

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

This guide is for administrators who use the My Aged Care Service and Support Portal. It explains how to create, update, and maintain information about service delivery outlets.

The My Aged Care website and the **Find a Provider** tool display information about each provider's aged care services. Keeping service delivery information accurate helps older people and their support network find suitable services. It also enables My Aged Care Contact Centre staff and assessors to refer clients to the right services.

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Notes

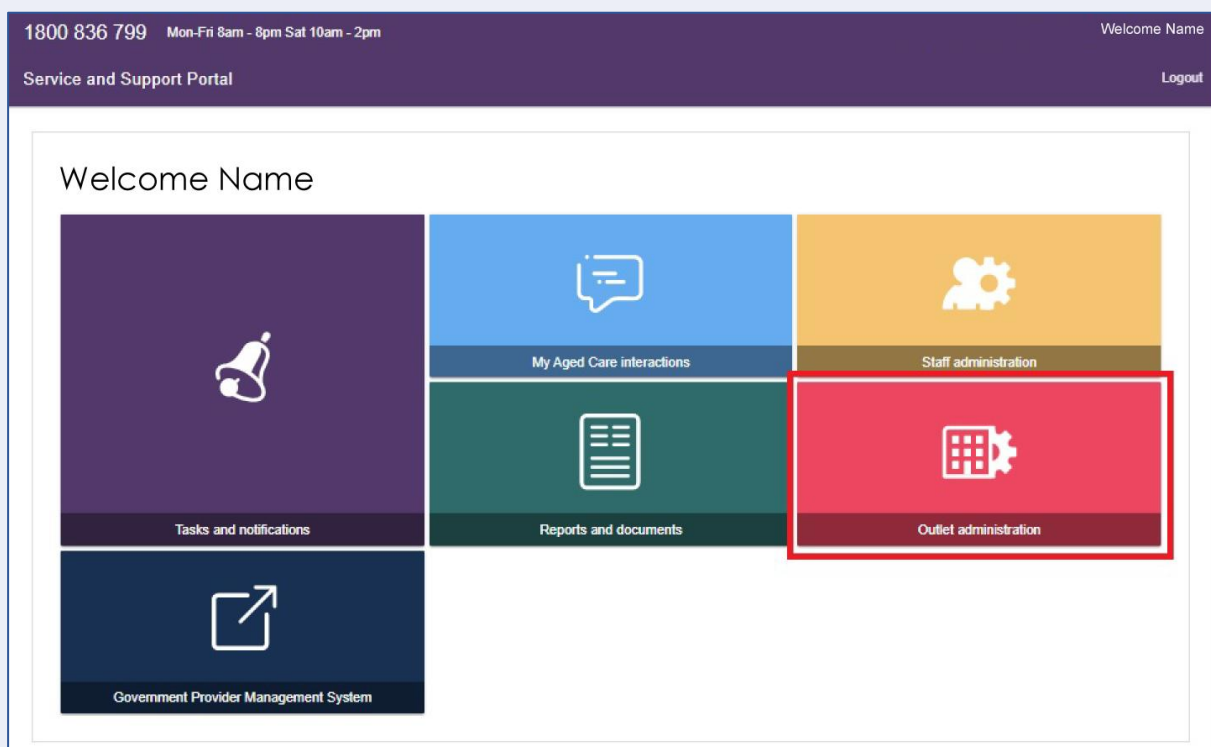
- Providers must keep their service information up to date so My Aged Care can send referrals to the appropriate service.
- Only Organisation Administrators can create outlets in the Service and Support Portal. Once an outlet has been created, staff can be assigned to it and service delivery information can be added.
- Only Organisation Administrators and Outlet Administrators can add or update service information.
- An outlet is the entry point for clients to access services and may be linked to a physical location. Although an outlet often represents a service location, its main purpose is to manage client intake and service delivery. Your organisation must create at least one outlet in the Portal to add and maintain service information. To display your services in the service finders, you must have an active outlet and at least one operational service item with a configured delivery area or service location.
- Residential Care and Support at Home providers must maintain pricing information.
- For information about transferring services between outlets or moving clients between services, refer to the [My Aged Care Service and Support Portal user guide – Advanced outlet and service management – Transferring clients and services](#).

Viewing outlets

! Team leaders and Staff members do not have access to the Outlet Administration tile. Only users with the appropriate administrator role can view and manage outlets.

To view your organisation's outlets:

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



2. The **Outlet Administration** page displays all outlets for your organisation.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Name from Organisation

Service and Support Portal Logout

Home | Outlet administration

Organisation name
Organisation ID 1-0000001

Outlet Administration

About McLean Care Ltd

Contact details
1 Example Street
SUBURB, STATE 0000

Organisation philosophy
Cultural specialisations ?
Religious specialisations ?

Support at Home organisation pricing
Make changes to Support at Home service pricing across all managed outlets.

Outlets (53)
ADD NEW OUTLET

Filter by

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

Outlet name	Outlet name	Outlet name
Outlet ID: A-XXXXX1 Contact: Name Surname Phone: 0000 000 000 Email: example@example.com.au Website: example.com.au Verified Specialisations(s): ✓ Active	Outlet ID: A-XXXXX2 Contact: Name Surname Phone: 0000 000 000 Email: example@example.com.au Website: example.com.au Verified Specialisations(s): ✓ Active	Outlet ID: A-XXXXX3 Contact: Name Surname Phone: 0000 000 000 Email: example@example.com.au Website: example.com.au Verified Specialisations(s): ✓ Active

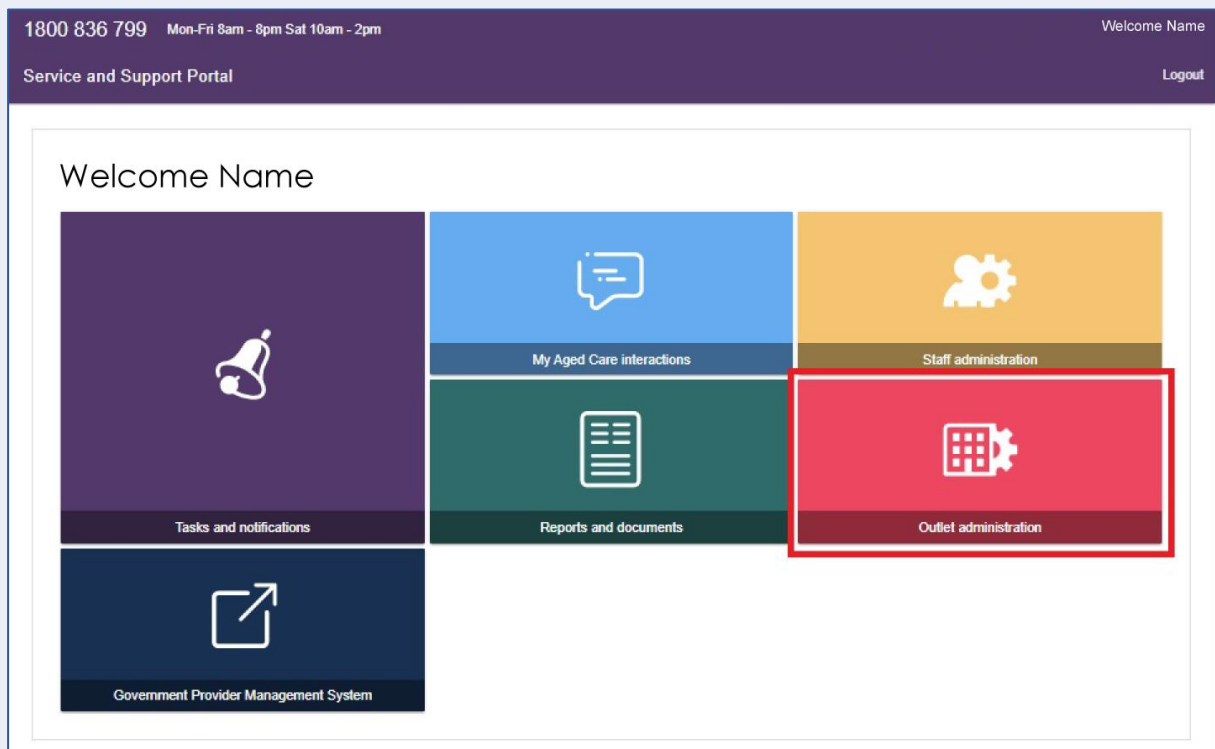
Creating or adding a new outlet

Administrators must create outlets in the Service and Support Portal before they can add service information.

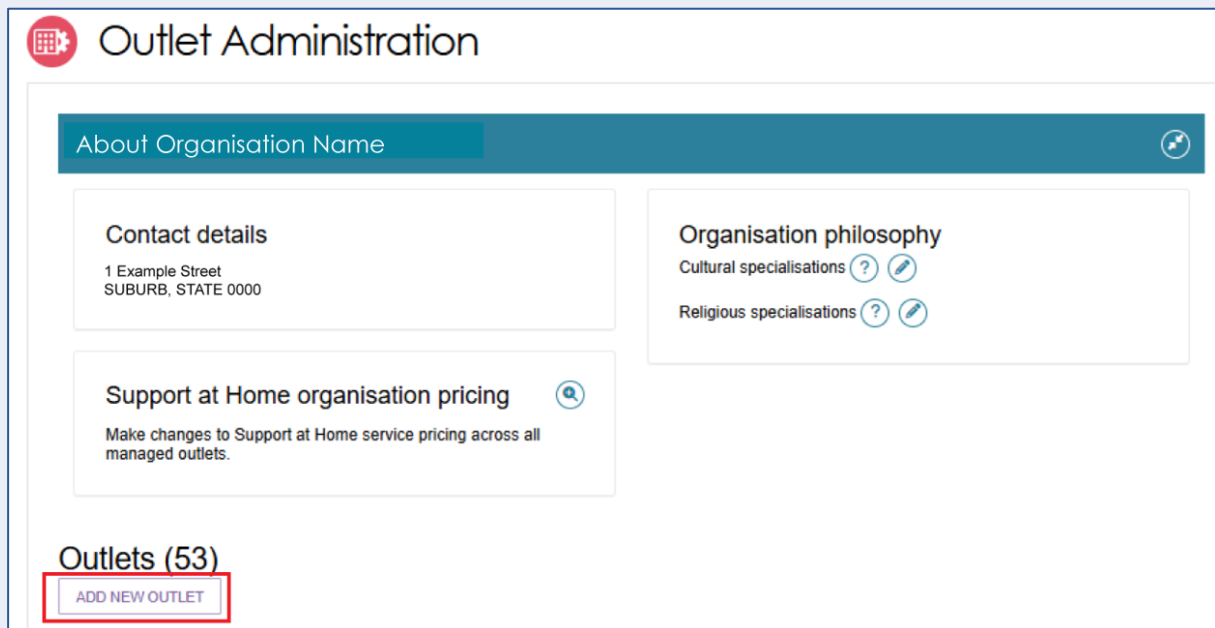
When you create an outlet, the Portal automatically sets its status to **Inactive**. Before the outlet can become operational, you must activate it and create at least one service item. This guide explains how to activate an outlet later.

Follow these steps to create an outlet:

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

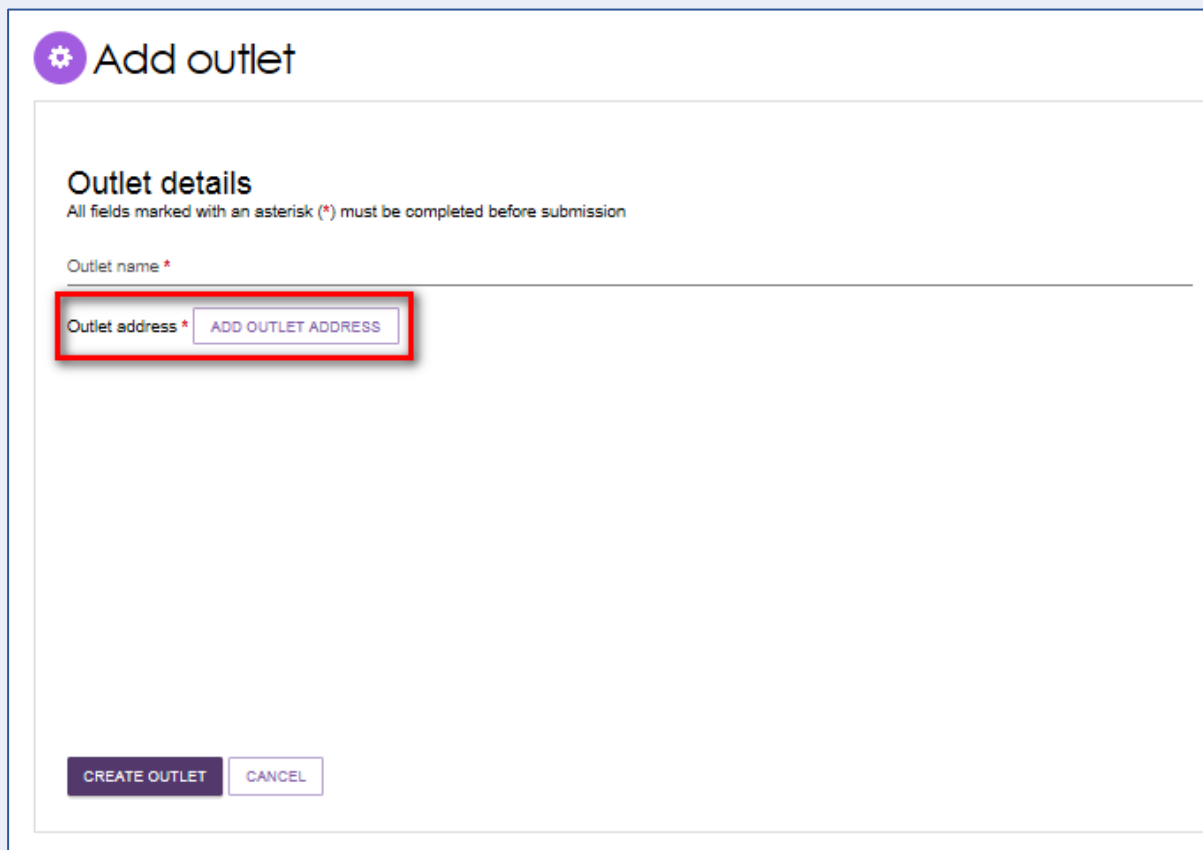


2. On the **Outlet Administration** page, select **ADD NEW OUTLET**.



3. Enter the outlet details.

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



Add outlet

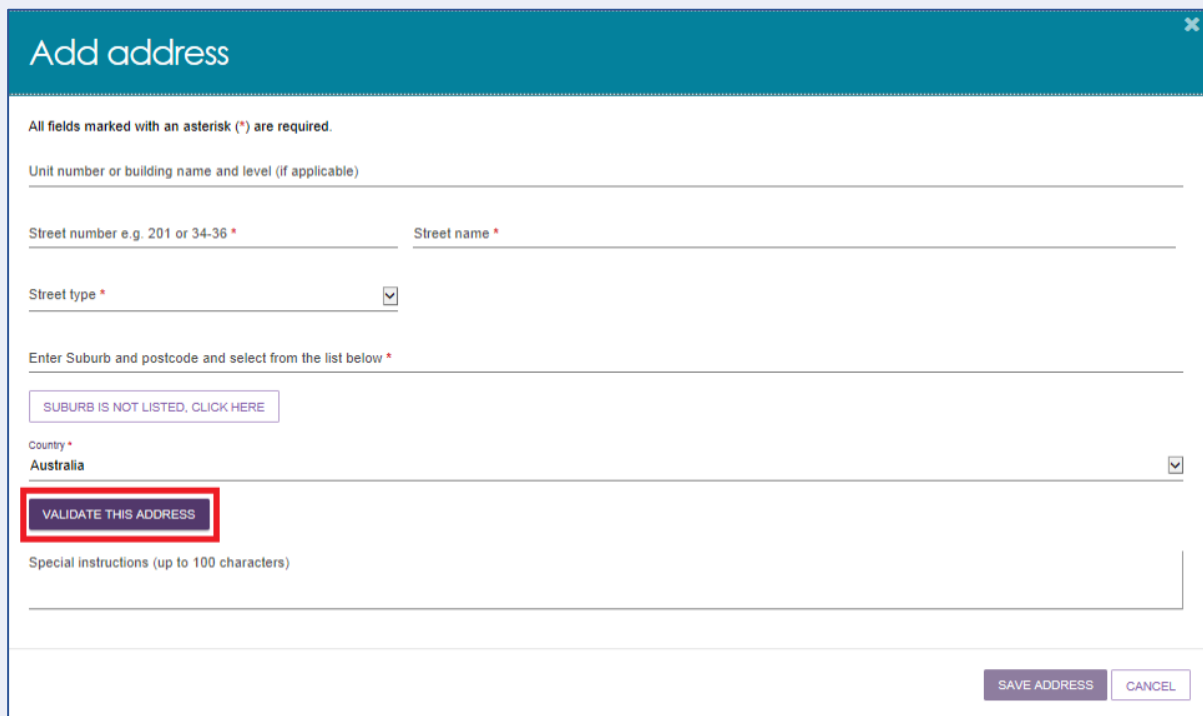
Outlet details
All fields marked with an asterisk (*) must be completed before submission

Outlet name *

Outlet address * **ADD OUTLET ADDRESS**

CREATE OUTLET **CANCEL**

4. Enter the address details and 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**

5. Check that the address is correct, then select **SAVE ADDRESS**.

If the address is correct but does not appear in the search results, 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 *
1

Street name *
Street name

Street type *
Street ☒

Enter Suburb and postcode and select from the list below *
SUBURB STATE Postcode

SUBURB IS NOT LISTED, CLICK HERE

Country *
Australia

VALIDATE THIS ADDRESS

Did you mean

☒ Lot X, 1 Street Name, SUBURB STATE Postcode

☐ Not found, use entered address anyway: 1 Street Name, SUBURB STATE Postcode

Special instructions (up to 100 characters)

SAVE ADDRESS CANCEL

6. 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 X, 1 Street Name, SUBURB
STATE Postcode, Country

CREATE OUTLET CANCEL

7. The outlet is now created and the address and contact details are saved.

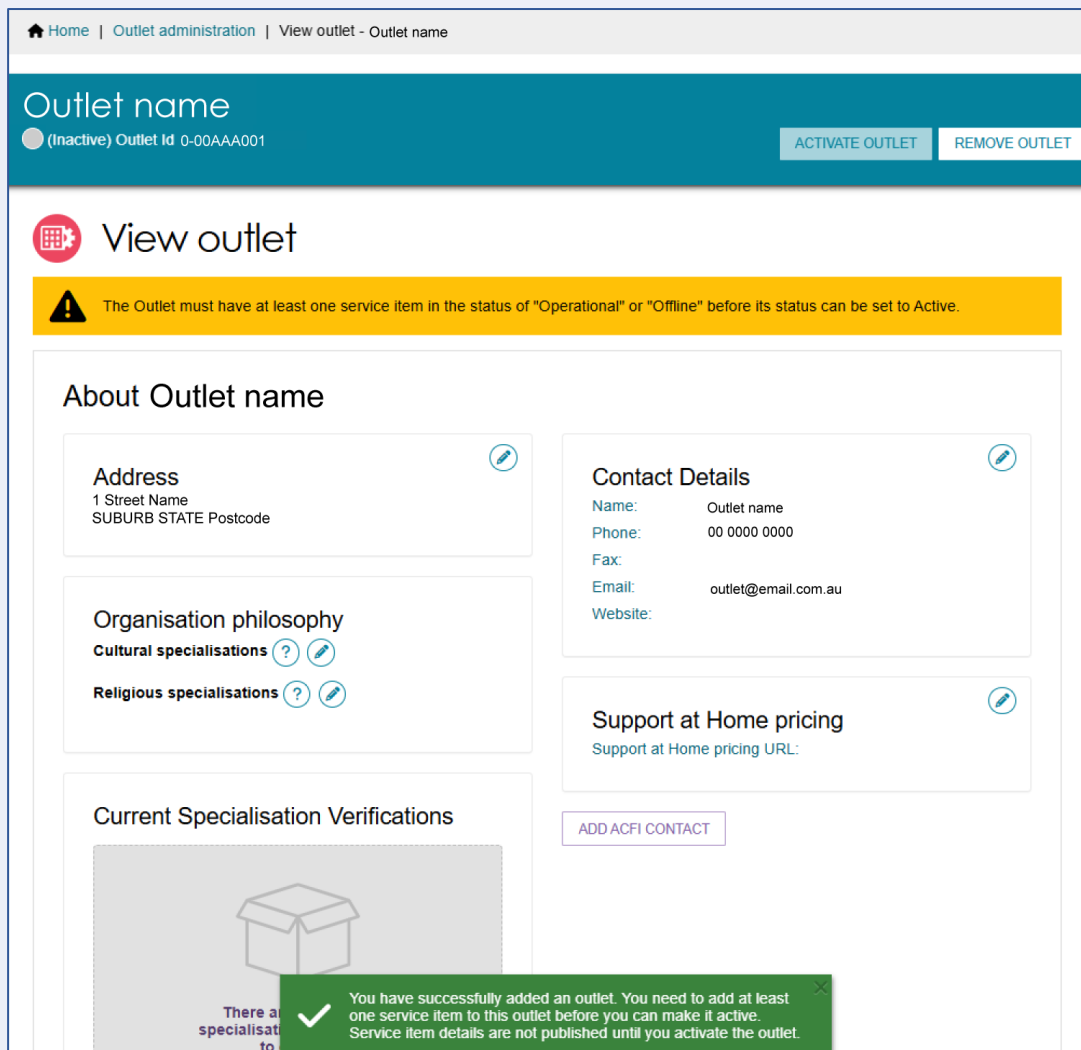
The outlet remains **Inactive** until you [add at least one service item](#) and set the service item status to **Operational** or **Offline**. Once this is done, you can change the outlet status to **Active**.

You can now add or update information on the outlet record, including:

- [Organisational philosophy](#)
- [Support at Home pricing information](#) (if applicable).

Any current verified specialisations appear in the **Current Specialisation Verification** section. For more information about applying for and managing specialisations, refer to the [Specialisation Verification](#) section of this guide.

Repeat these steps for any additional outlets your organisation needs.



Home | Outlet administration | View outlet - Outlet name

Outlet name

(Inactive) Outlet Id 0-00AAA001

ACTIVATE OUTLET REMOVE OUTLET

View outlet

Warning: The Outlet must have at least one service item in the status of "Operational" or "Offline" before its status can be set to Active.

About Outlet name

Address

1 Street Name
SUBURB STATE Postcode

Contact Details

Name: Outlet name
Phone: 00 0000 0000
Fax:
Email: outlet@email.com.au
Website:

Organisation philosophy

Cultural specialisations ? ?
Religious specialisations ? ?

Support at Home pricing

Support at Home pricing URL:

ADD ACFI CONTACT

Current Specialisation Verifications

There are no specialisations to verify.

Success: You have successfully added an outlet. You need to add at least one service item to this outlet before you can make it active. Service item details are not published until you activate the outlet.

Editing the organisation philosophy

1. Add or edit cultural specialisations:

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

View outlet

About Outlet name

Address
1 Street Name
SUBURB STATE Postcode

Organisation philosophy
Cultural specialisations
Religious specialisations

Contact Details
Name: Outlet name
Phone: 00 0000 0000
Fax:
Email: outlet@email.com.au
Website:

Support at Home pricing
Support at Home pricing URL: www.outletname.com.au/pricing

Select all supported cultures for your outlet. You can also select a letter from the Alphabetical listing to go to cultures starting with that letter. Select **SAVE** when finished.

Cultural Specialisations are self-nominated by the provider and will automatically apply to all service items of the outlet. This specialisation is not published on the My Aged Care Website but will be available in the internal service finder tool.

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

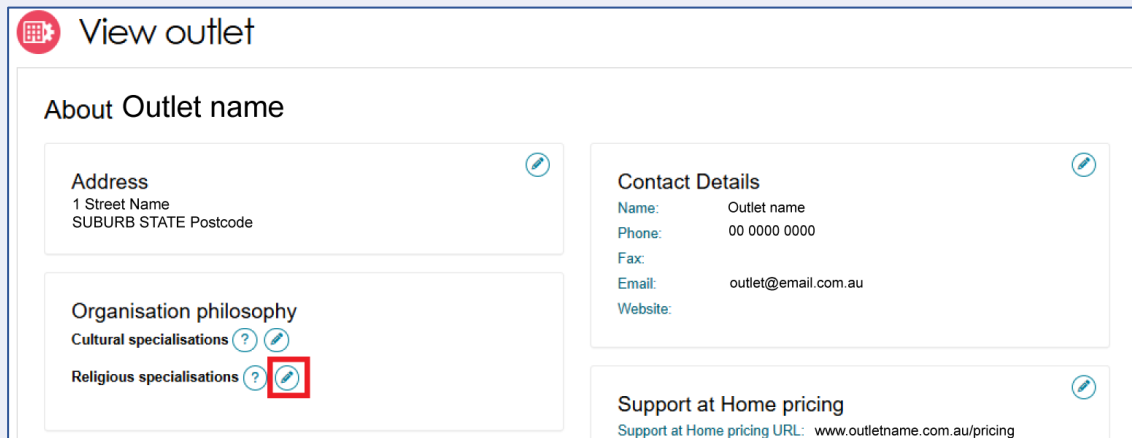
A B C D E F G H I J K L M N O P Q R S T U V W X
Y Z

☒ New Zealander	☐ New Caledonian	☐ Ni-Vanuatu
☐ Nauruan	☐ Niuean	☐ Northern European
☐ Norwegian	☐ Nuer	☐ Nubian
☐ Nepalese	☐ North American	☐ Native North American Indian
☐ Nicaraguan	☐ Nigerian	☐ Namibian

SAVE **CANCEL**

2. Add or edit religious specialisations:

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



View outlet

About Outlet name

Address
1 Street Name
SUBURB STATE Postcode

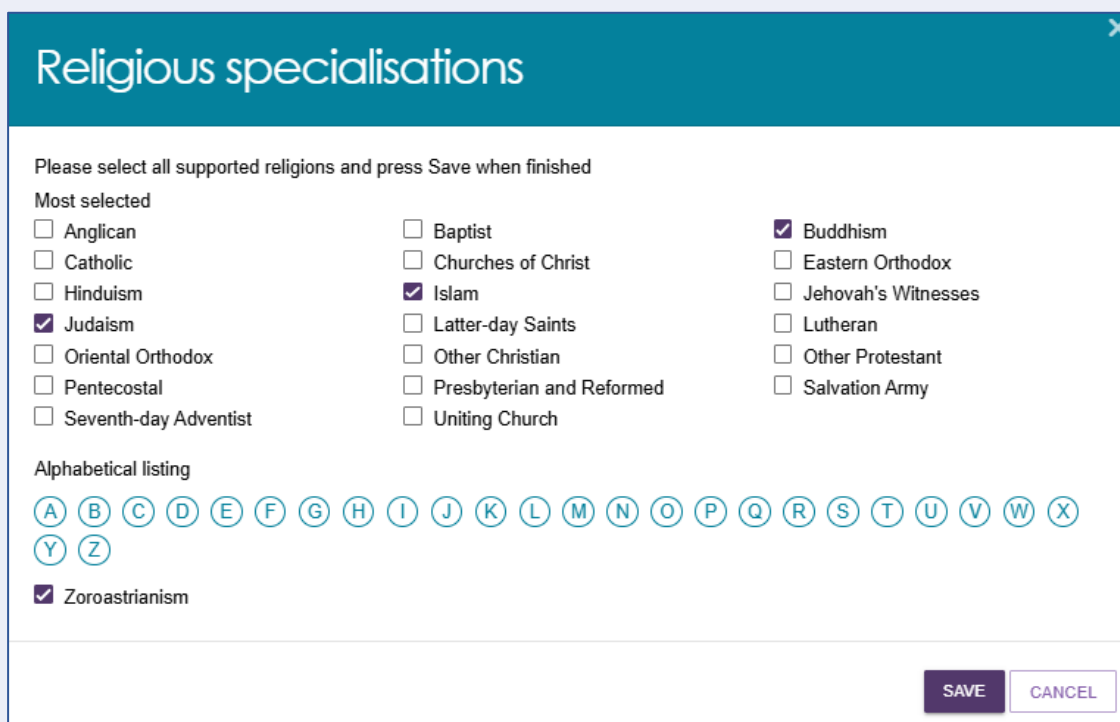
Organisation philosophy
Cultural specialisations ? 
Religious specialisations ? 

Contact Details
Name: Outlet name
Phone: 00 0000 0000
Fax:
Email: outlet@email.com.au
Website:

Support at Home pricing
Support at Home pricing URL: www.outletname.com.au/pricing

Select all supported religions for your outlet. You can also select a letter from the Alphabetical listing to go to religions starting with that letter. Select **SAVE** when finished.

Religious specialisations are automatically applied to all service items offered within your outlet. They are also published on the [My Aged Care Find a Provider website](#).



Religious specialisations

Please select all supported religions and press Save when finished

Most selected

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

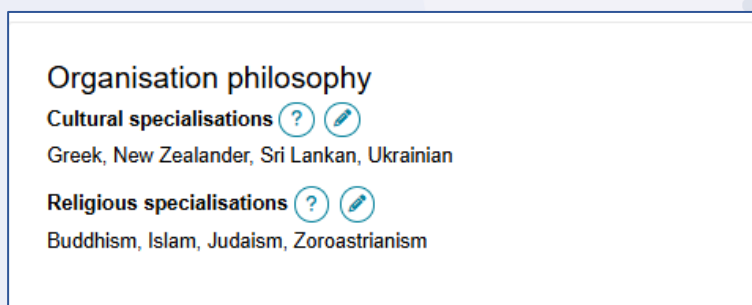
Alphabetical listing

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

☒ Zoroastrianism

SAVE **CANCEL**

3. Your selections will appear in the **View Outlet** page and displayed in alphabetical order.



Organisation philosophy
Cultural specialisations ? 
Greek, New Zealander, Sri Lankan, Ukrainian

Religious specialisations ? 
Buddhism, Islam, Judaism, Zoroastrianism

Specialisation verification

All aged care service providers must deliver inclusive services that meet each person's individual needs, regardless of where they live, their background, or their life experiences.

Some providers choose to offer specialised aged care services tailored to the needs of specific groups or communities. Through Specialisation Verification, providers can formally demonstrate their expertise in supporting these groups.

While all providers must meet the **Aged Care Quality Standards**, Specialisation Verification is optional. It allows providers to show they have additional expertise in delivering specialised aged care services.

To become verified, a provider must show that their service outlet meets the requirements of the [2025 Specialisation Verification Framework](#) for a specific specialisation group or community. Providers do this by submitting evidence to support their application.

A service outlet can be verified in any of the nine specialisation areas:

- 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 areas.

Outlets with current verified specialisations appear in **Service Finder** and **Match and Refer**. This helps assessors and My Aged Care contact centre staff find services that meet an older person's specific needs.

Current verified specialisations also appear in the **Find a Provider** tool on the My Aged Care website. This helps older people and their support network find, compare and choose suitable aged care services.

A Specialisation Verification remains valid for **three years** from the date it is issued, unless it is removed or renewed earlier.

Verification is applied at the **outlet level**. Any service items linked to that outlet automatically inherit the verified specialisation.

When an outlet has one or more current verified specialisations, the **View Outlet** page displays the specialisation name, verification date and expiry date. The image below shows an outlet that does not have any current verified specialisations:

Outlet name
(Active) Outlet Id: 0-00AAA001 DEACTIVATE OUTLET

View outlet

About Outlet name

Address
1 Street Name
SUBURB STATE Postcode

Contact Details
Name: Outlet name
Phone: 00 0000 0000
Fax:
Email: outlet@email.com.au
Website:

Organisation philosophy
Cultural specialisations
Greek, New Zealander, Sri Lankan, Ukrainian
Religious specialisations
Buddhism, Islam, Judaism, Zoroastrianism

Support at Home pricing
Support at Home pricing URL: www.outletname.com.au/pricing

Current Specialisation Verifications

There are no current specialisation verifications to display.

Changes to Specialisation Verification
More information about applying for verification can be found on the Department of Health, Disability and Ageing [About Specialisation Verification](#) webpage.

[MANAGE VERIFICATIONS](#)

[ADD ACFI CONTACT](#)

[VIEW SERVICE ITEMS](#)

Providers may have current verified specialisations that were assessed under the **2022 Specialisation Verification Framework**. These specialisations will continue to appear alongside any current verified specialisations assessed under the **2025 Specialisation Verification Framework**. All displayed specialisations use a consistent naming convention regardless of the framework they were assessed under, shown below as the '**Display Specialisation Name**':

2022 Specialisation Verification Framework – Specialisation Name	2025 Specialisation Verification Framework – Specialisation Name	Displayed Specialisation Name
Aboriginal and Torres Strait Islander peoples and communities	Aboriginal and Torres Strait Islander persons, including Stolen Generations	Aboriginal and Torres Strait Islander persons, including Stolen Generations
Veterans	Veterans or war widows	Veterans or war widows
People from culturally and linguistically diverse (CALD) backgrounds	People from culturally, ethnically and linguistically diverse (CALD) backgrounds	People from culturally, ethnically and linguistically diverse (CALD) backgrounds
People who are financially or socially disadvantaged	People who are financially or socially disadvantaged	People who are financially or socially disadvantaged

People who are homeless or at risk of becoming homeless	People who are experiencing homelessness or at risk of experiencing homelessness	People who are experiencing homelessness or at risk of experiencing homelessness
Parents separated from children by forced adoption/removal	Parents and children who are separated by forced adoption or removal	Parents and children who are separated by forced adoption or removal
Care leavers	Care leavers, including Forgotten Australians and former child migrants placed in out of home care	Care leavers, including Forgotten Australians and former child migrants placed in out of home care
Lesbian, gay, bisexual, transgender and intersex (LGBTI) people	Lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse	Lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse
People who live in rural or remote areas	People who live in rural, remote or very remote areas	People who live in rural, remote or very remote areas

! From **1 November 2025**, all new Specialisation Verification applications are assessed under the **2025 Specialisation Verification Framework**.

To view the current verified specialisations for a service item, refer to the [Verified Specialisations](#) section of [Adding and editing service attributes](#).

For information about how to:

- apply for Specialisation Verification
- manage a Specialisation Verification application
- view successful, unsuccessful, current, or expired applications for an outlet.

refer to the Specialisation Verification section in the [My Aged Care – Service and Support Portal user guide – Part 1: Administrator functions](#).

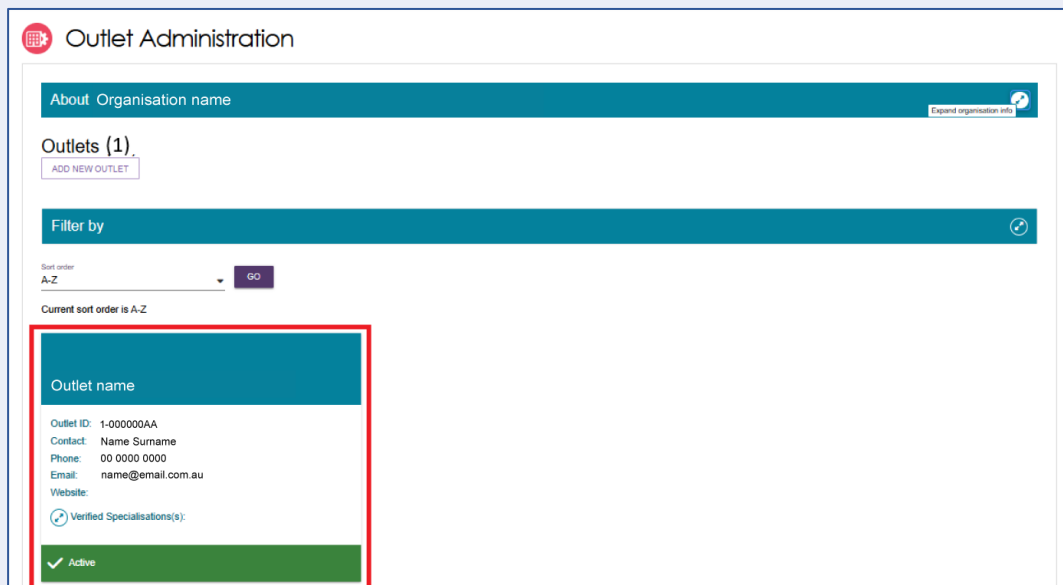
For more information about eligibility and evidence requirements visit the [Specialisation Verification for aged care services](#) website page.

! From **1 November 2025**, the Service and Support Portal assesses all new Specialisation Verification applications under the **2025 Specialisation Verification Framework**.

When you transfer a service item to another outlet, the Portal removes any verified specialisations inherited from the original outlet. The transferred service item then automatically inherits any current verified specialisations assigned to the new outlet.

Adding service items to an outlet

1. On the **Outlet Administration** page, select the name of the outlet where you want to add a service item.



Outlet Administration

About Organisation name [Expand organisation info](#)

Outlets (1)

[ADD NEW OUTLET](#)

Filter by

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

Current sort order is A-Z

Outlet name

Outlet ID: 1-000000AA

Contact: Name Surname

Phone: 00 0000 0000

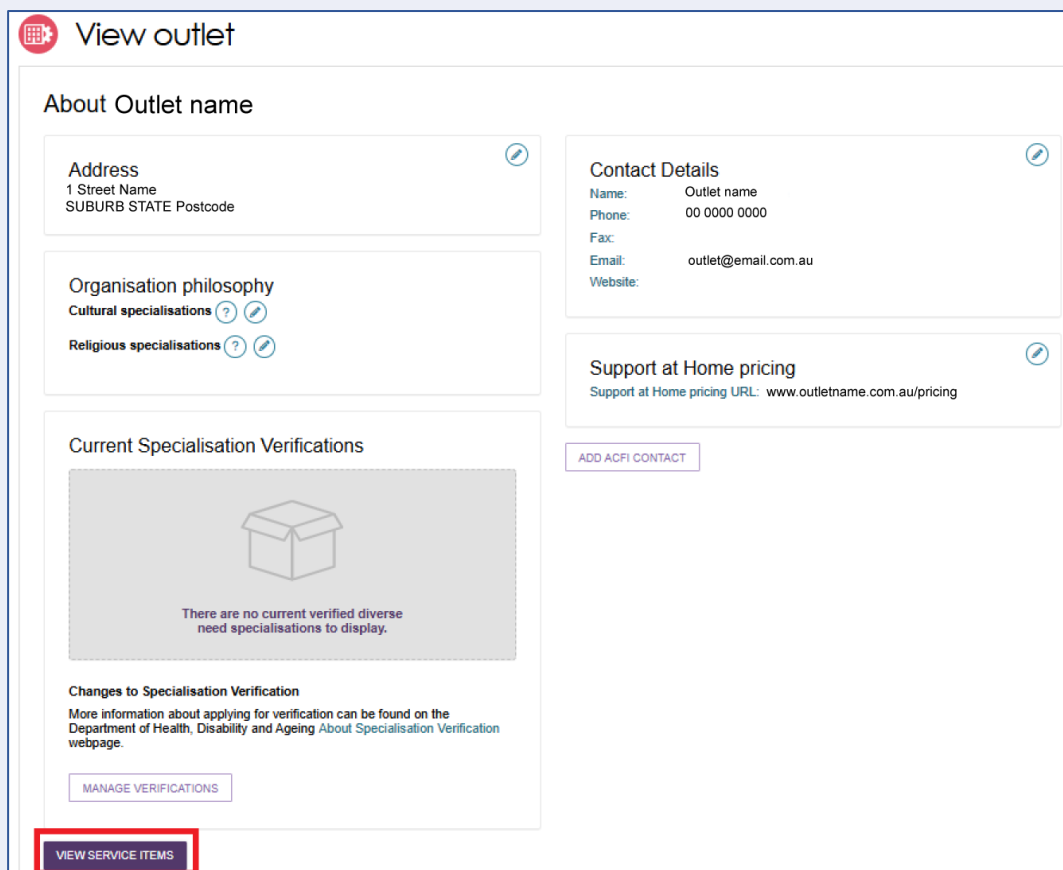
Email: name@email.com.au

Website:

Verified Specialisations(s):

✓ Active

2. On the **View Outlet** page, select **VIEW SERVICE ITEMS**.



View outlet

About Outlet name

Address

1 Street Name
SUBURB STATE Postcode

Contact Details

Name: Outlet name
Phone: 00 0000 0000
Fax:
Email: outlet@email.com.au
Website:

Organisation philosophy

Cultural specialisations ? [?](#)

Religious specialisations ? [?](#)

Support at Home pricing

Support at Home pricing URL: www.outletname.com.au/pricing

[ADD ACFI CONTACT](#)

Current Specialisation Verifications

There are no current verified diverse need specialisations to display.

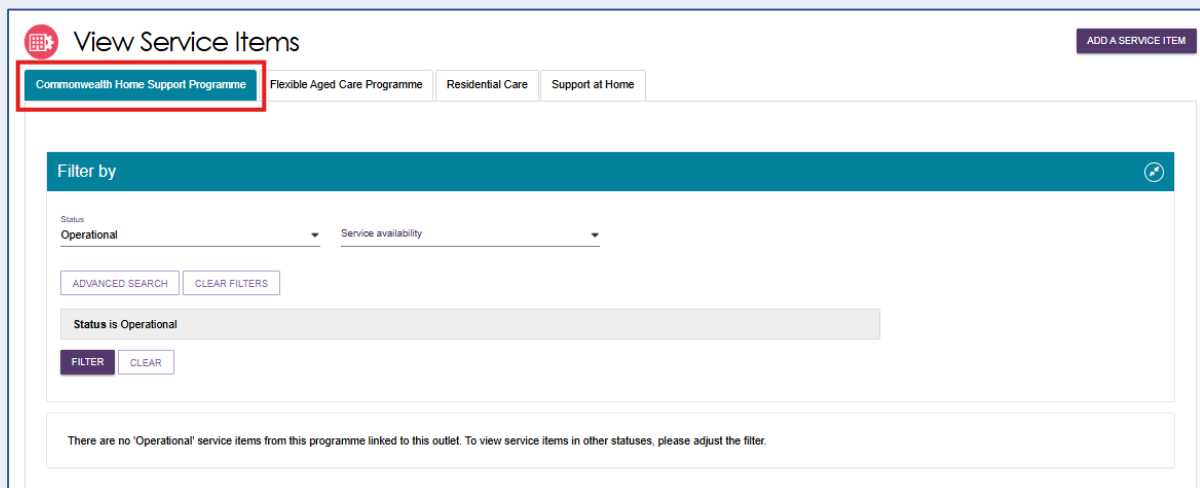
Changes to Specialisation Verification

More information about applying for verification can be found on the Department of Health, Disability and Ageing [About Specialisation Verification webpage](#).

[MANAGE VERIFICATIONS](#)

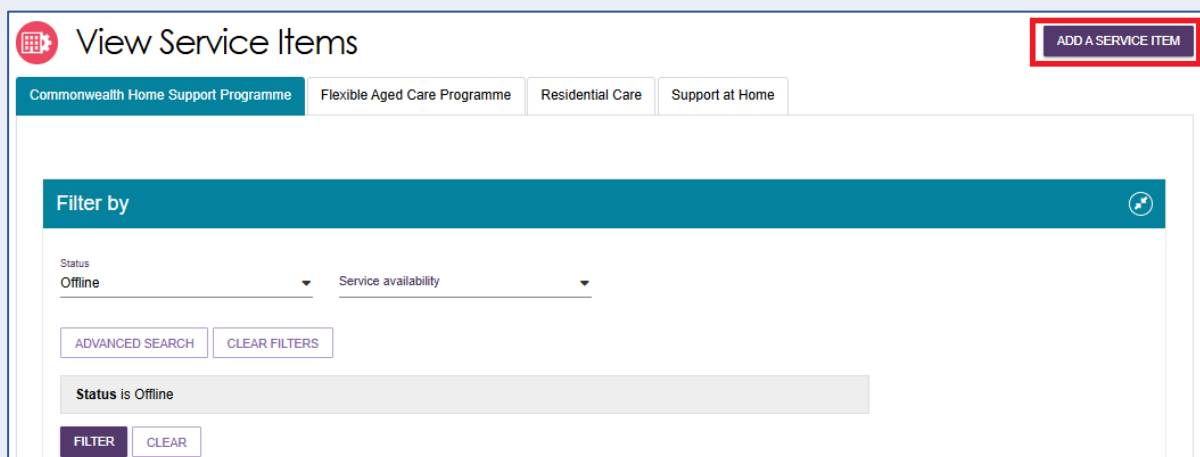
VIEW SERVICE ITEMS

- On the **View Service Items** page, select the relevant **Program** tab. The page will display the existing service items for that program. By default, the list is filtered by the selected criteria (for example, **Operational** or **Offline** status), but you can apply other filters as needed.



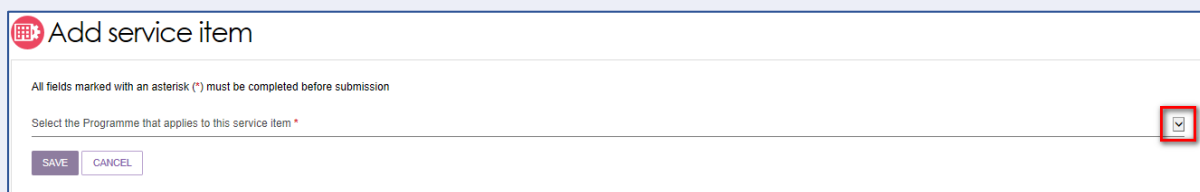
The screenshot shows the 'View Service Items' interface. At the top, there are four tabs: 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Residential Care', and 'Support at Home'. The first tab is selected and highlighted with a red rectangular box. To the right of the tabs is 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 also buttons for 'ADVANCED SEARCH' and 'CLEAR FILTERS'. Below the filters, a message states: 'Status is Operational'. At the bottom, a message reads: 'There are no 'Operational' service items from this programme linked to this outlet. To view service items in other statuses, please adjust the filter.'

- Select **ADD A SERVICE ITEM**.



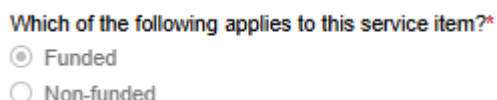
This screenshot is identical to the previous one, but the 'ADD A SERVICE ITEM' button in the top right corner is highlighted with a red rectangular box. The 'Commonwealth Home Support Programme' tab remains selected.

- Select the program for the service you want to add.



The screenshot shows the 'Add service item' form. At the top, it says 'Add service item'. Below that, a note states: 'All fields marked with an asterisk (*) must be completed before submission'. The main field is 'Select the Programme that applies to this service item *', which has a dropdown menu. To the right of this field is a red box containing a checked checkbox. At the bottom left, there are 'SAVE' and 'CANCEL' buttons.

The funding type automatically displays as **Funded**. You cannot change this setting because all Commonwealth aged care program services must be approved and funded by the Australian Government.



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

- Select the service item you want to add to the outlet, then select **SAVE**. To narrow the list of available service items, enter search criteria and use the **FILTER** function.
If you are adding a new **Support at Home** service item, you must enter a unique name in the **Service Item Name** field.

Non-Support At Home service item example

Add service item

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

Select the Programme that applies to this service item *

Commonwealth Home Support Programme

Which of the following applies to this service item?

☒ Funded

☐ Non-funded

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

Service provider:

Service type:

Cottage Respite

Funding region type:

Funding region:

FILTER **CLEAR ALL**

Programme	Service provider	Service item name	NAPS ID	Service type	Funding region type	Funding region state	Funding region	Location	Start date	End date
☐ Commonwealth Home Support Programme	Provider name	Respite Services	0001	Cottage Respite	Aged Care Planning Region	NSW	Illawarra		DD Month YYYY	
☐ Commonwealth Home Support Programme	Provider name	Respite Services	0001	Cottage Respite	Aged Care Planning Region	ACT	ACT		DD Month YYYY	

SAVE **CANCEL**

Support At Home service item example

Add service item

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

Select the Programme that applies to this service item *

Support at Home

Programme	Service provider	Service item name	NAPS ID	Service type	Start date	End date
☒ Support at Home	Provider name	SAH	0001	Support at Home		

Service Item Name: *

Please specify Service Item Name

SAVE **CANCEL**

7. The new service item now appears in the outlet's service list. The Portal sets the service item status to **Offline** by default. Before the service can appear in the public service finder, you must change its status to **Operational**.

The Portal displays a confirmation banner to show that the service item was added successfully and reminds you to edit and submit the service details.

If you add a new **Support at Home** service item, the Portal also reminds you to [provide Support at Home pricing information](#) by adding either a website URL or an attachment.



This guide explains how to [activate a service item](#) later.

Outlet name
(Inactive) Outlet 0-00AAA001

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

Filter by

Status
Offline

Service type availability

ADVANCED SEARCH CLEAR FILTERS

Status is Offline

FILTER CLEAR

Support at Home

NAPS Service ID 00001 Service item name: Support at Home

Status
Operational **Offline**

! A pricing URL or attachment for this service item has not been added, and cannot be set as Operational until added. A pricing URL can be set at the **Outlet level** and be applied across all service items. Individual pricing URLs or attachments for each Service item can be added using the edit icon.

✓ You have successfully added a service item to this outlet. After subtypes have been added successfully, 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.

Accessibility Privacy Disclaimer Terms Copyright © Commonwealth of Australia Australian Government Department of Health and Aged Care myagedcare

8. After you add service items to an outlet, you can filter the service list by **status**, **service availability**, and **waitlist availability** within each program.

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

Location
NAPS Service ID 00001, Service item name: Cottage respite

See Sub-types

Status
Operational Offline

Service availability
Yes No

Waitlist availability
Yes No

Adding and removing service sub-types

For the **Commonwealth Home Support Programme (CHSP)**, you can add or remove service sub-types from a single screen.

! This function does not apply to **Support at Home** services. Eligible outlets automatically receive all approved services based on their registration category.

Follow these steps to add or remove a service sub-type:

1. On the Outlet Administration page, open the outlet where you want to manage service sub-types. Select **VIEW SERVICE ITEMS**.

View outlet

About Outlet name

Address
1 Street Name
SUBURB STATE Postcode

Organisation philosophy
Cultural specialisations ?
Religious specialisations ?

Contact Details
Name: Outlet name
Phone: 00 0000 0000
Fax:
Email: outlet@email.com.au
Website:

Support at Home pricing
Support at Home pricing URL: www.outletname.com.au/pricing

Current Specialisation Verifications

There are no current verified diverse need specialisations to display.

Changes to Specialisation Verification
More information about applying for verification can be found on the Department of Health, Disability and Ageing [About Specialisation Verification](#) webpage.

VIEW SERVICE ITEMS

2. Select **See Sub-types** under the relevant service to expand the service details.

View Service Items

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

Filter by

Domestic assistance, Commonwealth Home Support Programme, funded ?
Aussie Healthcare
NAPS Service ID 00001, Service item name: - Community and Home Support

See Sub-types

Status
Operational Offline

Service availability
Yes No

Waitlist availability
Yes No

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

Domestic Assistance, Commonwealth Home Support Programme, funded  

ACT

NAPS Service ID 1-000000AA, Service item name: Domestic Assistance

Status
☒ **Operational** ☐ **Offline**

Service availability
☒ **Yes** ☐ **No**

Waitlist availability
☐ **Yes** ☒ **No**

 Hide Sub-types

ADD/REMOVE SUBTYPES

4. Select or clear the required sub-types. Select **SAVE** to apply your changes.

Add/Remove Subtypes 

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

Which sub types are you adding to this service? *

☒ Unaccompanied Shopping (delivered to home) ☒ General House Cleaning

☒ Linen services

Activating or deactivating a service item

1. On the Outlet Administration page, open the outlet that contains the service item you want to activate or deactivate. Select **VIEW SERVICE ITEMS**.

View outlet

About Outlet name

Address
1 Street Name
SUBURB STATE Postcode

Organisation philosophy
Cultural specialisations ?
Religious specialisations ?

Current Specialisation Verifications

There are no current verified diverse need specialisations to display.

Changes to Specialisation Verification
More information about applying for verification can be found on the Department of Health, Disability and Ageing About Specialisation Verification webpage.

Contact Details
Name: Outlet name
Phone: 00 0000 0000
Fax:
Email: outlet@email.com.au
Website:

Support at Home pricing
Support at Home pricing URL: www.outletname.com.au/pricing

ADD ACFI CONTACT

MANAGE VERIFICATIONS

VIEW SERVICE ITEMS

2. Under the **Status** section, select **Operational** to activate the service item or **Offline** to deactivate it.

For non-Support at Home services, the status toggle appears on the right side of the screen next to the service name.

For Support at Home service items, the status toggle appears at the top of the service item listing. Changing the status applies to all service types and services within that service item.

Non-Support At Home Example

Allied health and therapy, Commonwealth Home Support Programme, funded

Status
Operational Offline

Service availability
Yes No

Location
NAPS Service ID: 00001 Service item name: Community and Home Support

Waitlist availability
Yes No

See Sub-types

Support At Home Example

Support at Home

Status

Operational

Offline

NAPS Service ID 0001, Service item name: Provider Support at Home

Assistive technology

See service types

Home modifications

See service types

Home support

See service types

Only service items with a status of **Operational** appear in the service finders.

Use the **Offline** status when you are not currently offering a service in a delivery area or region. For example, you may set a service to **Offline** if it has reached capacity and cannot accept new clients.

Editing a service item

- You can update a service item by selecting the **Edit** (pencil) icon next to the service item or service group 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

Collapse filter

Domestic assistance, Commonwealth Home Support Programme, funded

Status

Operational

Offline

Service availability

Yes

No

Waitlist availability

Yes

No

NAPS Service ID:

Service item name:

Hide Sub-types

Support At Home example

View Service Items

ADD A SERVICE ITEM

Commonwealth Home Support Programme

Flexible Aged Care Programme

Residential Care

Support at Home

Filter by

Collapse filter

Support at Home

Status

Operational

Offline

NAPS Service ID 0001

Service item name: Provider Support at Home

2. The **Service Item Details** page displays. You can update information such as:

- Service item name
- Service delivery area
- Whether the service focuses on a specialised service area
- Promotional attachments (for residential facilities)
- Support at Home information, such as service-based pricing
- A detailed service description.

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

Make the required changes and select **SAVE**.

Some information is read-only because it comes from contractual records and cannot be changed in the Service and Support Portal.

You can add additional information in the **Service Description** field. This description appears in the public service finder on the My Aged Care website and helps clients understand and choose your services.

! The information available on a Service Details page differs between **Support at Home** and **Commonwealth Home Support Programme (CHSP)** services.

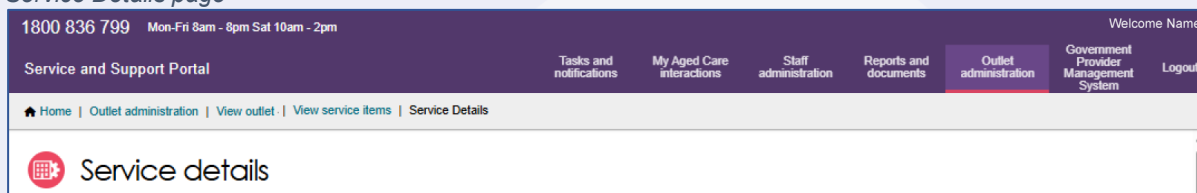
For **Support at Home** services, you manage services by **delivery area**. Within each delivery area, you can select multiple service types and services that your organisation provides.

For **CHSP** services, each service item is linked to a single service type and [Aged Care Planning Region \(ACPR\)](#) based on contractual information. You cannot change these contractual details in the Service and Support Portal.

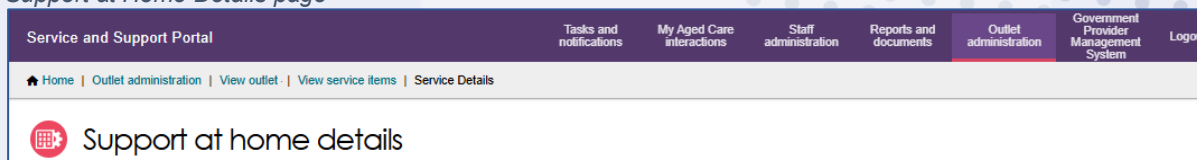
Adding and editing service attributes

Service attributes for Support at Home, CHSP, Residential Care, and other aged care programs are available in the Service Details section (or Support at Home Details section) within the Outlet Administration tile.

Service Details page



Support at Home Details page



Attributes for individual services, also known as **service sub-types**, are managed within the relevant service record.

Diet or nutrition 

Delivery hours

- Not specified

Additional services

- No transport information specified

Staff Notes

- Not specified

Sub-type availability

Yes No

Waitlist availability

Yes No

Meals

Meal delivery

Service availability

Yes No

Waitlist availability

Yes No

Some service attributes also appear on the **View Outlet** page.

View outlet

About Outlet name

Address 

1 Street Name
SUBURB STATE Postcode

Organisation philosophy

Cultural specialisations  

Maltese, Ukrainian

Religious specialisations  

Catholic, Hinduism, Islam, Judaism

Contact Details 

Name: Outlet name

Phone: 00 0000 0000

Fax:

Email: outlet@email.com.au

Website:

Support at Home pricing 

Support at Home pricing URL: www.outletname.com.au/pricing

To access service attributes:

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

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

Service and Support Portal Logout

Welcome Name

Tasks and notifications

My Aged Care interactions

Staff administration

Reports and documents

Outlet administration

Government Provider Management System

2. Select the relevant outlet.

Outlet Administration

About Organisation name [Expand organisation info](#)

Outlets (1)

[ADD NEW OUTLET](#)

Filter by

Sort order
A-Z [GO](#)

Current sort order is A-Z

Outlet name

Outlet ID: 1-000000AA
 Contact: Name Surname
 Phone: 00 0000 0000
 Email: name@email.com.au
 Website:
 Verified Specialisations(s):
 Active

3. Select **VIEW SERVICE ITEMS**.

View outlet

About Outlet name

Address
1 Street Name
SUBURB STATE Postcode

Contact Details
 Name: Outlet name
 Phone: 00 0000 0000
 Fax:
 Email: outlet@email.com.au
 Website:

Organisation philosophy
 Cultural specialisations
 Religious specialisations

Support at Home pricing
 Support at Home pricing URL: www.outletname.com.au/pricing

Current Specialisation Verifications

There are no current verified diverse need specialisations to display.

Changes to Specialisation Verification
 More information about applying for verification can be found on the Department of Health, Disability and Ageing About Specialisation Verification webpage.

[MANAGE VERIFICATIONS](#)

[VIEW SERVICE ITEMS](#)

4. Select the appropriate program tab:

- **CHSP**
- **Flexible Aged Care Programme**
- **Residential Care**
- **Support at Home.**

View Service Items [ADD A SERVICE ITEM](#)

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

5. The **Service Details** tab contains key information about the service, including:

- Contact details
- Service delivery information

- Service delivery area
- Specialisations
- Operating hours
- Pricing (where applicable)
- Service descriptions.

The **Specialisations** section includes three areas:

- **Specialisation Verification**
- **Specialised Services**
- **Languages.**

The following sections explain each of these attributes in more detail.

Specialisations

The Specialisation section includes [Specialisation Verification](#), [Specialised Services](#), and [Languages](#).

For **Support at Home** services, you manage these attributes at the **program level**. For other programs, such as **CHSP**, you manage them at the **service item level**.

Specialisations

All services must reflect the unique characteristics and life experiences of individual recipients.

The outlet specialisations listed under **Organisation Philosophy** relate to cultural and religious characteristics. For more information, refer to [Editing the Organisation Philosophy](#).

Specialisation Verification

The **Specialisation Verification** section displays two lists:

- **Verified:** Displays all current specialisations verified for the outlet by the department under either the **2022** or **2025 Specialisation Verification Framework**.
- **Not Verified:** Displays the specialisations that the provider can apply to have verified for the outlet.

You can only apply for, manage, or update Specialisation Verification at the **outlet level**. Changes are automatically applied to all **Operational** and **Offline** service items linked to that outlet, and the updated information displays in this section.

Specialisation Verification ?

Verified

- ✓ Aboriginal and Torres Strait Islander persons, including Stolen Generations

Not verified

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

Specialised Services

You can indicate that a service item offers one or more **Specialised Services**.

Only select services where your organisation has specific practices, programs, or measures in place to support that specialised service offering.

Specialised Services are self-declared by the provider and are not verified by the department. They differ from the verified specialisations shown in the **Specialisation Verification** section.

Please provide details only for the services which have specific measures in place.

Specialised services ?

Which of the following applies to this service?

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

Languages

To show that your outlet service item caters for specific language requirements:

1. In the **Languages** section under **Specialisations**, select **SELECT LANGUAGES AVAILABLE**.

Languages ?

No languages specified

SELECT LANGUAGES AVAILABLE

2. Select all supported languages for your outlet. To quickly find a language, select a letter from the alphabetical list to view languages that begin with that letter. Select **SAVE** when you have finished.

Supported languages

Please select all supported languages and press Save when finished

Most selected

☐ Arabic	☒ Cantonese	☐ Croatian
☒ Greek	☐ Italian	☐ Mandarin
☐ Polish	☐ Spanish	☐ Vietnamese

Alphabetical listing

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

☐ Zande	☐ Zomi (Dialect of Chin)	☐ Zonot (Dialect of Chin)
☒ Zulu		

SAVE

CANCEL

- The selected languages appear in the **List of Languages** section. To update the languages, select the **Edit** (pencil) icon.

Languages ?

List of languages

• Cantonese
• Greek
• Zulu

Hours of operation (non-Support at Home)

You can record **hours of operation** for CHSP and other non-Support at Home services. By default, you can enter operating hours for Monday to Friday, Saturday, and Sunday.

If your service operates on different hours each day, use the **Customise** option to enter hours for individual days.

To update hours of operation:

- Open the service item by following the steps in **Editing a Service Item**.
- Select the **Edit** (pencil) icon next to the relevant service sub-type.

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 00001, Service item name: Provider - Community and Home Support

Status
Service availability
Waitlist availability

Hide Sub-types
ADD/REMOVE SUBTYPES

Shopping assistance

General house cleaning

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

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OFFICIAL

- Enter the start and end times for each applicable day and save your changes.

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

ADD ADDITIONAL OPERATING HOURS

☐ Sunday
 Start time: 09:00 AM End time: 05:00 PM

ADD ADDITIONAL OPERATING HOURS

Delivery Hours (Support at Home)

Delivery Hours only apply to Support at Home services. They do not apply to other programs. For information about other programs, refer to [Hours of Operation](#).

- From the outlet page, select **View Service Items**, then select **Support at Home**.

Select the **Edit** (pencil) icon on the relevant service tile. In this example, you would open **Nursing care** from the **Home Support** service group.

View Service Items

ADD A SERVICE ITEM

Commonwealth Home Support Programme

Flexible Aged Care Programme

Residential Care

Support at Home

Filter by

Support at Home

Status: Operational Offline

NAPS Service ID 00001, Service item name: Outlet name

Assistive technology: See service types

Home modifications: See service types

Home support: Hide service types

Nursing care: Hide services

Service type availability: Yes No

Classification type: Ongoing Short-term

Nursing care

Nursing care

Nursing assistant clinical care

Service availability: Yes No

Waitlist availability: Yes No

Nursing care

Nursing care

Enrolled nurse clinical care

Service availability: Yes No

Waitlist availability: Yes No

Nursing care

Nursing care

Nursing care consumables

Service availability: Yes No

Waitlist availability: Yes No

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

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OFFICIAL

2. The **Edit Service** page opens. Review the standard delivery hours. These are selected by default and cannot be changed.

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

3. Select the checkboxes for the delivery hours your service provides.

When you select a delivery hours option, the corresponding **Common Price** field becomes active. Enter a price before you save the record.

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

4. Select **SAVE CHANGES** at the bottom of the page.

Staffing notes

You can add **staffing notes** for each program. Use these notes to provide additional information about the staff who deliver the service. You can maintain separate notes for each program.

Staffing:

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

0 / 150

Service specific delivery details

Depending on the service, you can record additional delivery information on this page. This information helps assessors find providers that can deliver services that meet a client's needs.

The fields available depend on the service type, so some services may show only certain options.

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

You can also enter a service description and add other relevant information about the service. The service description can contain up to 1,000 characters.

Service Description ?

Description

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

Our services include:

Additional service information

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

715 / 1000

Pricing information (Support at Home)

The Support at Home service item lets you set up the services you deliver and their prices for a specific delivery area or region.

For information about room pricing in Residential Care refer to [Adding a room type to a residential facility](#).

Support at Home outlets must:

- Enter service-level prices that correspond to the delivery hours for all available Support at Home services offered by the outlet.
- Add a pricing website link (URL). This is strongly recommended, as My Aged Care publishes this link to help older people and their support network find your pricing information.

If you do not enter pricing information for Support at Home services, you cannot:

- Save a new service and make it operational
- Add or save a pricing website link (URL)
- Save changes to partially completed pricing information
- Confirm that you have reviewed the pricing information.

If you do not confirm your pricing information, My Aged Care will not publish your pricing data or use it in tools such as the **Fee Estimator**.

Updating Support at Home Pricing Information at the Organisation Level

! This functionality is available to Organisation Administrators only.

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

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

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

Service and Support Portal

Home | Outlet administration

Organisation name
Organisation ID: 0-000000001

Outlet Administration

About Organisation name

Contact details
1 Street Name
SUBURB STATE Postcode

Organisation philosophy
Cultural specialisations
Religious specialisations

Support at Home organisation pricing
Make changes to Support at Home service pricing across all managed outlets.

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

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

Home | 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 support	Domestic assistance	2 February 2026	2 February 2026	Completed	
Home support	Home maintenance and repairs	2 February 2026			
Home support	Meals				
Home support	Transport				

CLOSE

4. For each service type that you selected Edit from the above step, the corresponding 'Pricing for Service' page appears.

All of your organisation's available services within the service type and the common price fields for each delivery time period displays here. A domestic assistance page and a nursing care page example are shown below.

Domestic assistance pricing page example

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

Domestic assistance

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

Pricing for services

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

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

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 - On 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 - On 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 - On 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)'.

You must provide Common Price – Standard (Hours) for all Services that will be marked as available. You can enter a value from \$0.00 to \$999.99.

If you do not deliver a service within the service type, you can enter \$0.00 if you need to enter a value in the mandatory field. You MUST then mark this service as not available on all

the applicable Support at Home service items. For any service listed as 'Market Price' are you not required to enter a price value.

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

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

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

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

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

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

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

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

1800 836 799 Mon-Fri 8 am - 8pm Sat 10am - 2 pm Welcome Name from Organisation

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

Home | Outlet administration | Support at Home organisation pricing

Support at Home organisation pricing

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

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

? Pricing is currently being updated across all outlets and may take up to an hour or more to complete.

? Something went wrong while updating pricing to all outlets. Not all updates were applied. Please try again.

? Pricing was successfully updated across all outlets.

? Request has been submitted and will progress shortly.

CLOSE

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Australian Government Department of Health, Disability and Aging myagedcare

Updating Pricing Information at the Outlet Level

1. Choose your outlet from the Outlet Administration page tiles.

Outlet Administration

About Organisation name

Contact details
1 Street Name
SUBURB STATE Postcode

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

Outlets (32)
ADD NEW OUTLET

Filter by

Sort order
A-Z GO

Current sort order is A-Z

Outlet A	Outlet B	Outlet C
Outlet ID: 1-000000AA Contact: Name Surname Phone: 00 0000 0000 Email: name@email.com.au Website: not available Verified Specialisations(s): Active	Outlet ID: 1-000000AB Contact: Name Surname Phone: 00 0000 0000 Email: Website: Verified Specialisations(s): Active	Outlet ID: 1-000000AC Contact: Name Surname Phone: 00 0000 0000 Email: Website: Verified Specialisations(s): Active

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

View outlet

About Outlet name

Address
1 Street Name
SUBURB STATE Postcode

Organisation philosophy
Cultural specialisations
Religious specialisations

Current Specialisation Verifications

There are no current verified diverse need specialisations to display.

Changes to Specialisation Verification
More information about applying for verification can be found on the Department of Health, Disability and Ageing About Specialisation Verification webpage.
MANAGE VERIFICATIONS

VIEW SERVICE ITEMS

Contact Details
Name: Outlet name
Phone: 00 0000 0000
Fax:
Email: outlet@email.com.au
Website:

Support at Home pricing
Support at Home pricing URL: www.website.com.au/pricing
ADD ACFI CONTACT

3. The Support at Home pricing pop up appears.

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

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

Finally, select whether you want to

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

Then, select **Save** button.

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

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**

Filter by

Support at Home

NAPS Service ID 0001, Service item name: Service name

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 9am - 5pm Sat 10am - 5pm

Service and Support Portal

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

Home | Outlet administration | View outlet | Auscare Healthcare | View service items | Service Details

Support at home details

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

Support at home Support at Home, funded
NAPS ID 1205

Service item name
Auscare Support At Home

Service delivery

Service provider name
Auscare Healthcare

Facility name
SAH UNIT1

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.website.com.au/pricing

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

Updating pricing information at the service level

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

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

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

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

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

The screenshot displays 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 highlighted with a red box). A purple button 'ADD A SERVICE ITEM' is in the top right corner. Below the tabs is 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'. It lists several service types: 'Assistive technology', 'Home modifications', 'Home support' (highlighted with a red box), 'Home maintenance and repairs', 'Home or community general respite', 'Meals' (highlighted with a red box), and 'Nutrition'. Each service type has a 'See service types' or 'See services' link. The 'Meals' service type is expanded, showing two service cards: 'Meals Meal delivery' and 'Meals Meal preparation'. Both cards have a 'Hide services' link (highlighted with a red box) and a 'See services' link. Each card also displays 'Service availability' and 'Waitlist availability' with 'Yes' and 'No' buttons. The 'Meals Meal delivery' card shows 'Service availability' as 'Yes' and 'Waitlist availability' as 'Yes'. The 'Meals Meal preparation' card shows 'Service availability' as 'No' and 'Waitlist availability' as 'No'. At the bottom, there is a 'Nutrition' service type with a 'See services' link.

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

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

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

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

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



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

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

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

Generic Service Details Page Example

Home | Outlet administration | View outlet | View service items | Service details

Service name

Service details

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?

☐ Individual - Telehealth
☐ Individual - face to face
☐ Group - face to face

Delivery setting

What is the setting for the service?

☐ Home
☐ Community

Staffing

Notes on staffing: Probable that will appear on the public Service Finder

Pricing for service

Prices cannot exceed the price caps set by the Government. More information on this can be accessed in the user guide.

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

Podiatry (Hours)

Common price - Standard (Hours) *

\$100

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 CHANGES **CLOSE**

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

You can continue to add pricing in the other delivery hours offered e.g., Non-standard Hours, Saturday, Sunday, and Public Holiday. There is flexibility to have Service item specific pricing.

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

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

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

Pricing for service

General house cleaning (Hours)

Common Price - Standard (Hours) *

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

Common Price - Non-Standard (Hours)

Common Price - Saturday

Common Price - On Sunday

Common Price - Public Holiday

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

Pricing for service

Meal delivery (Meal)

Common Price - Standard (Hours) *

\$50

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

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

SAVE CHANGES

CANCEL

For **transport services**, enter the price per trip during the time period. For example, in the Common price – standard (hours) section, enter the price for each trip undertaken during standard hours.

Pricing for service

Direct transport (Trip)

Common Price - Standard (Hours) *

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

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

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

Pricing for service

Nursing care consumables

Common Price - Standard (Hours)

Market Price

No service price required.

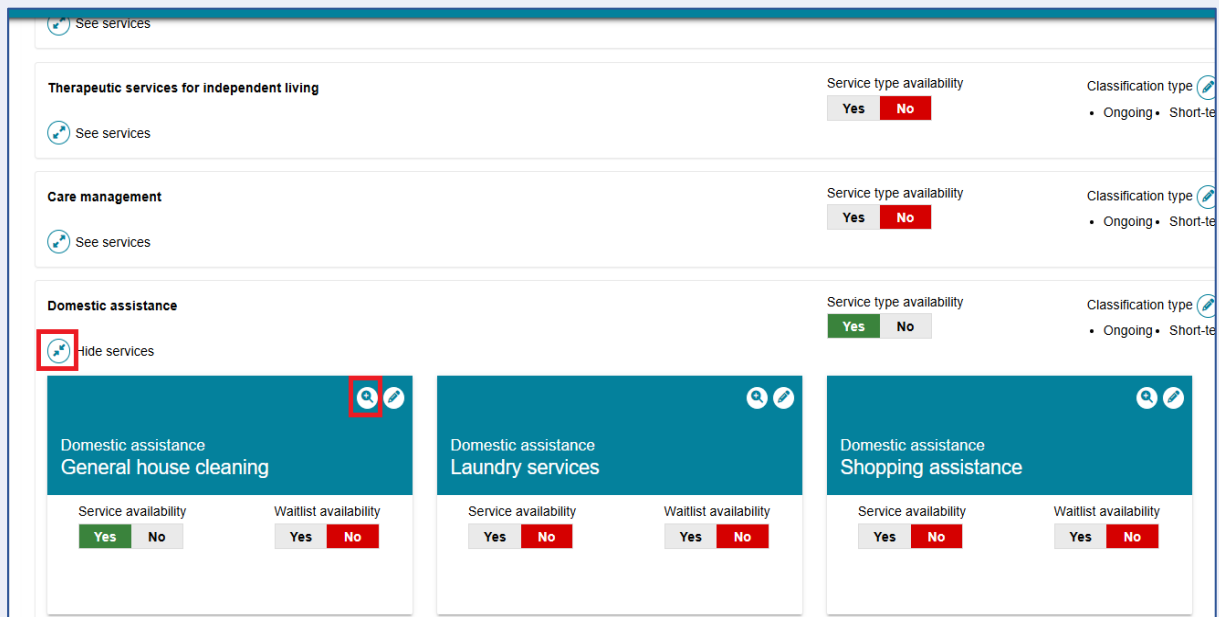
SAVE CHANGES

CANCEL

- 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.

To **view the pricing information** entered, navigate back to the service where the pricing was updated, expand the service, and select the magnifier icon.



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



Reporting service pricing status

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

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

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

Service and Support Portal

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

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

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

Service and Support Portal

Home | Reports

Generate report

Reports

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

SAH-001 Support at Home Pricing Status

Outlet: *

Output Type: *

REQUEST REPORT **CANCEL**

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

Checking Pricing completion

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

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

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

Outlet ID	Outlet name	Outlet status	Service Item Name	Service Item status	Service name	Available	Waitlist	Common Price - Standard Hour	Common Price - Non-stand	Common Price - Sat	Common Price - Sun	Common Price - Public Hol	Last updated	Last updated by
1-00001	Outlet name	Active	Service Item	Operational	General House Clean	Yes	No	\$ 50.00	\$ -	\$ -	\$ -	\$ -	22/01/2026	Username
1-00002	Outlet name	Active	Service Item	Operational	Laundry services	Yes	No	\$ -	\$ -	\$ -	\$ -	\$ -	-	-
1-00003	Outlet name	Active	Service Item	Operational	Shopping assistance	No	No	\$ -	\$ -	\$ -	\$ -	\$ -	-	-

- Row 1 indicates compliance with the rule.

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

Price review/maintenance

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

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

Maintaining service and waitlist availability

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

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

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

View outlet

About Outlet name

Address
1 Street Name
SUBURB STATE Postcode

Organisation philosophy
Cultural specialisations
Religious specialisations

Contact Details
Name: Outlet name
Phone: 00 0000 0000
Fax:
Email: outlet@email.com.au
Website:

Support at Home pricing
Support at Home pricing URL: www.outletname.com.au/pricing

Current Specialisation Verifications

There are no current verified diverse need specialisations to display.

Changes to Specialisation Verification
More information about applying for verification can be found on the Department of Health, Disability and Ageing [About Specialisation Verification](#) webpage.

MANAGE VERIFICATIONS

VIEW SERVICE ITEMS

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

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

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

Editing a service delivery area

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

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

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

Follow these steps to edit a service delivery area:

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

Non-Support at Home example

View Service Items

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

Filter by

Meals, Commonwealth Home Support Programme, funded 

ACT
NAPS Service ID 1-0000000A, Service item name: Service item

 See Sub-types

Status: **Operational** | Offline

Service availability: **Yes** | No

Waitlist availability: Yes | **No**

Support at Home example

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

Filter by

Support at Home 

NAPS Service ID 0001, Service item name: Service item

Status: **Operational** | Offline

Assistive technology

 See service types

The **Service details** page will display.

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

Non-Support At Home example

Service details

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

Allied health and therapy, Commonwealth Home Support Programme, funded
NAPS ID: 00001

Service item Name: *
Outlet name - service

Service delivery

Service provider name | Organisation name

Facility name | Outlet name - service

Facility previously known as

Facility locally known as

Service start date | DD Month Year

Service end date

Maximum permissible interest rate (MPIR)

Service delivery area 

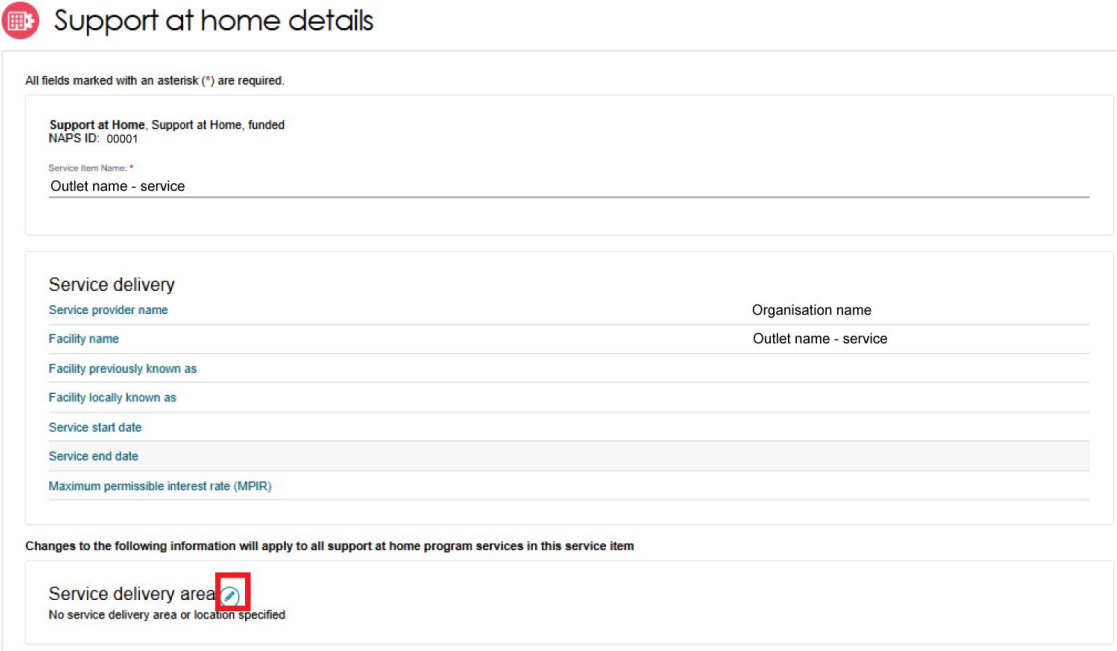
Alphabetical listing

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
SUBURB	STATE	XXXX
SUBURB	STATE	XXXX
SUBURB	STATE	XXXX

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: 00001

Service Item Name: *
Outlet name - service

Service delivery

Service provider name Organisation name

Facility name Outlet name - service

Facility previously known as

Facility locally known as

Service start date

Service end date

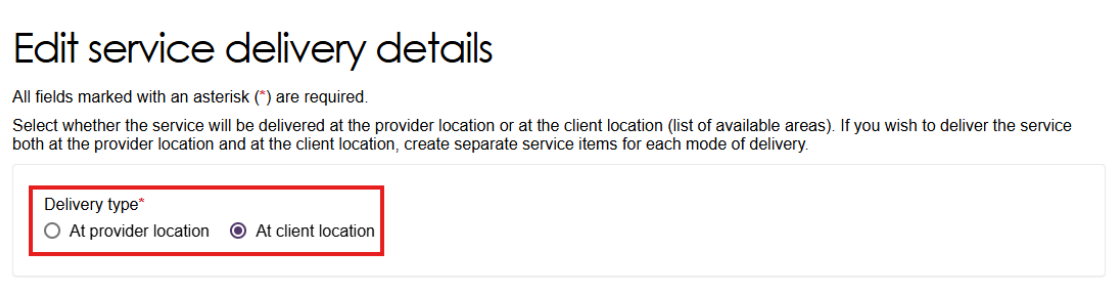
Maximum permissible interest rate (MPIR)

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

Service delivery area 
No service delivery area or location specified

4. The Edit Service Delivery Details page appears.

Select the service delivery type.



Edit service delivery details

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

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

Delivery type*
☐ At provider location ☒ At client location

If prompted,

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

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

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

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

5. Search for and add suburbs and locales.

You can search by states, region, postcode and/or suburb.

Non-Support at Home - Edit service delivery details page - At client location

Edit service delivery details

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

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

Delivery type*

☐ At provider location ☒ At client location

Please select the suburbs that will comprise the area where the service will be delivered

Check to see if the list of serviced suburbs covers all the areas where this service is delivered.

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

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

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

Search

By state

By region

By postcode

By suburb

SEARCH

ADD WHOLE STATE

ADD WHOLE REGION

Alphabetical listing

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

Select	Suburb	State	Postcode
☐	ALBION PARK	NSW	2527
☐	BROUGHTON VILLAGE	NSW	2534

PREVIOUS **1** 2 3 4 5 NEXT

REMOVE SELECTED

REMOVE ALL

SAVE CHANGES

CANCEL

Non-Support at Home - Edit service delivery details page - At provider location

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

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

Unit number or building name and level (if applicable)

Street number eg. 201 or 34-36 * Street name * Street type *
Street

Enter suburb or postcode and select from the list below *

SUBURB NOT LISTED

Country *
Australia

VALIDATE THIS ADDRESS

SAVE CHANGES CANCEL

Support at Home - Edit service delivery details page

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.

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

No delivery areas specified

REMOVE SELECTED REMOVE ALL

SAVE CHANGES CANCEL

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

You can choose to search for a specific suburb to add, add all the suburbs in the selected state, or add all the suburbs in the selected region.

To remove suburbs from the list, select the suburbs you wish to remove using the checkbox and select **REMOVE SELECTED**, or use **REMOVE ALL** to start configuring your list of suburbs from the beginning.

Finally, select **Save Changes** to save the selected suburbs.

Select **Cancel** to go back to editing the service.

Alphabetical listing

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

Select	Suburb	State	Postcode
☐	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

Adding a room type to a residential facility

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

View Service Items

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

Filter by

Status:
 Service availability:
 Waitlist availability:

Status is Operational

Residential Permanent, Residential Care, funded

NAPS Service ID 0001. Service item name: Service name

1 Street Name, SUBURB STATE Postcode

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

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

Residential Permanent, Residential Care, funded

NAPS Service ID 0001, Service item name: Service name

1 Street Name, SUBURB STATE Postcode

Hide room types

ADD ROOM TYPE

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

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

Room type

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

COPY PREVIOUS ROOM TYPE INFORMATION

General room information

Room name *
(up to 100 characters)

Room type *

Number of rooms of this type: *

Pricing information

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

Maximum daily payments: \$

Example combination payment

Example RAD at 50% \$

Example DAP at 50% \$

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

ADD ADDITIONAL TEXT

SAVE SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL CANCEL

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

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

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

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

Key feature statement

Room description: *

0 / 2000

Room size: *

Common areas description: *

0 / 2000

Specific accommodation or design features

☒ Not applicable

☐ Applicable

Additional care and services included in room price

☒ Not applicable

☐ Applicable

Additional care and services available at additional cost

☒ Not applicable

☐ Applicable

Extra service fee

☐ Yes

☒ No

SAVE **SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL** **CANCEL**

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



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

Activating an outlet

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

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

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

Home | Outlet administration | View outlet - Outlet name

Outlet name

(Inactive) Outlet Id 0-00AAA001

ACTIVATE OUTLET REMOVE OUTLET

View outlet

About Outlet name

Address

1 Street Name
SUBURB STATE Postcode

Contact Details

Name: Outlet name
Phone: 00 0000 0000
Fax:
Email: outlet@email.com.au
Website:

Organisation philosophy

Cultural specialisations ?

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

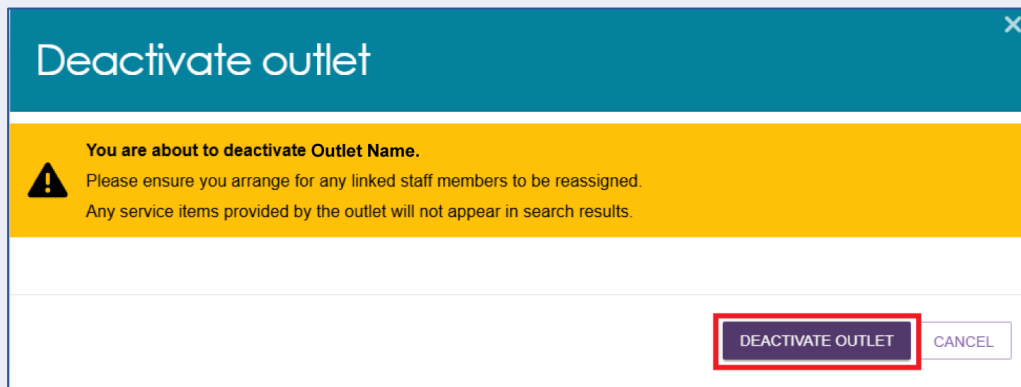
Your outlet is now active and operational service item information will display in the service finder, and will display as **Active** in the Service and Support Portal.

Deactivating an outlet

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

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

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



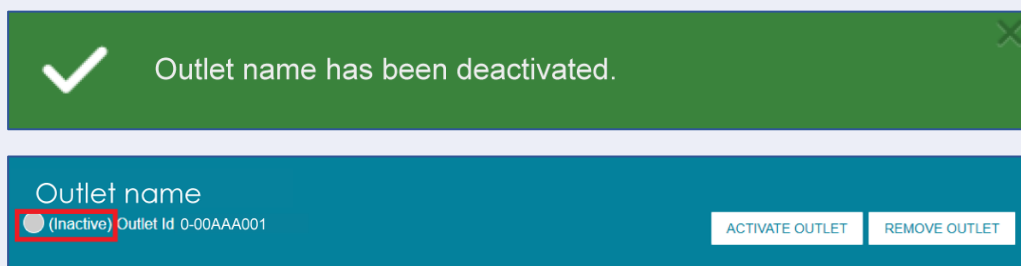
Deactivate outlet

You are about to deactivate Outlet Name.

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.



✓ Outlet name has been deactivated.

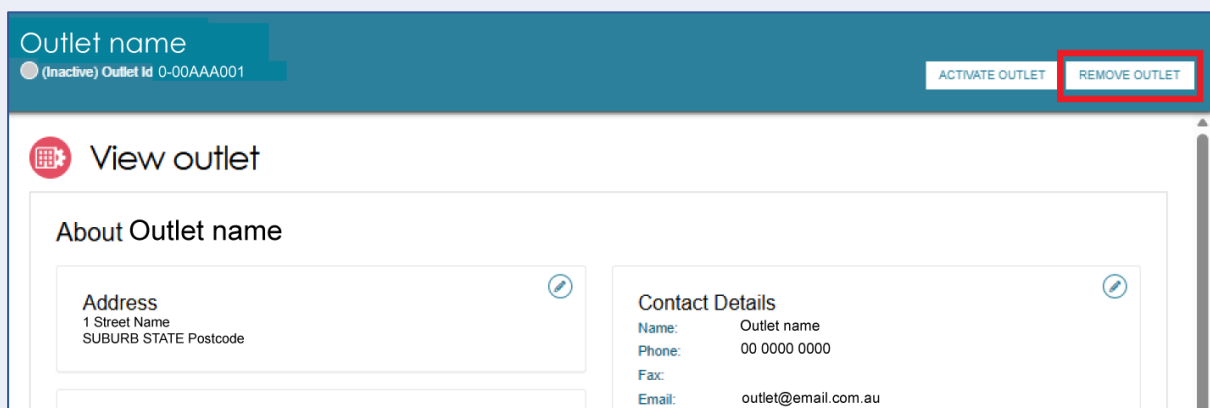
Outlet name
☒ (Inactive) Outlet Id 0-00AAA001

ACTIVATE OUTLET REMOVE OUTLET

Removing an outlet from the Service and Support Portal

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

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



Outlet name
☒ (Inactive) Outlet Id 0-00AAA001

ACTIVATE OUTLET REMOVE OUTLET

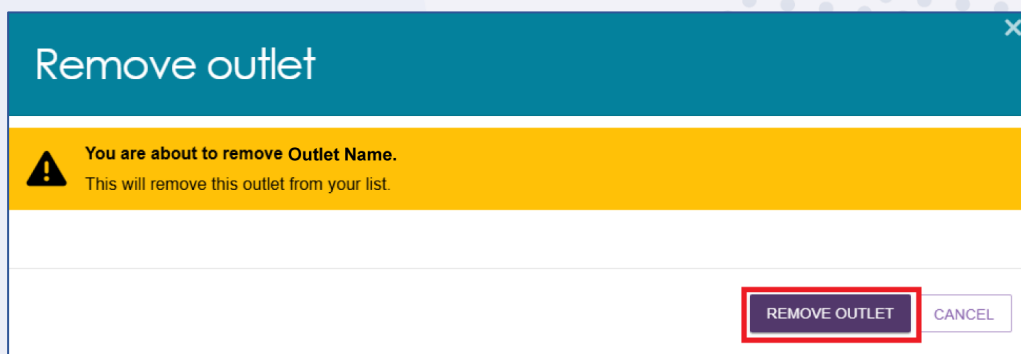
View outlet

About Outlet name

Address
1 Street Name
SUBURB STATE Postcode

Contact Details
Name: Outlet name
Phone: 00 0000 0000
Fax:
Email: outlet@email.com.au

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



Remove outlet

You are about to remove Outlet Name.

This will remove this outlet from your list.

REMOVE OUTLET CANCEL

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



Outlet name has been removed.



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

For more information or support

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

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