



Service and Support Portal User Guide - Creating service delivery outlets and adding service information

This User Guide is for Administrators within the My Aged Care Service and Support Portal. It explains how to create and maintain information about service delivery outlets.

Information about aged care services provided by each service provider is publicly displayed in the service finder on the My Aged Care website.

This information is also used by My Aged Care contact centre staff and assessors to refer clients for service(s).

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Notes

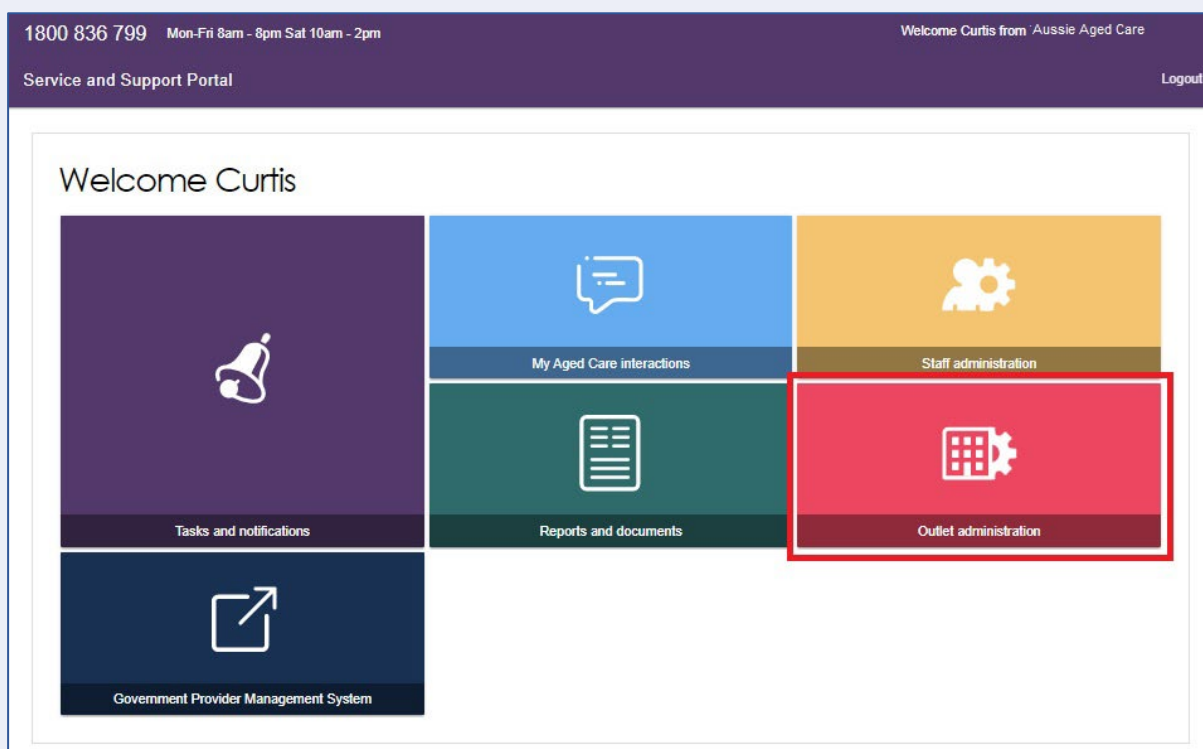
- Service information must be maintained by providers to ensure appropriate referrals are sent.
- Only Organisation Administrators in the Portal can create outlets. Staff can then be assigned to outlets and service delivery information can be added for each outlet.
- Only Organisation Administrators or Outlet Administrators can add or update service information.
- An outlet represents a point of client intake, which may be location-based. While it often reflects a physical site, it primarily functions as the entry point for service item delivery. You will need to set up one or more outlets in the Portal to add and maintain information about the services that your organisation delivers. To ensure that your services will be displayed on the service finders, you must set up an active outlet with an address and a service item under an operational outlet.
- Residential Care and Support at Home service providers will be required to complete pricing information.
- For detailed information on the process to transferring services between outlets and clients between services refer to the [My Aged Care Service and Support Portal user guide – Advanced outlet and service management – Transferring clients and services](#).

Viewing Outlets

To view outlets, follow the procedure below.

1. Select **Outlet administration** from the home page.

Team leaders and Staff members do not have access to the Outlet Administration tile.



You can now view all of the outlets for your organisation.

Outlet Administration

About Dept of Health QLD

Contact details
Level 17, 147-163 Charlotte Street
BRISBANE, QLD 4001

Home Care Package
Maximum exit amount ? \$750.00 ?

Organisation philosophy
Cultural specialisations ? ?
Religious specialisations ? ?

Outlets (86)
ADD NEW OUTLET

See Outlet [dropdown] GO

Sort order
A-Z [dropdown] GO

Current sort order is A-Z

Alpha and Jericho Multipurpose Health Service 1-E6-2057 Fredrick Keamy 02 2752 1523 Edward.Jillson@test.dme.we ✓ Active	Ashworth House Nursing Home 1-E6-1449 Wesley Ludlum 02 7037 5362 Leon.Bouy@test.ggc.zc ✓ Active
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Creating or adding a new outlet

Administrators need to set up outlets in the Service and Support Portal before service information can be added.

When Administrators create an outlet, the status is set to 'Inactive' by default. You must activate the outlet and create service items in an outlet before it can be made operational. The process for activating an outlet is described later in this User Guide.

1. Select **Outlet administration** from the home page.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Curtis from Aussie Aged Care

Service and Support Portal Logout

Welcome Curtis

Tasks and notifications	My Aged Care interactions	Staff administration
Government Provider Management System	Reports and documents	Outlet administration

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

The screenshot shows the 'Outlet Administration' page for the Department of Health QLD. It includes sections for 'About Dept of Health QLD', 'Contact details', 'Home Care Package', and 'Outlets (86)'. The 'ADD NEW OUTLET' button is highlighted with a red box. Below the button are filters for 'See Outlet' and 'Sort order'. Two outlet cards are visible: 'Alpha and Jericho Multipurpose Health Service' and 'Ashworth House Nursing Home', each with contact information and an 'Active' status indicator.

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

The screenshot shows the 'Add outlet' form. It has a title 'Add outlet' and a sub-section 'Outlet details'. A note states: 'All fields marked with an asterisk (*) must be completed before submission'. There is a text input field for 'Outlet name *' and a button 'ADD OUTLET ADDRESS' next to the 'Outlet address *' label. The button is highlighted with a red box. At the bottom, there are 'CREATE OUTLET' and 'CANCEL' buttons.

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

The screenshot shows the 'Add address' form. It has a title 'Add address' and a note: 'All fields marked with an asterisk (*) are required.' The form includes several input fields: 'Unit number or building name and level (if applicable)', 'Street number e.g. 201 or 34-36 *', 'Street name *', 'Street type *', and 'Enter Suburb and postcode and select from the list below *'. There is a link 'SUBURB IS NOT LISTED, CLICK HERE'. The 'Country *' dropdown is set to 'Australia'. The 'VALIDATE THIS ADDRESS' button is highlighted with a red box. At the bottom, there are 'SAVE ADDRESS' and 'CANCEL' buttons.



4. Confirm that the address is displayed correctly, then select **SAVE ADDRESS**.

If the address has been entered correctly but is not returned as a result, select **Not found use entered address anyway**.

Add address

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

Unit number or building name and level (if applicable)

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

Street name *
SMITHERS

Street type *
Street

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

SUBURB IS NOT LISTED, CLICK HERE

Country *
Australia

VALIDATE THIS ADDRESS

Did you mean

Lot 3 5 SMITHERS Street CHIPPENDALE NSW 2008

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

Special instructions (up to 100 characters)

SAVE ADDRESS CANCEL

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

Add outlet

Outlet details

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

Outlet name *


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

CREATE OUTLET CANCEL

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

Editing the Organisation philosophy

1. Add or edit cultural specialisations:

Select the **Edit** icon  next to **Cultural specialisations** to select those groups that you have a focus on providing culturally specific care to.

! Cultural Specialisations are not the same as Verified Specialisations, and are not verified. Both types of specialisations are displayed in the service finder results.



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

Alphabetical listing

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

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

SAVE AND APPLY TO ALL OUTLETS

SAVE AND DON'T APPLY TO ALL OUTLETS

CANCEL

2. Add or edit religious specialisations:



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

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



Religious specialisations

Please select all supported religions and press Save when finished

Most selected

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

Alphabetical listing

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

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

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

Verified Specialisations

All service providers must provide inclusive aged care services based on the needs of an individual, regardless of the individual's location, background and life experiences. Some service providers can be recognised for offering tailored aged care services, verified through Specialisation. Verification

While all providers must demonstrate that they meet the Aged Care Quality Standards, providing specialisation for aged care services under Specialisation Verification is an optional and additional step.

When applying for Specialisation Verification, service providers must demonstrate their outlet meets the [2025 Specialisation Verification Framework](#) criteria for a specific specialisation group or community by providing the required forms of evidence. Outlets can be verified in any of the nine specialisations to support:

- Aboriginal and Torres Strait Islander persons, including the Stolen Generations
- Veterans or war widows
- People from culturally, ethnically, and linguistically diverse (CALD) backgrounds
- People who are financially or socially disadvantaged
- People who are experiencing homelessness or at risk of experiencing homelessness
- Parents and children who are separated by forced adoption or removal
- Care leavers, including Forgotten Australians and former child migrants placed in out of home care
- Lesbian, gay, bisexual, trans/transgender or intersex or have other sexual orientations or are gender diverse or bodily diverse
- People who live in rural, remote, or very remote area

Outlets with verified specialisations are displayed in **service finder** and **match and refer** when searching for aged care services that meet the unique needs of older Australians. They are also published and searchable on the My Aged Care Website **Find a Provider** tool, to help older Australians make informed choices when selecting aged care services. Verification is valid for 3 years from the date the verification is issued unless removed.

Service providers who wish to be considered for Specialisation Verification for an outlet, will need to apply manually. For more general information on the verification process and details on how to apply refer to the [Specialisation Verification for aged care services](#) website.

! Specialisation Verification may also be referred to as Diverse Needs in the Service and Support Portal.

Providers can only view and manage specialisations that were verified under the previous 2022 Specialisation Verification Framework in the Service and Support Portal.

From 1 November 2025, Specialisation Verification applications are assessed under the [2025 Specialisation Verification Framework](#).

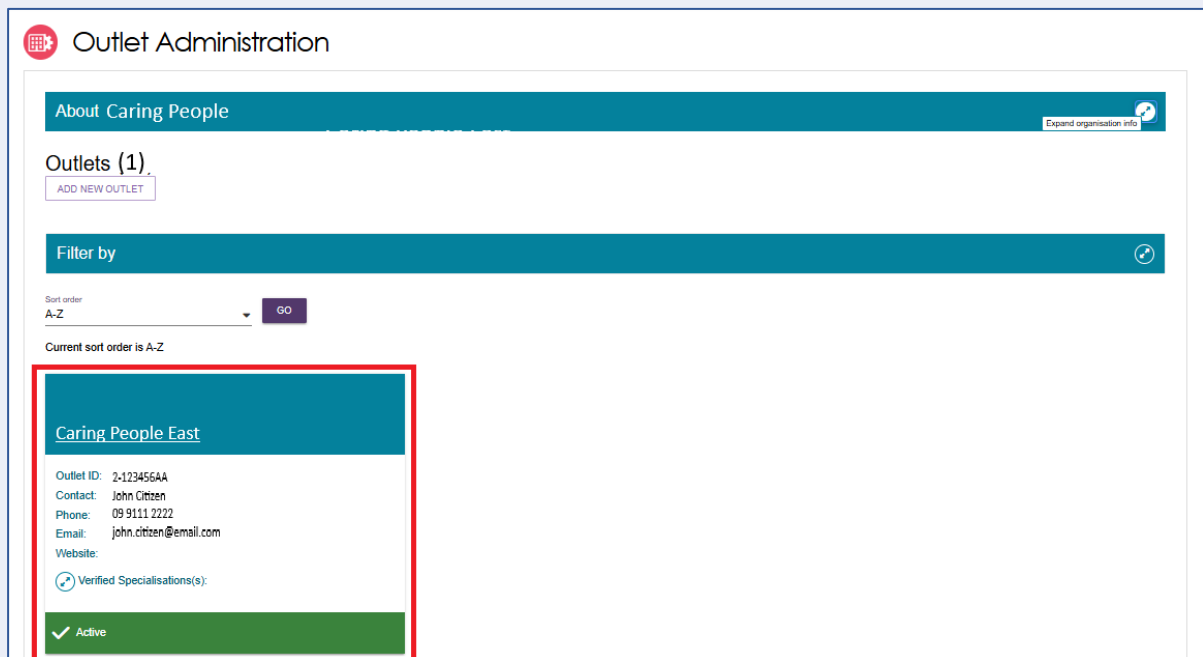
The below image shows an outlet with no current verified diverse needs specialisations.

The screenshot shows the 'View outlet' page for 'Aussie Healthcare'. The page includes sections for 'About Aussie Healthcare', 'Address', 'Contact Details', 'Organisation philosophy', and 'Current Specialisation Verifications'. The 'Current Specialisation Verifications' section is highlighted with a red border and contains a message: 'There are no current verified diverse need specialisations to display.' Below this message is a 'MANAGE VERIFICATIONS' button. The page also features a 'DEACTIVATE OUTLET' button in the top right corner and a 'VIEW SERVICE ITEMS' button at the bottom left.

To manage current verified specialisations for service items of an outlet, refer to Specialisation Verification in the [Adding and editing service attributes](#) section.

Adding service items to an outlet

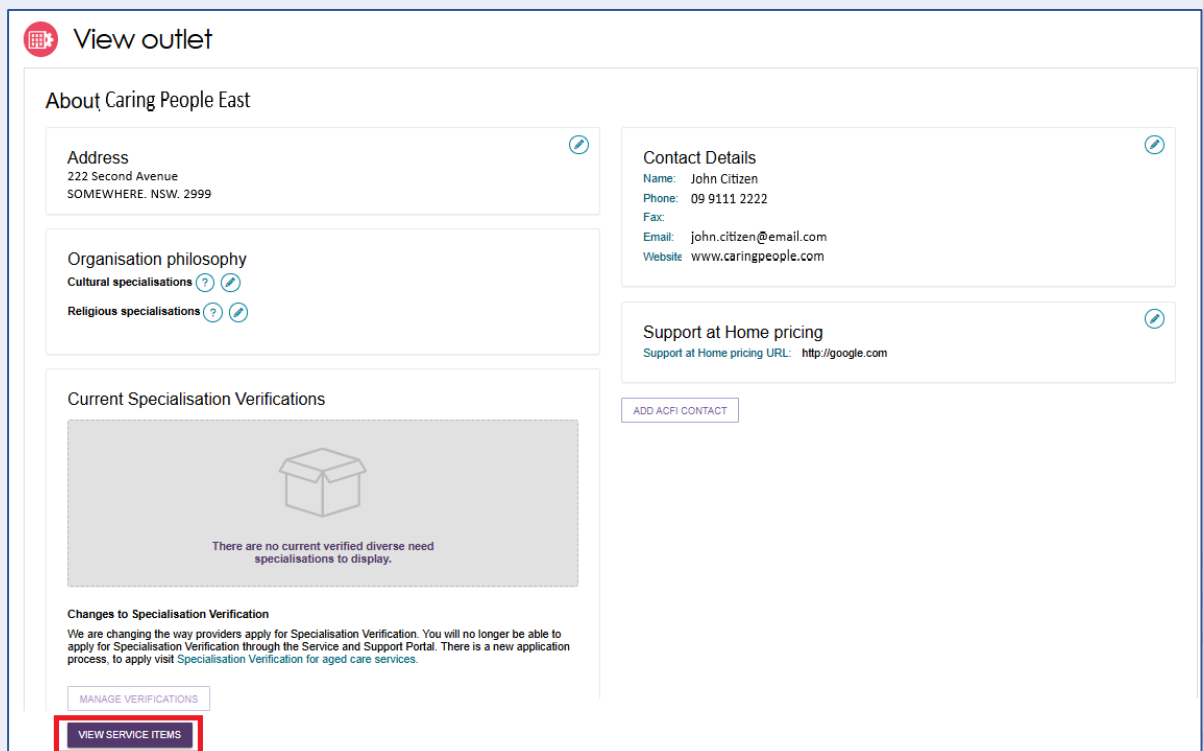
1. From the Outlet Administration page, select the name of the outlet on the outlet card that you want to add a service item to.



The screenshot shows the 'Outlet Administration' page. At the top, there is a header 'About Caring People' with an 'Expand organisation info' link. Below this, it says 'Outlets (1)' and has an 'ADD NEW OUTLET' button. A 'Filter by' bar is present. Underneath, there is a 'Sort order' dropdown set to 'A-Z' and a 'GO' button. Below the sorting options, it says 'Current sort order is A-Z'. The main content area shows a single outlet card for 'Caring People East', which is highlighted with a red border. The card displays the following information: Outlet ID: 2-123456AA, Contact: John Citizen, Phone: 09 9111 2222, Email: john.citizen@email.com, Website: (with a link icon), Verified Specialisations(s): (with a link icon), and a green 'Active' status indicator.

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

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



The screenshot shows the 'View outlet' page for 'Caring People East'. The page is divided into several sections: 'About Caring People East' (header), 'Address' (222 Second Avenue, SOMEWHERE, NSW, 2999), 'Contact Details' (Name: John Citizen, Phone: 09 9111 2222, Fax: (with a link icon), Email: john.citizen@email.com, Website: www.caringpeople.com), 'Organisation philosophy' (Cultural specialisations and Religious specialisations, both with link icons), 'Support at Home pricing' (Support at Home pricing URL: http://google.com), and 'Current Specialisation Verifications' (a placeholder box with a box icon and the text 'There are no current verified diverse need specialisations to display.'). Below the verifications section, there is a 'Changes to Specialisation Verification' notice and a 'MANAGE VERIFICATIONS' button. At the bottom, there are two buttons: 'MANAGE VERIFICATIONS' and 'VIEW SERVICE ITEMS', with the latter highlighted by a red border.

3. From the View Service Items page, select the applicable Program tab.

The screenshot shows the 'View Service Items' interface. At the top, there are tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Residential Care', and 'Support at Home'. The 'Commonwealth Home Support Programme' tab is highlighted with a red box. Below the tabs is a 'Filter by' section with dropdown menus for 'Status' (set to 'Operational') and 'Service availability'. There are buttons for 'ADVANCED SEARCH' and 'CLEAR FILTERS'. Below the filters, a message states: 'There are no 'Operational' service items from this programme linked to this outlet. To view service items in other statuses, please adjust the filter.'

A list of the existing Service Items for that Program will be listed. The list will be filtered by the indicated criteria (e.g. Status of 'Operational' or 'Offline'). Other filters are available.

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

This screenshot is similar to the previous one, but the 'ADD A SERVICE ITEM' button in the top right corner is highlighted with a red box. The 'Status' dropdown menu is now set to 'Offline'.

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

The screenshot shows the 'Add service item' form. It includes a note: 'All fields marked with an asterisk (*) must be completed before submission'. Below this is a dropdown menu labeled 'Select the Programme that applies to this service item *'. The dropdown is highlighted with a red box. At the bottom left, there are 'SAVE' and 'CANCEL' buttons.

5. Select **Funded** or **Non-funded** for the service that you are adding.

Funded refers to government subsidised services that are funded and approved by the Australian Government under any Commonwealth aged care program, such as Commonwealth Home Support, Flexible Aged Care and Residential.

Although the functionality currently exists in the Service and Support Portal to add non-funded services, non-funded services will not display on the My Aged Care website.

For the Support at Home program, this option will not be available as all services must be Commonwealth government subsidised.

This screenshot shows the 'Add service item' form with the 'Commonwealth Home Support Programme' selected in the dropdown. Below the dropdown is a section titled 'Which of the following applies to this service item?*' with two radio button options: 'Funded' and 'Non-funded'. The 'Funded' option is highlighted with a red box. 'SAVE' and 'CANCEL' buttons are at the bottom left.

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

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

Non-Support At Home Service Item Example

Add service item

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

Select the Programme that applies to this service item *

Commonwealth Home Support Programme ✕

Which of the following applies to this service item?*

Funded

Non-funded

Filter the list of available service items by entering full or partial details in the corresponding fields below and selecting the Filter button.

Service provider

Service type: Cottage Respite ✕

Funding region type:

Funding region

FILTER

CLEAR ALL

Programme	Service provider	Service item name	NAPS ID	Service type	Funding region type	Funding region state	Funding region	Location	Start date	End date
<input type="radio"/> Commonwealth Home Support Programme	Aged Care Inc	Respite Services	33333	Cottage Respite	Aged Care Planning Region	NSW	Illawarra		01 Nov 2015	
<input type="radio"/> Commonwealth Home Support Programme	Aged Care Inc	Respite Services	33333	Cottage Respite	Aged Care Planning Region	ACT	ACT		01 Nov 2015	

SAVE

CANCEL

Support At Home Service Item Example

Add service item

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

Select the Programme that applies to this service item *

Support at Home ▼

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

Service Item Name: *

Please specify Service Item Name

SAVE

CANCEL

The service item will now display in the Outlet details page under **Services**. The service item will be defaulted to **Offline** and the status will need to be changed to **Operational** before it is displayed on the public service finder. The new service item will be listed with a status of **Offline**. A banner will also indicate that you have successfully added a service item to the outlet, and to remind you to **Edit** and **Submit**.

The process for activating a service item is described later in this guide.

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

View Service Items ADD A SERVICE ITEM

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

Filter by

Status: **Operational** | Service availability: **Service availability**

ADVANCED SEARCH | CLEAR FILTERS

Status is Operational

FILTER | CLEAR

Community cottage respite, Commonwealth Home Support Programme, funded

Loddon/Mallee
NAPS Service ID 123, Service item name: Cottage Respite

See Sub-types

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

Waitlist availability: **Yes** | No

Adding and removing service sub-types

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

For Commonwealth Home Support Programme service sub-types can be added or removed from the one single view screen.

1. Navigate to the **View Outlet** details from the **Outlet administration** page for the outlet that you want to add a service sub-type to. Then select **VIEW SERVICE ITEMS**.

View outlet

About Caring People East

Address
222 Second Avenue
SOMEWHERE. NSW. 2999

Organisation philosophy
Cultural specialisations
Religious specialisations

Current Specialisation Verifications

There are no current verified diverse need specialisations to display.

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

MANAGE VERIFICATIONS

Contact Details
Name: John Citizen
Phone: 09 9111 2222
Fax:
Email: john.citizen@email.com
Website: www.caringpeople.com

Support at Home pricing
Support at Home pricing URL: http://google.com

ADD ACFI CONTACT

VIEW SERVICE ITEMS

2. Select **See Sub-types** below the service to see expanded service details.

View Service Items ADD A SERVICE ITEM

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

Filter by Collapse filter

Domestic assistance, Commonwealth Home Support Programme, funded See Sub-types

Loddon-Mallee
NAPS Service ID 12345, Service item name:- Community and Home Support

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

[See Sub-types](#)

3. Select **ADD/REMOVE SUBTYPES**.

Domestic Assistance, Commonwealth Home Support Programme, funded Search Edit

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

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

[Hide Sub-types](#)

ADD/REMOVE SUBTYPES

4. The **Add/Remove Subtypes** screen will then be displayed where you can select or deselect the relevant sub types. Select **SAVE**.

Add/Remove Subtypes Close

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

Which sub types are you adding to this service? *

[SELECT ALL](#) [Deselect ALL](#)

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

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

Activating or deactivating a service item

Navigate to the **View Outlet** details from the **Outlet administration** page for the outlet with the service item that you want to activate/deactivate and select **VIEW SERVICE ITEMS**.

View outlet

About Caring People East

Address
222 Second Avenue
SOMEWHERE. NSW. 2999

Contact Details
Name: John Citizen
Phone: 09 9111 2222
Fax:
Email: john.citizen@email.com
Website: www.caringpeople.com

Organisation philosophy
Cultural specialisations
Religious specialisations

Support at Home pricing
Support at Home pricing URL: http://google.com

Current Specialisation Verifications
There are no current verified diverse need specialisations to display.

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[MANAGE VERIFICATIONS](#)

[VIEW SERVICE ITEMS](#)

[ADD ACFI CONTACT](#)

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

For non-Support at Home services the toggle is located at the right side of the screen next to the service name.

For Support at Home service items, the toggle is located at the top of the service item listing, and the toggle applies to all service types and services within the service item.

Non-Support At Home Example

Allied health and therapy, Commonwealth Home Support Programme, funded

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

[See Sub-types](#)

Status
Operational Offline

Service availability
Yes No

Waitlist availability
Yes No



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

[See Sub-types](#)

Status
Operational Offline

Service availability
Yes No

Support At Home Example


Support at Home  

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


Status

Operational Offline


Assistive technology

 See service types

Home modifications

 See service types

Home support

 See service types

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

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

Editing a service item



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

Non-Support At Home Example

View Service Items ADD A SERVICE ITEM

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


Filter by Collapse filter

Domestic assistance, Commonwealth Home Support Programme, funded  

Status **Operational** Offline

Service availability Yes No Waitlist availability Yes No

NAPS Service ID: Service item name:



 Hide Sub-types

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 Collapse filter

Support at Home  

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

Status **Operational** Offline

The details that can be edited include:

- Service item name
- Service delivery area
- If a service focuses on a specialised service area
- Upload promotional attachments (for residential facilities)
- Support at Home-specific attributes, e.g. service-based pricing
- Entering a detailed description for the service item.

! For details about organisation philosophies and specialisations, refer to [Editing the Organisation Philosophy](#), [Specialisations](#) and [Verified Specialisations](#) sections.

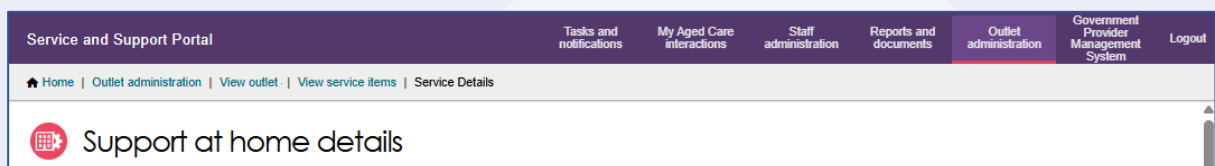
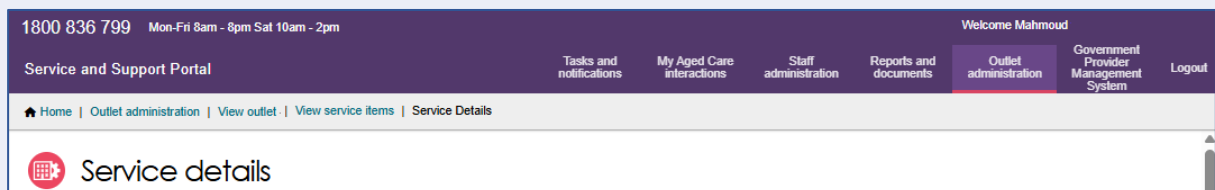
The **service item details** page will display.

Make the required changes and select **SAVE**. Read-only information is contractual information and cannot be edited via the Service and Support Portal. Any additional service information can be added in the **Service description** free text field. This information will be displayed in the public service finder on the My Aged Care website to assist clients in selecting a provider.

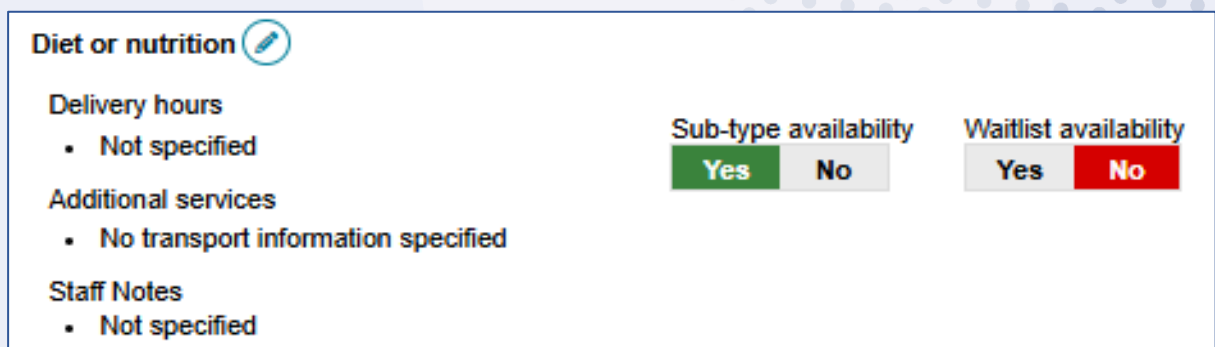
! There are different options presented on a Support at Home service details page and a CHSP (Commonwealth Home Support Programme) service details page. Support at Home services are managed by delivery area. You can select multiple service types and items available within that area. CHSP providers will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

Adding and editing service attributes

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



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



Meals
Meal delivery

Service availability: **Yes** (green), **No** (grey)

Waitlist availability: **Yes** (grey), **No** (red)

Some attributes are also displayed on the View Outlet page.

View outlet

About Aussie Healthcare

Address
BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

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

Organisation philosophy
Cultural specialisations: Karen, Tongan, Turkish
Religious specialisations: Catholic, Hinduism, Islam, Judaism

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

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

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Curtis from Aussie Aged Care

Service and Support Portal Logout

Welcome Curtis

Tasks and notifications

My Aged Care interactions

Staff administration

Reports and documents

Outlet administration (highlighted in red)

Government Provider Management System

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

The screenshot shows the 'Outlet Administration' page. At the top, there is a header 'About Caring People' with an 'Expand organisation info' link. Below this, it says 'Outlets (1)' and has an 'ADD NEW OUTLET' button. A 'Filter by' bar is present. Underneath, there is a 'Sort order' dropdown set to 'A-Z' and a 'GO' button. Below the filter and sort options, it says 'Current sort order is A-Z'. A red box highlights the 'Caring People East' outlet card, which displays the following information:

- Outlet ID: 3-12345644
- Contact: John Citizen
- Phone: 09 9111 2222
- Email: john.citizen@email.com
- Website:
- Verified Specialisations(s):
- Active (checked)

Select **VIEW SERVICE ITEMS**.

The screenshot shows the 'View outlet' page for 'Caring People East'. The page is divided into several sections:

- About Caring People East**: Overview section.
- Address**: 222 Second Avenue, SOMEWHERE, NSW, 2999.
- Organisation philosophy**: Cultural specialisations and Religious specialisations.
- Contact Details**: Name: John Citizen, Phone: 09 9111 2222, Fax, Email: john.citizen@email.com, Website: www.caringpeople.com.
- Support at Home pricing**: Support at Home pricing URL: http://google.com.
- Current Specialisation Verifications**: A box with a box icon and the text 'There are no current verified diverse need specialisations to display.'
- Changes to Specialisation Verification**: A notice about changes to the verification process.
- Buttons**: 'MANAGE VERIFICATIONS' and 'VIEW SERVICE ITEMS' (highlighted with a red box).

3. Select the CHSP, Flexible Aged Care Programme, Residential Care, or Support at Home using their corresponding tabs.

The Service Details tab includes key attributes such as contact details, service delivery, service area, specialisations, hours of operation, pricing (if applicable), and service descriptions.

The Specialisations attributes section is further divided into Specialisation Verification, Specialised Services and Languages. They are explained on the following page.

Specialisations

Specialisations is an umbrella term for 3 sub-groups: Specialisation Verification, specialised services, and [languages](#). Service providers of all care types can identify their ability to provide aged care 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.

Outlet specialisations under the Organisation Philosophy heading are related to culture and language, refer to [Editing the Organisation Philosophy](#) for more details.

Specialisation Verification

Specialisation successfully verified under the previous 2022 Specialisation Verification Framework may have been applied as an attribute of a service item by default where it was nominated in the Specialisation Verification application completed via the Service and Support Portal.

Once a specialisation is successfully verified, a service provider can choose to manually update the verified specialisation attribute for an outlet service item. At any time during the verification period, a service provider can select or deselect current verified specialisation attributes to indicate if an outlet service item provides that specialisation.

Only selected specialisations verified under the 2022 Specialisation Verification Framework will be made available to search in the **service finder** and **match and refer** tools.

All current verified specialisations under the 2022 and 2025 Specialisation Verification Frameworks **across all service items of the outlet** (regardless of attribute selection) are provided to the My Aged Care Website **Find a Provider** tool for publication through a separate manual process.

! In the Specialisations section, Specialisation Verification is displayed as Diverse Needs. Only current specialisations verified under the previous 2022 Specialisation Verification Framework will be available to update in the Service and Support Portal.

The below image shows the 'Aboriginal and/or Torres Strait Islander peoples and communities' Specialisation Verification program specialisation that can be applied to a particular outlet's service item. The other 8 specialisations are greyed out and thus not able to be applied.

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.

Diverse needs ?

For which of these groups do you provide specific services?

<input type="checkbox"/> Aboriginal and/or Torres Strait Islander peoples and communities	<input type="checkbox"/> Culturally and linguistically diverse
<input type="checkbox"/> People who live in rural or remote areas	<input type="checkbox"/> Financially or Socially disadvantaged people
<input type="checkbox"/> Veterans	<input type="checkbox"/> Homeless or at risk of becoming homeless
<input type="checkbox"/> Care-leavers	<input type="checkbox"/> Parents separated from their children by forced adoption or removal
<input type="checkbox"/> Lesbian, gay, bisexual, transgender and intersex people	

The below image shows the verified specialisation 'Aboriginal and/or Torres Strait Islander peoples and communities' selected.

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.

Diverse needs ?

For which of these groups do you provide specific services?

<input checked="" type="checkbox"/> Aboriginal and/or Torres Strait Islander peoples and communities	<input type="checkbox"/> Culturally and linguistically diverse
<input type="checkbox"/> People who live in rural or remote areas	<input type="checkbox"/> Financially or Socially disadvantaged people
<input type="checkbox"/> Veterans	<input type="checkbox"/> Homeless or at risk of becoming homeless
<input type="checkbox"/> Care-leavers	<input type="checkbox"/> Parents separated from their children by forced adoption or removal
<input type="checkbox"/> Lesbian, gay, bisexual, transgender and intersex people	

Specialised Services

There are other specialised services which you can indicate that an outlet service item offers. You should only select those with specific measures in place that demonstrate your specialised service offering, however they are not verified like the verified specialisations listed in Specialisation Verification.

Specialised services ?

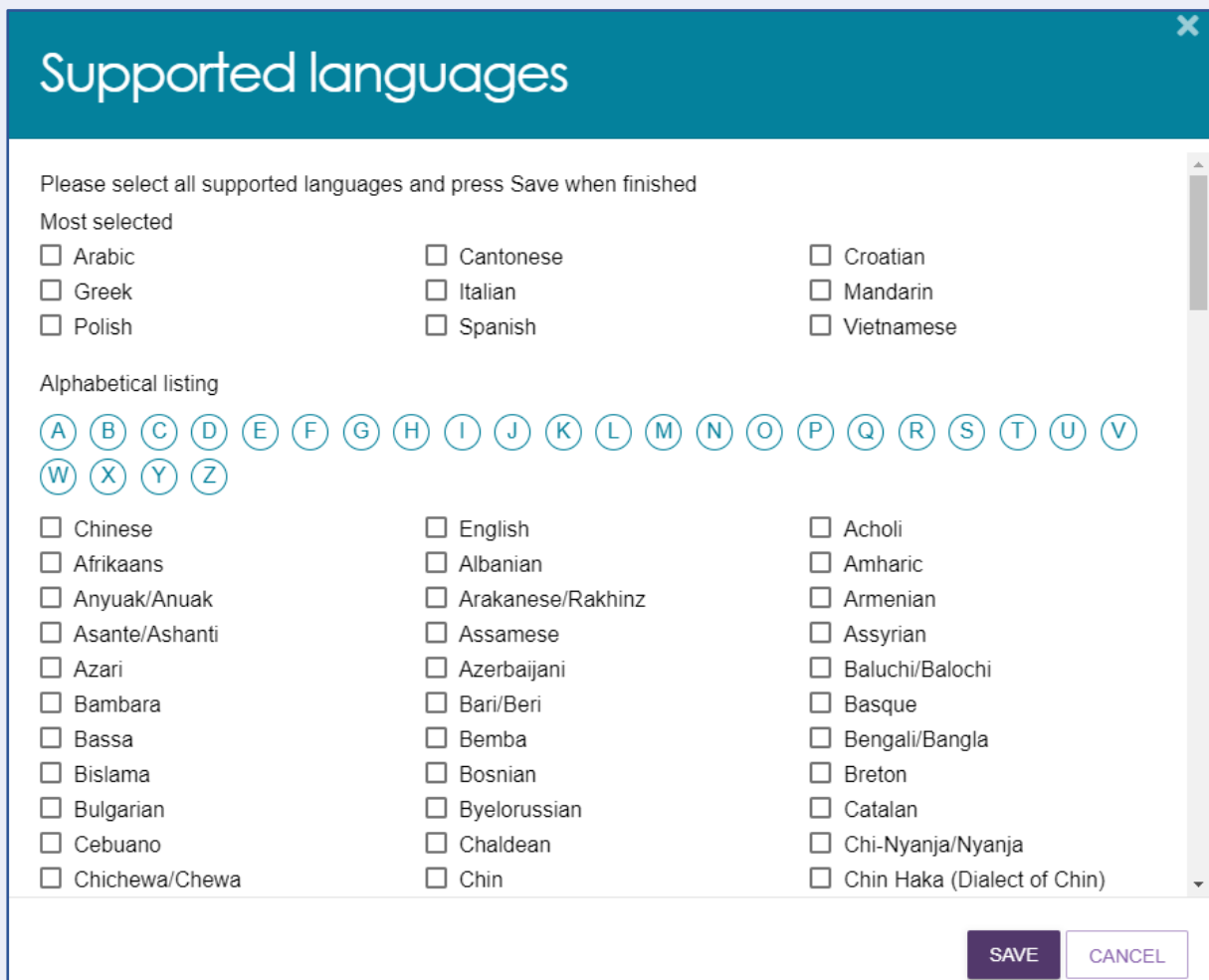
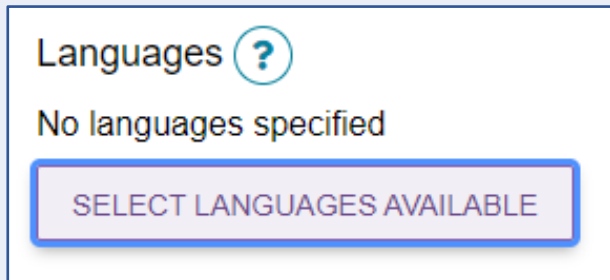
Which of the following applies to this service?

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

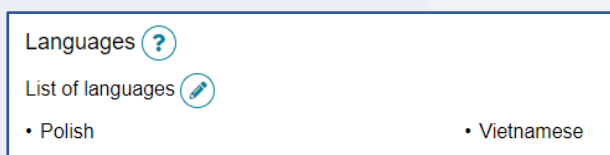
Languages

To indicate if this service caters for specific language requirements, select the languages in the **Languages** section.

Select **SELECT LANGUAGES AVAILABLE** to bring up the selection and select **SAVE** to save the configuration.



Once the language/s are selected and saved, they are shown under the **List of languages**.



Hours of operation (non-Support at Home)

You can outline hours of operation for CHSP and other non-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 service type 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 Pencil edit icon next to the service sub-type name.

NON-SUPPORT AT HOME EXAMPLE

The screenshot shows the 'View Service Items' page for the 'Commonwealth Home Support Programme'. It lists several service sub-types with their respective status and availability settings:

- Domestic assistance, Commonwealth Home Support Programme, funded**: Status: Operational; Service availability: Yes; Waitlist availability: No.
- Shopping assistance**: Delivery hours: Not specified; Staff Notes: Not specified; Sub-type availability: Yes; Waitlist availability: No.
- General house cleaning**: House cleaning level: Not specified; Delivery hours: Not specified; Staff Notes: Not specified; Sub-type availability: Yes; Waitlist availability: No.

3. Enter the start and end times for the applicable day.

The screenshot shows the 'Hours of operation' form for 'Diversional therapy'. It allows users to specify start and end times for each day of the week:

Day	Start time	End time
<input checked="" type="checkbox"/> Monday	09:00 AM	05:00 PM
<input checked="" type="checkbox"/> Tuesday	09:00 AM	05:00 PM
<input checked="" type="checkbox"/> Wednesday	09:00 AM	05:00 PM
<input checked="" type="checkbox"/> Thursday	09:00 AM	05:00 PM
<input checked="" type="checkbox"/> Friday	09:00 AM	05:00 PM
<input type="checkbox"/> Saturday	09:00 AM	05:00 PM
<input type="checkbox"/> Sunday	09:00 AM	05:00 PM

Delivery Hours (Support at Home)

Delivery Hours are specified for the Support at Home services and are not applicable to other programs (see Hours of Operation).

SUPPORT AT HOME EXAMPLE

The screenshot shows the 'View Service Items' interface for 'Support at Home'. It includes a filter bar, a status dropdown (Operational/Offline), and a list of service tiles. The tiles are: 'Nursing care Nursing assistant clinical care', 'Nursing care Enrolled nurse clinical care', and 'Nursing care Nursing care consumables'. Each tile has a pencil icon for editing. Red boxes highlight these pencil icons.

Select the Pencil (edit) icon on the service tile. This will open the service edit page. Standard hours are active by default and cannot be changed.

The screenshot shows the 'Delivery hours' section in the service edit page. It includes a note: 'All fields marked with an asterisk (*) are required.' The section is titled 'Delivery hours' and asks 'What hours are offered for this service? *'. The checkboxes are: Standard hours, Non-Standard hours, Saturday, Sunday, and Public holidays. Red boxes highlight the checkboxes.

Select the applicable checkboxes for the delivery hours offered.

When you select a delivery hours checkbox the corresponding Common Price field will become active and you must have a price before saving the record.

The screenshot shows the 'Common Price' fields in the service edit page. The fields are: 'Common Price - Standard (Hours) *' with a value of '\$79.95', 'Common Price - Saturday *' with a value of '\$120', and 'Common Price - Public Holiday *' with a value of '\$160'. Red boxes highlight these price fields.

Select the SAVE CHANGES button at the bottom of the page.

Staffing notes

Staffing notes are able to be specified for each program.

Staffing:

Notes on staffing Shopping assistance that will appear on the public Service Finder 0 / 150

Service specific delivery details

Depending on the selected service, additional delivery details may be captured on this page. This information is used on the Assessor Portal to assist in finding a provider that can deliver services suitable for the client. Some services may only have some options available.

TRANSPORT SERVICE SPECIFIC EXAMPLE

Delivery type

How is the service delivered?

Individual - face to face

Group - face to face

Delivery setting

What is the setting for this service?

Home

Community

Service Description

You can input a description of your service and add any additional service information up to 1000 characters.

Service Description ?

Description

Australian Aged Care is a not for profit organisation that has been operating locally for more than 50 years. We are local, community owned and employ local people who care. We offer a range of services from as little as one hour per month up to several hours a day based on your needs.

Our services include:

Additional service information

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

715 / 1000

Pricing information (Support at Home)

This section covers pricing information for Support at Home only.

For room pricing for Residential Care please refer to [Adding a room type to a residential facility](#).

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

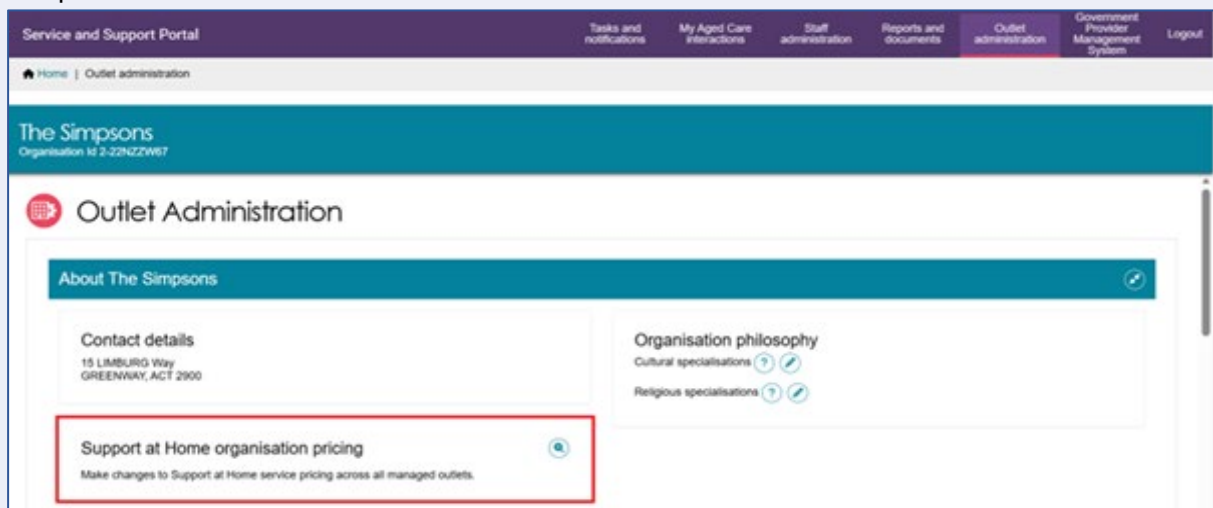
- ! The Support at Home's service item allows you to configure the services you deliver and their prices for a particular delivery area or region.
- ! Pricing is entered at the service level for each service item within the outlet.

Updating Support at Home Pricing Information at the Organisation Level

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

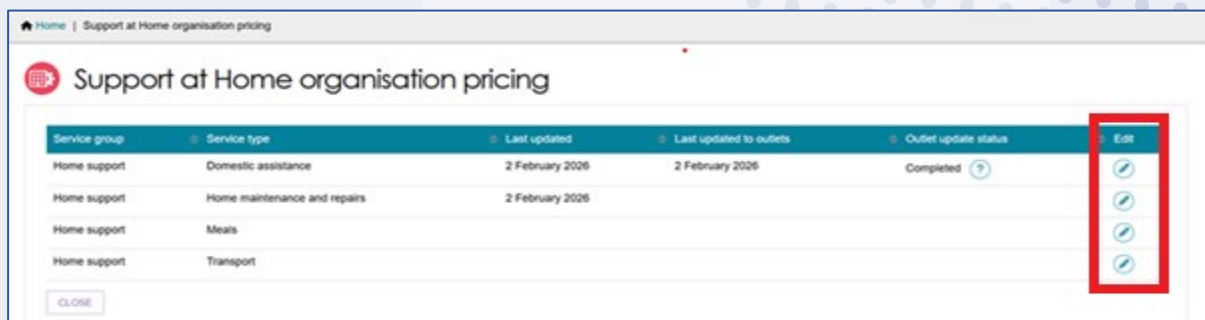
1. Go to the Outlet Administration page by following the steps in [Viewing Outlets](#).
2. Select the View (magnifying glass) button to the right of the **Support at Home Organisation Pricing** section.

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



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

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



- 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.

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.

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

NURSING CARE PRICING PAGE EXAMPLE

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

Nursing care

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

Pricing for services

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

Nursing assistant clinical care (Hours)	Common Price - Standard (Hours) * \$25	Common Price - Non-Standard (Hours) \$40	Common Price - Saturday \$60	Common Price - On Sunday \$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
	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) * \$100	Common Price - Non-Standard (Hours) \$150	Common Price - Saturday \$175	Common Price - On Sunday \$200
	This must be the most frequently charged price for this service.			
	Common Price - Public Holiday \$200			

All mandatory fields (marked with a red asterisk) must be entered, for example 'Common price – Standard (hours)'.

You must 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. You **MUST** then mark this service as not available on all the applicable 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.

When applying pricing to all Outlets, only the prices will be copied down where that service delivery hours is selected. Standard hours are defaulted and will always be copied down.

For example, you enter all pricing at the organisation level. However, in some service items the additional service delivery hours selected is only Non-standard and Saturday, then only those prices will be copied to that service item.

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

! 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.

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

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

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

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

Home | Outlet administration | Support at Home organisation pricing

Support at Home organisation pricing

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

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

CLOSE

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myagedcare

Updating Pricing Information at the Outlet Level

1. Choose your outlet from the Outlet Administration page 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 under
A-Z GO
Current sort order is A-Z

Outlet A	Outlet B	Outlet C
Outlet ID: 2-12K737AQ	Outlet ID: 1-9Q33B11	Outlet ID: 1-9PT7MEU
Contact: John Tester	Contact: Jessenia Ingram	Contact: Jessenia Ingram
Phone: 02 8294 4126	Phone: 02 8397 4331	Phone: 02 8397 4331
Email: irene@365care.com.au	Email:	Email:
Website: not available	Website:	Website:
Verified Specialisations(s):	Verified Specialisations(s):	Verified Specialisations(s):
Active	Active	Active

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

View outlet

About Caring People East

Address
222 Second Avenue
SOMEWHERE NSW 2999

Contact Details
Name: John Citizen
Phone: 09 9111 2222
Fac:
Email: john.citizen@email.com
Website: www.caringpeople.com

Organisation philosophy
Cultural specialisations
Religious specialisations

Current Specialisation Verifications
There are no current verified diverse need specialisations to display.

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

WASAGE VERIFICATIONS
VIEW SERVICE ITEMS

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

ADD ADR CONTACT

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 to this outlet only**, or
- **Apply to this outlet and its Support at Home service items.**

Then, select **Save** button.

Support at Home pricing

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

Full Price List ?

Provide a website link ?

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

URL Scheme *
https://

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

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

Apply to this outlet only

Apply to this outlet and its Support at Home service items

SAVE CANCEL

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

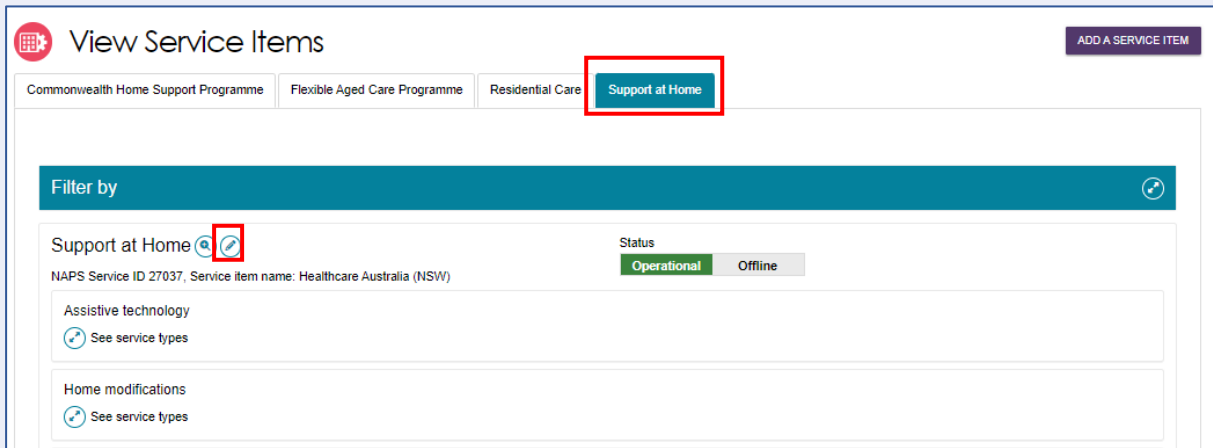
Support at Home pricing

Support at Home pricing URL: http://google.com

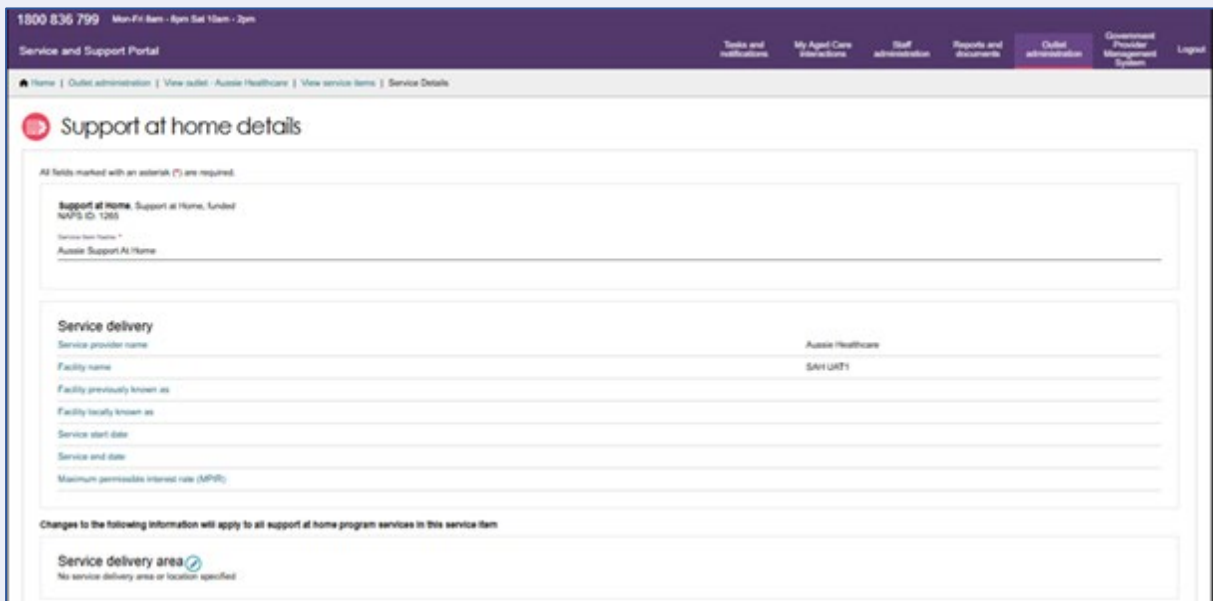
Updating Pricing Information at the Service Item Level

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

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



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

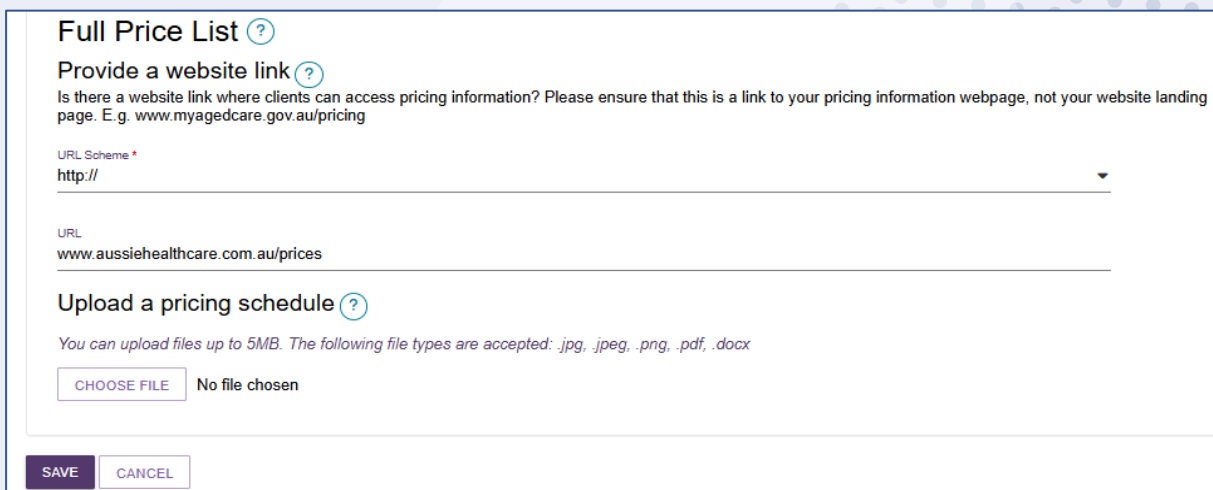


4. Scroll to the bottom of the page to the **Full Price List** section.

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

You can also upload a pricing schedule here.

Finally, select **Save**.



Updating Pricing Information at the Service level

! Service pricing at the Organisational level will be automatically applied to all service level pricing.

Be aware of any Support at Home organisational pricing changes that the Organisational Administrator may do.

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

1. Choose your Support at Home outlet from the Outlet Administration tile, then select **View Service Items**.
2. Select the Support at Home tab, then expand any service groups/service types, then select the Edit (Pencil) icon of the appropriate service card.

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

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

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:

- if there is [price/s set at the Organisation level](#) (also referred as reference price) and
- when you select the delivery hours option/s you offer for the service.

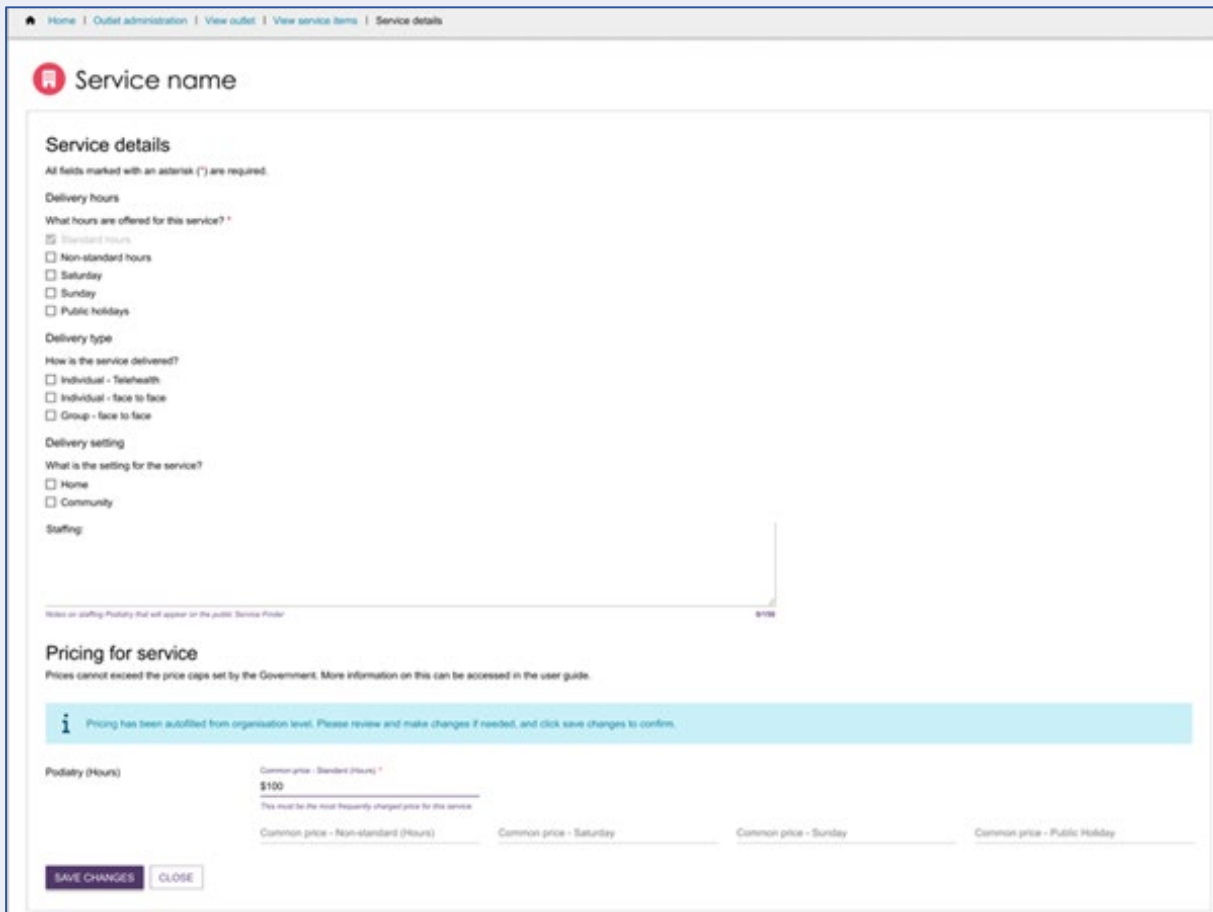
When the pricing is autofilled, an information banner also appears.



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

If you have not entered any pricing at the organisation level the fields will be blank and you must at minimum supply a service price for Common price – Standard hours. When you select additional delivery hours you must the enter the corresponding common price for that period.

Generic Service Details Page Example



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

You can continue to add pricing in the other delivery hours offered e.g., 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 service delivery area (region).

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

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

Pricing for service

General house cleaning (Hours)

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

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

Pricing for service

Meal delivery (Meal)

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

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

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

Pricing for service

Nursing care consumables


	Common Price - Standard (Hours)
	Market Price
	<i>No service price required.</i>

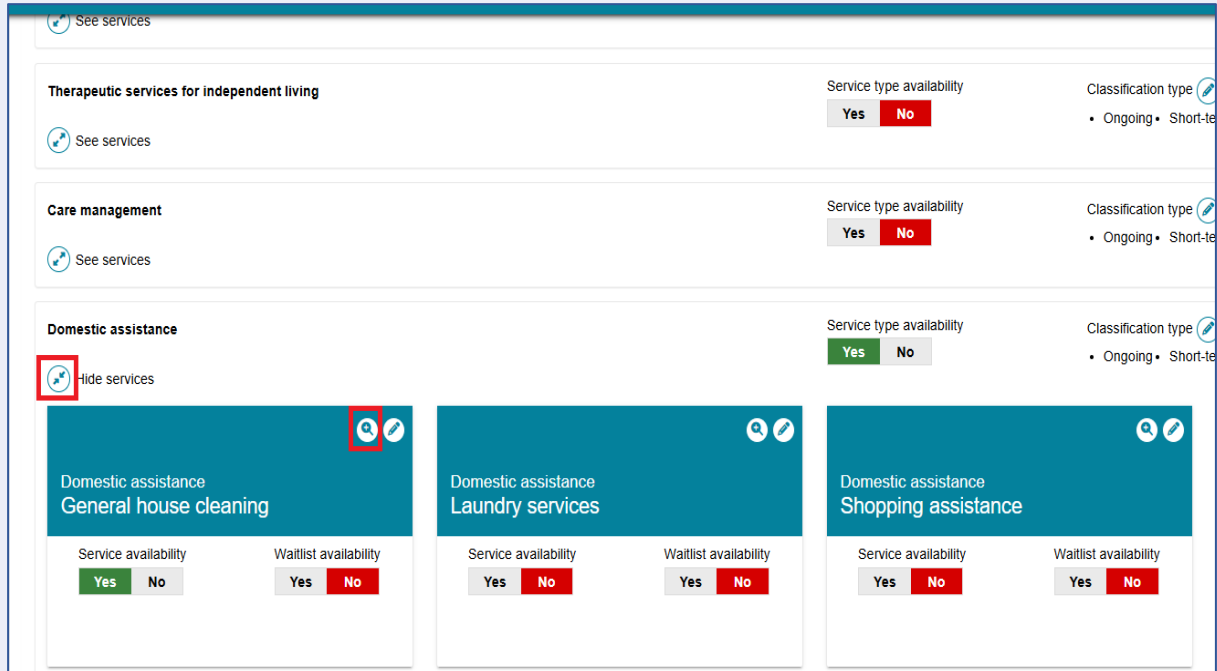
SAVE CHANGES
CANCEL

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

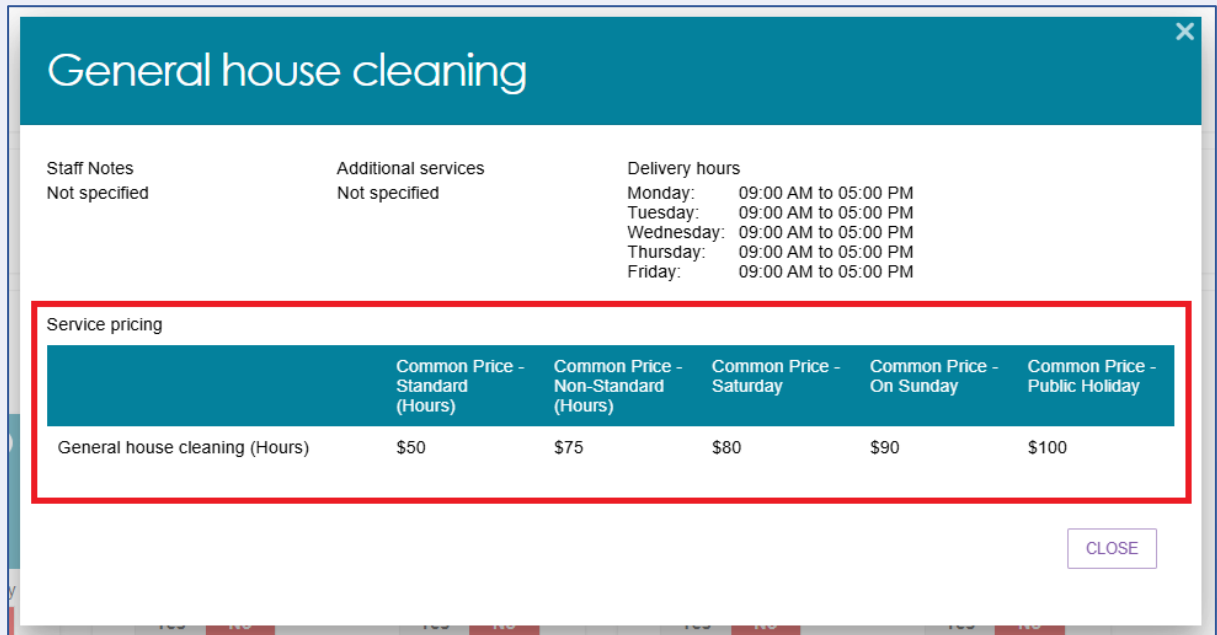
- All pricing information saved, including pricing schedule attachments, will appear by the next day on the Service Finder on the My Aged Care website, and do not require approval from the Department.

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

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



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



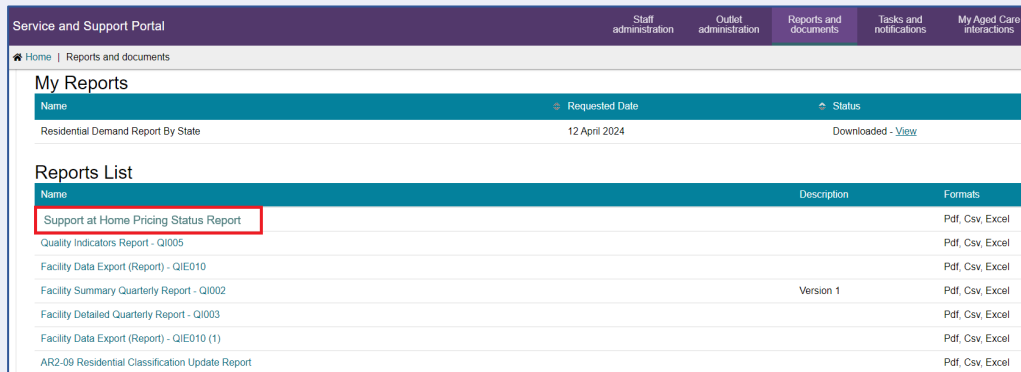
	Common Price - Standard (Hours)	Common Price - Non-Standard (Hours)	Common Price - Saturday	Common Price - On Sunday	Common Price - Public Holiday
General house cleaning (Hours)	\$50	\$75	\$80	\$90	\$100

Reporting service pricing status

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

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

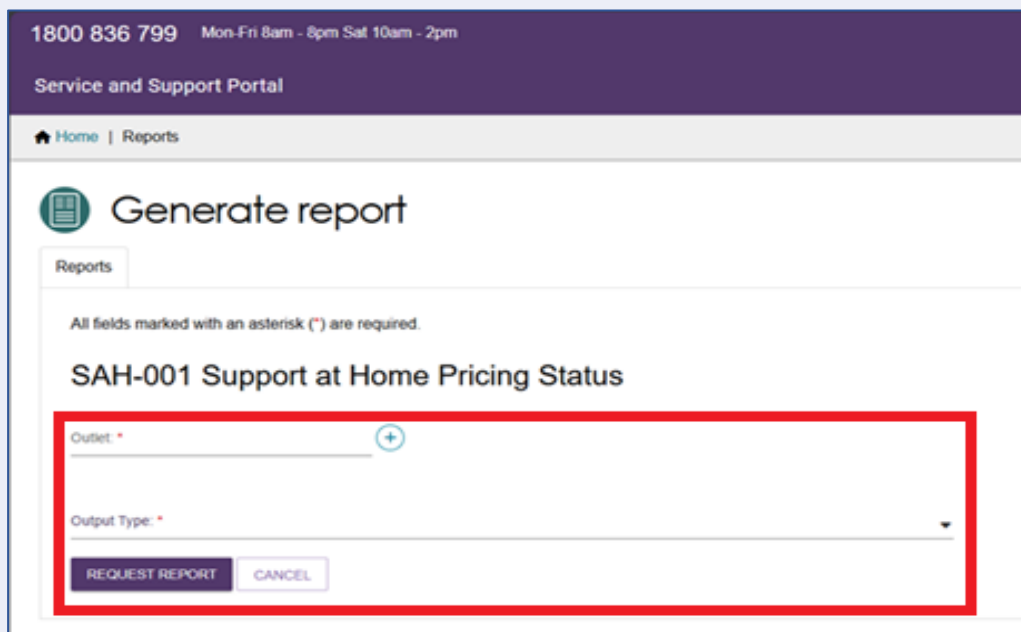
Go to **Reports and Documents** tile of the portal home page, then select the Support at Home Pricing Status link.



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

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**

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.

Checking Pricing completion

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

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

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

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

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

Price review/maintenance

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

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

Maintaining service and waitlist availability

You can maintain information about the availability of service items via the Service and Support Portal.

To maintain a waitlist, you must ensure that the waitlist availability status on the service item is set to **Yes** to turn on the waitlist, or **No** to turn off the waitlist. Service and waitlist availability information will be displayed on the service finder via the My Aged Care website. When you change availability information it will appear by the next day on the My Aged Care service finder on the My Aged Care website. You will still be required to add service pricing if you waitlist a service.

1. Navigate to the **View Outlet** details from the **Outlet administration** page for the outlet that you want to edit service and waitlist information and select **VIEW SERVICE ITEMS**.

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

For non-Support at Home services such as CHSP or Residential Care: the toggles are to the right of each service heading, and at the sub-type level by expanding **See sub-types**.

For Support at Home services, expand the service group, then expand the service type, and finally expand the service. There is a service availability toggle and a waitlist availability toggle in each service's card. For the Service type to be available you must have at least one service with availability as **Yes**. To mark a service available you must provide the Common Price - Standard (Hours) at a minimum.

Editing a service delivery area

Information about the areas you deliver Commonwealth-funded services in (referred to as **service delivery areas** in the portal) are pre-filled, based on your contractual information. All providers (except Residential care) must review their service delivery area information and edit if required. It is important that you ensure the service delivery area(s) is accurate. This information is publicly displayed in the service finders and forms the basis of the referrals sent by contact centre staff and assessors.

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

! For Support at Home services, service delivery area details are defaulted to **at client location**. Any edits will apply for **all** service types and services underneath the Support at Home provider's listing.

Follow these steps to edit a service delivery area:

1. Navigate to the service item page from the **Outlet Administration** tile.
2. On the **View Service Items** page, select **Edit** next to the relevant service item, or for the Support at Home program, the **Edit** icon next to the Support at Home heading.


NON-SUPPORT AT HOME EXAMPLE

View Service Items

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

ADD A SERVICE ITEM

Filter by

Meals, Commonwealth Home Support Programme, funded 

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

See Sub-types

Status: **Operational** | Offline


Service availability: **Yes** | No

Waitlist availability: Yes | **No**

Support At Home Example

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

Filter by

Support at Home 

NAPS Service ID 23557, Service item name: Aussie Healthcare

Operational | Offline

Assistive technology

See service types

The **Service details** page will display.

3. Select **Edit** (Pencil) next to the **Service delivery area** section.

Non-Support At Home Example

Service details

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

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

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

Service delivery

Service provider name: Aged Care Inc

Facility name: Aussie Healthcare - Community and Home Sup


Facility previously known as

Facility locally known as

Service start date: 01 July 2019

Service end date

Maximum permissible interest rate (MPIR)

Service delivery area 

Alphabetical listing

AB | 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 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. The Edit Service Delivery Details page appears.

Select the service delivery type.

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

If prompted,

- Select 'At provider location' for residential services
- Select 'At client location' for non-residential services.

Note: For Support at Home, this choice is hidden. By default, 'At client location' is selected.

Once selected, the choice cannot be changed without assistance from the Contact Centre.

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



5. Search for and add suburbs

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.

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"/>	ASHLEY	NSW	2400
<input type="checkbox"/>	BULLARAH	NSW	2400
<input type="checkbox"/>	BURREN JUNCTION	NSW	2386
<input type="checkbox"/>	CROOBLE	NSW	2400
<input type="checkbox"/>	DRILDOOL	NSW	2386
<input type="checkbox"/>	MALLOWA	NSW	2400
<input type="checkbox"/>	MOREE	NSW	2400
<input type="checkbox"/>	NOWLEY	NSW	2386
<input type="checkbox"/>	TERRY HIE HIE	NSW	2400
<input type="checkbox"/>	TULLOONA	NSW	2400

REMOVE SELECTED
REMOVE ALL

SAVE CHANGES
CANCEL

Adding a room type to a residential facility

1. Choose your outlet from the Outlet Administration tile, then select **View Service Items**.
2. At the **View Service Items** page, navigate to a Residential Care service then select **See room types**.

View Service Items

Commonwealth Home Support Programme Flexible Aged Care Programme Home Care Packages **Residential Care** ADD A SERVICE ITEM

Filter by

Status: Operational Service availability: Waitlist availability:

ADVANCED SEARCH CLEAR FILTERS

Status is Operational

FILTER CLEAR

Residential Permanent, Residential Care, funded

NAPS Service ID 1234, Service item name: Residential Permanent - At Provider Location
62 4 CRISP Circuit BRUCE ACT 2617

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

See room types

3. Then select **ADD ROOM TYPE**.

Residential Permanent, Residential Care, funded

NAPS Service ID 1234, Service item name: Residential Permanent - At Provider Location
62 4 CRISP Circuit BRUCE ACT 2617

Hide room types

ADD ROOM TYPE

4. The **Room type** page will be displayed. Enter the required information in the **General room information** and **Pricing information** sections.

Fields marked with a red asterisk (*) are mandatory.

Room type

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

COPY PREVIOUS ROOM TYPE INFORMATION

General room information

Room name *
(up to 100 characters)

Room type *

Number of rooms of this type: *

Pricing information

Please enter the Maximum refundable deposit amount: *
E.g. \$650000

Maximum daily payments: \$
Example combination payment
Example RAD at 50% \$
Example DAP at 50% \$

Explanation of payment options
Residents choose how to pay for their accommodation; by refundable deposit (lump sum), daily amount, or a combination of both. A daily amount accrues daily and is paid periodically, for example monthly. A combination payment includes both a partial refundable deposit and a daily amount. Residents have 28 days after permanent admission to decide their payment method.

ADD ADDITIONAL TEXT

SAVE SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL CANCEL

! Accommodation prices above the maximum allowed [Refundable Accommodation Deposit](#) amount (or equivalent daily payment) must be approved by the [Independent Health and Aged Care Pricing Authority](#) (IHACPA).

If IHACPA have not approved this price, or you have not submitted an application for approval of this price, you cannot publish this price. You cannot charge this price until it is approved by IHACPA.

Please note that when an approval is granted IHACPA, the approved amount is not automatically updated on the My Aged Care website. Providers must update their own pricing information using the Aged Care Service and Support Portal.

5. Enter the required information under **Key feature statement**. Select **SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL** after all required information has been entered. This room information will display on the service finder once approved by the department (allow 3 business days).

Key feature statement

Room description: *

0 / 2000

Room size: *

Common areas description: *

0 / 2000

Specific accommodation or design features

Not applicable

Applicable

Additional care and services included in room price

Not applicable

Applicable

Additional care and services available at additional cost

Not applicable


Applicable

Extra service fee

Yes

No

! If you save the room type but do not select **Submit**, you will be notified that there are room types requiring approval by the department and be prompted to submit the room type to the department prior to displaying on the public service finder.

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

Activating an outlet

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

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

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

2. Select **ACTIVATE OUTLET** at the bottom of the pop up, to confirm that you wish for this information to be displayed in the service finder. A warning message will display.

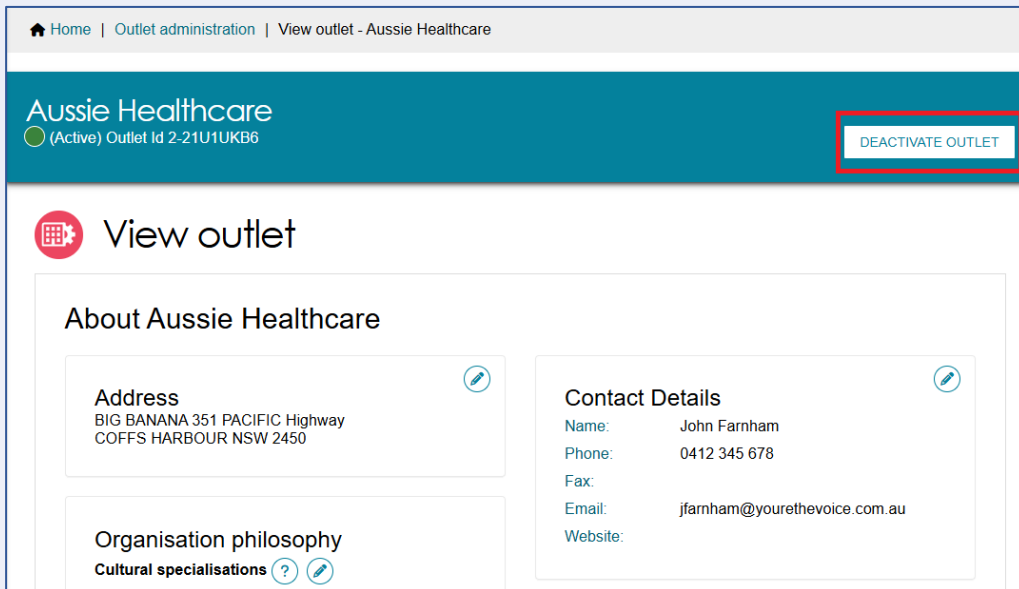
Your outlet is now active and operational service item information will display in the service finder, and will display as **Active** in the Service and Support Portal.



Deactivating an outlet

To remove an outlet from the service finders and stop referrals being sent to the outlet, it must be deactivated. An outlet cannot be made inactive if there are accepted and commenced services.

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




Home | Outlet administration | View outlet - Aussie Healthcare


Aussie Healthcare
(Active) Outlet Id 2-21U1UKB6



DEACTIVATE OUTLET

View outlet

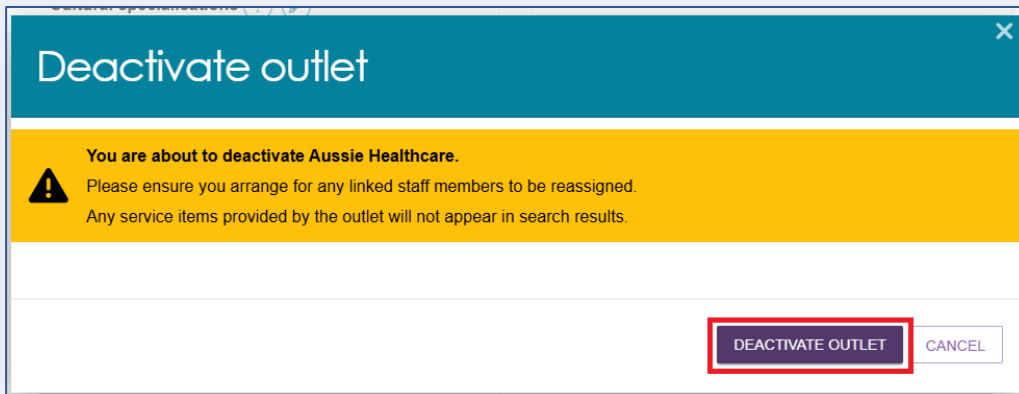
About Aussie Healthcare

Address 
BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450


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

Organisation philosophy
Cultural specialisations  

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

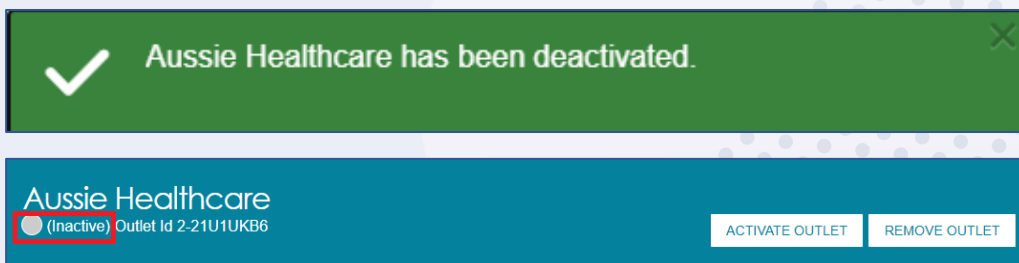



Deactivate outlet

You are about to deactivate Aussie Healthcare.
 Please ensure you arrange for any linked staff members to be reassigned.
Any service items provided by the outlet will not appear in search results.

DEACTIVATE OUTLET CANCEL

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



 Aussie Healthcare has been deactivated.

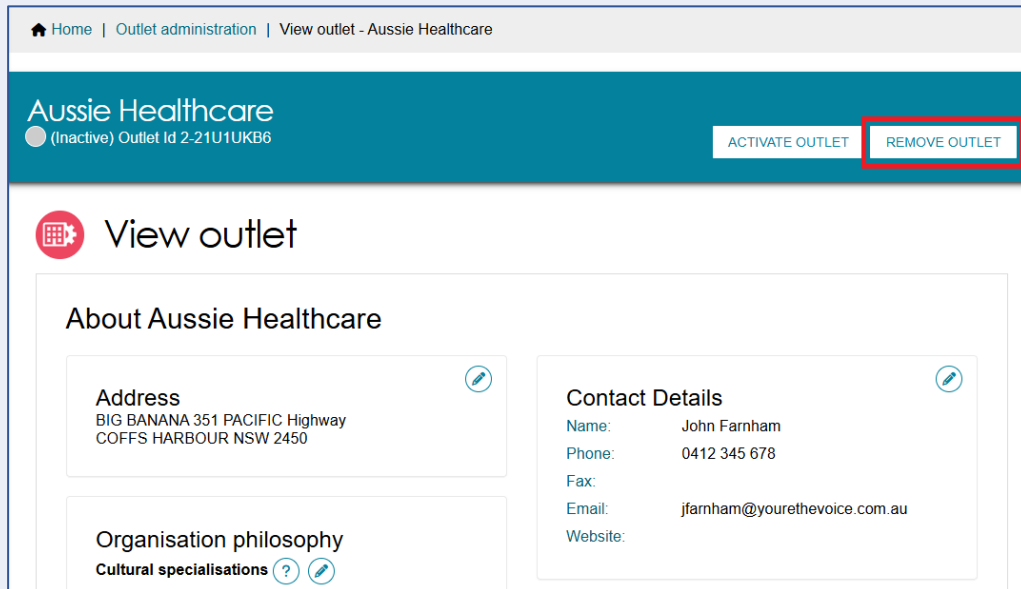
Aussie Healthcare
(Inactive) Outlet Id 2-21U1UKB6

ACTIVATE OUTLET REMOVE OUTLET

Removing an outlet from the Service and Support Portal

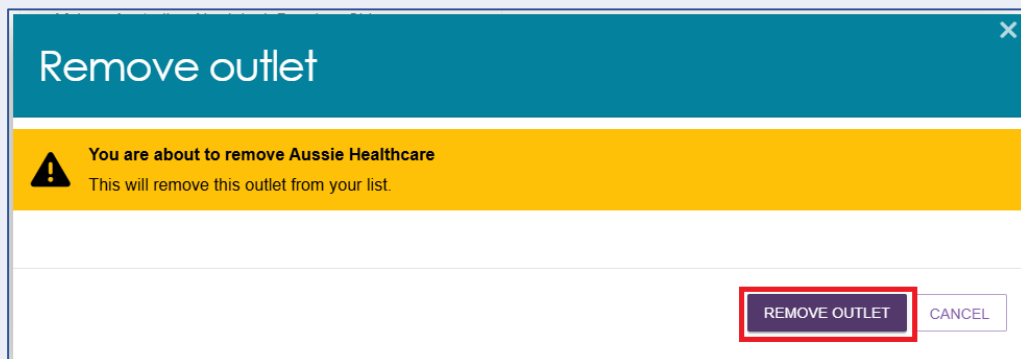
To remove an outlet from the Service and Support Portal, it must be in the status of 'Inactive'.

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



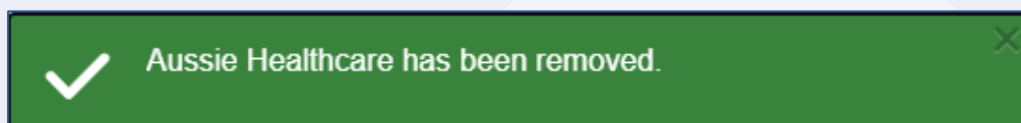
The screenshot shows the 'View outlet' page for an inactive Aussie Healthcare outlet. The breadcrumb trail is 'Home | Outlet administration | View outlet - Aussie Healthcare'. The outlet name is 'Aussie Healthcare' with the status '(Inactive)' and ID 'Outlet Id 2-21U1UKB6'. There are two buttons: 'ACTIVATE OUTLET' and 'REMOVE OUTLET', with the latter highlighted by a red box. The main content area is titled 'View outlet' and contains three sections: 'About Aussie Healthcare', 'Address' (BIG BANANA 351 PACIFIC Highway, COFFS HARBOUR NSW 2450), and 'Contact Details' (Name: John Farnham, Phone: 0412 345 678, Fax: [redacted], Email: jfarnham@yourethevoice.com.au, Website: [redacted]). There are also sections for 'Organisation philosophy' and 'Cultural specialisations'.

2. Select **REMOVE OUTLET** at the bottom of the pop up, to confirm you wish to remove the outlet.



The screenshot shows a 'Remove outlet' confirmation pop-up. It has a teal header with a close button. Below the header is a yellow warning bar with a triangle icon and the text: 'You are about to remove Aussie Healthcare. This will remove this outlet from your list.' At the bottom right, there are two buttons: 'REMOVE OUTLET' (highlighted with a red box) and 'CANCEL'.

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



The screenshot shows a green success message box with a checkmark icon and the text: 'Aussie Healthcare has been removed.' There is a close button in the top right corner.

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

For more information or support

Further information is available from the [Service and Support Portal Resources](#) page.

The My Aged Care service provider and assessor helpline is available on 1800 836 799.