

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 Specialisation Verifications.

1.3 Service and Support Portal Access

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

1.4 Staff roles in the Service and Support Portal

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

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

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

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

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

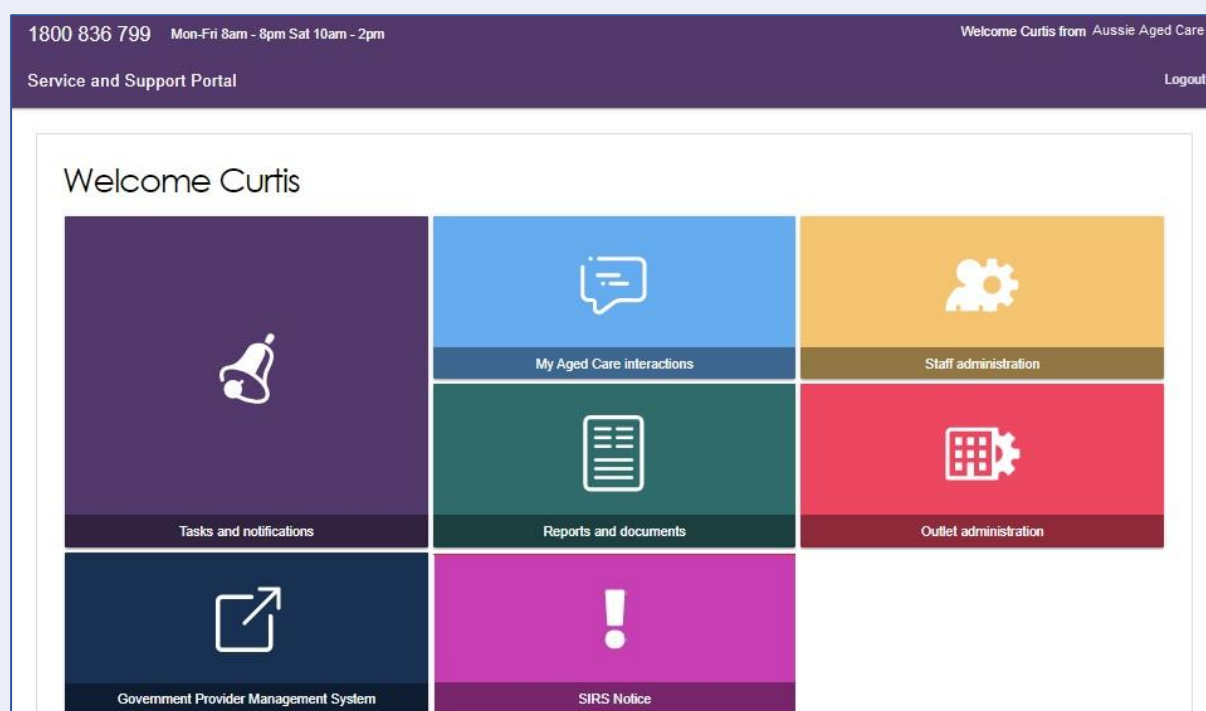
Organisation Focussed Key Functions	Organisation Administrator	Outlet Administrator
Request change to contractual information	✓	✓
Add outlets	✓	
Manage outlets: edit, activate, deactivate, remove	✓	✓
Manage services: add, edit, activate, transfer (Organisation Administrators only) or deactivate	✓	✓
Manage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

1.4.1 Homepage views by role type

1.4.1.1 Administrator homepage

Administrators at an Organisation level can view and manage information for the entire organisation in the Service and Support Portal. Administrators for one or more outlet(s) in the organisation (Outlet level) will only be able to view and manage information for the outlet(s) they have been assigned.

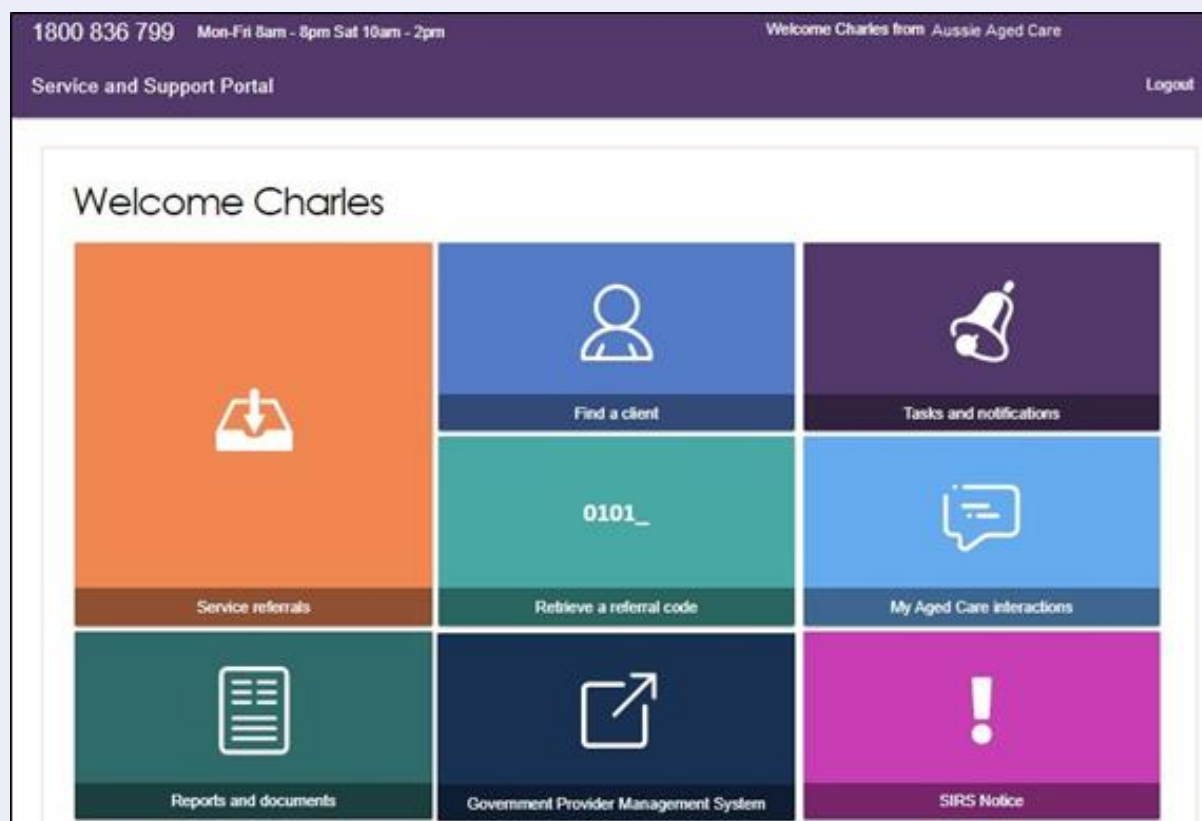
If you log in to the Service and Support Portal as an Administrator, you can view **Tasks and notifications**, **My Aged Care interactions**, **Reports and Documents**, **Outlet administration**, **SIRS Notice**, **Government Provider Management System** and **Staff administration** tiles on your homepage.



1.4.1.2 Team Leader homepage

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

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



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

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

1.4.1.3 Staff Member homepage

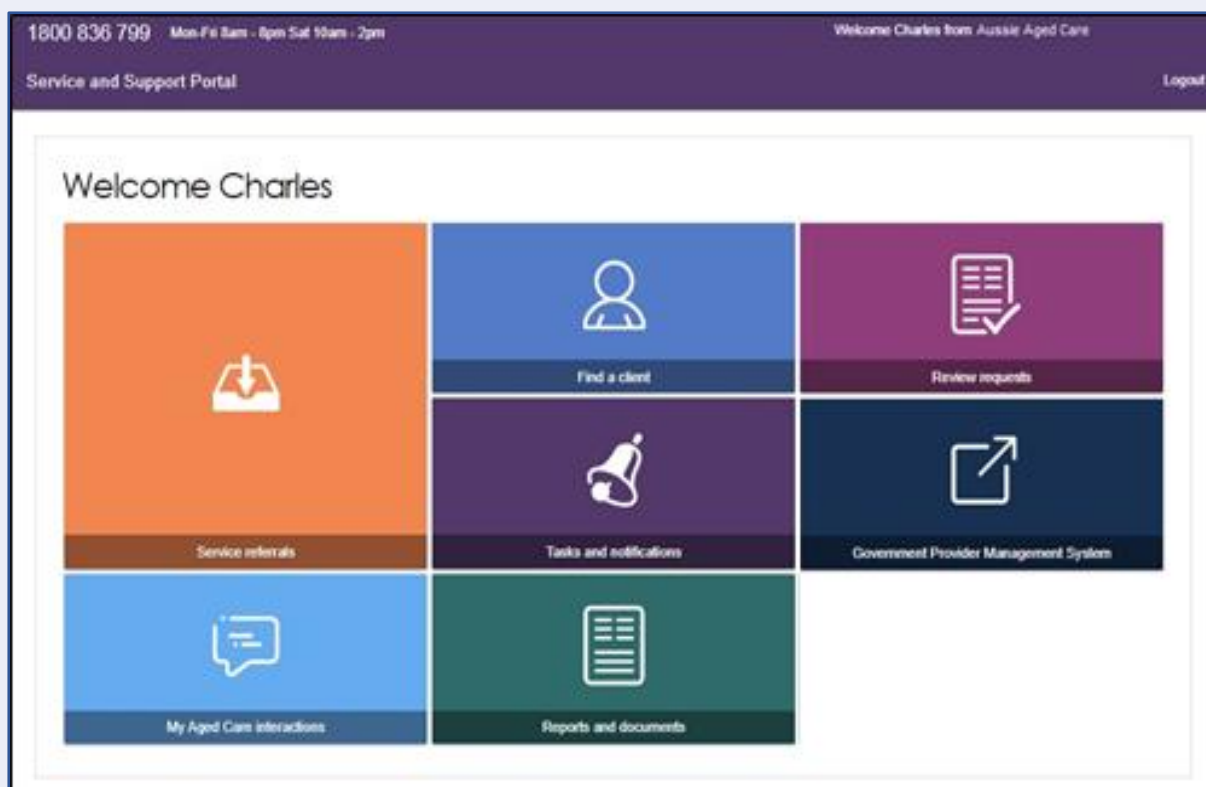
People assigned the Staff Member role in the Service and Support Portal are responsible for adding and updating client service information in the client record.

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

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

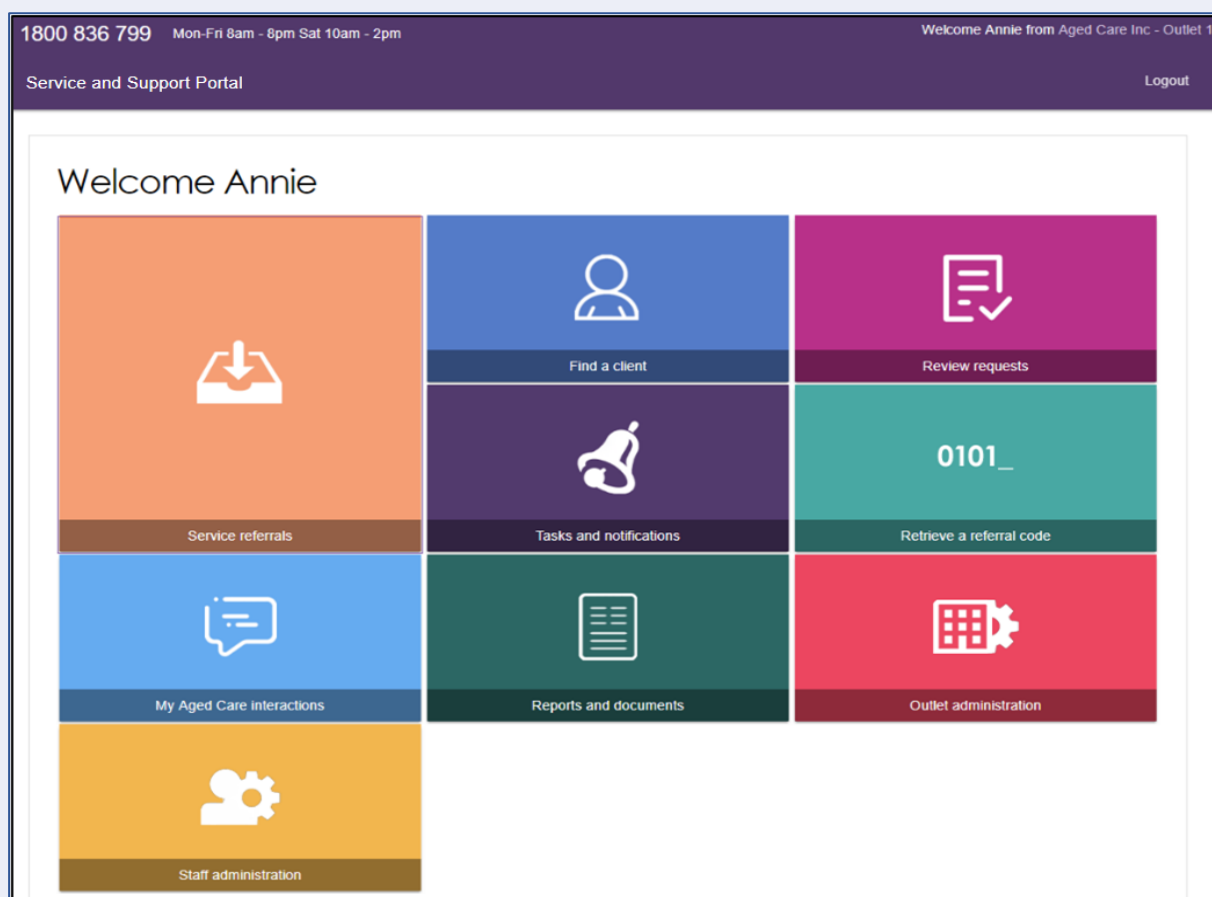
For information on how to add the SIRS Notice tile for staff members please refer to the guide on [How to use the Serious Incident Response Scheme Portal](#).

If you have been assigned the **SIRS** role by your Organisation Administrator, you will have access to a **SIRS Notice** tile.



1.4.1.4 Homepage for users assigned multiple roles

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



2 The Administrator Role

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

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

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

2.1 Creating service delivery outlets

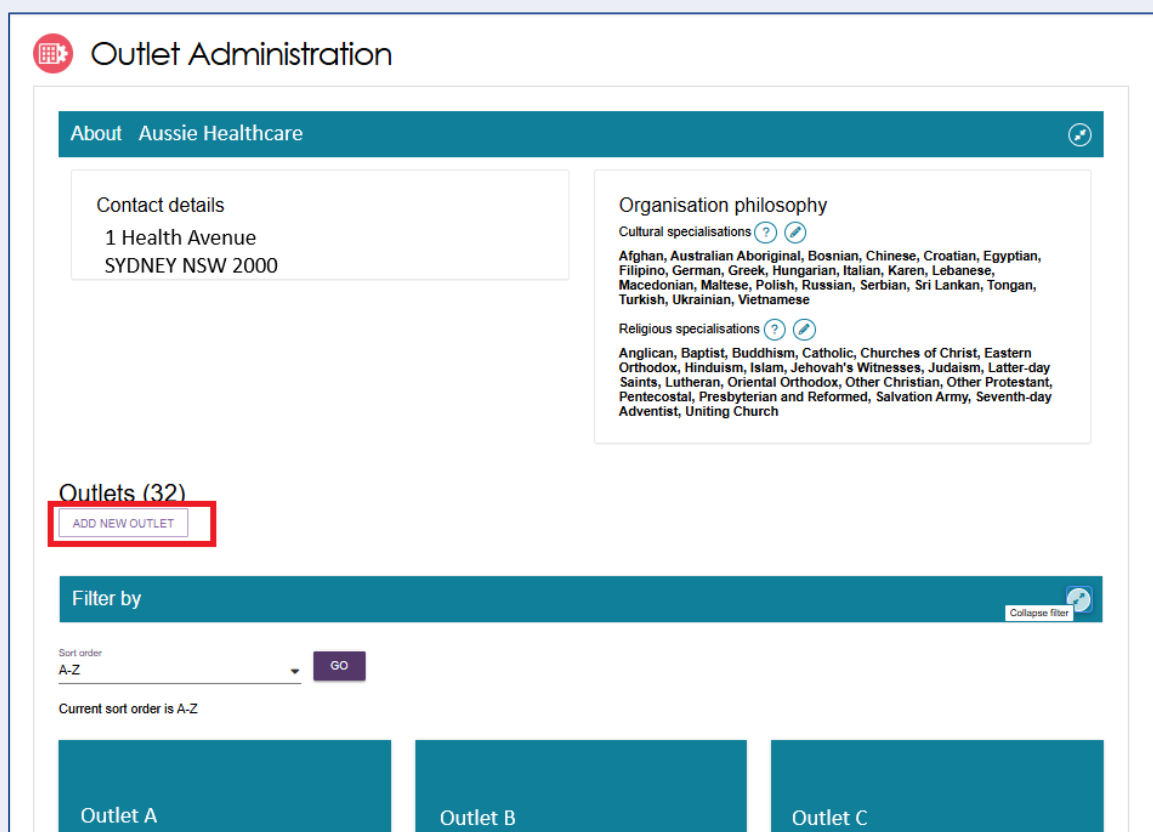
Administrators will need to set up at least one outlet in the Service and Support Portal before they can add their organisation's service information such as service items. Administrators can choose how to set up service(s) in the Portal: either all under one outlet or under multiple outlets.

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

2.1.1 Creating or adding a new outlet

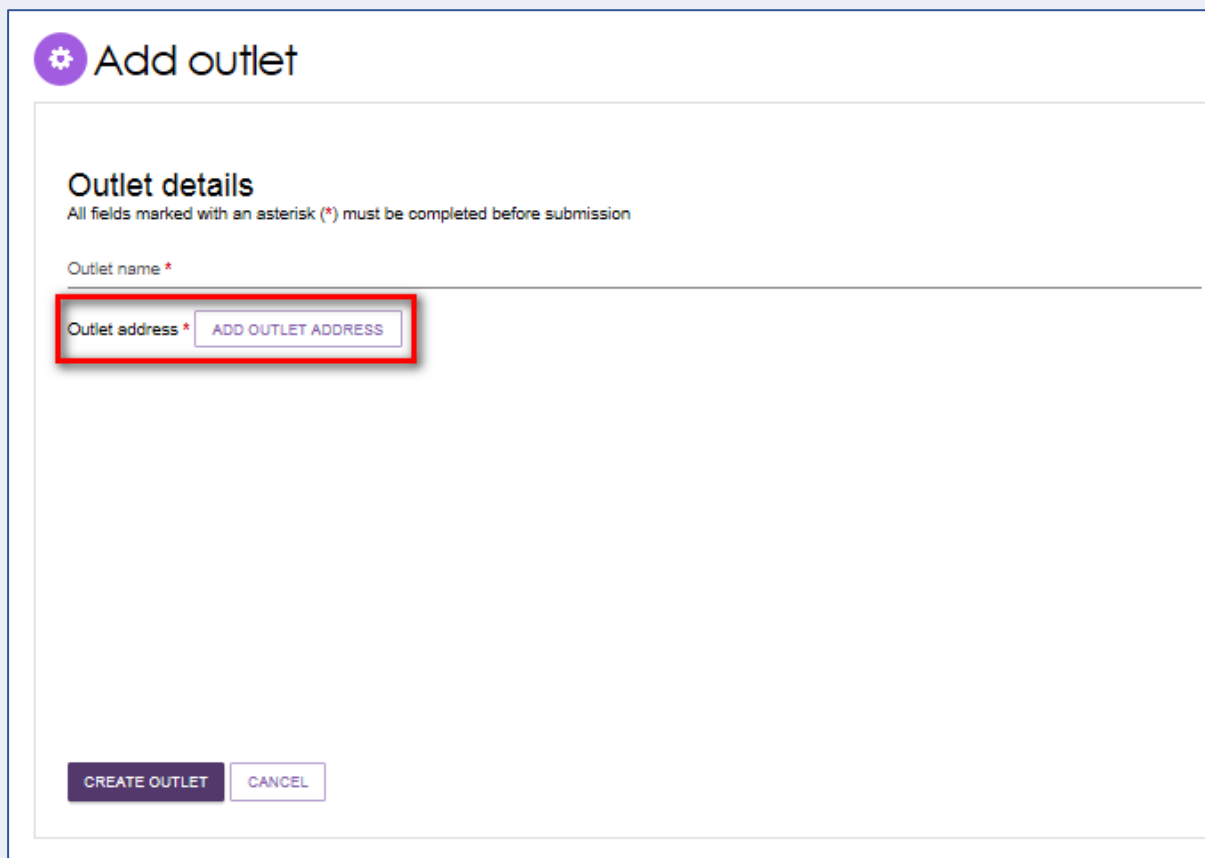
Administrators need to set up outlets in the Portal before service information can be added. When you create an outlet, the status is set to **Inactive** by default. You must activate the outlet and create service items in an outlet before it can be made operational.

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



2. Enter outlet details.

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



Add outlet

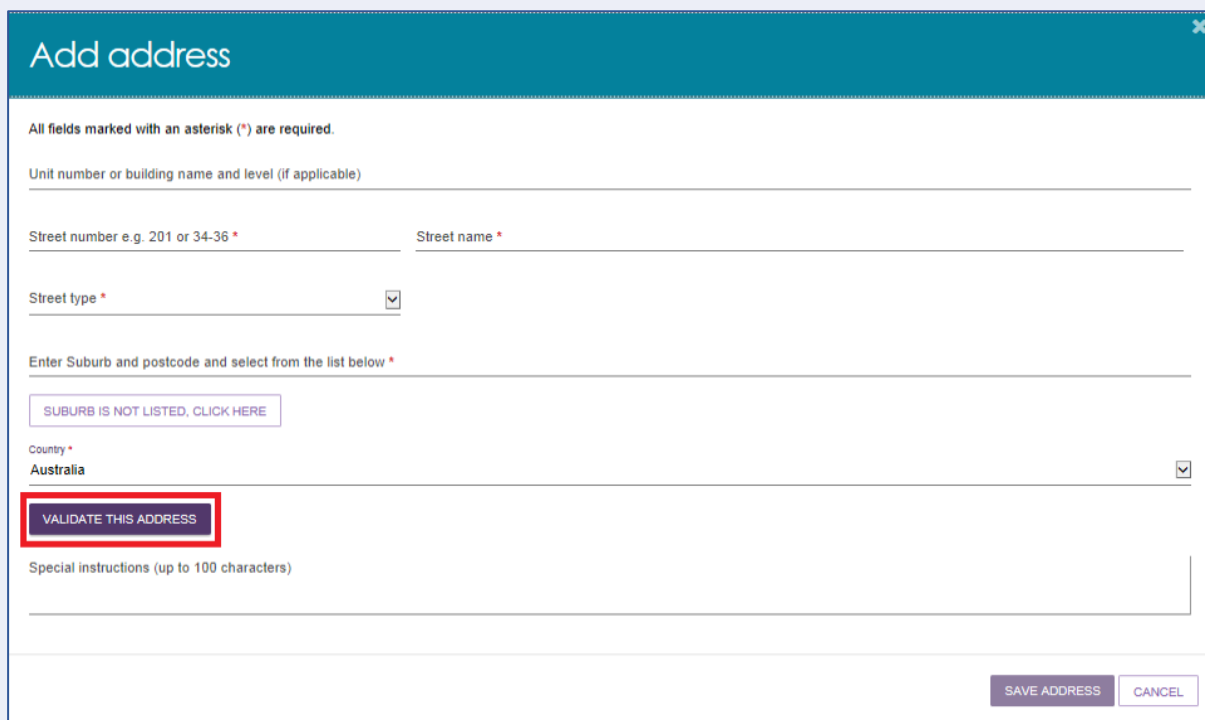
Outlet details
All fields marked with an asterisk (*) must be completed before submission

Outlet name *

Outlet address * **ADD OUTLET ADDRESS**

CREATE OUTLET **CANCEL**

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



Add address

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

Unit number or building name and level (if applicable)

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

Street type * ☐

Enter Suburb and postcode and select from the list below *

SUBURB IS NOT LISTED, CLICK HERE

Country *
Australia ☒

VALIDATE THIS ADDRESS

Special instructions (up to 100 characters)

SAVE ADDRESS **CANCEL**

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

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

Add address

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

Unit number or building name and level (if applicable)

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

Street name *
SMITHERS

Street type *
Street

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

SUBURB IS NOT LISTED, CLICK HERE

Country *
Australia

VALIDATE THIS ADDRESS

Did you mean

☒ Lot 3 5 SMITHERS Street CHIPPENDALE NSW 2008

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

Special instructions (up to 100 characters)

SAVE ADDRESS CANCEL

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

Add outlet

Outlet details

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

Outlet name *

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

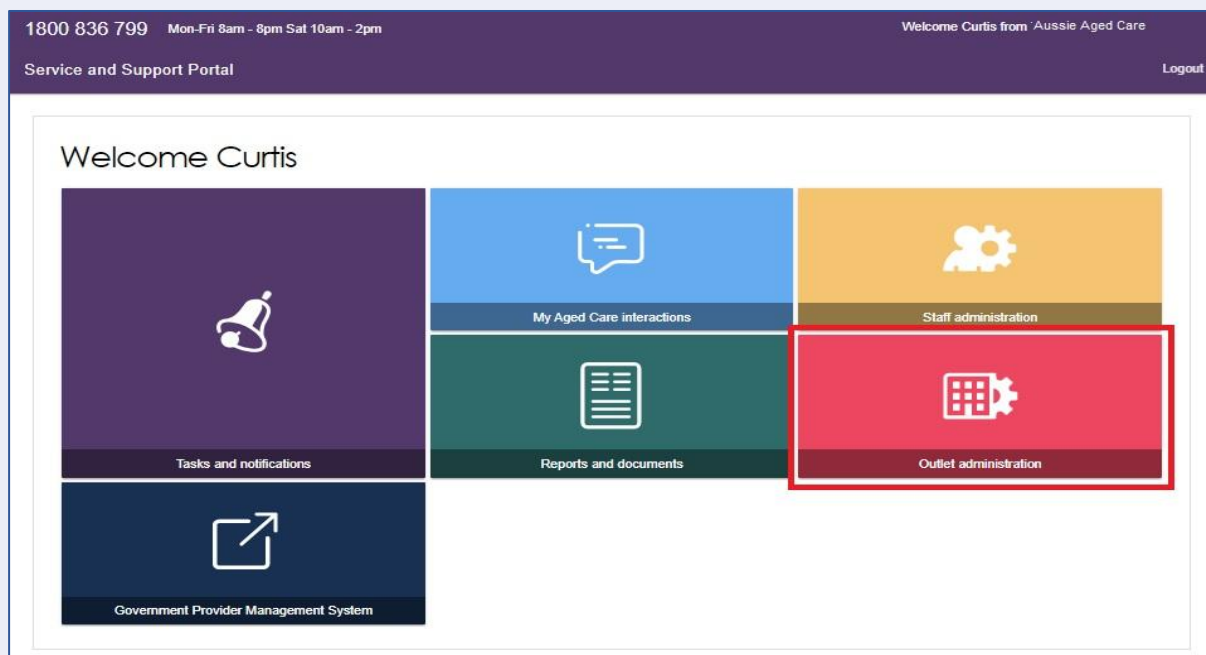
CREATE OUTLET CANCEL

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

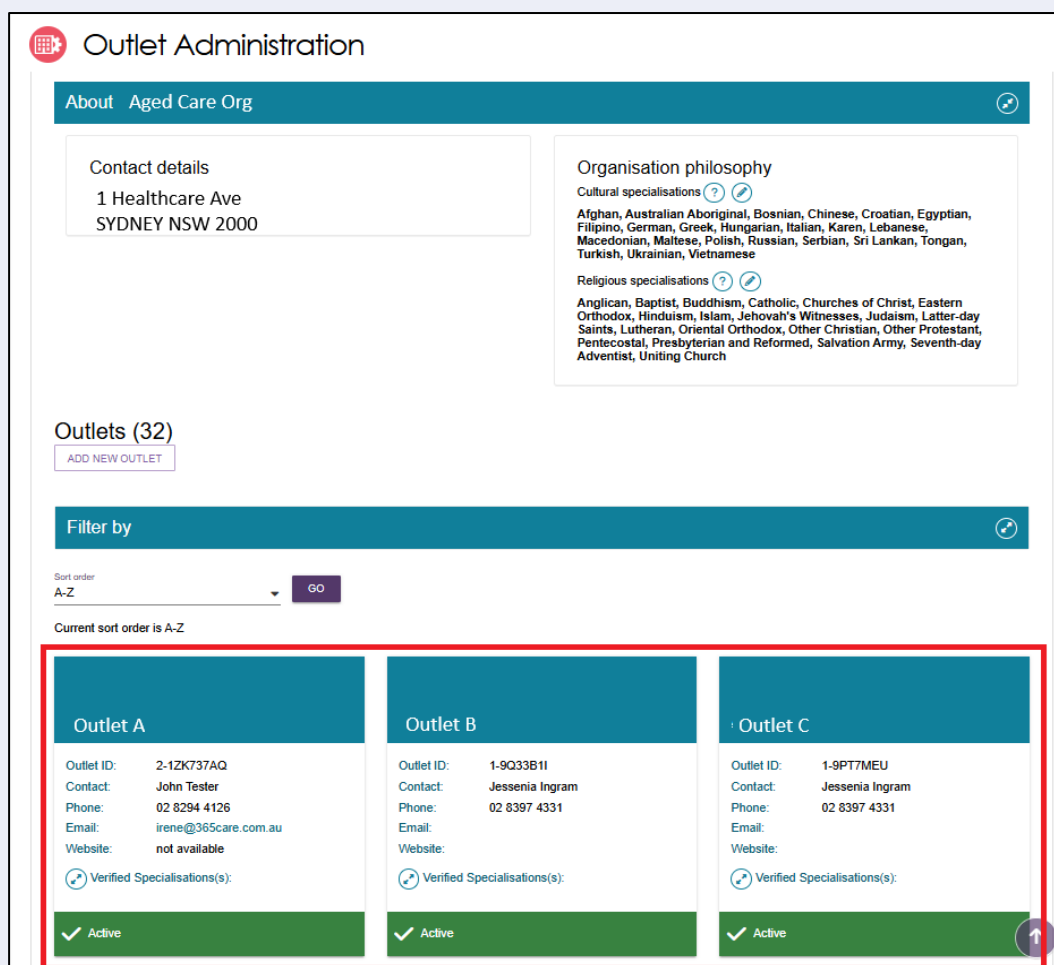
2.1.2 Viewing outlets

To view outlets, follow the procedure below.

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



2. From here, you can view all of the outlets for your organisation.

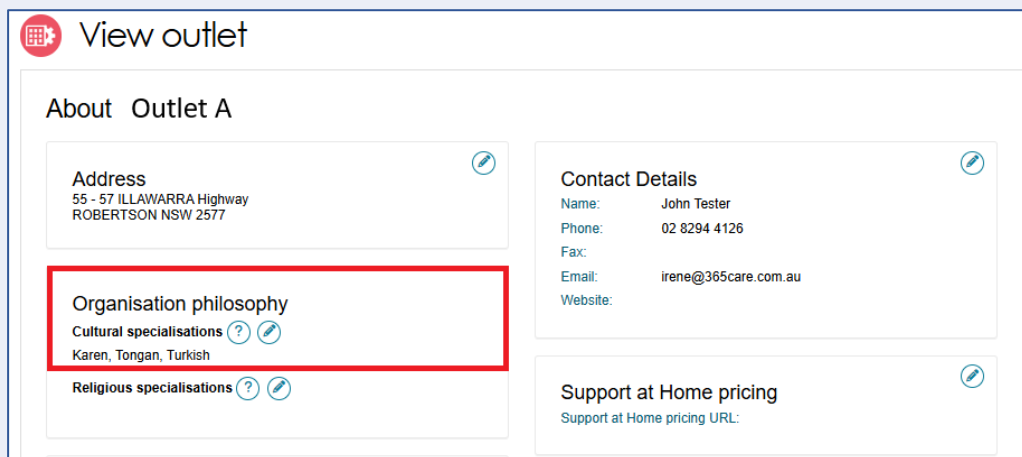


2.1.3 Editing the Organisation philosophy

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

1. Add/edit cultural specialisations.

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



View outlet

About Outlet A

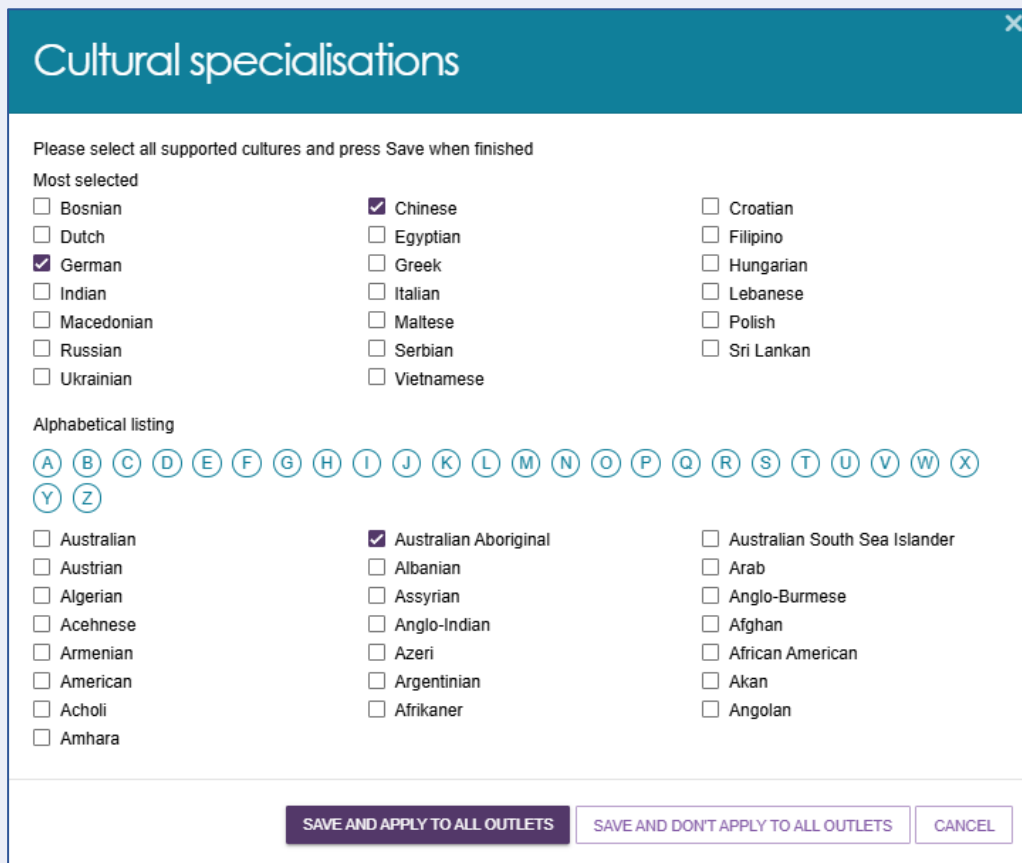
Address
55 - 57 ILLAWARRA Highway
ROBERTSON NSW 2577

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

Organisation philosophy
Cultural specialisations ? 
Karen, Tongan, Turkish
Religious specialisations ? 

Support at Home pricing
Support at Home pricing URL:

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



Cultural specialisations

Please select all supported cultures and press Save when finished

Most selected

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

Alphabetical listing

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

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

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

2. Add/edit religious specialisations.

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

 **View outlet**

About Outlet A

Address
55 - 57 ILLAWARRA Highway
ROBERTSON NSW 2577

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
☒ Anglican
☐ Catholic
☒ Hinduism
☐ Judaism
☐ Oriental Orthodox
☐ Pentecostal
☐ Seventh-day Adventist

☐ Baptist
☐ Churches of Christ
☒ Islam
☐ Latter-day Saints
☐ Other Christian
☐ Presbyterian and Reformed
☐ Uniting Church

☒ Buddhism
☐ Eastern Orthodox
☐ Jehovah's Witnesses
☐ Lutheran
☐ Other Protestant
☐ Salvation Army

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

☐ Anglican Church of Australia
☐ Assyrian Apostolic
☐ Albanian Orthodox
☐ Assemblies of God
☐ Aust. Aboriginal Trad. Relig.
☐ Agnosticism

☐ Anglican Catholic Church
☐ Assyrian Church of the East
☐ Antiochian Orthodox
☐ Aboriginal Evang. Missions
☐ Ancestor Veneration
☐ Atheism

☐ Armenian Apostolic
☐ Ancient Church of the East
☐ Apostolic Church (Australia)
☐ Apostolic Church of Queensland
☐ Animism

SAVE AND APPLY TO ALL OUTLETS

SAVE AND DON'T APPLY TO ALL OUTLETS

CANCEL

2.1.4 Specialisation Verification

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 page](#).

! 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](#).

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

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

Aussie Healthcare
(Active) Outlet Id 1-14BSCW DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address
1789 PARADISE AVENUE
TAMWORTH NSW 2340

Contact Details
Name: Mike Wazowski
Phone: 02 9876 5432
Fax: 0268483977
Email: Aarush.Hurt@test.obenss.ela
Website: <http://www.aussiehealthcare.com.au>

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](#)

[VIEW SERVICE ITEMS](#)

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

2.2 Service Items

Providers will need to create and maintain information about the aged care services that their 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 services that are provided are 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).

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

2.2.1 Adding a service item

When adding a Support at Home service item, the system will add a complete set of service items (which includes Service Groups, Service Types and Services).

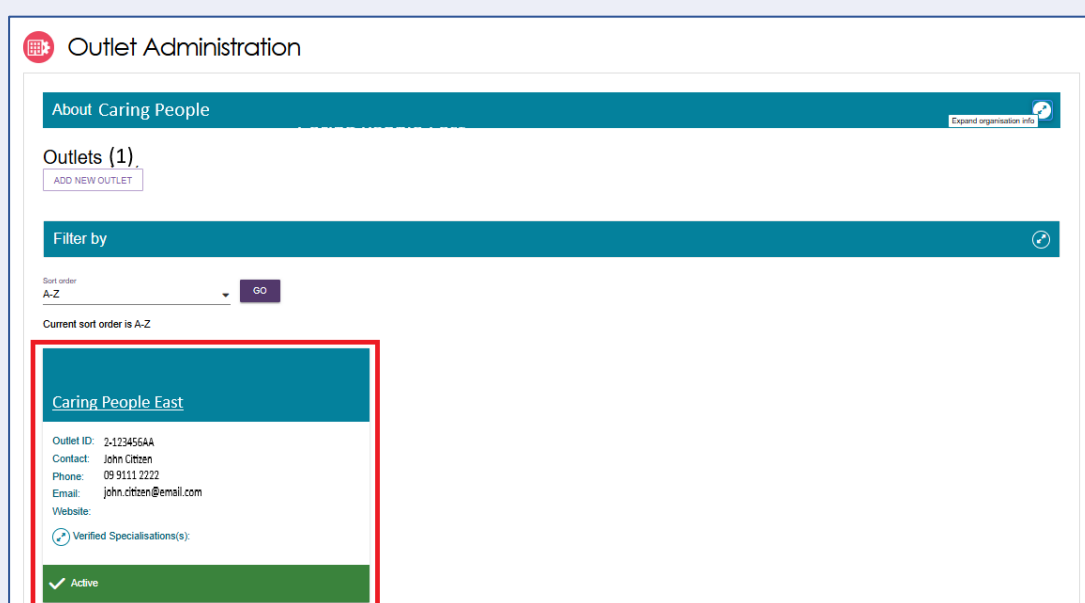
Normally there is no need to add more than one Support at Home service item for an outlet unless the organisation is offering Support at Home services in different manners from the same outlet.

Please contact the contact centre to discuss if you are considering adding more than one instance of Support at Home service items.

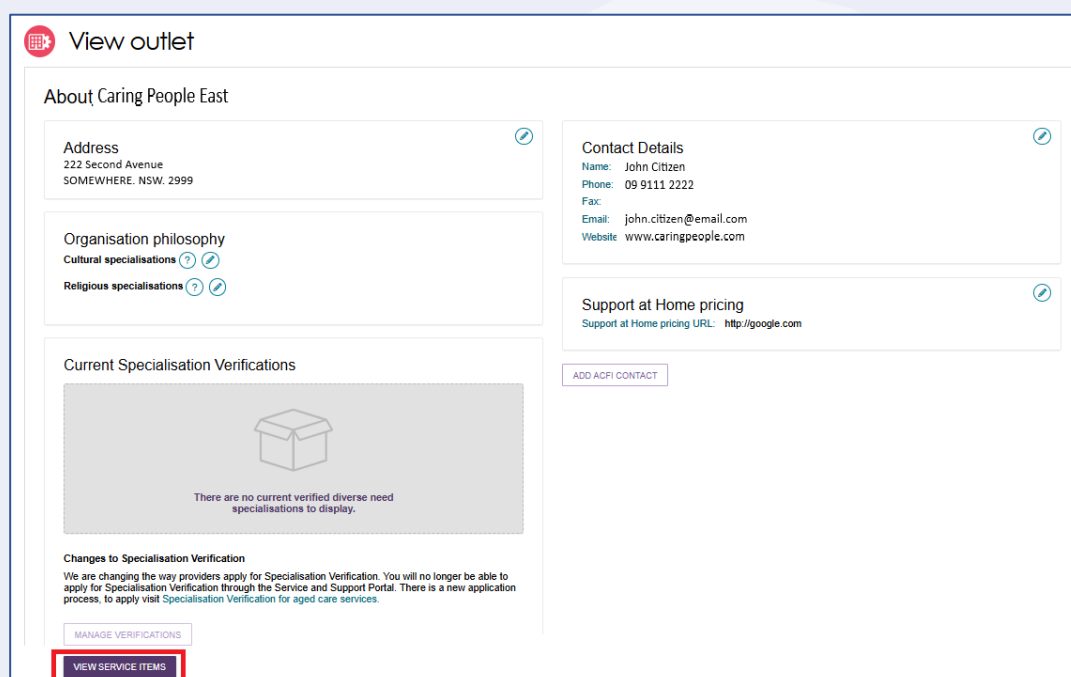
Follow these steps to add a service item:

1. [From the Outlet administration page](#), select the name of the outlet on the outlet card that you want to add a service item to.

The **View Outlet** page then appears.



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



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

The screenshot shows the 'View Service Items' page. At the top, there are four tabs: '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. To the right of the tabs is a button labeled 'ADD A SERVICE ITEM'. Below the tabs is a 'Filter by' section with two dropdown menus: 'Status' (set to 'Operational') and 'Service availability'. There are buttons for 'ADVANCED SEARCH' and 'CLEAR FILTERS'. Below the filters, a message states: 'Status is Operational'. At the bottom, a message says: '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. Select the **ADD A SERVICE ITEM** button.

This screenshot is identical 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'.

5. Select the Program for the service item that you wish to add.

The screenshot shows the 'Add service item' page. It has a heading 'Add service item' and a note: 'All fields marked with an asterisk (*) are required.' Below this is a label 'Select the Programme that applies to this service item *' followed by a dropdown menu. A red error message 'The Programme field is required.' is displayed below the dropdown. The dropdown menu is highlighted with a red box. At the bottom are 'SAVE' and 'CANCEL' buttons.

Once the program is selected, the funding type will appear as Funded.

The option to change this selection is not available as all Commonwealth aged care program services must be approved and subsidised by the Australian government.

The screenshot shows a section titled 'Which of the following applies to this service item?*' with two radio button options: 'Funded' (which is selected) and 'Non-funded'.

6. Select a **service inventory item** to associate with the service item to be added.

Non-Support At Home Service Item Example

An example of a program where a longer list of possible service inventory items may be presented, and where filtering functionality may be used.

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
☐ Commonwealth Home Support Programme	Aged Care Inc	Respite Services	33333	Cottage Respite	Aged Care Planning Region	NSW	Illawarra		01 Nov 2015	
☐ 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 example

An example of a program where a short list of possible service inventory items may be presented, and where no filtering functionality is available.

Add service item

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

Select the Programme that applies to this service item *

Support at Home

Programme	Service provider	Service item name	NAPS ID	Service type	Start date	End date
☒ Support at Home	AG SAH SP-SSP	SAH	1586	Support at Home		

Service Item Name: *

Please specify Service Item Name

SAVE CANCEL

The service (inventory) item name will normally provide guidance as to which one to select.

Select the one that you want to add to your outlet by selecting the relevant service inventory item.

In the example above, you will also need to supply a unique service item name before selecting the **SAVE** button (refer to step 8 below).

For Residential Care where a lengthy list of possible service inventory items may be presented, and where the application of one or more filters may reduce the number of possible selections, select the radio button at the beginning of the row to select the one to add.

RESIDENTIAL CARE EXAMPLE



Add service item

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

Select the Programme that applies to this service item *

Residential Care

Which of the following applies to this service item?*

☒ Funded
☐ Non-funded

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

Service provider

Service type
Residential Respite Care

Funding region type

Funding region

FILTER **CLEAR ALL**

	Programme	Service provider	Service item name	NAPS ID	Service type	Funding region type	Funding region state	Funding region	Location	Start date	End date
☐	Residential Care	Caring People	Caring People Nursing Care Centre	3776	Residential Respite Care	Aged Care Planning Region	QLD	Brisbane North		01 Jul 1981	

SAVE **CANCEL**

The added service item will inherit its name from the 'service item name' column value of the selected row.

- Specify a unique **service item name** (for Support at Home). Specifying a meaningful Service Item Name will assist in distinguishing different service offerings from the same outlet.



Add service item

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

Select the Programme that applies to this service item *

Support at Home

	Programme	Service provider	Service item name	NAPS ID	Service type	Start date	End date
☒	Support at Home	AG SAH SP-SSP	SAH	1586	Support at Home		

Service Item Name: *

Please specify Service Item Name

SAVE **CANCEL**

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

Community cottage respite, Commonwealth Home Support Programme, funded

NAPS Service ID 123, Service item name: Cottage Respite

See Sub-types

Domestic assistance, Commonwealth Home Support Programme, funded

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.

Status: Operational Offline

Service availability: Yes No

Waitlist availability: Yes No

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.

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

2. From the **View outlet** page, 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

VIEW SERVICE ITEMS

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

- Select the Edit (Pencil) icon which is located either next to the relevant service item, or next to the **Support at Home** heading.

Support At Home Service Item Example

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 type availability:

ADVANCED SEARCH CLEAR FILTERS

Status is Operational

FILTER CLEAR

Support at Home

NAPS Service ID 27037, Service item name: Healthcare Australia (NSW)

Status: Operational Offline

Assistive technology

See service types

Home modifications

See service types

Non-Support At Home Service Item 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

Loddon-Mallee

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

See Sub-types

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

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

! 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.

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.

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**.

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

- About Caring People East**: A header section with a red icon.
- Address**: 222 Second Avenue, SOMEWHERE, NSW, 2999.
- Organisation philosophy**: Cultural specialisations and Religious specialisations, each with a question mark icon.
- Contact Details**: Name: John Citizen, Phone: 09 9111 2222, Fax: (blank), 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 section 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 application process.
- MANAGE VERIFICATIONS**: A button.
- VIEW SERVICE ITEMS**: A button highlighted with a red box.

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

Status

Operational

Offline

NAPS Service ID 12345 Service item name: Support at Home - Eastern Zone

Assistive technology

See service types

Home modifications

See service types

Home support

Hide service types

Use the expander icon to reveal the applicable service types for the service group; and services for the selected service type.

Domestic assistance

Service type availability

Yes

No

Classification type

Ongoing

Short-term

Hide services

Domestic assistance

General house cleaning

Service availability

Yes

No

Waitlist availability

Yes

No

Domestic assistance

Laundry services

Service availability

Yes

No

Waitlist availability

Yes

No

Domestic assistance

Shopping assistance

Service availability

Yes

No

Waitlist availability

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.

Non-Support At Home Example

Domestic assistance, Commonwealth Home Support Programme, funded

Status

Operational

Offline

Service availability

Yes

No

Waitlist availability

Yes

No

New England

NAPS Service ID 1234, Service item name: Caring People Care Service

See Sub-types

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, Support at Home and Residential Care service items.

All providers (except residential care) must review their service delivery area information and edit if required. Remove selected suburbs from the 'List of serviced suburbs' if you do not deliver services in that location. Alternatively, use the 'Remove all' function to reconfigure your list of suburbs.

For further information, go to My Aged Care | www.myagedcare.gov.au | 1800 836 799

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CHSP providers: Make sure Service Delivery information matches the ACPR where you are funded to provide services. Clearly list the postcodes and suburbs within that ACPR where you currently provide services. To keep this information accurate, organisation and outlet administrators should review the service delivery area(s) for each service to confirm that it reflects where services are actually delivered. This information is usually identified in CHSP funding agreements as Aged Care Planning Regions.

! Service Delivery Area information and the Find a Provider Tool

Service Delivery Area and other information are publicly displayed in the Find a Provider tool, located in the aged care gateway portals and the [My Aged Care website](#). This means:

- It impacts the referrals sent by contact centre staff and assessors
- It tells the client which services are available in their area
- It is required for location-based service searches.

You must ensure your service delivery area information are accurate.

Follow these steps to edit the service delivery area:

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**.

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

- About Caring People East**: This section contains several sub-sections:
 - Address**: 222 Second Avenue, SOMEWHERE, NSW, 2999.
 - Organisation philosophy**: Includes 'Cultural specialisations' and 'Religious specialisations' with question mark icons.
 - 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 application process.
- Contact Details**: Includes Name (John Citizen), Phone (09 9111 2222), Fax, Email (john.citizen@email.com), and Website (www.caringpeople.com).
- Support at Home pricing**: Includes 'Support at Home pricing URL: http://google.com'.
- Buttons**: 'ADD ACFI CONTACT' and 'MANAGE VERIFICATIONS' are visible. The 'VIEW SERVICE ITEMS' button is highlighted with a red box.

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.



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




Loddon-Mallee

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


[See Sub-types](#)

Status

Operational

Offline

Service availability

Yes

No

Waitlist availability

Yes

No



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 type availability

ADVANCED SEARCH

CLEAR FILTERS

Status is Operational

FILTER

CLEAR

Support at Home

NAPS Service ID 27037, Service item name: Healthcare Australia (NSW)

Status

Operational

Offline

Assistive technology

See service types

Home modifications

See service types

- ### 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 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 will display.

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, or select 'At client location' for non-residential services.

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.

5. Search for and Add suburbs.

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

Use the search dialogue to obtain a list of suburbs that match the specified search criteria.

Suburb Search Results List Example

Select	Suburb	State	Postcode
☐	BELLBIRD PARK	QLD	4300
☐	BROOKWATER	QLD	4300
☐	CAMIRA	QLD	4300
☐	CAROLE PARK	QLD	4300
☐	GAILES	QLD	4300
☐	GOODNA	QLD	4300
☐	SPRING MOUNTAIN	QLD	4300
☐	SPRINGFIELD	QLD	4300
☐	SPRINGFIELD CENTRAL	QLD	4300
☐	SPRINGFIELD LAKES	QLD	4300

ADD SELECTEDADD ALL

Select those suburbs which are to be added to the service delivery area.

6. Review suburb list and Save changes.

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
☐	ASHLEY	NSW	2400
☐	BULLARAH	NSW	2400
☐	BURREN JUNCTION	NSW	2386
☐	CROOBLE	NSW	2400
☐	DRILDOOL	NSW	2386
☐	MALLOWA	NSW	2400
☐	MOREE	NSW	2400
☐	NOWLEY	NSW	2386
☐	TERRY HIE HIE	NSW	2400
☐	TULLOONA	NSW	2400

REMOVE SELECTEDREMOVE 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**.

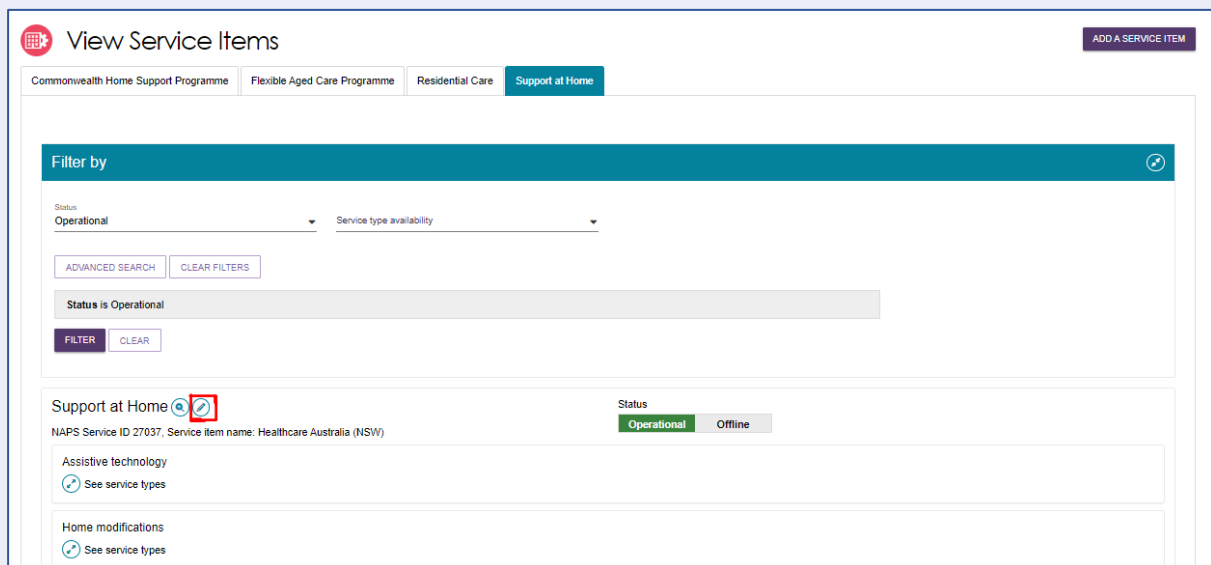
The screenshot shows the 'View outlet' page for 'Caring People East'. The page is divided into several sections: 'About Caring People East', 'Address' (222 Second Avenue, SOMEWHERE, NSW, 2999), 'Contact Details' (Name: John Citizen, Phone: 09 9111 2222, Fax, Email: john.citizen@email.com, Website: www.caringpeople.com),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

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.

Non-Support At Home Example

The screenshot shows the 'View Service Items' page. At the top, there is a 'Filter by' section with tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Residential Care', and 'Support at Home'. Below this, there is a list of service items. The first item is 'Domestic assistance, Commonwealth Home Support Programme, funded Loddon-Mallee'. To the right of this item, there is an 'Edit' icon (a pencil inside a circle) highlighted with a red box. Below the item name, it says 'NAPS Service ID 12345, Service item name: Community and Home Support'. At the bottom, there is a 'See Sub-types' button. On the right side of the page, there is a 'Collapse filter' button and a table with columns for 'Status', 'Service availability', and 'Waitlist availability'. The 'Status' column has 'Operational' and 'Offline' options. The 'Service availability' column has 'Yes' and 'No' options. The 'Waitlist availability' column has 'Yes' and 'No' options.

Support At Home Example



View Service Items

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

Filter by

Status: Operational Service type availability: Operational

ADVANCED SEARCH CLEAR FILTERS

Status is Operational

FILTER CLEAR

Support at Home  

NAPS Service ID 27037, Service Item name: Healthcare Australia (NSW)

Status: Operational Offline

Assistive technology

See service types

Home modifications

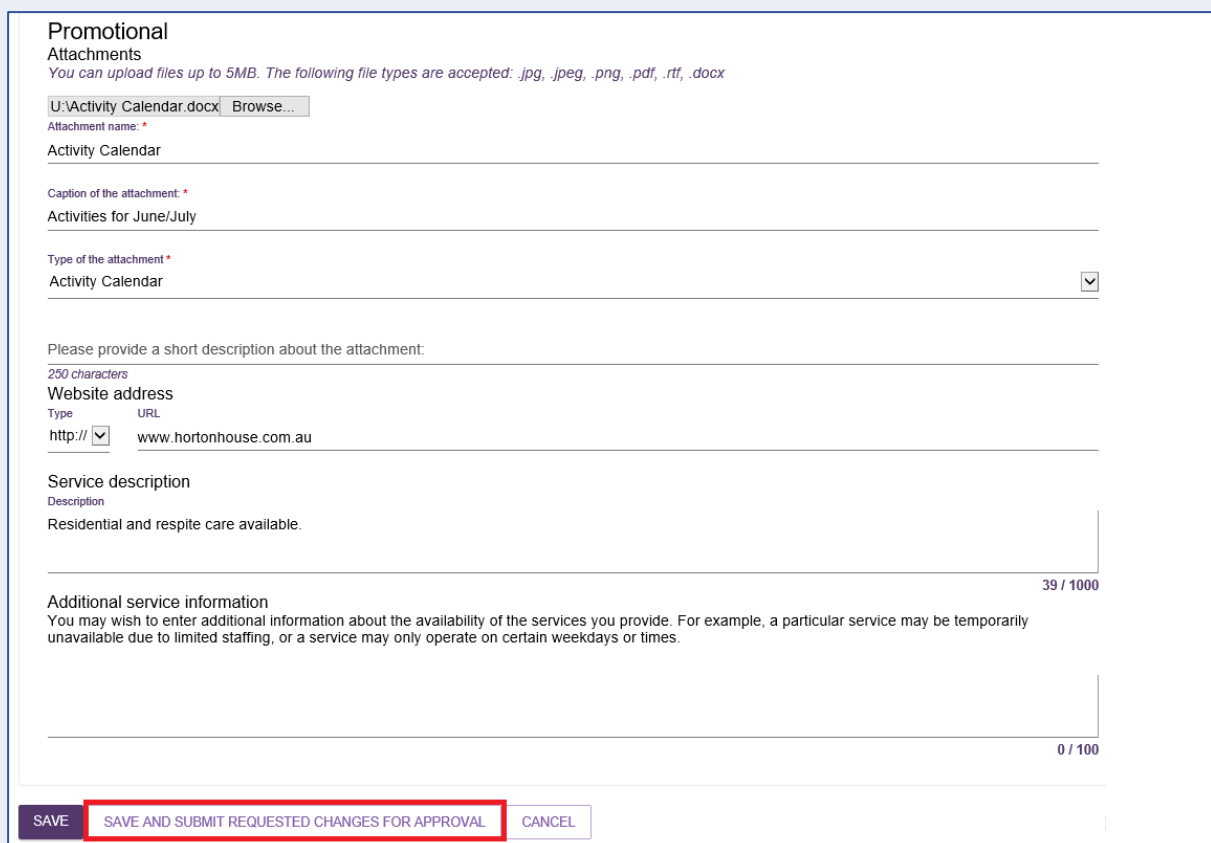
See service types

2. 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 Browse...

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.

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.

39 / 1000

0 / 100

SAVE SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL CANCEL

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.

The screenshot shows the 'Aged care homes' header. Below it, on the left, is a card for 'Residential Pe' with details: 'Service ID 1139', 'Service item name', and 'Waitlist availability' with 'Yes' and 'No' buttons. To the right of this card, there are two messages: a green one with a checkmark stating 'Service item updated successfully.' and a yellow one with a warning icon stating '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**.

The 'View outlet' page for 'About Caring People East' contains several sections: '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), and 'Current Specialisation Verifications' (a box with a house icon and text: 'There are no current verified diverse need specialisations to display.'). At the bottom, there is a 'Changes to Specialisation Verification' notice and two buttons: 'MANAGE VERIFICATIONS' and 'VIEW SERVICE ITEMS' (which is highlighted with a red box).

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
Operational Offline

Service availability
Yes No

Waitlist availability
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
Operational Offline

Service availability
Yes No

Waitlist availability
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 item, several attributes specific to the delivery of your particular service item will become available to select and display on the service finder.

These include [Specialisation Verification](#), 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.

Service and Support Portal Logout

Home | Outlet administration | View outlet - ABC Care | View service items | Service Details

Service delivery area

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.

Specialised services

Which of the following applies to this service?

☐ Dementia ☐ Caters for cultural, spiritual or ethical food requirements

Languages

No languages specified

[SELECT LANGUAGES AVAILABLE](#)

Promotional Attachments

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

[CHOOSE FILE](#) No file chosen

Website address

Type http:// URL

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.

2.2.7.1 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.

Assistive technology

Hide service types

Equipment and products

See services

Service type availability

Classification type

• Ongoing • Short-term

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

2.2.7.2 Specialisations

Specialisations is an umbrella term for 3 sub-groups: 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.

2.2.7.3 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?

☐ Aboriginal and/or Torres Strait Islander peoples and communities	☐ Culturally and linguistically diverse
☐ People who live in rural or remote areas	☐ Financially or Socially disadvantaged people
☐ Veterans	☐ 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	

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?

☒ Aboriginal and/or Torres Strait Islander peoples and communities	☐ Culturally and linguistically diverse
☐ People who live in rural or remote areas	☐ Financially or Socially disadvantaged people
☐ Veterans	☐ 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	

2.2.7.4 Specialised Services

You can indicate that an outlet service item offers the following **Specialised Services**.

Although these services are not verified like the verified specialisations listed in Specialisation Verification, you should only select those with specific measures in place which demonstrate your specialised service offering.

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

Specialised services ?

Which of the following applies to this service?

☐ Dementia	☐ Mental Health
☐ Continence	☐ Vision
☐ Hearing	☐ Terminal illness
☐ Respite care	☐ Mobility
☐ Wellness and reablement	☐ Assistive Technology
☐ Caters for cultural, spiritual or ethical food requirements	

2.2.7.5 Languages

- To indicate that services are being delivered in a language other than English, select the **SELECT LANGUAGES AVAILABLE** button.

Languages ?

No languages specified

SELECT LANGUAGES AVAILABLE

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

Supported languages

Please select all supported languages and press Save when finished

Most selected

☐ Arabic
☐ Greek
☐ Polish

☐ Cantonese
☐ Italian
☐ Spanish

☐ Croatian
☐ Mandarin
☐ 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
☐ Amharic
☐ Armenian
☐ Assyrian
☐ Alyawarr (Alyawarra)
☐ Australian Indigenous Lang

☐ Afrikaans
☐ Anyuak/Anuak
☐ Asante/Ashanti
☐ Azari
☐ Arrente (Aranda)

☐ Albanian
☐ Arakanese/Rakhinz
☐ Assamese
☐ Azerbaijani
☐ Assyrian (Including Aramaic)

SAVE CANCEL

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

Languages ?

List of languages

• Arabic

• Mandarin

2.2.7.6 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.

- Navigate to the service type that you want to edit by following the steps in [Editing a service item](#).
- 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

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

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

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

Enter the start and end times for the applicable day.

Diversional therapy

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

Hours of operation

What are the standard hours of operation for this service?

☒ Monday	Start time 09:00 AM	End time 05:00 PM
ADD ADDITIONAL OPERATING HOURS		
☒ Tuesday	Start time 09:00 AM	End time 05:00 PM
ADD ADDITIONAL OPERATING HOURS		
☒ Wednesday	Start time 09:00 AM	End time 05:00 PM
ADD ADDITIONAL OPERATING HOURS		
☒ Thursday	Start time 09:00 AM	End time 05:00 PM
ADD ADDITIONAL OPERATING HOURS		
☒ Friday	Start time 09:00 AM	End time 05:00 PM
ADD ADDITIONAL OPERATING HOURS		
☐ Saturday	Start time 09:00 AM	End time 05:00 PM
☐ Sunday	Start time 09:00 AM	End time 05:00 PM

2.2.7.7 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. At the top, there are tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Residential Care', and 'Support at Home' (which is selected). A 'Filter by' bar is present. Below it, the 'Support at Home' section is displayed with a status of 'Operational'. There are three expandable sections: 'Assistive technology', 'Home modifications', and 'Home support'. The 'Home support' section is expanded, showing 'Nursing care' and 'Nursing assistant clinical care'. The 'Nursing care' section is further expanded, showing three service tiles: 'Nursing care', 'Nursing care Enrolled nurse clinical care', and 'Nursing care Nursing care consumables'. Each tile has a 'Service availability' and 'Waitlist availability' section with 'Yes' and 'No' buttons. The 'Nursing care' tile has 'Yes' selected for both. The 'Nursing care Enrolled nurse clinical care' tile has 'Yes' selected for both. The 'Nursing care Nursing care consumables' tile has 'Yes' selected for both. The 'Nursing care' tile is highlighted with a red box.

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.

Select the checkbox for any other service delivery hours you offer for the service. For example, if you offer the service to the client in Non-standard or on Saturdays, then select that option.

The screenshot shows the 'Delivery hours' section of the service edit page. It includes a note: 'All fields marked with an asterisk (*) are required.' Below this, there is a section titled 'Delivery hours' with the question 'What hours are offered for this service? *'. There are four checkboxes: 'Standard hours' (checked), 'Non-standard hours', 'Saturday', and 'Sunday'. There is also a checkbox for 'Public holidays'.

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.

Select the SAVE CHANGES button at the bottom of the page. This information will be passed to My Aged Care and utilised in various website tools.

2.2.7.8 Staffing notes

Staffing notes are able to be specified for each program.

The screenshot shows the 'Staffing notes' field. It is a text area with a placeholder text: 'Notes on staffing Shopping assistance that will appear on the public Service Finder'. The field is currently empty. At the bottom right of the field, there is a character count: '0 / 150'.

2.2.7.9 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

2.2.7.10 Service Description

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.

2.2.7.11 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.

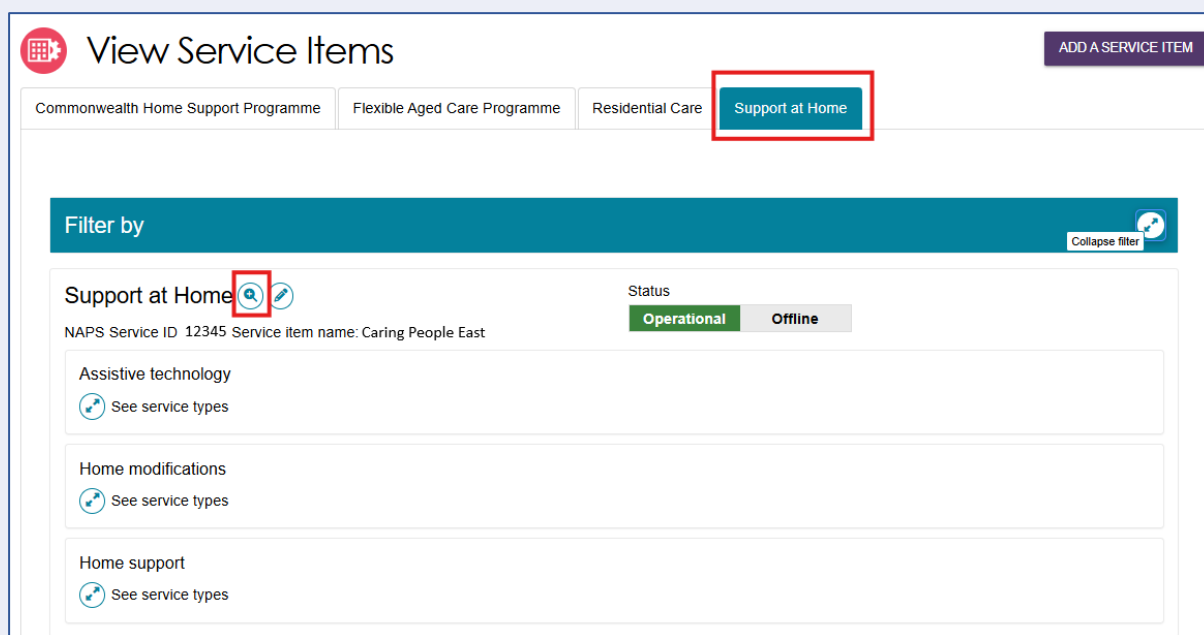
! The Support at Home's service item allows you to configure the services you deliver and their prices for a particular delivery area or region.

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.

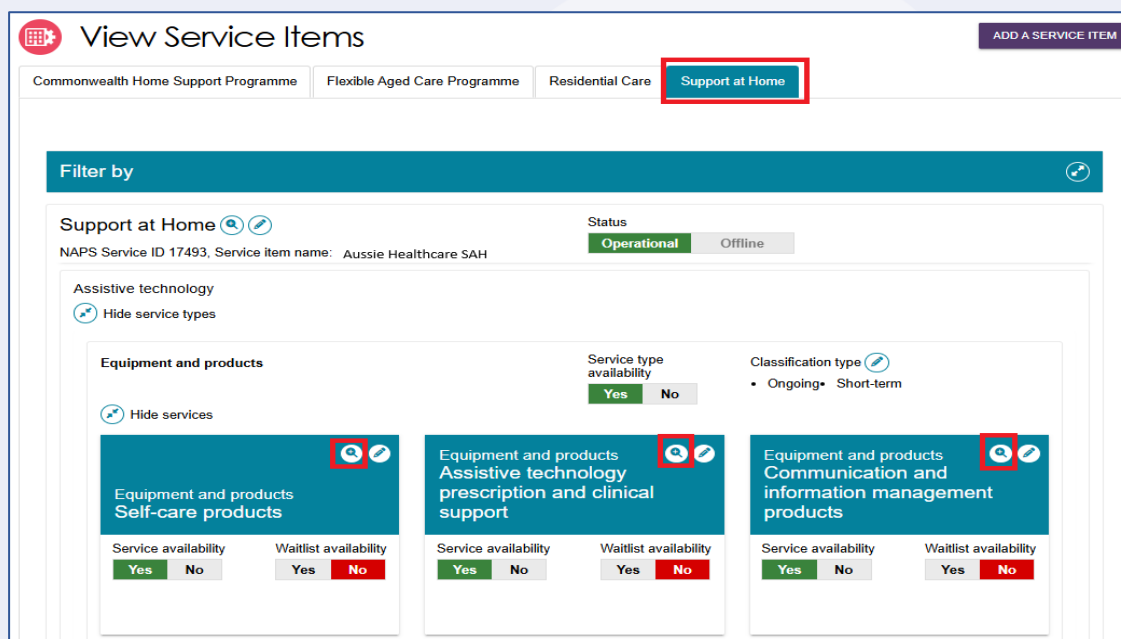


To view individual Support at Home services:

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
 - Communication and information management products

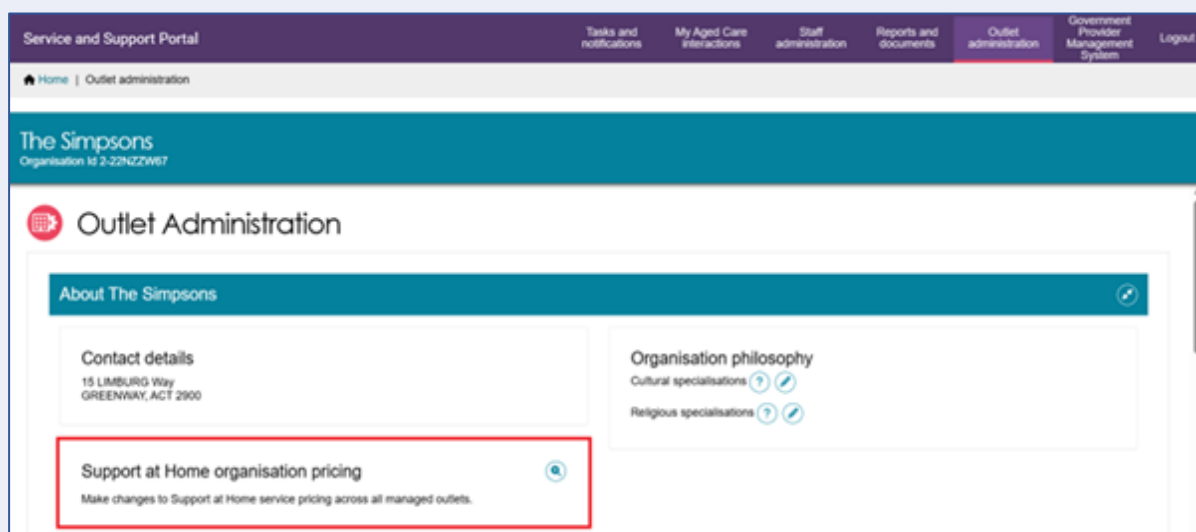


2.2.7.11.1 Updating Pricing Information at the Organisation Level

! This functionality is available to Organisation Administrators only.

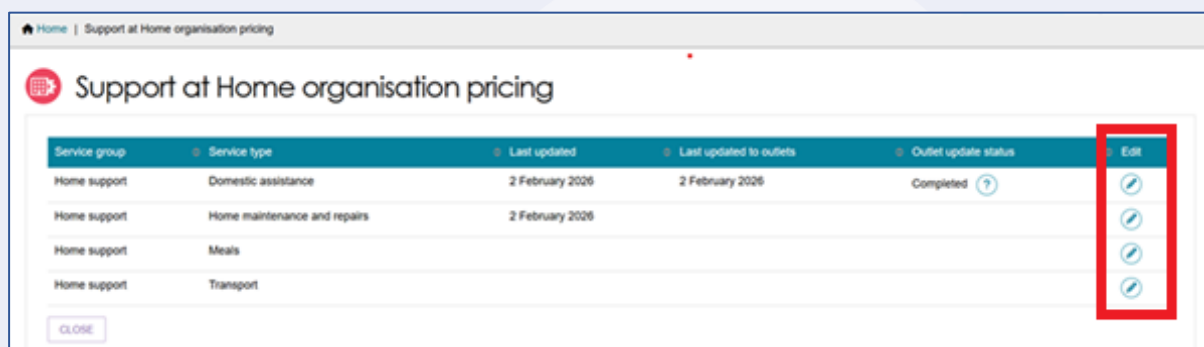
Organisational level pricing can be applied to every outlet service item that delivers Support at Home services. It will override existing pricing changes at the outlet service level if they already exist. Ensure that your Outlet Administrator/s are aware of your Organisational level pricing changes 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 does 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 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 selected using the Edit Pencil icon above, the corresponding 'Pricing for Service' page appears. All 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 example is 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

Enter the common price for all delivery hours offered. Common price is the most frequently charged price for the service. A service listed as 'Market Price' does not require a price to be entered.

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

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

Common Price - Non-Standard (Hours)

\$150

Common Price - Saturday

\$180

Common Price - Sunday

\$200

Common Price - Public Holiday

\$250

Laundry services (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 - Sunday

Common Price - Public Holiday

Shopping assistance (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 - Sunday

Common Price - Public Holiday

SAVE

APPLY TO ALL OUTLETS

CLOSE

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

Enter the common price for all delivery hours offered. Common price is the most frequently charged price for the service. A service listed as 'Market Price' does not require a price to be entered.

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

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

Common Price - Non-Standard (Hours)

\$40

Common Price - Saturday

\$60

Common Price - Sunday

\$70

Common Price - Public Holiday

\$70

Enrolled nurse clinical care (Hours)

Common Price - Standard (Hours) *

\$50

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

Common Price - Non-Standard (Hours)

\$75

Common Price - Saturday

\$85

Common Price - Sunday

\$100

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

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

Common Price - Non-Standard (Hours)

\$150

Common Price - Saturday

\$175

Common Price - Sunday

\$200

Common Price - Public Holiday

\$200

SAVE

APPLY TO ALL OUTLETS

CLOSE



All mandatory fields (marked with a red asterisk) must be entered, for example 'Common price – Standard (hours)'. If not entered you will receive error messages:

General house cleaning (Hours)	Common Price - Standard (Hours) *
	Common Price - Standard (Hours) is required
	This must be the most frequently charged price for this service.
	Common Price - Non-Standard (Hours) *
	Common Price - Non-Standard (Hours) is required

 Common Price - Standard (Hours) is required
Common Price - Non-Standard (Hours) is required

You must provide **Common Price – Standard (Hours)** for all Services that will be marked as available. When marked available, this will appear selected as a default option. Enter a value from \$0.00 to \$999.99, but this value must be the most frequently charged price for the service.

Common Price - Standard (Hours) *
\$80
This must be the most frequently charged price for this service.

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** you are not required to enter a price value.

Mobility products (Hours)	Common Price - Standard (Hours):
	Market Price
	No service price required.

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** button when you are ready 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 **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.

- 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. You will not be able to edit during this time.

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
Home modifications	Home adjustments	12 June 2026		Submitted ?	
Assistive technology	Equipment and products				
Home support	Home or community general respite				

Request has been submitted and will progress shortly.

- When pricing has applied to all outlets, the Outlet update status is Completed, and you can edit again.

Home | Outlet administration | Support at Home organisation pricing

Support at Home organisation pricing

Service group	Service type	Last updated	Last updated to outlets	Outlet update status	Edit
Home modifications	Home adjustments	12 June 2026	12 June 2026	Completed ?	
Assistive technology	Equipment and products				

2.2.7.11.2 Updating Pricing Information at the Outlet Level

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

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](#)
[VIEW SERVICE ITEMS](#)

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 AGR CONTACT](#)

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

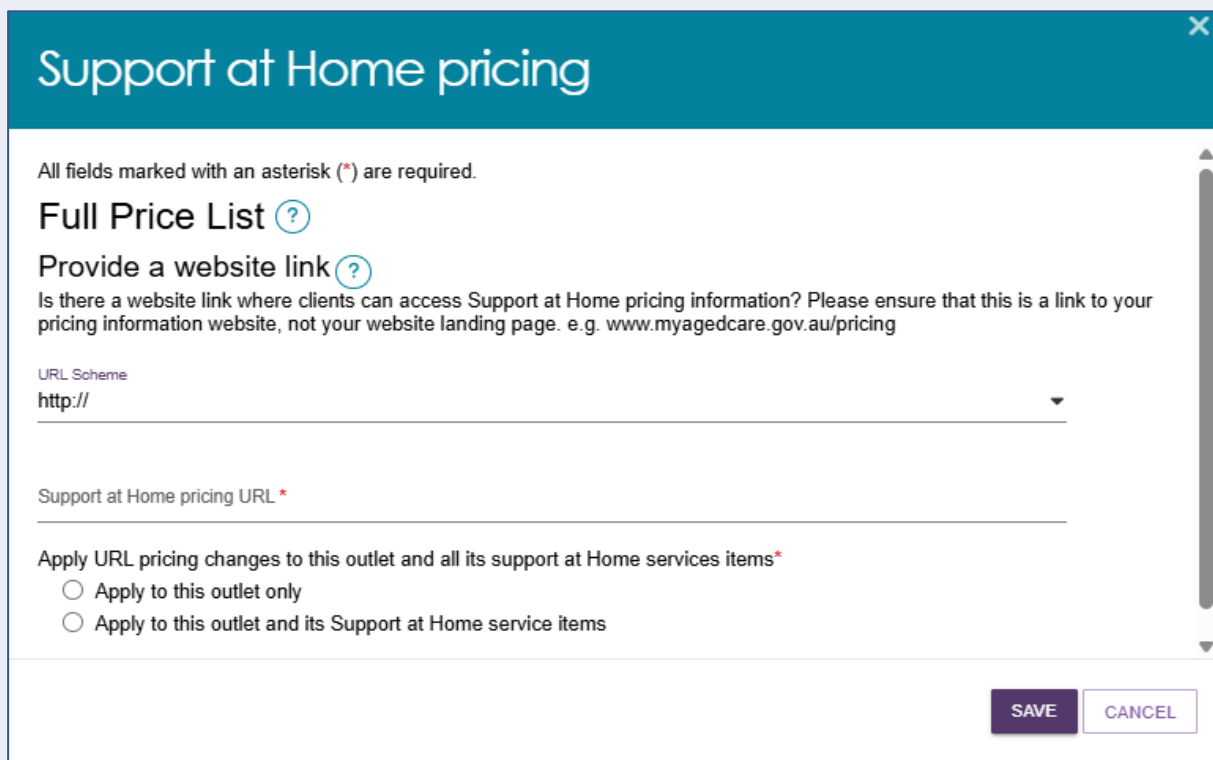
Under the **Full Price List** section, a pricing schedule website link (URL) can be added.

To add a pricing schedule website link type in the URL in the **Provide a website link** section. Ensure that the website URL you enter is a valid website address. Use the URL Scheme field to select the if the URL is https:// or http://.

Finally, select whether you want to

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

Then, select **Save** button.

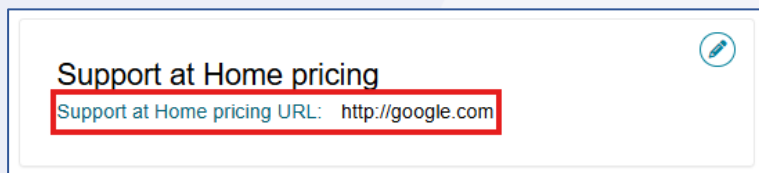


The screenshot shows a modal window titled "Support at Home pricing" with a close button (X) in the top right corner. Below the title, a note states: "All fields marked with an asterisk (*) are required." The form contains the following sections:

- Full Price List** (with a help icon ?)
- Provide a website link** (with a help icon ?)
 - Text: "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**: A dropdown menu currently showing "http://".
 - Support at Home pricing URL ***: A text input field.
- Apply URL pricing changes to this outlet and all its support at Home services items***: Two radio button options:
 - ☐ Apply to this outlet only
 - ☐ Apply to this outlet and its Support at Home service items

At the bottom right, there are two buttons: **SAVE** (in a dark purple box) and **CANCEL** (in a light purple box).

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



The screenshot shows a section titled "Support at Home pricing" with an edit icon (pencil) in the top right corner. Below the title, there is a text field labeled "Support at Home pricing URL:" containing the text "http://google.com". The text field is highlighted with a red rectangular box.

2.2.7.11.3 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.

View Service Items

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

ADD A SERVICE ITEM

Filter by

Status: Operational | Service type availability:

ADVANCED SEARCH | CLEAR FILTERS

Status is Operational

FILTER | CLEAR

Support at Home

NAPS Service ID 27037, Service item name: Healthcare Australia (NSW)

Status: Operational | Offline

Assistive technology

See service types

Home modifications

See service types

3. The Support at Home details Page appears.

This contains all configuration available for the service item.

1800 836 799 | Mon-Fri 8am - 5pm Sat 10am - 3pm

Service and Support Portal

Tools and configurations | My Aged Care interactions | Staff administration | Reports and analytics | **Outlet administration** | Government Provider Management System | Logout

Home | Outlet administration | View outlet: Aussie Healthcare | View service item: Service Details

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 Support At Home

Service delivery

Service provider name: Aussie Healthcare

Facility name: SAH Unit 1

Facility previously known as:

Facility locally known as:

Service start date:

Service end date:

Maximum permissible interest rate (MPRI):

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. 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

CHOOSE FILE | No file chosen

SAVE | CANCEL

2.2.7.11.4 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.

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).

At the service level, you can update pricing based on the unit type, for example: 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 example below 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' program. The 'Support at Home' tab is selected and highlighted with a red box. Below the tabs, there's a 'Filter by' section with a 'Collapse filter' button. The main content area shows the 'Support at Home' service group with a status of 'Operational'. Under 'Home support', the 'Meals' service type is expanded, and the 'Meal delivery' service card is highlighted with a red box. The 'Meal delivery' card shows 'Service availability' as 'Yes' and 'Waitlist availability' as 'No'. The 'Edit' (pencil) icon on the 'Meal delivery' card is also highlighted with a red box.

2. The **Edit Service sub-type** page appears. The appearance of the page will vary depending on which service you have selected.

Auto filling prices from the Organisation level

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 auto filled, an information banner also appears.



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

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

Entering prices at the Service level

If you have not entered any pricing at the organisation level the fields will be blank and you must at minimum enter a service price for **Common price – Standard (hours)**. In this page, Standard Hours is displayed as ticked by default.

Delivery hours

What hours are offered for this service? *



Standard hours

For **Common Price – Non-Standard (Hours)**, **Common Price – Saturday**, **Common Price – Sunday**, and **Common Price – Public Holiday**, only enter availability and prices for them if your organisation offers these hours. There is flexibility to have Service item specific pricing here.

You can enter the hours in the Delivery hours section. The Pricing for service section will only display the delivery hour types that are selected in the Delivery Hours section.



Group social support

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

Delivery hours

What hours are offered for this service? *

- ☒ Standard hours
- ☐ Non-Standard hours
- ☒ Saturday
- ☐ Sunday
- ☒ Public holidays

Delivery type

How is the service delivered?

- ☒ Group - face to face

Is transport to the service provided?

- ☒ Yes
- ☐ No

Delivery setting

What is the setting for this service?

- ☒ Community

Staffing:

Notes on staffing Group social support that will appear on the public Service Finder

0 / 150

Pricing for service

Enter the common price for all delivery hours offered. Common price is the most frequently charged price for the service. A service listed as 'Market Price' does not require a price to be entered.

Group social support (Hours)

Common Price - Standard (Hours) *

\$79.95

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

Common Price - Saturday *

\$120

Common Price - Public Holiday *

\$160

SAVE CHANGES

CANCEL

All mandatory fields (marked with a red asterisk) must be entered, for example 'Common price – Standard (hours)'. If not entered you will receive error messages:

General house cleaning (Hours)

Common Price - Standard (Hours) *

Common Price - Standard (Hours) is required

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

Common Price - Non-Standard (Hours) *

Common Price - Non-Standard (Hours) is required



Common Price - Standard (Hours) is required

Common Price - Non-Standard (Hours) is required

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**.

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

INDIVIDUAL SERVICE PRICING EXAMPLES

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

Aboriginal or Torres Strait Islander Health Practitioner assistance (Hours)	Common Price - Standard (Hours) *
	\$89.90
	<i>This must be the most frequently charged price for this service.</i>

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.

Meal delivery (Meal)	Common Price - Standard (Hours) *
	\$1.00
	<i>This must be the most frequently charged price for this service.</i>

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.

Direct transport (Trip)	Common Price - Standard (Hours) *
	\$15
	<i>This must be the most frequently charged price for this service.</i>

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

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

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.

2.2.7.11.5 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.

Service and Support Portal

Staff administration Outlet administration Reports and documents Tasks and notifications My Aged Care interactions

Home | Reports and documents

My Reports

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

Reports List

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

2. This will open a Report View page. Begin typing the Outlet name to select, you can add additional outlets.
Then, Select the output type and then the **Request Report** button.

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	Available	Waitlist	Common Price - Standard Hour	Common Price - Non-stand	Common Price - Satur	Common Price - Sun	Common Price - Public Hol	Last updated	Last updated by
2-2200C	The Simpsons Active	The Simpsons Springfield	Operational	General House Clean	Yes	No	\$	50.00	\$	-	\$	-	\$	22/01/2026 Username
2-2200C	The Simpsons Active	The Simpsons Springfield	Operational	Laundry services	Yes	No	\$	-	\$	-	\$	-	\$	-
2-2200G	The Simpsons Active	The Simpsons Springfield	SAH - Operational	Shopping assistance	No	no	\$	-	\$	-	\$	-	\$	-

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

5. Price review/maintenance

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

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

2.2.7.12 Rooms (Residential Care)

2.2.7.12.1 Add a room type

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

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

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

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

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 **Resident Care** from the tab options. Choose your service. Select **Expand** (blue arrow) next to **See room types**.

View Service Items

[ADD A SERVICE ITEM](#)

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

Filter by

Status: Operational Service availability:

[ADVANCED SEARCH](#) [CLEAR FILTERS](#)

Status is Operational

[FILTER](#) [CLEAR](#)

Residential Permanent, Residential Care, funded

NAPS Service ID 1234, 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](#)

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

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. \$850000

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](#)

- a) In the Pricing Information section, enter the room's **Maximum Refundable Deposit (RAD)**. If you enter an amount higher than the maximum allowed, an information banner appears similar to the example below.



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 the maximum allowed (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 the maximum allowed:

- **Approval or Conditional Approval**
- **Date of IHACPA approval** (or Aged Care Pricing Commissioner approval) – IHACPA approvals are valid for 4 years. Once you enter the required approval details for a room, you will receive automatic notifications when your approval is nearing expiry. These will be sent at 6, 4 and 2 months before your Date of IHACPA approval indicates expiry. Rooms will be removed from My Aged Care if 4 years passes from your Date of IHACPA approval.
- **IHACPA approval reference number** – This is only required if your approval was granted on or after 1 July 2024. Approval letters issued prior to 1 July 2024 do not have an approval number.
- You will also need to attach and name the **IHACPA approval letter** for the room.

IHACPA approval details

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

☒ Approval ☐ Conditional Approval

Date of IHACPA approval: *



Find this date in your IHACPA approval letter for this room. (e.g. dd/mm/yyyy)

IHACPA approval reference number:

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

Please attach the IHACPA approval letter for this room. *

You can upload files up to 5MB. Please ensure the letter is in a .pdf format. This letter will not be displayed on My Aged Care.

CHOOSE FILE

No file chosen

Attachment name: *

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

Key feature statement

Room description: *

0 / 2000

Room size (in square metres): *

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

Common areas description: *

0 / 2000

Specific accommodation or design features

☒ Not applicable
☐ Applicable

Additional care and services included in room price

☒ Not applicable
☐ Applicable

Additional care and services available at additional cost

☒ Not applicable
☐ Applicable

Extra service fee

☐ Yes
☒ No

When entering room size (in square metres):

- if there is variation in room sizes, enter the size range of the room type from smallest to largest, e.g. 20sqm - 25sqm.
- indicate if the room size entered includes ensuite, e.g. 20sqm - 25sqm incl. ensuite.
- do not include private outdoor areas such as balconies or courtyards.
- Please ensure that the room size entered aligns with information provided to IHACPA in your application for these rooms.

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

SAVE

SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL

CANCEL

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

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

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

2.2.7.12.2 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.

 View Service Items

ADD A SERVICE ITEM

Commonwealth Home Support Programme

Flexible Aged Care Programme

Home Care Packages

Residential Care

Support at Home

Filter by

Collapse filter

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





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

Status: Operational





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.



Edit room type

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

Resubmission information

Reason for resubmission *

General room information

Room name *
Bedroom - shared ensuite

Number of rooms of this type: *
63

Pricing information

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

Maximum daily payments: \$
Example combination payment
Example RAD at 50% \$200000.00
Example DAP at 50% \$

! Providers with an IHACPA approved maximum [Refundable Accommodation Deposit](#) over the maximum allowed can also 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

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.

2.2.7.12.3 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 

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

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

Select **SAVE**.

Change room status 

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

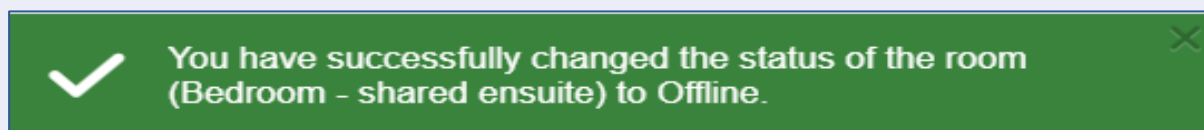
 You are about to change the room status to offline. Offline rooms are not displayed on My Aged Care.

Change room status *
Offline (not displayed) 

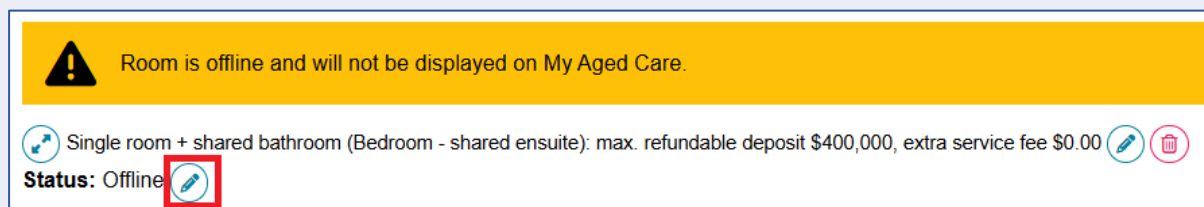
Please select the reason for changing the status of this room *
Repairs/renovation 

SAVE **CANCEL**

3. A message will appear advising that you have successfully changed the status of the room. The status of the room will now display as **Offline**.



4. If you wish to make an Offline room Operational, click on the **edit** icon (pencil) next to **Status: Offline**.



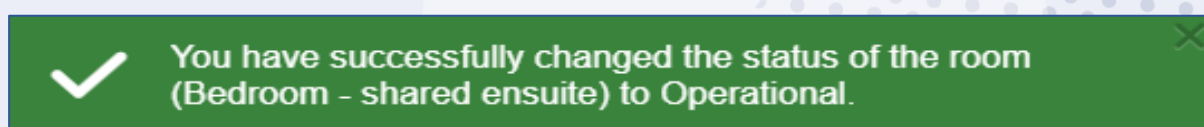
Select **Operational (displayed)** from the change status drop-down menu followed by the reason for the change.

Then select **SAVE**.

A form titled "Change room status" with a teal header. Below the header, it says "All fields marked with an asterisk (*) are required." There are two dropdown menus. The first is labeled "Change room status *" and has "Operational (displayed)" selected. The second is labeled "Please select the reason for changing the status of this room *" and has "Repairs/renovation complete" selected. At the bottom right, there are two buttons: "SAVE" (highlighted with a red square) and "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.



2.2.7.12.4 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

 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: *

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

 **You have successfully deleted the room (Bedroom - shared ensuite).** 

2.2.8 Transferring service items

! Access to the functionality described in this guide has been disabled in the Service and Support Portal for ALL programs from 1st November 2025 until further notice.

If you require the transfer of services or clients, please contact the My Aged Care Service Provider and Assessor Helpline on 1800 836 799, who will be able to assist you.

2.2.9 Activating or deactivating a service item

The reasons for deactivating a service item typically include:

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

Follow these steps to activate or deactivate a service:

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

Aussie Healthcare
(Active) Outlet Id 2-21UIPQ2C

DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Contact Details

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

Organisation philosophy

Cultural specialisations

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

Religious specialisations

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

Support at Home pricing

Support at Home pricing URL:

VIEW SERVICE ITEMS

2. Select 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

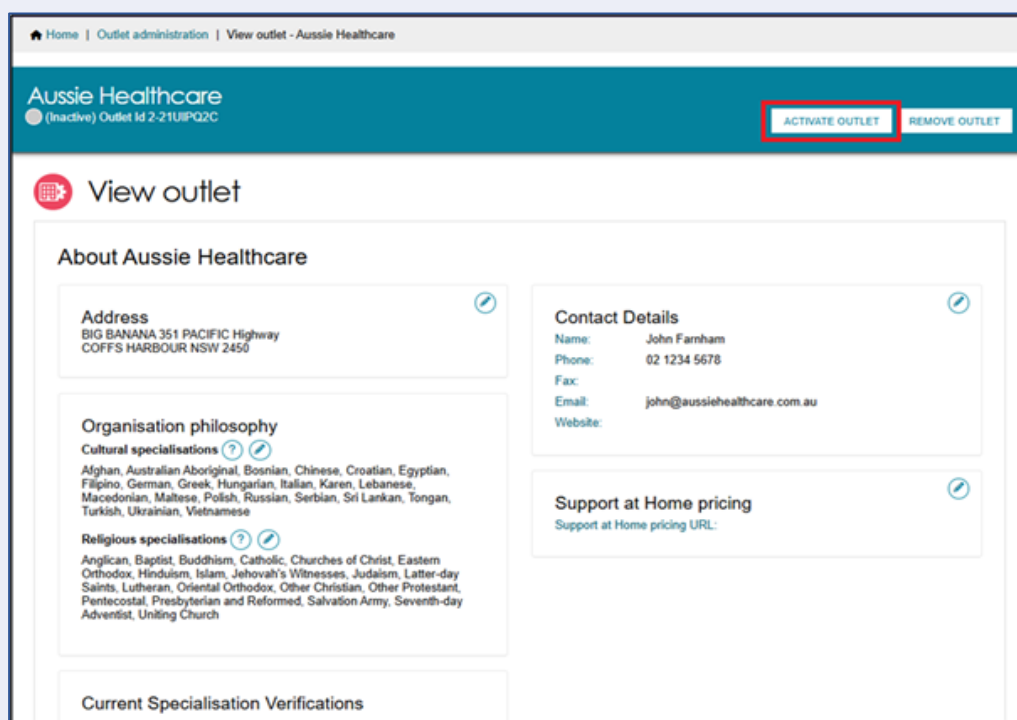
2.3.1 Activating an outlet

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

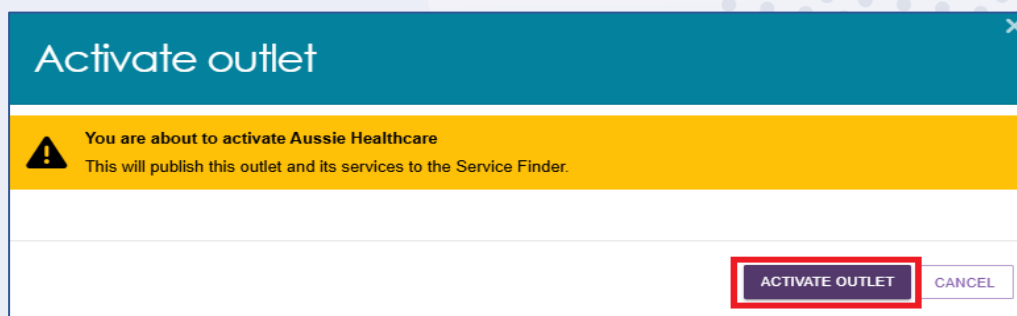
- The service items display in the service finder.
- Contact centre staff and assessors can send electronic referrals to the appropriate outlet.

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**.



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



Your outlet is now active and operational service item information will display in the service finder and will display as **Active** in the Service and Support Portal. Assessors can only match and refer to active services.

Card View

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**.

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

3. Select **DEACTIVATE OUTLET** 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

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 ? \$0.00 ?
[VIEW CHANGES](#)

Outlets (4)
[ADD NEW OUTLET](#)
Sort order
Z-A ☐ [GO](#)
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.warmingtonlodge.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 Castor 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 2552, 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.

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

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

Tasks and notifications

REQUEST A REVIEW VIEW CLIENT REPORT

Client summary Client details Support network Referrals for my organisation Plans Attachments Approvals Services My Aged Care interactions Notes **Tasks and Notifications** Residential Care

Filter by

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: ACS6565738 Client Name: AUTOREnew O'Reilly Please action this task within 5 days. Go to: Services in Place	2-	161363616 031	Service and Support Portal	BENDIGO HEALTH, Bendigo Health Services - Community Care Mildura - Support at Home

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

Tasks Notifications Maximum HCP wait times

Filter by

Last name: First name: Aged Care User ID:

ADVANCED SEARCH CLEAR FILTERS

FILTER CLEAR

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.

Search tasks

Tasks

Choose an item.

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

ADD FILTER

SAVE FILTER

CLEAR FILTER

FILTER

CANCEL

- The hyperlink under the task description will take you directly to the individual record and the section of the portal where you can action the task.

Alternatively, you can navigate to the clients record by selecting the client's Aged Care ID from the tasks list.

13/07/2017	Referrals	New Referral You have a new referral from My Aged Care. Referral created at : 13/07/2017 15:34 Aged Care User Id: AC69957041 Outlet Name : Aged Care Allied Health & Residential Service Type : Domestic Assistance Priority: Medium Activity Id: 1-20827807534 Incoming Referrals	AC69957041	SCOTT Keri	☐	
------------	-----------	---	----------------------------	------------	--------------------------	--

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**.

Tasks and notifications

Tasks | Notifications | **Manage Preferences** | Maximum wait times

Search by

Outlet Name: _____

SEARCH **CLEAR**

Aussie Healthcare

Email notification preferences for this Outlet are:

☒ ON ☐ ?

Tasks are CUSTOMISED

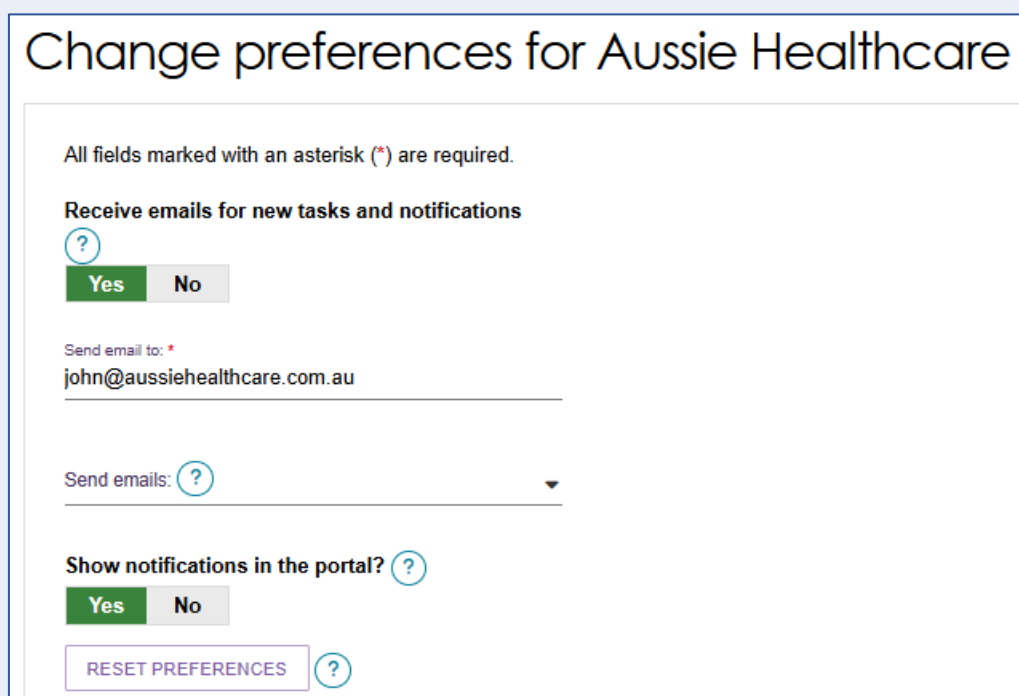
Emails are being sent to john@aussiehealthcare.com.au

CHANGE PREFERENCES

1. 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.

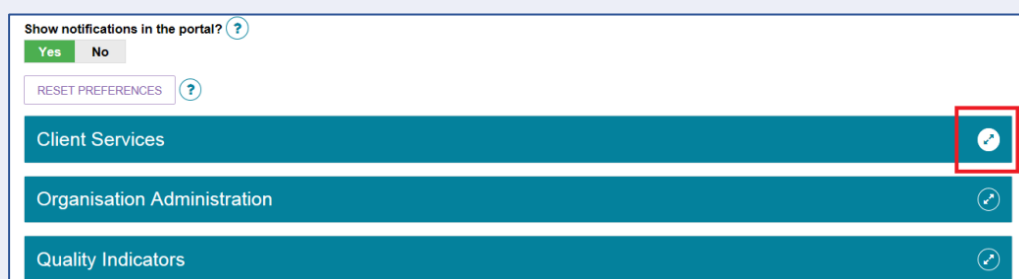
You can choose to hide all notifications or hide individual notification types for the outlet. Selecting **No** to hide all means that no notifications for the outlet will be visible to staff associated with the outlet.

Selecting **No** for an individual notification type means that only notifications of that type will be hidden for staff associated with the outlet.



The screenshot shows a web form titled "Change preferences for Aussie Healthcare". At the top, it states "All fields marked with an asterisk (*) are required." The form has several sections: 1. "Receive emails for new tasks and notifications" with a question mark icon and two buttons: "Yes" (green) and "No" (grey). 2. "Send email to:" with an asterisk and the email address "john@aussiehealthcare.com.au" entered in a text field. 3. "Send emails:" with a question mark icon and a dropdown arrow. 4. "Show notifications in the portal?" with a question mark icon and two buttons: "Yes" (green) and "No" (grey). 5. A "RESET PREFERENCES" button with a question mark icon.

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



The screenshot shows a list of notification categories. At the top, there is a section for "Show notifications in the portal?" with a question mark icon, "Yes" (green) and "No" (grey) buttons, and a "RESET PREFERENCES" button with a question mark icon. Below this is a list of categories: "Client Services", "Organisation Administration", and "Quality Indicators". Each category has a teal bar with a white expander icon (a circle with a right-pointing arrow) on the right side. The "Client Services" icon is highlighted with a red square.

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?

Send the email:

Immediate

Show this type of task as important?

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?

Send the email:

Immediate

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

Show this type of notification as important?

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	☐	
Important						

- Select **SAVE** when all changes have been made.

You can reset the preferences by selecting **RESET PREFERENCES** at the top of the page.

RESET PREFERENCES

2.5 Creating and maintaining staff accounts

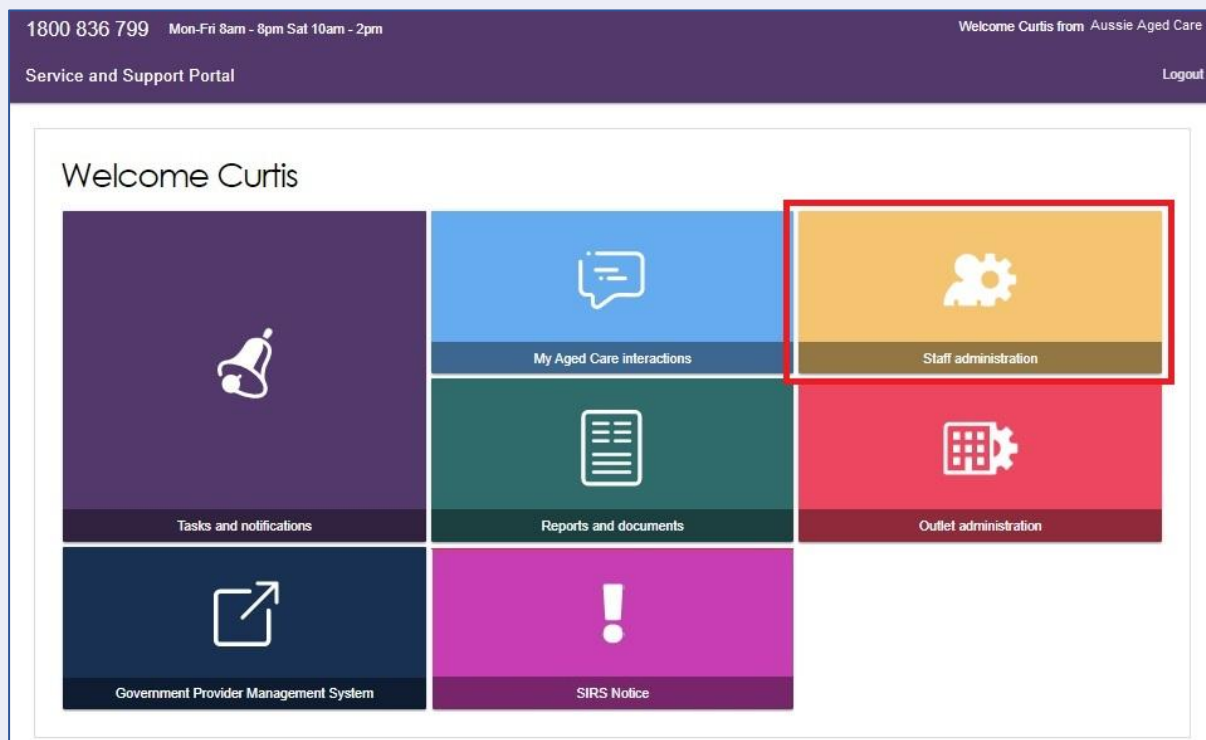
After you have [created outlets](#) for your organisation, you can create and maintain staff accounts.

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.

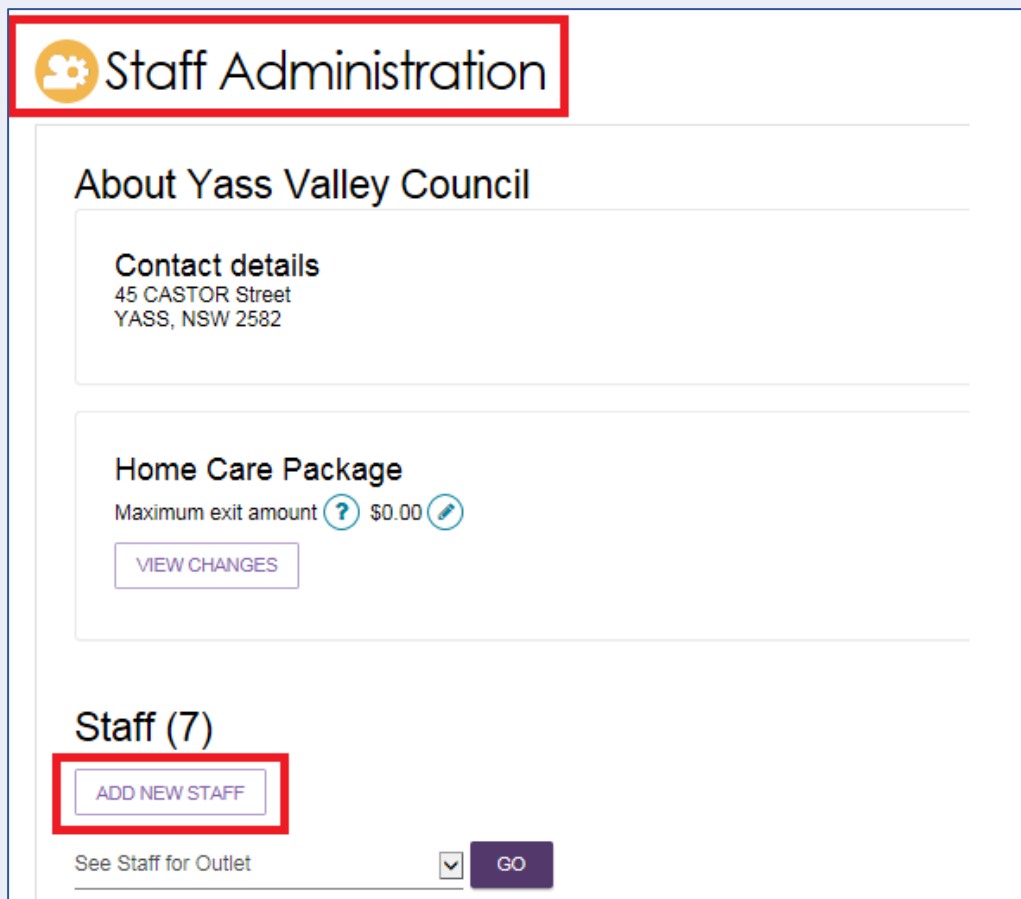
Staff roles apply across all outlets to which they are assigned.

! 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.



Staff Administration

About Yass Valley Council

Contact details
45 CASTOR Street
YASS, NSW 2582

Home Care Package
Maximum exit amount ? \$0.00 ?
[VIEW CHANGES](#)

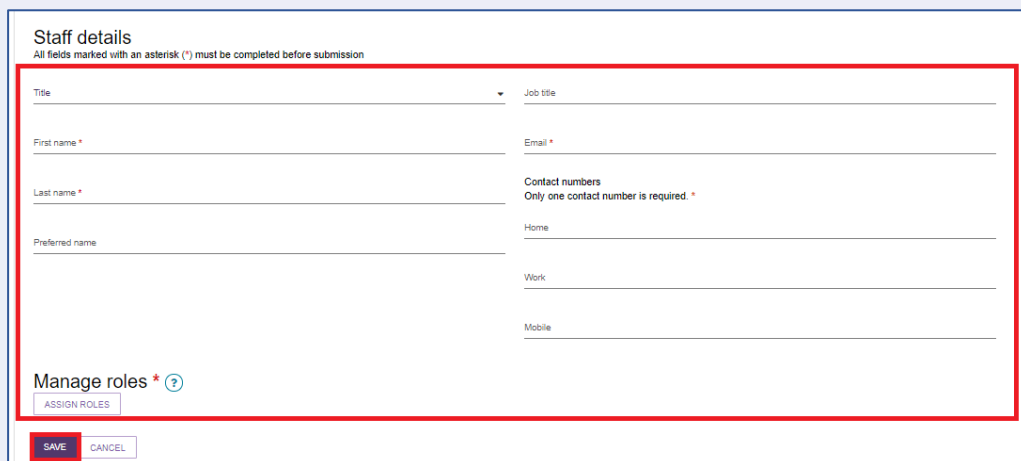
Staff (7)

[ADD NEW STAFF](#)

See Staff for Outlet ☐ [GO](#)

- 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**.



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

Title Job title

First name * Email *

Last name * Contact numbers
Only one contact number is required. *

Preferred name Home

Work

Mobile

Manage roles * ?
[ASSIGN ROLES](#)

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

- 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) *

☒ Administrator	☐ Team Leader
☐ Staff Member	☐ ACFI Contact
☐ Quality Indicators	☐ 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) *

☒ Administrator	☒ Team Leader
☐ Staff Member	☐ ACFI Contact
☐ Quality Indicators	☐ 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) *

☐ Administrator	☒ Team Leader
☐ Staff Member	☐ ACFI Contact
	☐ SIRS

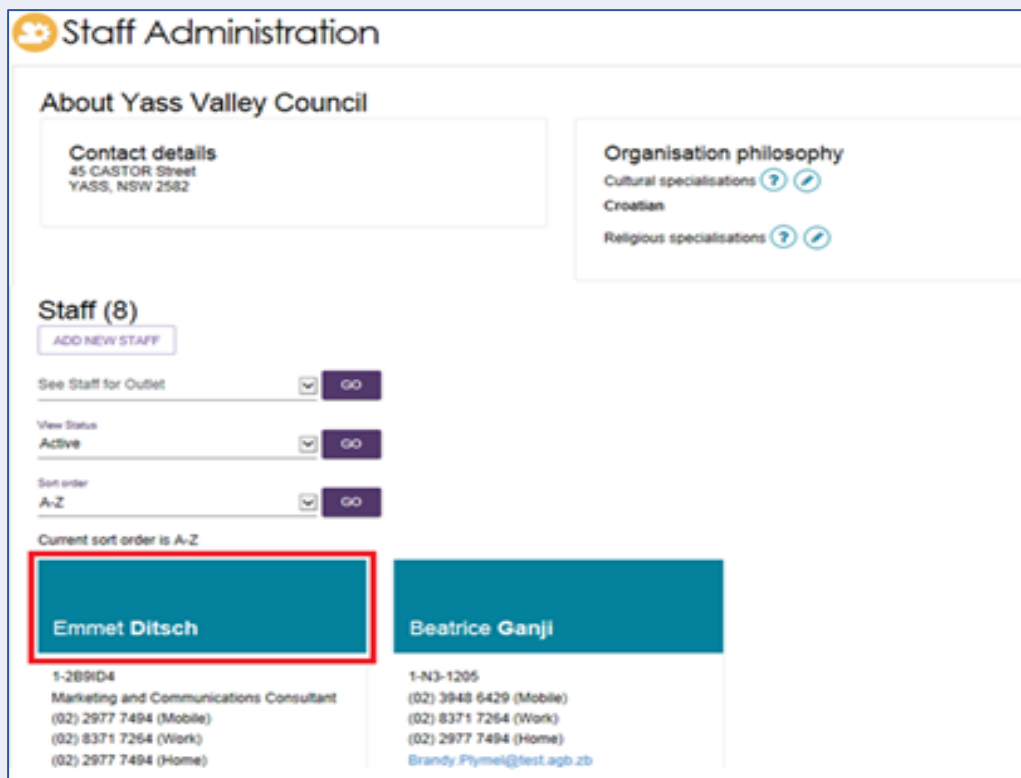
SAVE **CANCEL**

! 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.



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](#)

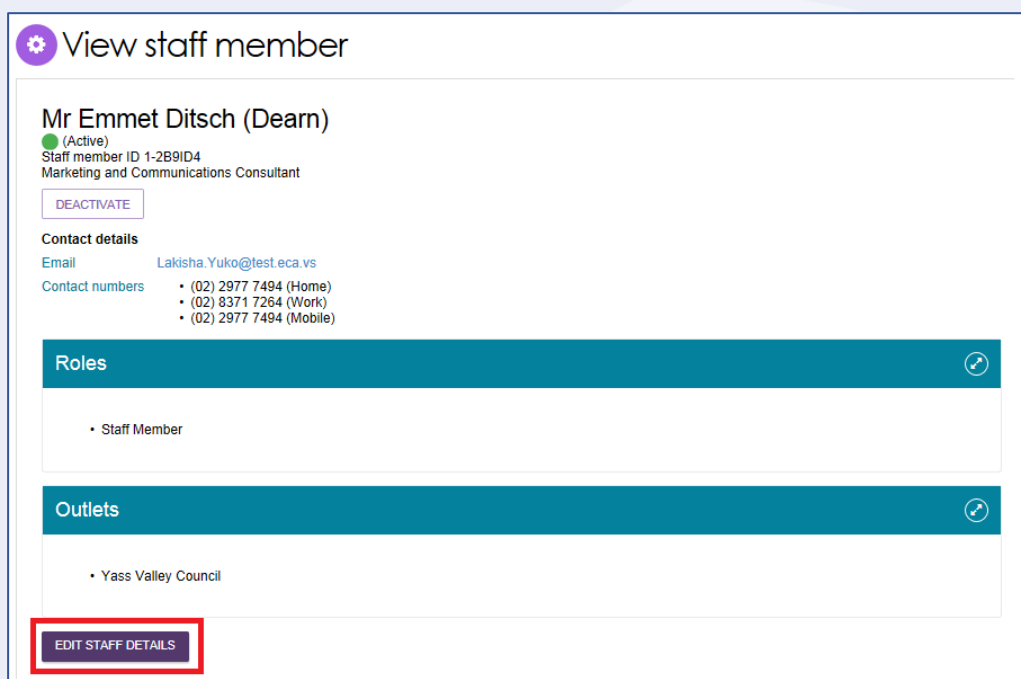
Sort order
A-Z ☒ [GO](#)

Current sort order is A-Z

Emmet Ditsch
1-2B9ID4
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

2. Select **EDIT STAFF DETAILS**.



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)

Roles
• Staff Member

Outlets
• Yass Valley Council

[EDIT STAFF DETAILS](#)

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

Staff details

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

Title Mr ☒	Job title Marketing and Communications Consultant
First name * Emmet	Email * Lakisha.Yuko@test.eca.vs
Last name * Ditsch	Contact numbers Only one contact number is required. * Home 0229777494
Preferred name Dearn	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	☒	☐	
Yass Valley Aged Care - Heritage House	☐	☐	
Yass Valley Aged Care - Hillview House	☐	☐	
Yass Valley Aged Care - Lamington Lodge	☐	☐	

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

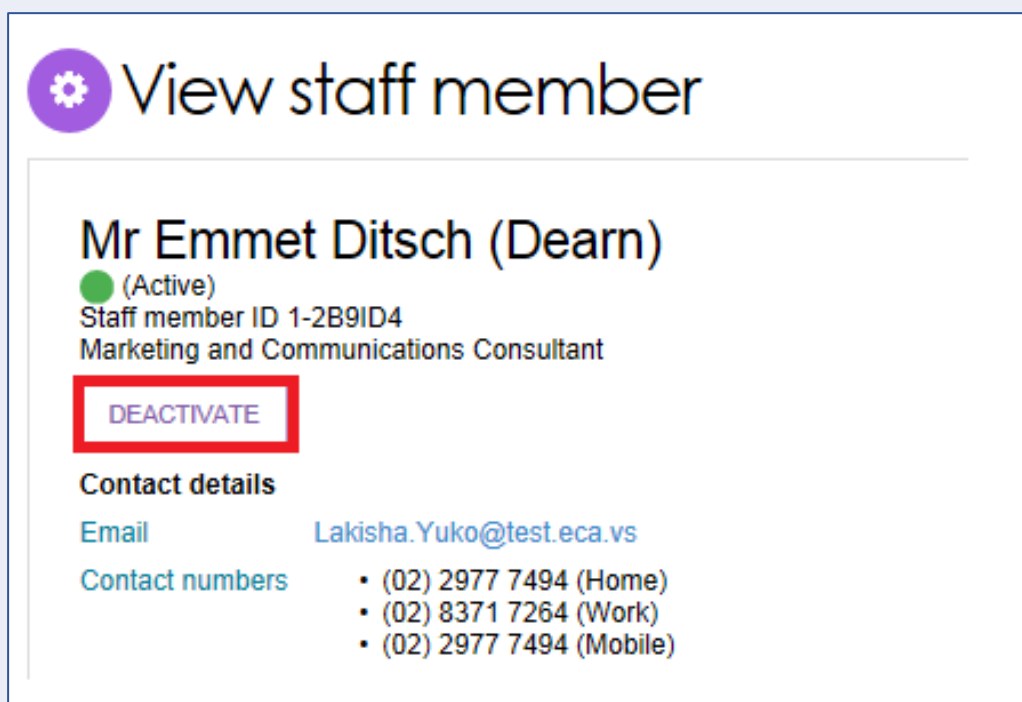
Sort order
A-Z ☐ GO

Current sort order is A-Z

Emmet Ditsch
1-289ID4
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

2. 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

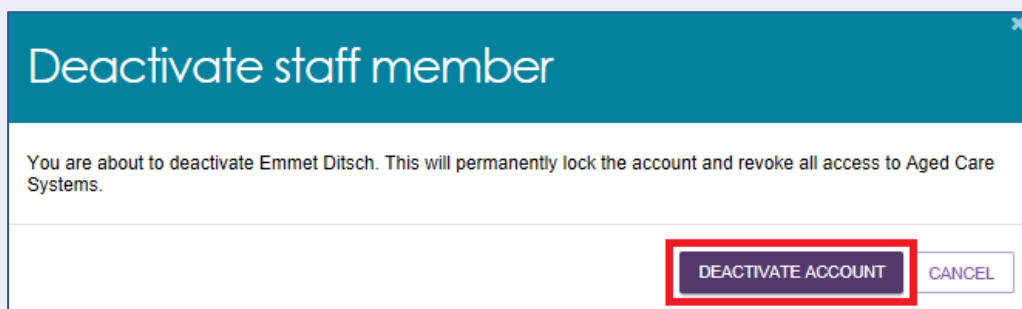
Contact details

Email Lakisha.Yuko@test.eca.vs

Contact numbers

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

3. 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:

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

Staff Administration

About Yass Valley Council

Contact details
45 CASTOR Street
YASS, NSW 2582

Organisation philosophy

Cultural specialisations  

Croatian

Religious specialisations  

Staff (5)

[ADD NEW STAFF](#)

See Staff for Outlet



GO

View Status

Inactive



GO

Sort order

A-Z



GO

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

Staff (5)

[ADD NEW STAFF](#)

See Staff for Outlet



GO

View Status

Inactive



GO

Sort order

A-Z



GO

Current sort order is A-Z

Bob Jones

1-9JTARUD
(02) 6666 8888 (Home)
bob.jones@madeup.com
Outlets

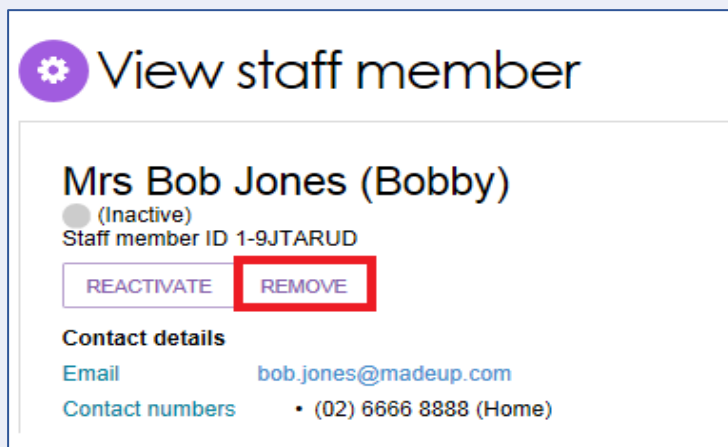
 Inactive

Michael Orwin

1-9E7J065
(03) 6293 2605 (Home)
michael.orwin@gmail.com
Outlets

 Inactive

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



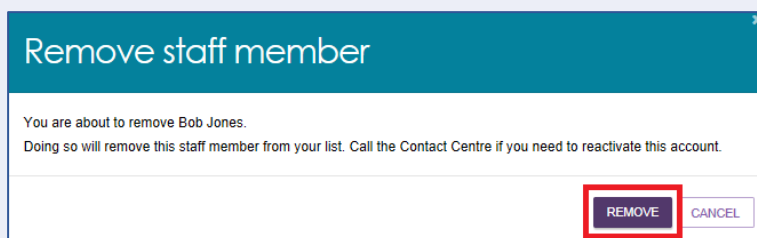
View staff member

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

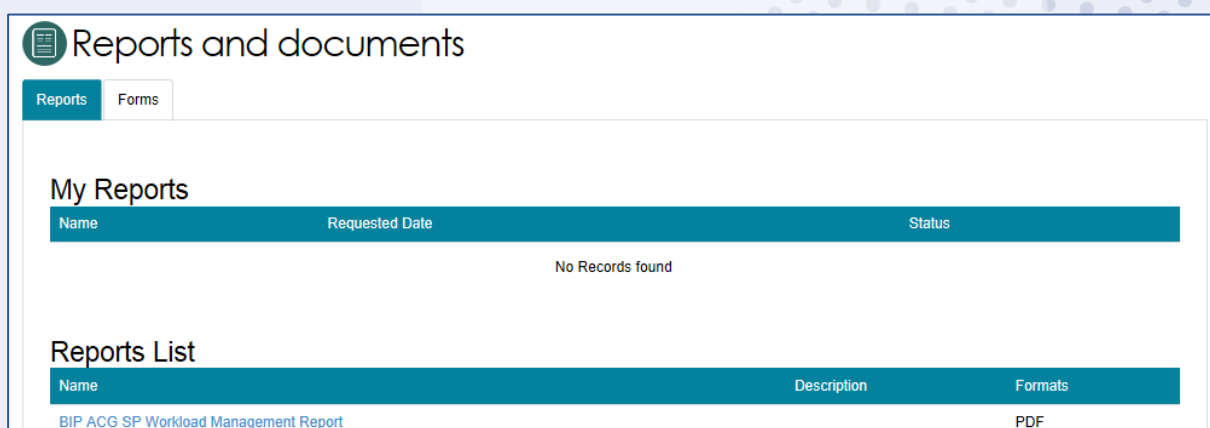
Providers can generate and view reports and access forms via the Service and Support Portal. You will also be able to use the **Reports** feature to print documents.

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

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

Reports and documents

ReportsForms

My Reports

Name	Requested Date	Status
No Records found		

Reports List

Name	Description	Formats
BIP ACG SP Workload Management Report		PDF

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

Generate report

ReportsForms

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

BIP ACG SP Workload Management Report

Outlet:

Status:

Start Date:

End Date:

Service Type:

Service Sub Type:

Priority:

Output Type: *

+

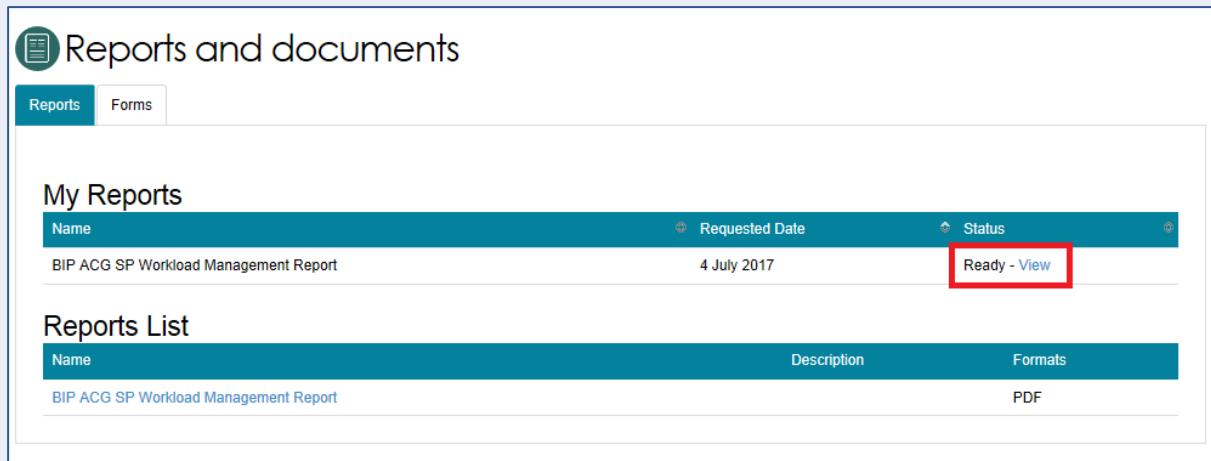
REQUEST REPORT

CANCEL

2.6.2 Viewing reports

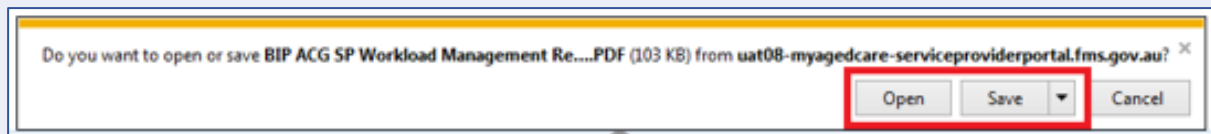
Follow these steps to view reports:

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. At the top, there are tabs for 'Reports' and 'Forms'. Below the tabs, the 'My Reports' section displays a table with columns: Name, Requested Date, and Status. The first row shows 'BIP ACG SP Workload Management Report' with a requested date of '4 July 2017' and a status of 'Ready - View'. The 'Ready - View' link is highlighted with a red box. Below this, the 'Reports List' section shows a table with columns: Name, Description, and Formats. The first row shows 'BIP ACG SP Workload Management Report' with a description of 'PDF'.

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

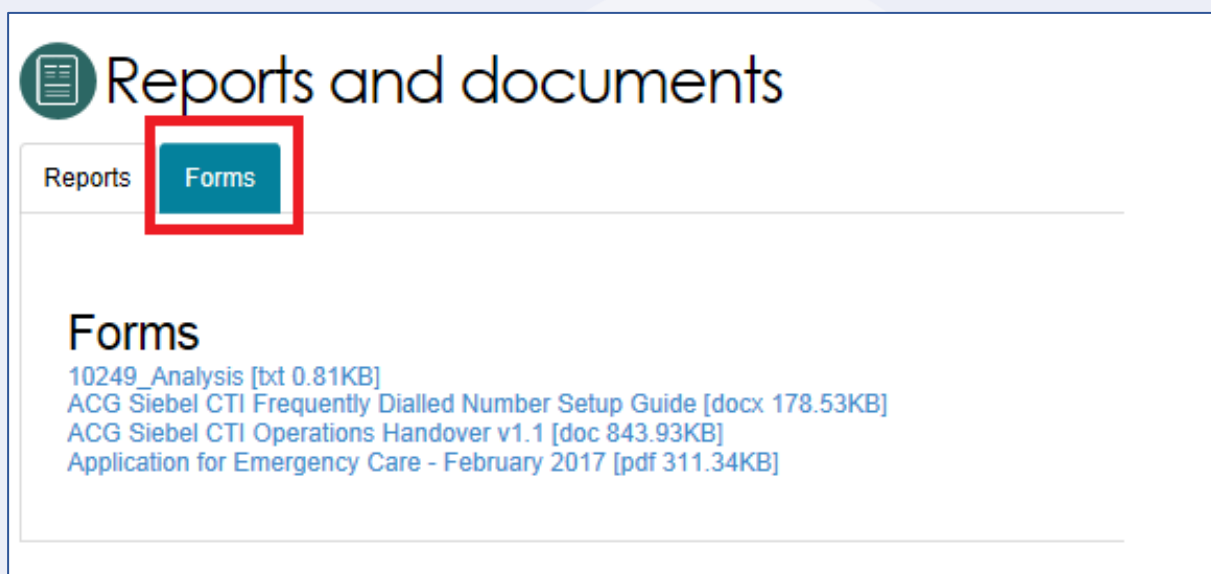


The screenshot shows a file download dialog box. The text in the dialog box is: 'Do you want to open or save BIP ACG SP Workload Management Re....PDF (103 KB) from uat08-myagedcare-serviceproviderportal.fms.gov.au?'. There are four buttons: 'Open', 'Save', a dropdown arrow, and 'Cancel'. The 'Open' button is highlighted with 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. At the top, there are tabs for 'Reports' and 'Forms'. The 'Forms' tab is highlighted with a red box. Below the tabs, the 'Forms' section displays a list of forms: '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]'.