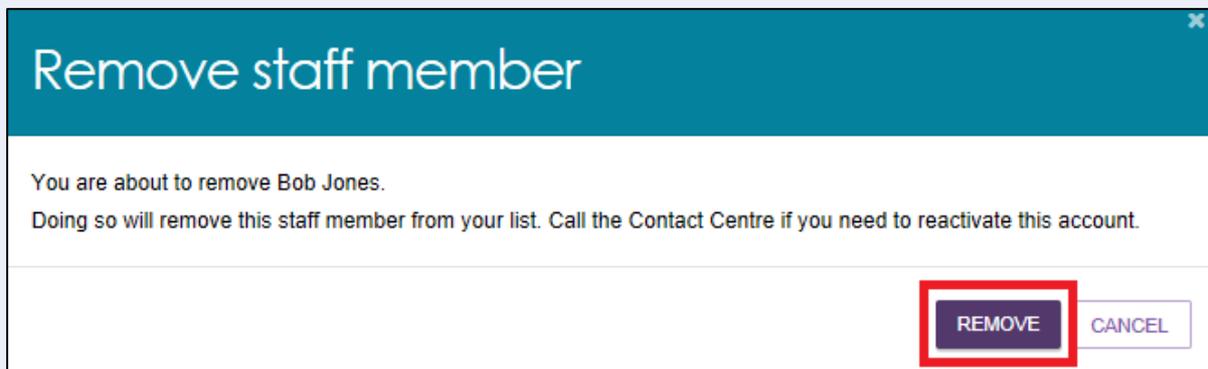
View staff member

Mrs Bob Jones (Bobby)
(Inactive)
Staff member ID 1-9JTARUD

REACTIVATE **REMOVE**

Contact details
Email bob.jones@madeup.com
Contact numbers • (02) 6666 8888 (Home)

4. Select **REMOVE** to remove the staff member from your staff list.



Remove staff member

You are about to remove Bob Jones.
Doing so will remove this staff member from your list. Call the Contact Centre if you need to reactivate this account.

REMOVE **CANCEL**

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.

Reports and documents

Reports Forms

My Reports

Name	Requested Date	Status
No Records found		

Reports List

Name	Description	Formats
BIP ACG SP Workload Management Report		PDF

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

Reports and documents

Reports Forms

My Reports

Name	Requested Date	Status
No Records found		

Reports List

Name	Description	Formats
BIP ACG SP Workload Management Report		PDF

- 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**.

Generate report

Reports Forms

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

BIP ACG SP Workload Management Report

Outlet: + Status: ▼

Start Date: 📅 End Date: 📅
(e.g. dd/mm/yyyy) (e.g. dd/mm/yyyy)

Service Type: ▼ Service Sub Type: ▼

Priority: ▼

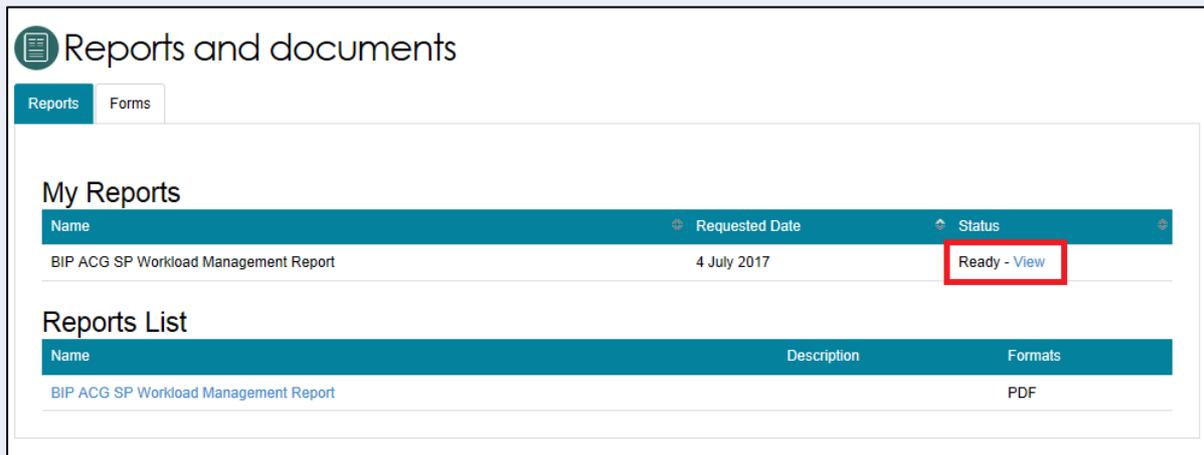
Output Type: * ▼

REQUEST REPORT 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.



The screenshot shows the 'Reports and documents' page with the 'Reports' tab selected. Under 'My Reports', there is a table with columns for Name, Requested Date, and Status. A report titled 'BIP ACG SP Workload Management Report' is listed with a 'Ready - View' button highlighted in a red box. Below this, the 'Reports List' section shows a table with columns for Name, Description, and Formats, listing the same report with a 'PDF' format.

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

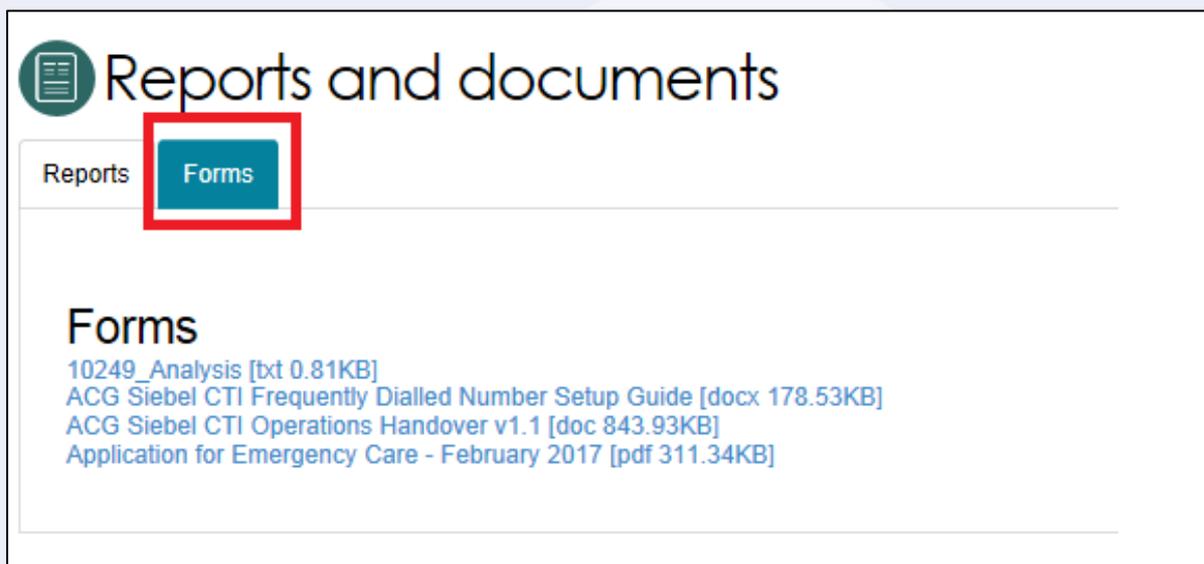


The screenshot shows a file dialog box with the title 'Do you want to open or save BIP ACG SP Workload Management Re....PDF (103 KB) from uat08-myagedcare-serviceproviderportal.fms.gov.au?'. The 'Open' button is highlighted in a red box.

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.



The screenshot shows the 'Reports and documents' page with the 'Forms' tab selected and highlighted in a red box. Below the tabs, the 'Forms' section lists several documents: '10249_Analysis [txt 0.81KB]', 'ACG Siebel CTI Frequently Dialed Number Setup Guide [docx 178.53KB]', 'ACG Siebel CTI Operations Handover v1.1 [doc 843.93KB]', and 'Application for Emergency Care - February 2017 [pdf 311.34KB]'.