

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

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

The User Guide is split into two parts as follows:

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

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

This guide does not cover:

- Detailed instructions on how to set up organisations in the Relationship Authorisation Manager, which can be found on the RAM website.
- Detailed instructions on how portal users obtain a myID (which can be found in the user guide Logging in to the Aged Care Systems).

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1 Introduction

The Service and Support Portal is used to:

- Manage information about the services you provide.
- Manage referrals for service(s) issued by My Aged Care contact centre staff or aged care needs assessors (assessors) by accepting, rejecting, or placing on a waitlist.
- Update client records with information about services being delivered.
- Request that an assessor undertakes a Support Plan Review for a client.
- Report Serious Incident Response Scheme (SIRS) Priority 1 and Priority 2 incidents in residential, in-home, and Support at Home aged care services.
- Generate reports.
- Manage residential client classifications, reassessments, reconsiderations, and palliative care administration.
- Administering Specialisation Verifications.

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

2 Staff roles

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

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

Service information is publicly displayed in the My Aged Care Find a Provider tool on the My Aged Care website and the Find a Service tool within the Assessor and Staff portals.

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

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

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

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

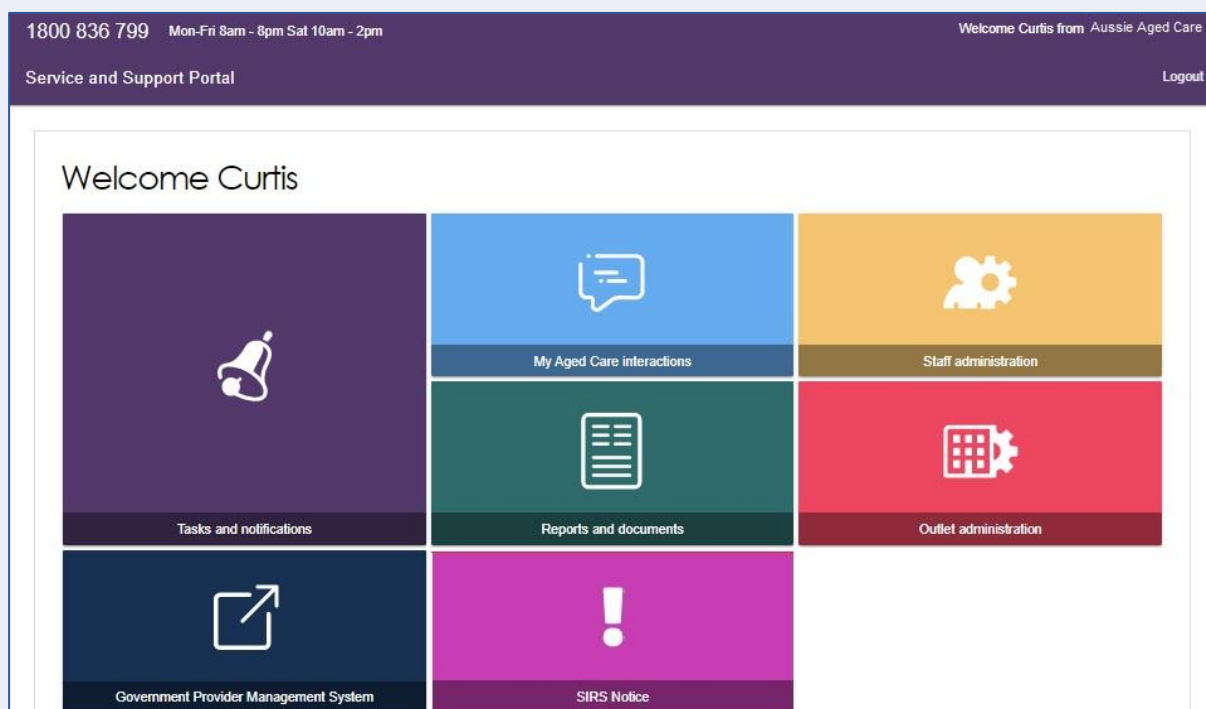
Client Focussed Key Functions	Organisation Administrator	Outlet Administrator	Team Leader	Staff Member
Search for a client record (for referred clients)			✓	✓
View client records (for referred clients)			✓	✓
View referrals			✓	✓
Accept, reject, and revoke referrals			✓	
View tasks and notifications	✓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

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

2.1 Administrator homepage

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

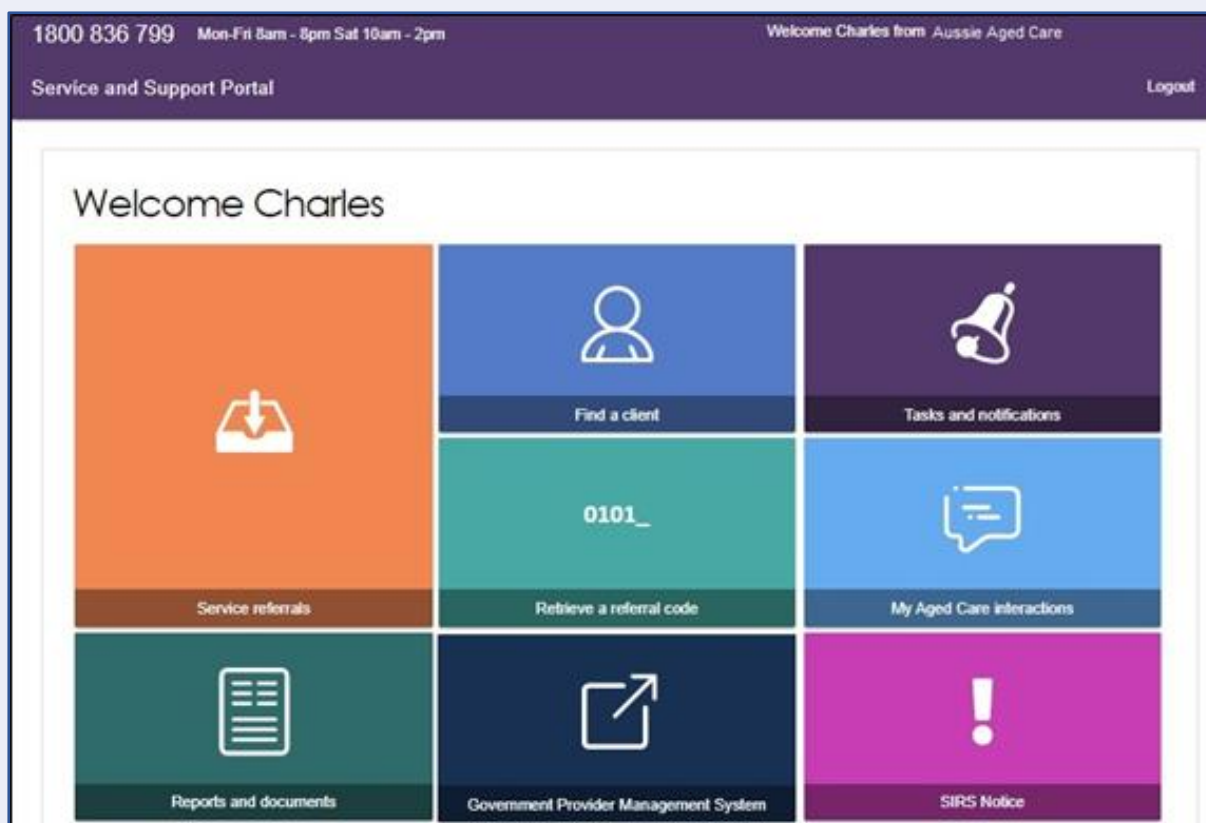
If you log in to the Service and Support Portal as an Administrator, you can view **Tasks and notifications**, **My Aged Care interactions**, **Reports and Documents**, **Outlet administration**, **SIRS Notice**, **Government Provider Management System** and **Staff administration** tiles on your homepage.



2.2 Team Leader homepage

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

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



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

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

2.3 Staff Member homepage

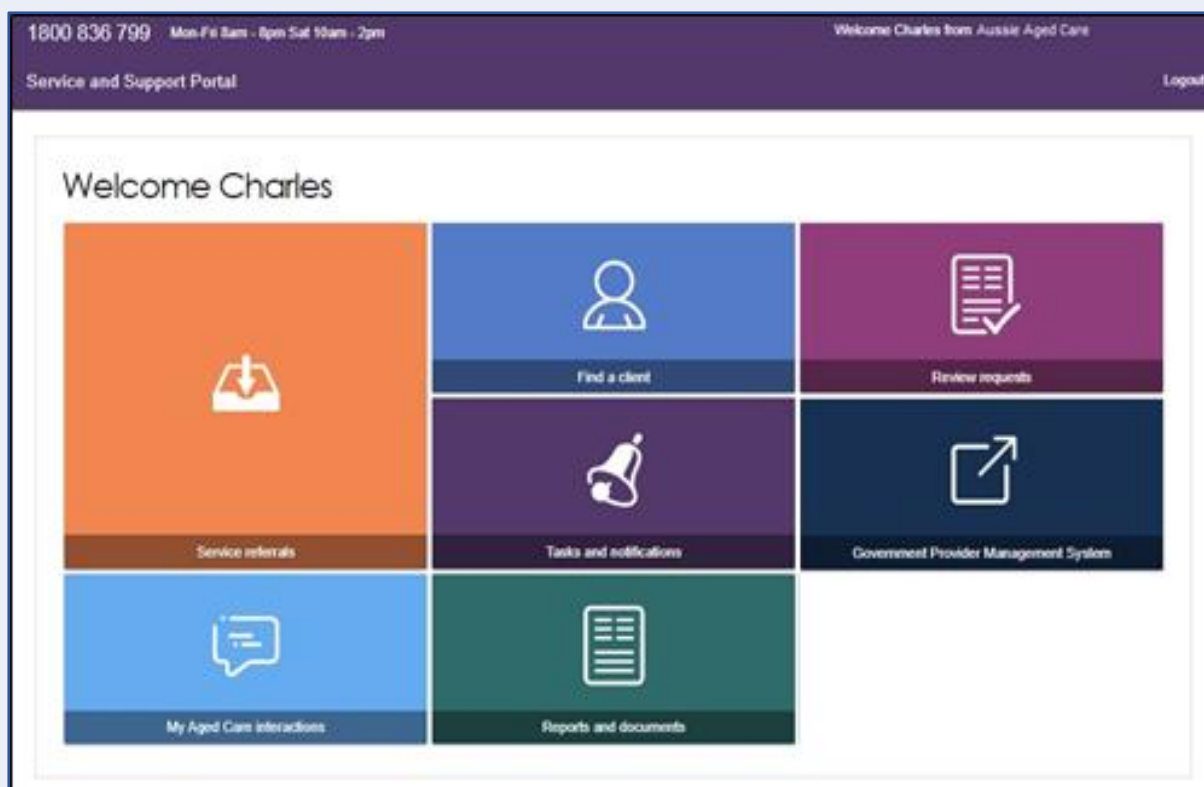
People assigned the Staff Member role in the Service and Support Portal are responsible for adding and updating client service information in the client record.

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

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

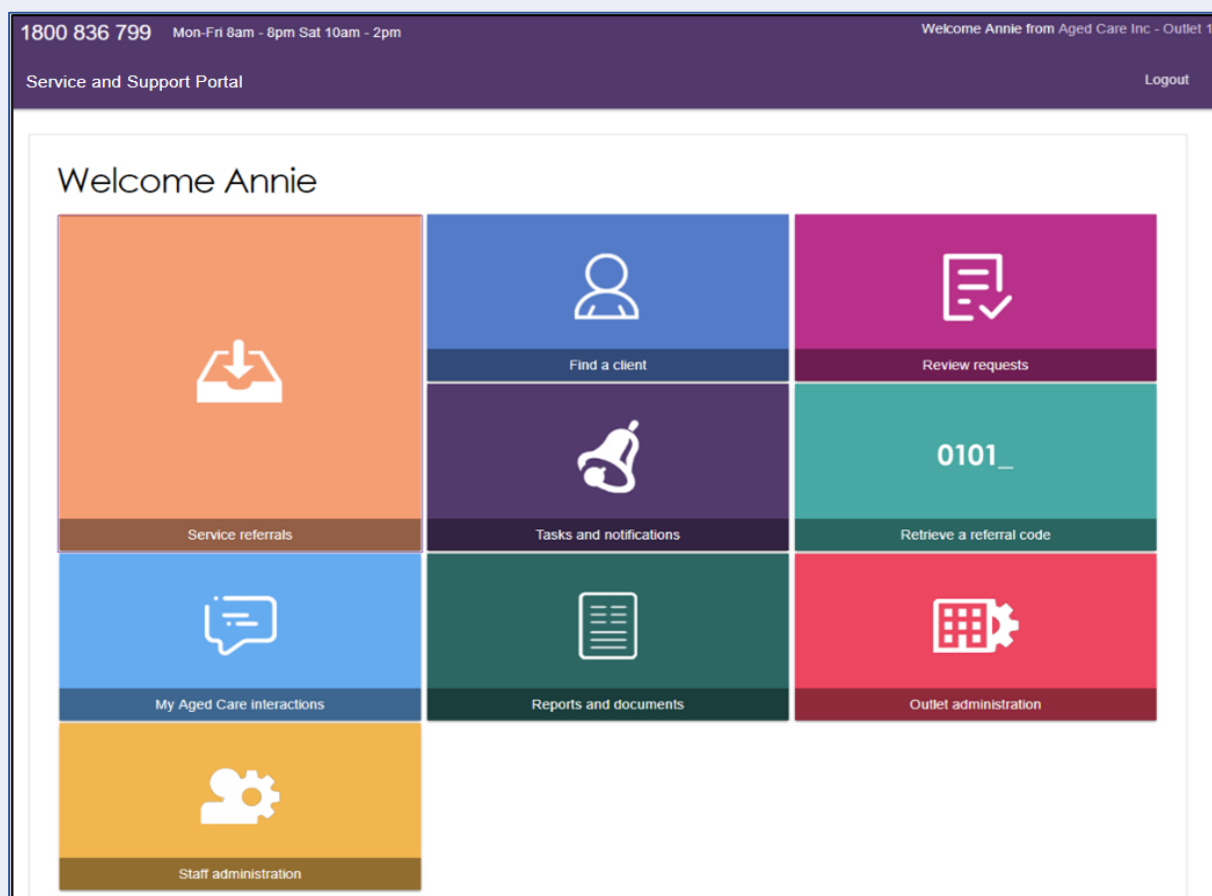
For information on how to add the SIRS Notice tile for staff members please refer to the guide on [How to use the Serious Incident Response Scheme Portal](#).

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



2.4 Homepage for users assigned multiple roles

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



3 Creating service delivery outlets

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

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

3.1 Creating or adding a new outlet

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

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

The screenshot displays the 'Outlet Administration' interface. At the top, there's a header with a gear icon and the text 'Outlet Administration'. Below this is a teal bar with 'About Aussie Healthcare' and a plus icon. The main content area is divided into two columns. The left column contains 'Contact details' with the address '1 Health Avenue, SYDNEY NSW 2000'. The right column contains 'Organisation philosophy' with sections for 'Cultural specialisations' and 'Religious specialisations', each followed by a list of various cultural and religious groups. Below these columns is a section titled 'Outlets (32)' with a red box around the 'ADD NEW OUTLET' button. Underneath is a 'Filter by' bar and a 'Sort order' dropdown set to 'A-Z' with a 'GO' button. At the bottom, there are three teal boxes labeled 'Outlet A', 'Outlet B', and 'Outlet C'.

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

Add address

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

Unit number or building name and level (if applicable)

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

Street name *

Street type *



Enter Suburb and postcode and select from the list below *

SUBURB IS NOT LISTED, CLICK HERE

Country *

Australia



VALIDATE THIS ADDRESS

Special instructions (up to 100 characters)

SAVE ADDRESS

CANCEL



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

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

Add address

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

Unit number or building name and level (if applicable)

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

Street name *
STREET NAME

Street type *
Street

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

SUBURB IS NOT LISTED, CLICK HERE

Country *
Australia

VALIDATE THIS ADDRESS

Did you mean

☒ ADDRESS

☐ Not found, use entered address anyway: ADDRESS

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 *
ADDRESS

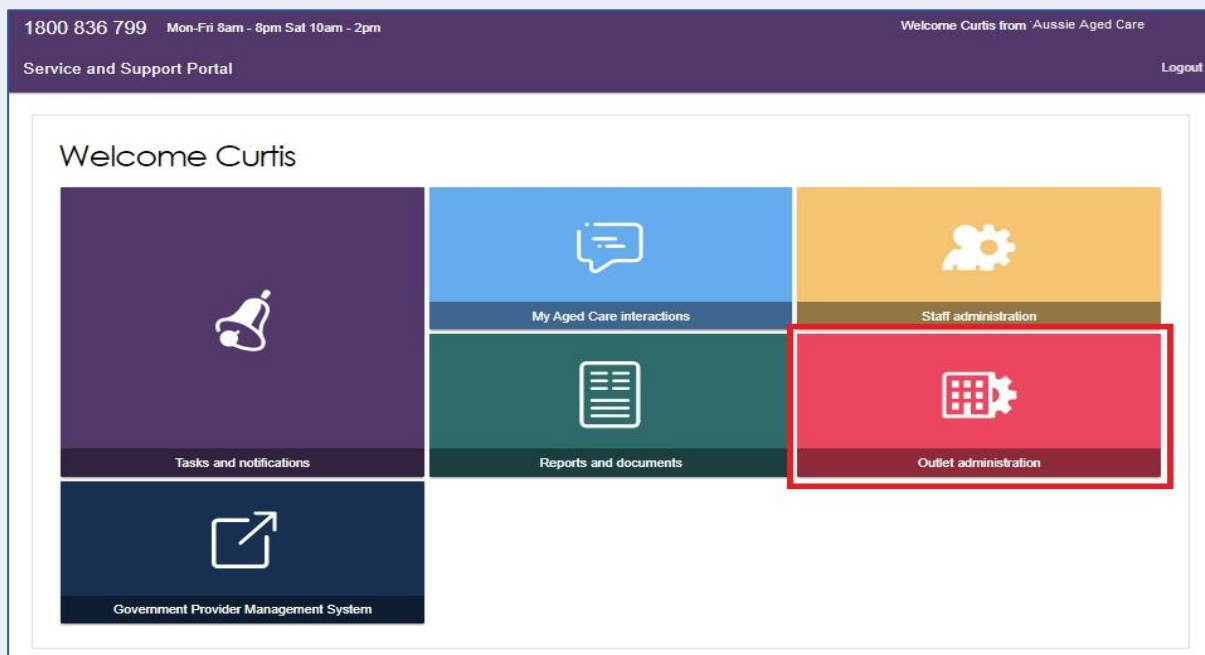
CREATE OUTLET CANCEL

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

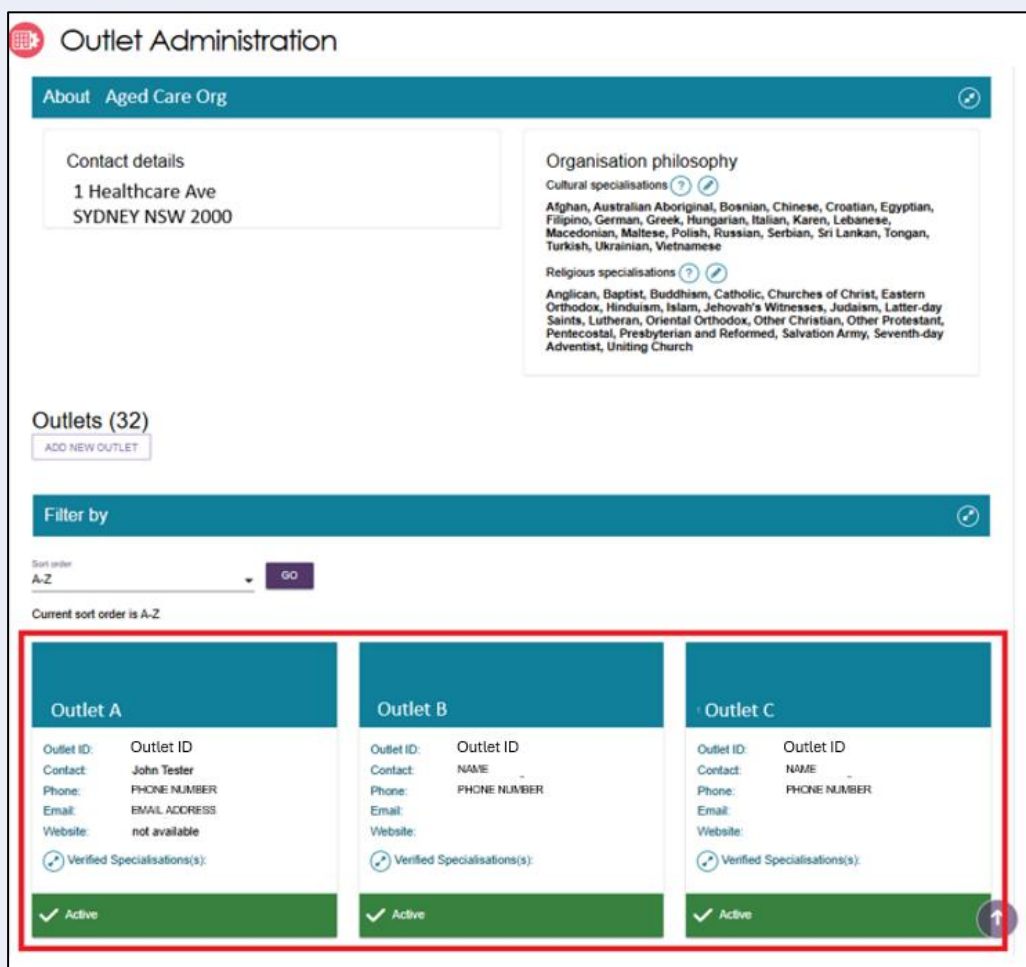
3.2 Viewing outlets

To view outlets, follow the procedure below.

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



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



3. You can sort and filter your outlets by outlet name, outlet status, support type, or [verified specialisation](#),

Outlet administration

About Stardew

Contact details
XX Street Name, SUBURB, STATE,
POSTCODE

Organisation philosophy
Cultural specifications ?
Religious specifications ?

Outlets (1)

Filter by

Outlet Name Outlet Status Support Type

Verified Specialisation(s)

- Aboriginal and Torres Strait Islander persons, including 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

Sort: People who live in rural, remote or very remote areas
A-Z
Lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse

When you expand an outlet tile, any current verified specialisations for that outlet appear in a list.

Stardew Valley Care

Outlet ID: 1-ATUJAG
Contact: 1-ATUJAG
Phone: 1-ATUJAG
Email: 1-ATUJAG
Website: 1-ATUJAG

Verified Specialisation(s):

- ✓ People who are financially or socially disadvantaged
- ✓ People who are experiencing homelessness or at risk of experiencing homelessness
- ✓ Veterans or war widows

✓ Active

3.3 Editing the Organisation philosophy

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

3.3.1 Add/edit cultural specialisations

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


View outlet

About Outlet A

Address
 XX Street Name, SUBURB, STATE,
 POSTCODE

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

Contact Details
 Name: NAME
 Phone: PHONE NUMBER
 Fax:
 Email: EMAIL
 Website:

Support at Home pricing
 Support at Home pricing URL:

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

Cultural specialisations

Please select all supported cultures and press Save when finished

Most selected

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

Alphabetical listing

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

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

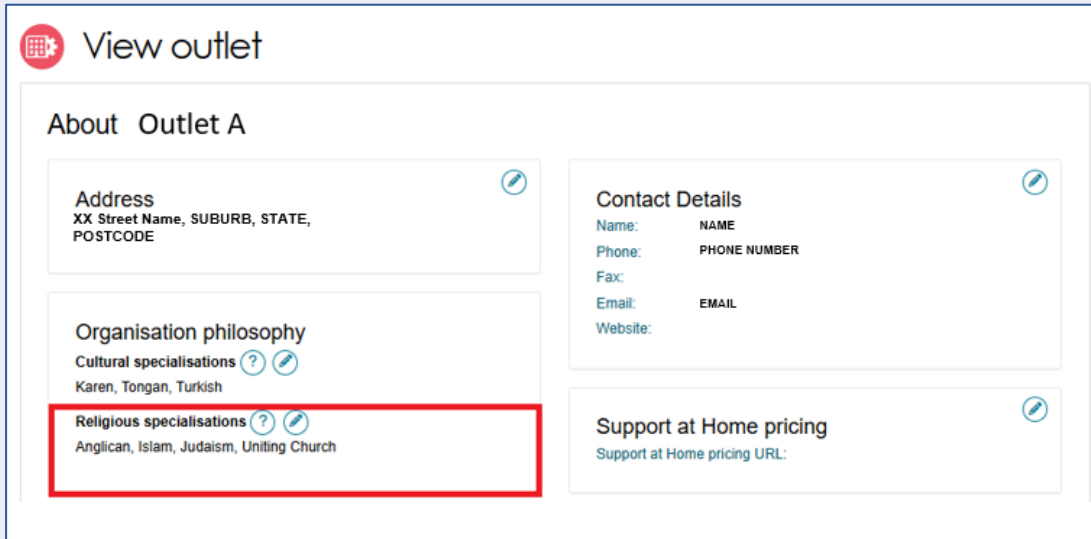
SAVE AND APPLY TO ALL OUTLETS

SAVE AND DON'T APPLY TO ALL OUTLETS

CANCEL

3.3.2 Add/edit religious specialisations

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



View outlet

About Outlet A

Address
XX Street Name, SUBURB, STATE,
POSTCODE

Contact Details
Name: NAME
Phone: PHONE NUMBER
Fax:
Email: EMAIL
Website:

Organisation philosophy
Cultural specialisations ?
Karen, Tongan, Turkish

Religious specialisations ?
Anglican, Islam, Judaism, Uniting Church

Support at Home pricing
Support at Home pricing URL:

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



Religious specialisations

Please select all supported religions and press Save when finished

Most selected

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

Alphabetical listing

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

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

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

3.4 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 of issue 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:



View outlet

About Aussie Healthcare

Address

XX Street Name, SUBURB, STATE,
POSTCODE

Contact Details

Name: NAME
Phone: PHONE NUMBER
Fax:
Email: EMAIL
Website:

Organisation philosophy

Cultural specialisations ?
Maltese, UkrainianReligious specialisations ?
Catholic, Hinduism, Islam, Judaism

Support at Home pricing

Support at Home pricing URL: URL



ADD ACFI CONTACT

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

VIEW SERVICE ITEMS

Once an outlet has at least one current verified specialisation, the **View Outlet** page displays the specialisation name, verification date and validity period.

Current Specialisation Verifications

Specialisation	Verification date	Valid from	Valid to
Aboriginal and Torres Strait Islander persons, including Stolen Generations	20 Aug 2026	20 Aug 2026	20 Aug 2029

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

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 '**Displayed 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**.

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.

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

To manage verified specialisations for service items within an outlet, refer to Specialisation Verification in the [Creating and maintaining service items](#) section.

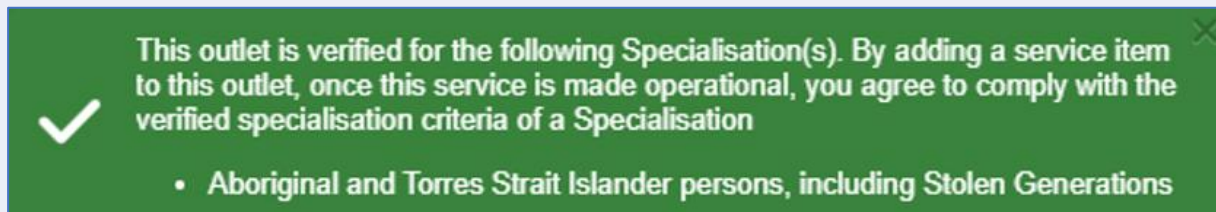
3.4.1 Verified specialisations and service items

Current verified specialisations automatically apply to all operational and offline service items within an outlet. You cannot add, remove, or edit specialisations at the individual service item level.

If an outlet has verified specialisations approved under the 2022 Specialisation Verification Framework and those specialisations remain current, the system automatically applies them to all operational and offline service items in the outlet.

When you add a new service item, the system automatically applies all current verified specialisations. By making the service item operational, you confirm that the outlet can meet the relevant criteria for those specialisations when delivering services.

MESSAGE AFTER ADDING A NEW SERVICE ITEM IN AN OUTLET WITH A VERIFIED SPECIALISATION



3.4.2 Manage specialisation verifications for the outlet

1. [Select your outlet from the Outlet Administration page.](#)
2. Go to **Manage Verifications**.
3. The Manage Specialisation Verifications page opens. This page allows you to:
 - [Lodge a new application](#) to be assessed by the department.
 - View and manage application(s) submitted
 - View finalised applications

3.4.3 Managing applications

You can manage specialisation applications from the **Manage Specialisation Verifications** page 'Applications' tab to:

- View draft, [in-progress](#) and [re-issued](#) applications.
- Delete draft applications by selecting the Delete  icon at the top right corner of the application's card. Deleting a draft application will remove it from your **Applications in progress** view.
- Withdraw submitted applications by selecting the Delete  icon at the top right corner of the application's card. Withdrawing an application will remove it from your **Applications in progress** view and display it in the **Finalised applications** view.
- View and filter finalised and withdrawn applications.
- View a read only version of your finalised or withdrawn applications.

NAME
(Active) Outlet Is Outlet ID

Manage Specialisation Verifications

Lodge a new application

For more information on how to apply to have your claims of delivering specialised care verified, visit the Department of Health, Disability and Ageing About Specialisation Verification webpage.

Here you will find the My Aged Care Provider Specialisation Verification Framework, Detailed Evidence Requirements and a Provider Guidance Manual to support your application.

[LODGE A NEW APPLICATION](#)

Applications
Verifications

Applications in progress

Draft applications and applications submitted for assessment are displayed in this section.

Application 2-APPLICATION ID

Submitted date: -

Contact email: -

Specialisations applied for:

- People who are financially or socially disadvantaged

Draft

Application 2-APPLICATION ID

Submitted date: 30 Sep 2026

Submitted by: NAME

Contact email: EMAIL

Specialisations applied for:

- Aboriginal and Torres Strait Islander persons, including Stolen Generations

Submitted

Finalised applications

Finalised and withdrawn applications are displayed in this section.

Filter by

Application ID	Submitted date	Submitted by	Finalised date	Status	Action
Application ID	30 Sep 2026	NAME	30 Sep 2026	Application finalised	View application
Application ID	22 Sep 2026	NAME	22 Sep 2026	Application finalised	View application
Application ID	16 Sep 2026	NAME	16 Sep 2026	Application finalised	View application

3.4.4 Managing verifications

You can view current specialisation verifications from an outlet card or manage all verifications from the **Manage Specialisation Verifications** page 'Verifications' tab.

1. In **Outlet Administration**, open the outlet card and select the **Expand** (double arrows) icon next to **Verified Specialisation(s)**.

Outlet Administration

About Aussie Healthcare

Contact details

1 Parliament House Road
CANBERRA ACT 2601

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

Aussie Healthcare

Outlet ID: OUTLET ID
Contact: CONTACT
Phone: PHONE NUMBER
Email: EMAIL ADDRESS
Website: not available

Verified Specialisations(s):

Inactive

Aussie Healthcare Ballina

Outlet ID: OUTLET ID
Contact: CONTACT
Phone: PHONE NUMBER
Email: EMAIL ADDRESS
Website: WEB SITE

Verified Specialisations(s):

Active

Living Horizons

Outlet ID: OUTLET ID
Contact: CONTACT
Phone: PHONE NUMBER
Email: EMAIL ADDRESS
Website: not available

Verified Specialisations(s):

Active

- The outlet card displays current verified specialisations for that outlet. If no current verifications exist, the card shows '**No current specialisation verifications for this outlet**'.

Aussie Healthcare Ballina

Outlet ID: OUTLET ID
Contact: CONTACT
Phone: PHONE NUMBER
Email: EMAIL ADDRESS
Website: WEB SITE

Verified Specialisations(s):
✓ Aboriginal and Torres Strait Islander persons, including Stolen Generations

Active

Living Horizons

Outlet ID: OUTLET ID
Contact: CONTACT
Phone: PHONE NUMBER
Email: EMAIL ADDRESS
Website: not available

Verified Specialisations(s):
✗ No current specialisation verifications for this outlet

Active

3. Select the outlet card to open the outlet details, then select '**Manage Verifications**' to open the **Manage Specialisation Verifications** page. Then select the **Verifications** tab to view all verified specialisation details.

This page shows the details of each specialisation assessed as verified, including its status and validity dates.

Manage Specialisation Verifications

Lodge a new application

For more information on how to apply to have your claims of delivering specialised care verified, visit the Department of Health, Disability and Ageing's [About Specialisation Verification](#) webpage.

Here you will find the My Aged Care Provider Specialisation Verification Framework, Detailed Evidence Requirements and a Provider Guidance Manual to support your application.

LODGE A NEW APPLICATION

Applications **Verifications**

Filter by

Specialisation Application ID

Valid from From: To:
(e.g. dd/mm/yyyy) (e.g. dd/mm/yyyy)

Valid to From: To:
(e.g. dd/mm/yyyy) (e.g. dd/mm/yyyy)

FILTER **CLEAR**

Specialisation	Application ID	Finalised date	Valid from	Valid to	Status	Actions
Aboriginal and Torres Strait Islander persons, including Stolen Generations	Application ID	20 Aug 2026	20 Aug 2026	20 Aug 2029	Current	
People who live in rural, remote or very remote areas	Application ID	28 Feb 2023	28 Feb 2023	28 Feb 2026	Expired	

4. To filter the list, select the **Expand** icon. You can filter by specialisation, application ID, and validation 'from' and 'to' dates. Select **FILTER** to apply your chosen filters.

Filter by

Specialisation Application ID

Valid from From: To:
01/01/2025 (e.g. dd/mm/yyyy)

Valid to From: To:
01/01/2026 (e.g. dd/mm/yyyy)

FILTER **CLEAR**

5. To remove a specialisation, select the **Delete**  icon. You can remove specialisations with a status of **Current** or **Expiring Soon**.

Specialisation	Application ID	Finalised date	Valid from	Valid to	Status	Actions
Aboriginal and Torres Strait Islander persons, including Stolen Generations	APPLICATION ID	20 Aug 2026	20 Aug 2026	20 Aug 2029	Current	
People who live in rural, remote or very remote areas	APPLICATION ID	28 Feb 2023	28 Feb 2023	28 Feb 2026	Expired	

6. Select **REMOVE** to confirm. Once you remove a specialisation, you cannot restore it. To regain the specialisation, you must submit a new application and complete the verification process again.

This action will remove the specialisation details from the internal **Find a Service Provider** and **Match and Refer** search tools as well as the **My Aged Care Website Find a Provider** tool.

Remove Specialisation

Are you sure you want to remove **Aboriginal and Torres Strait Islander persons, including Stolen Generations**?
Once removed, it cannot be reinstated and you will need to re-apply to be verified again.

REMOVE **CANCEL**

3.4.5 Submitting a new application

1. [Go to your outlet from the Outlet Administration Page.](#)
2. Select **Manage Verifications** located at the bottom left of the page.

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

3. Select **LODGE A NEW APPLICATION**.

Aussie Healthcare - Adelaide

(Active) Outlet Id ABC123



Manage Specialisation Verifications

Lodge a new application

For more information on how to apply to have your claims of delivering specialised care verified, visit the Department of Health, Disability and Ageing's [About Specialisation Verification](#) webpage.

Here you will find the My Aged Care Provider Specialisation Verification Framework, Detailed Evidence Requirements and a Provider Guidance Manual to support your application.

LODGE A NEW APPLICATION

Applications

Verifications

Applications in progress

Draft applications and applications submitted for assessment are displayed in this section.



No applications in progress

There are no applications in progress for this outlet

4. The **Step 01 Information** page explains how to complete your application. It includes links to information about the **Specialisation Verification program** and the **Specialisation Verification Framework**. It also explains how the department collects, uses and protects your personal information.
5. Select **Next** to continue.

Verification of Specialisations Application Form

Status: Reissued

01

Information

02

Choose specialisations

03

Application

04

Service items applied to specialisation

05

Declaration

01 Information

This step provides information on how to proceed with your application.

For more information on how to apply to have your claims of delivering specialised care verified by the Department of Health, Disability and Ageing, visit the [About Specialisation Verification](#) webpage.

Outlets can apply for more than one specialisation category per outlet. Each specialisation requires its own specific application. You are required to review the [Specialisation Verification Framework](#) prior to applying.

Specialisation Verification is for aged care providers already delivering targeted services to a specific cohort or community group. Specialisation Verification is not intended for providers in the process of developing or planning to deliver specialised care.

Purpose of this form

This form is intended for aged care service providers to apply to have their specialisation verified under the Specialisation Verification Framework.

Aged care providers that deliver specialised care can apply to have their claims verified by the Department of Health, Disability and Ageing.

For more information about Specialisation Verification, visit the [About Specialisation Verification](#) page on the Department of Health, Disability and Ageing website.

What do I need to do to apply to have my specialisation claim verified?

Complete this online application form if you wish to have your claim of delivering specialised care displayed on your My Aged Care outlet profile.

Delivering specialised aged care services is voluntary. Verification is also voluntary, however if providers wish to claim to specialise on My Aged Care, they will need to have these claims verified. To claim specialisation, aged care providers are expected to already be delivering targeted services to a specific cohort or community group.

Aged care providers will need to upload evidence of claims which will be reviewed by the assessment team.

The criteria you need to meet to demonstrate you provide specialised services are set out in the [Specialisation Verification Framework](#).

You are required to review these resources before starting your application. They outline the evidence you need to upload with your application, including what constitutes tier 1 evidence or tier 2 evidence.

Verified specialisations will remain valid for three years. You will be notified 3 months prior to the expiry of your verified specialisation. You will then need to reapply to have your specialisation claim verified.

Privacy and your personal information

Your personal information is protected by law, including the Privacy Act 1988 and the Australian Privacy Principles, and is being collected by the Australian Government Department of Health, Disability and Ageing (the department) for the primary purpose of verifying the eligibility of aged care providers against the criteria set out in the Specialisation Verification Framework to ensure that aged care provider profiles on My Aged Care reflect information which is accurate and relevant, for the purposes of providing aged care recipients and their representatives with specialised services. Your information may also be used and disclosed for other purposes such as delivering and evaluating the initiative and for statistical, performance, policy development and research purposes.

The department will not disclose your personal information to any overseas recipients.

If you do not provide this information the department will be unable to verify the eligibility of your application.

You can get more information about the way in which the department will manage your personal information, including our privacy policy found in the [Specialisation Verification Framework](#).

More information

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

If you have general queries in relation to Specialisation Verification or questions relating to an existing application, please email the assessment team at MACspecialisation@health.gov.au.

Review of decision

Should your application be unsuccessful, you are entitled to appeal the decision.

Please contact the assessment team via email to MACspecialisation@health.gov.au if you wish to initiate a review.

Aged care providers' claims of providing specialised care will be reviewed and verified based on the information submitted against the Specialisation Verification Framework. If a provider makes an application to be verified as providing specialised care and it is determined that they do not meet the Framework requirements, it does not necessarily mean they do not provide this specialised care.

CLOSE

NEXT

The **Step 02 Choose specialisation** page displays.

This page shows the outlet's current verification status for each specialisation, such as **Current** or **Not Verified**.

- Select the radio button for the specialisation you want to apply for, then select Next to continue.

You can apply for one or more specialisation categories for an outlet. However, you must submit a separate application for each specialisation.

Note: you cannot select a specialisation with the status of **Draft** or **Verification In progress** as an application for this specialisation has already commenced.

01 — 02 — 03 — 04 — 05

Information
Choose specialisations
Application
Service items applied to specialisation
Declaration

02

Choose specialisations

Please select the specialisation you want to verify for this outlet. Each specialisation listed shows its current verification status for this outlet. You can't select a specialisation if an application for that same specialisation and same outlet is currently being assessed by the department.

To continue, select one specialisation before proceeding to the next step.

For more information on how to apply to have your claims of providing specialised care verified by the department, please visit the [About Specialisation Verification](#) page on the Department of Health, Disability and Ageing website.

i Only one specialisation can be selected per application.

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

Choose one or more specialisation for verification *

☐ Aboriginal and Torres Strait Islander persons, including Stolen Generations
● Current

☒ People from culturally, ethnically and linguistically diverse (CALD) backgrounds
Not Verified

☐ People who are financially or socially disadvantaged
● Expired

If you select a specialisation that already has a **Current** verification status, such as when you want to renew an existing verification, the system displays the following information:

'You currently have an active verification for this Specialisation category. Once this application is finalised, the previous verification will end, and the new verification will be applied. If your application is unsuccessful, your outlet will no longer hold an active Specialisation for this category. Any changes will be reflected on your My Aged Care profile. You can withdraw this application prior to submission for assessment with no impact to your active Specialisation for this category.'

You can still select **NEXT** to continue.

i

☒ **Aboriginal and Torres Strait Islander persons, including Stolen Generations**
● Current

You currently have an active verification for this specialisation category. Once this application is finalised, the previous verification will end, and the new verification will be applied. If your application is unsuccessful, your outlet will no longer hold an active specialisation for this category. Any changes will be reflected on your My Aged Care profile.

You can withdraw this application prior to submission for assessment with no impact to your active specialisation for this category.

7. The **Step 03 Application** page displays. This page outlines the evidence you must provide to support your application for the selected specialisation.

Status: Draft

01

02

03

04

05

Information

Choose specialisations

Application

Service items applied to specialisation

Declaration

03 Application

In order to complete you application you will be required to:

- Download and complete the relevant Specialisation Evidence Form, ensuring you complete each section associated with the criteria you wish to be assessed against. Note that you must select the required number of criteria for the relevant specialisation.
- Upload the completed Specialisation Evidence Form by selecting 'Upload File' in the screen panel to the right.
- Upload supporting evidence as required, based upon the requirements of each criteria. Upload supporting evidence by selecting 'Upload File' in the screen panel to the right.

All documents must be in PDF file format and not exceed 10MB in size.

For a full list of the criteria and evidence requirements, please visit the [About Specialisation Verification page](#) on the Department of Health and Aged Care website.

People from culturally, ethnically and linguistically diverse (CALD) backgrounds

Step 1: Download Specialisation Evidence Form

In order to apply to have your claims of providing specialised care verified by the department, you will need to download and complete the People from culturally, ethnically and linguistically diverse (CALD) backgrounds Specialisation Evidence Form.

[DOWNLOAD FORM](#)

Step 2: Upload completed form and supporting evidence *

Upload a completed People from culturally, ethnically and linguistically diverse (CALD) backgrounds Specialisation Evidence Form.

You must also select the criteria that you meet for this specialisation and provide the requested supporting evidence. For this specialisation you must meet **four** of the Tier 2 criteria

[PROVIDE EVIDENCE](#)

Additional information

Use this section to communicate any additional information to support your application to the department.

P Additional Information:

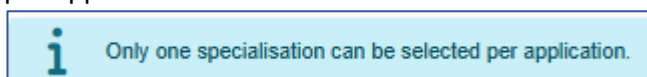
0 / 1000

[CLOSE](#)
[SAVE](#)
[PREVIOUS](#)
[NEXT](#)

! If you need to take any action, the system displays instructions at the top of the page as an information banner or error message.

Below are examples of an information banner and error message:

- This example shows an information banner to guide selection of 'one' specialisation per application.



- This example shows an error message, produced when the criterion selection does not meet the minimum requirements. Selection of '**Return to Step 3**' sends the provider back to this step to make the necessary updates.



- a) Select **DOWNLOAD FORM** to download the evidence form. Complete and save the form before you continue.

Step 1: Download Specialisation Evidence Form

In order to apply to have your claim of providing specialised care verified by the department, you will need to download and complete the Culturally and linguistically diverse Specialisation Evidence Form.

[DOWNLOAD FORM](#) 

- b) Select **PROVIDE EVIDENCE** to commence the upload of the completed evidence form and any supporting documents for your criteria selections. The evidence requirements vary by specialisation. Follow the on-screen instructions for each selection to determine if you need to upload documents. For example, the **People from culturally, ethnically and linguistically diverse (CALD) backgrounds** specialisation requires selection of at least four Tier 2 criteria. Dependent on the Tier 2 criteria selected, this may mean at least 4 documents, (one document per criterion) is required, plus the specialisation evidence form.

Step 2: Upload completed form and supporting evidence *

Upload a completed Culturally and linguistically diverse Specialisation Evidence Form.

You must also select the criteria that you meet for this specialisation and provide the requested supporting evidence. For this specialisation you must meet **four** of the **Tier 2 criteria**.

[PROVIDE EVIDENCE](#)

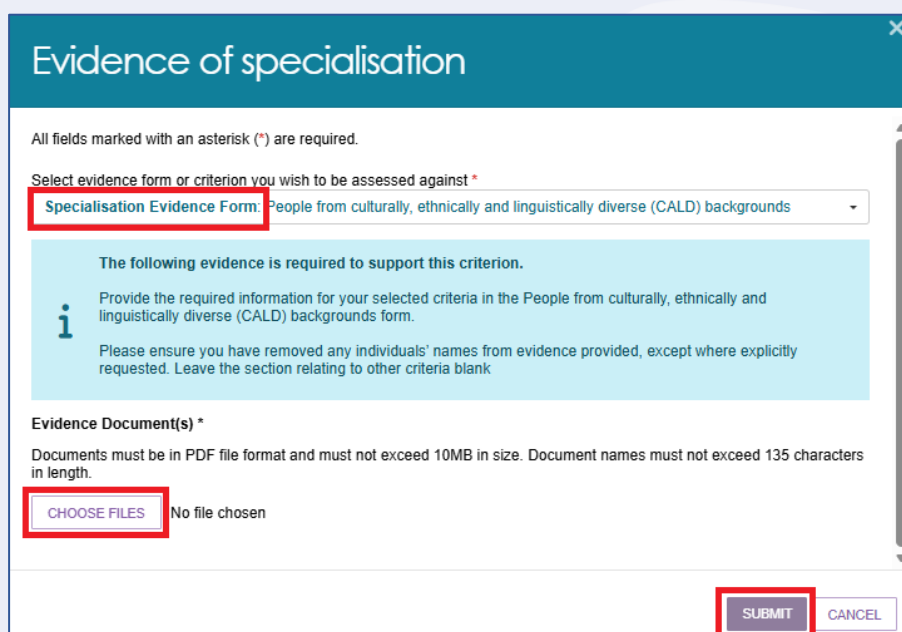
- c) Upload your documents, one at a time.

Upload the Specialisation Evidence Form from Step A by selecting 'Specialisation Evidence Form' in the drop-down list, select '**Choose Files**' to upload the document. Select **SUBMIT** to continue.

Then, select the relevant criterion item from the drop-down list, select '**Choose Files**' to upload one or more documents. Select **SUBMIT** to continue. Repeat for each criterion you wish to be assessed against.

All documents must be in PDF format, not exceed 10 MB in size and have a filename that does not exceed 135 characters in length.

SPECIALISATION EVIDENCE FORM - CALD EXAMPLE



CALD TIER 2 CRITERION EXAMPLE

The screenshot shows a web form titled 'Evidence of specialisation'. At the top, it states 'All fields marked with an asterisk (*) are required.' Below this is a dropdown menu labeled 'Select evidence form or criterion you wish to be assessed against *'. The selected option is 'Tier 2 - Criterion 1: C2.1] Provider is run by a recognised CALD community organisation (if applicable)'. A red box highlights this dropdown. Below the dropdown is a light blue information box with an 'i' icon, stating: 'The following evidence is required to support this criterion. Describe the CALD community organisation's historical and current involvement, engagement, and services to the community. Include confirmation of the organisation's recognition as a CALD community organisation, and identify the specific cultural communities served.' Below this is a section for 'Evidence Document(s) *'. It includes instructions: 'Documents must be in PDF file format and must not exceed 10MB in size. Document names must not exceed 135 characters in length.' There is a 'CHOOSE FILES' button and the text 'No file chosen'. A red box highlights the 'CHOOSE FILES' button. At the bottom right, there are 'SUBMIT' and 'CANCEL' buttons, with a red box highlighting the 'SUBMIT' button.

- d) After you upload a document, the page displays the document name and document type. Select the **expand** icon to view more information about the related evidence criterion.

You can also:

- remove the uploaded document.
- remove the entire section.

The warning message '*You have not met the minimum criterion requirements*' remains visible until you upload the necessary evidence documents to meet the requirements.

! If all required evidence is not included, an error message will be displayed at the end of the application process, requiring action before the application can be submitted for assessment.

Step 2: Upload completed form and supporting evidence *

Upload a completed People from culturally, ethnically and linguistically diverse (CALD) backgrounds Specialisation Evidence Form.

You must also select the criteria that you meet for this specialisation and provide the requested supporting evidence. For this specialisation you must meet **four** of the Tier 2 criteria

 You have not met the minimum criterion requirements.

Evidence document(s)

Specialisation Evidence Form : People from culturally, ethnically and linguistically diverse (CALD) backgrounds 

 Evidence required to support this criterion

 [CALD Form.pdf](#)

Tier 2 - Criterion 1 : [C2.1] Provider is run by a recognised CALD community organisation (if applicable). 

 Evidence required to support this criterion

Describe the CALD community organisation's historical and current involvement, engagement, and services to the community. Include confirmation of the organisation's recognition as a CALD community organisation, and identify the specific cultural communities served.

 [CALD Tier 2 Criterion 1 File.pdf](#)

[PROVIDE EVIDENCE](#)

- e) If needed, enter any extra information in the **Additional Information** field.
- f) Select NEXT to continue.

Additional information

Use this selection to communicate any additional information to support your application to the department

Additional information:

0/500

[CLOSE](#)
[SAVE](#)
[PREVIOUS](#)
[NEXT](#)

8. The Step 04: Service Items Applied to Specialisation page opens.

If the department approves your application, the specialisation applies across all program type **Operational** and Offline service items linked to the parent outlet. The page displays these service items on the right-hand side. (If you [add a new service item to this outlet](#) later, the system will automatically apply all current verified specialisations of the parent outlet to that service item.)

This page shows:

- The program types linked to the outlet, such as Support at Home and the

Commonwealth Home Support Programme (CHSP) and Residential Care.

- The service items available under each non-Support at Home program type , such as Social Support Individual, and Meals.
- A single service item called 'Support at Home' for Support at Home program type.
- The NAPS Service ID for each service item.
- The name of each service item.

9. Select the expand icon to view more details about a program type and its service items.

10. Select **NEXT** to continue.

The screenshot displays the 'Verification of Specialisations Application Form' with a progress bar at the top indicating five steps: 01 Information, 02 Choose specialisations, 03 Application, 04 Service items applied to specialisation (current step), and 05 Declaration. The status is 'Draft'.

04 Service items applied to specialisation

Displayed are the program types and their operational and offline service items associated with this outlet (these may change over time). If your Specialisation Verification application is approved, the specialisation will apply to all program types and service items for this outlet.

However:

- Only service items that are currently operating need to keep meeting the specialisation requirements for the entire verification period (3 years).
- These operational service items are the only ones shown on the My Aged Care website. Service items that are inactive or offline will not appear.

If your outlet can no longer meet the specialisation requirements, your organisation must remove the specialisation. You can do this via the Service and Support Portal or by emailing MACspecialisation@health.gov.au

Aboriginal and Torres Strait Islander persons, including Stolen Generations

Outlet services items

- ☒ **Residential Care**
 - Residential Permanent**
NAPS Service ID 104 , Service item name: McLean Care Ltd
 - Residential Respite Care**
NAPS Service ID 104 , Service item name: McLean Care Ltd

Navigation buttons at the bottom: CLOSE, SAVE, PREVIOUS, NEXT.

11. The **Step 05: Declaration** page opens.

12. Read the declaration. If you agree with it, select the checkbox next to your name to confirm that you meet the requirements and accept the terms and conditions.

13. Select **SUBMIT** to submit your application.

01 — 02 — 03 — 04 — 05

Information
Choose specialisations
Application
Service items applied to specialisation
Declaration

05

Declaration

Before you can submit your application, you must:

- upload a completed Specialisation Evidence Form to your application,
- upload any mandatory supporting evidence specified against the criteria you have nominated within your application, and;
- complete the declaration on this page.

For more information on the verification process, please visit the [About Specialisation Verification](#) page on the Department of Health, Disability and Ageing website.

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

Declaration

☒ I, applicant *

declare that the information provided as part of this application is true and correct to the best of my knowledge.

- I understand that once the claim to specialise in the delivery of care made in this form have been verified by the assessor, my organisation will make best efforts to maintain the specialisations through adherence to the requirements set out by the My Aged Care Provider Specialisation Verification Framework. In the event that this specialisation cannot be maintained, a representative of my organisation will remove this specialisation through the My Aged Care Service and Support Portal or inform the Department of Health, Disability and Ageing at MACspecialisation@health.gov.au.
- I understand that if I wish to reinstate this specialisation, I will need to re-apply for verification by the assessor.
- I understand the steps outlined in the [Information Page](#).
- I understand that I will be required to submit evidence to support my organisation's specialisation claims, and I have viewed the criteria set out in the My Aged Care Provider Specialisation Verification Framework.
- I understand that my organisation's claims to deliver specialised care to older Australians with diverse needs will not be published on their My Aged Care provider outlet profile unless this has been verified by the Department of Health, Disability and Ageing.

CLOSE
SAVE
PREVIOUS
SUBMIT

This image shows an example of an error message that may appear. Follow the instructions provided in the error message to resolve the issue, then select **SUBMIT** to continue.

Step 03: Application

✕

You have not met the minimum criterion requirements in step 3 of the application.

RETURN TO STEP 3

14. Your application will appear in the [Manage specialisation verifications](#) page under the 'Applications' tab.

Applications
Verifications

Applications in progress

Draft applications and applications submitted for assessment are displayed in this section.

Application 2-APPLICATION ID

Submitted date: 19 Aug 2026

Submitted by: NAME

Contact email: EMAIL ADDRESS

Specialisations applied for:

- Aboriginal and Torres Strait Islander persons, including Stolen Generations

⌛
Submitted

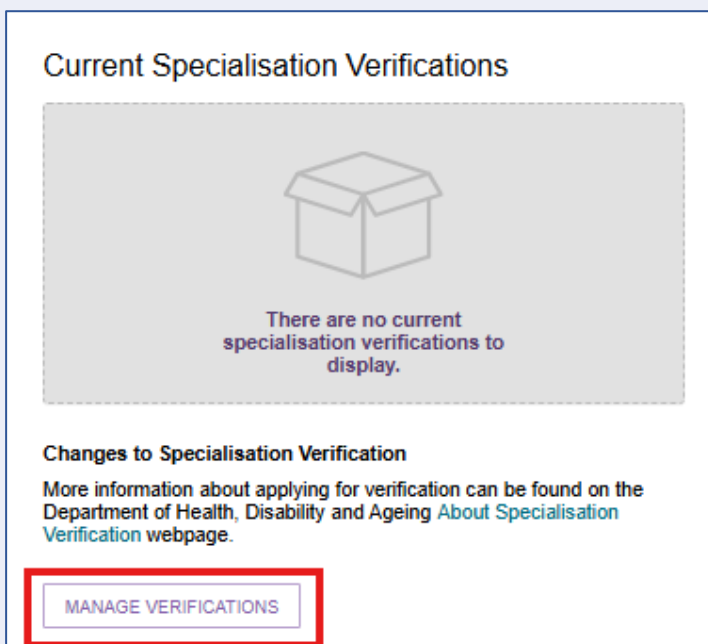
3.4.6 Reissued applications

The department may re-issue an application if you need to provide additional information or evidence to support your selected specialisation. The application displays in the **Applications** tab with a status of **Reissued**.

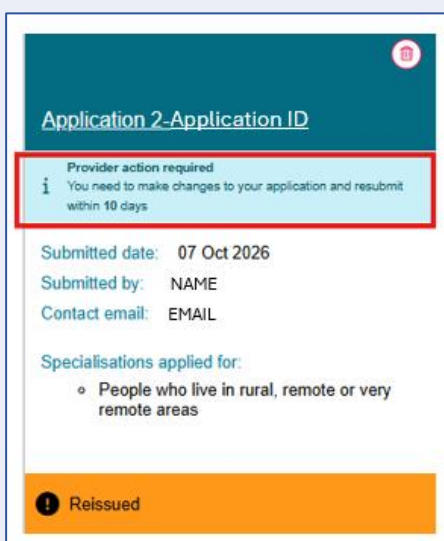
You need to update and resubmit a reissued application within 10 Business days.

To update and resubmit a re-issued application:

1. [Go to your outlet from the Outlet Administration Page.](#)
2. Select **Manage Verifications** located at the bottom left of the page.



3. Select the **Applications** tab, all applications in progress will be displayed. For a **Reissued** application, an information banner will display that shows a countdown of the 10 business days remaining to update the specialisation.



If the application is not resubmitted during this period, the information banner will display an 'overdue' status message.

Application 2- Application ID

Provider action required
Application resubmission is overdue by 11 days

Submitted date: 10 Sep 2026
Submitted by: NAME
Contact email: EMAIL

Specialisations applied for:

- People who are experiencing homelessness or at risk of experiencing homelessness

Reissued **11 days overdue**

4. Select the **Reissued** application.
5. The **Step 01 Information** page displays. Review the information, then select **NEXT**.
6. The **Step 03 Application** page displays.

An information banner will display at the top of this page, with a countdown of days remaining to update the specialisation.

Action required
You need to make changes to your application and resubmit within 10 days
Only the specialisation that you are required to action is shown below.

Where action is not taken within the allocated time, the information banner message will update and display the number of days the application resubmission is overdue.

Action required
Application resubmission overdue by 11 days
Only the specialisation that you are required to action is shown below.

7. Review the assessor's instructions and provide the requested evidence.

People who live in rural, remote or very remote areas MORE INFORMATION REQUIRED

Step 1: Download Specialisation Evidence Form
In order to apply to have your claim of providing specialised care verified by the department, you will need to download and complete the People who live in rural, remote or very remote areas Specialisation Evidence Form.

[DOWNLOAD FORM](#)

Step 2: Upload completed form and supporting evidence *
Upload a completed People who live in rural, remote or very remote areas Specialisation Evidence Form.
You must also select the criteria that you meet for this specialisation and provide the requested supporting evidence. For this specialisation you must meet **one** of the Tier 1 criteria or **two** of the Tier 2 criteria

Evidence document(s)	
Specialisation Evidence Form : People who live in rural, remote or very remote areas E Evidence required to support this criterion 2-1CX6IYQ.jpg	
Tier 1 - Criterion 1 : [R1.1] The outlet is located in or provides services to aged care recipients in a rural (MM3 to MM5) or remote (MM6 or MM7) area, under the Modified Monash Model. E Evidence required to support this criterion 2-1CX6IZJ.jpg	
Tier 2 - Criterion 3 : [R2.3] At least half of outlet staff live in a rural or remote area (MM3 to MM7) under the Modified Monash Model. E Evidence required to support this criterion 2-1CX6IZO.jpg	
Tier 2 - Criterion 2 : [R2.2] There are established connections and regular engagement between the outlet and local government, local health service(s) or other local organisation(s) which assists people who live in rural and remote areas. E Evidence required to support this criterion 2-1CX6IZO.jpg	

[PROVIDE EVIDENCE](#)

Additional information
Use this section to communicate any additional information to support your application to the department.

P Additional Information:

Staff
31 Oct 2026 - 11:06
Hi Cameron,
We need R2.3 Criterion submitted again as it is NOT verified.
Points below to be noted:
Give full details
Provide attachments correctly
Test UAT

0 / 1000

For instructions on providing and uploading evidence, refer to section [3.4.5 Submitting a new application](#).

8. If needed, enter any extra information in the **Additional Information field**. Select **NEXT** to continue.
9. The **Step 04 Service Items Applied to Specialisation** page displays all operational and offline service items linked to the parent outlet. Review the service item information, then select **NEXT**.
10. The **Step 05 Declaration** page displays. Read the declaration. If you agree with it, select the checkbox next to your name to confirm that you meet the requirements and accept the terms and conditions.
11. Read the declaration. If you agree with it, select the checkbox next to your name to confirm that you meet the requirements and accept the terms and conditions.
12. Select **SUBMIT** to resubmit your application. The application will display in the **Applications** tab Applications in progress view with a status of **Submitted**.

3.4.7 Viewing applications

1. To view an application **in progress**, [open the outlet's Manage Specialisation Verifications page](#), go to the 'Applications' tab and select the application name.

Applications in progress
Draft applications and applications submitted for assessment are displayed in this section.

APPLICATION 1 - APPLICATION ID

Submitted date: -
Contact email: -

Specialisations applied for:

- People from culturally, ethnically and linguistically diverse (CALD) backgrounds

Draft

APPLICATION 2 - APPLICATION ID

Submitted date: 20 Aug 2026
Submitted by: NAME
Contact email: EMAIL ADDRESS

Specialisations applied for:

- People who are financially or socially disadvantaged

Submitted

- If the application has been submitted and has a status of **'Submitted'**, **'Awaiting assessment'**, **'Assessment In Progress'** or **'Assessment finalised'**, you can only view the **Page 01: Information** of the application, the other pages are not displayed.
- Select **CLOSE** to return to the **Manage Specialisation Verifications** page.

Verification of Specialisations Application Form
Status: Submitted

01 Information

This step provides information on how to proceed with your application.

For more information on how to apply to have your claims of delivering specialised care verified by the Department of Health, Disability and Ageing, visit the [About Specialisation Verification](#) webpage.

Outlets can apply for more than one specialisation category per outlet. Each specialisation requires its own specific application. You are required to review the [Specialisation Verification Framework](#) prior to applying.

Specialisation Verification is for aged care providers already delivering targeted services to a specific cohort or community group. Specialisation Verification is not intended for providers in the process of developing or planning to deliver specialised care.

Purpose of this form
This form is intended for aged care service providers to apply to have their specialisation verified under the Specialisation Verification Framework.

Aged care providers that deliver specialised care can apply to have their claims verified by the Department of Health, Disability and Ageing.

For more information about Specialisation Verification, visit the [About Specialisation Verification](#) page on the Department of Health, Disability and Ageing website.

What do I need to do to apply to have my specialisation claim verified?
Complete this online application form if you wish to have your claim of delivering specialised care displayed on your My Aged Care outlet profile.

Delivering specialised aged care services is voluntary. Verification is also voluntary, however if providers wish to claim to specialise on My Aged Care, they will need to have these claims verified. To claim specialisation, aged care providers are expected to already be delivering targeted services to a specific cohort or community group.

Aged care providers will need to upload evidence of claims which will be reviewed by the assessment team.

The criteria you need to meet to demonstrate you provide specialised services are set out in the [Specialisation Verification Framework](#).

You are required to review these resources before starting your application. They outline the evidence you need to upload with your application, including what constitutes tier 1 evidence or tier 2 evidence.

Verified specialisations will remain valid for three years. You will be notified 3 months prior to the expiry of your verified specialisation. You will then need to reapply to have your specialisation claim verified.

Privacy and your personal information
Your personal information is protected by law, including the Privacy Act 1988 and the Australian Privacy Principles, and is being collected by the Australian Government Department of Health, Disability and Ageing (the department) for the primary purpose of verifying the eligibility of aged care providers against the criteria set out in the Specialisation Verification Framework to ensure that aged care provider profiles on My Aged Care reflect information, which is accurate and relevant, for the purposes of providing aged care recipients and their representatives with specialised services. Your information may also be used and disclosed for other purposes such as delivering and evaluating the initiative and for statistical, performance, policy development and research purposes.

The department will not disclose your personal information to any overseas recipients.

If you do not provide this information the department will be unable to verify the eligibility of your application.

You can get more information about the way in which the department will manage your personal information, including our privacy policy found in the [Specialisation Verification Framework](#).

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

If you have general queries in relation to Specialisation Verification or questions relating to an existing application, please email the assessment team at MACspecialisation@health.gov.au.

Should your application be unsuccessful, you are entitled to appeal the decision.

Please contact the assessment team via email to MACspecialisation@health.gov.au if you wish to initiate a review.

If you are unsatisfied with the result of the review, you may contact the department by emailing spring.anddiversity@health.gov.au.

Aged care providers' claims of providing specialised care will be reviewed and verified based on the information submitted against the Specialisation Verification Framework. If a provider makes an application to be verified as providing specialised care and it is determined that they do not meet the Framework requirements, it does not necessarily mean they do not provide this specialised care.

CLOSE

If your application is in **Draft** status, you can select **PREVIOUS** or **NEXT** to move through the application. You can complete the remaining steps to [submit your application](#), including uploading evidence documents. However, you cannot change your specialisation – that page is greyed out.

4. Select **SAVE** to save your application. Select **CLOSE** to return to the **Manage Specialisation Verifications** page.

 **Verification of Specialisations Application Form**

Status: Draft

01 Information — 02 **Choose specialisations** — 03 Application — 04 Service items applied to specialisation — 05 Declaration

02
Choose specialisations

Please select the specialisation you want to verify for this outlet. Each specialisation listed shows its current verification status for this outlet. You can't select a specialisation if an application for that same specialisation and same outlet is currently being assessed by the department.

To continue, select one specialisation before proceeding to the next step.

For more information on how to apply to have your claims of providing specialised care verified by the department, please visit the [About Specialisation Verification](#) page on the Department of Health, Disability and Ageing website.

 Only one specialisation can be selected per application.

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

Choose one or more specialisation for verification *

- ☐ Aboriginal and Torres Strait Islander persons, including Stolen Generations
Current
- ☒ People from culturally, ethnically and linguistically diverse (CALD) backgrounds
Draft
- ☐ People who are financially or socially disadvantaged
Verification in progress
- ☐ Veterans or war widows
Not Verified
- ☐ People who are experiencing homelessness or at risk of experiencing homelessness
Not Verified
- ☐ Care leavers, including Forgotten Australians and former child migrants placed in out of home care
Not Verified
- ☐ Parents and children who are separated by forced adoption or removal
Not Verified
- ☐ Lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse
Not Verified
- ☐ People who live in rural, remote or very remote areas
Expired

CLOSE SAVE PREVIOUS NEXT

To view a finalised or withdrawn application, select View application. You can also expand the application to view the specialisation(s) included in the application and whether the verification was successful.

Finalised applications
Finalised and withdrawn applications are displayed in this section.

Filter by 

Application ID	Submitted date	Submitted by	Finalised date	Status	Action
 APPLICATION ID	19 Aug 2026	NAME	20 Aug 2026	Application finalised	 View application
Specialisations applied for Aboriginal and Torres Strait Islander persons, including Stolen Generations Verification successful					
 APPLICATION ID	28 Feb 2023		28 Feb 2023	Application finalised	View application

5. You can view all pages of your application. Select **PREVIOUS** or **NEXT** to move between pages.

Page 03: Application also shows whether your application was successful. You can also open and download your evidence documents from this page.

6. Select **CLOSE** to return to the **Manage Specialisation Verifications** page.

! If you have any applications assessed during the off-system period between 1 November 2025 and 19 October 2026, Attachments submitted during this period will not be shown on Page 03: Application screen. Please email MACspecialisation@health.gov.au for copies.

Verification of Specialisations Application Form

Status: Application finalised

01 Information 02 Choose specialisations 03 Application 04 Service items applied to specialisation 05 Declaration

03 Application

In order to complete you application you will be required to:

- Download and complete the relevant Specialisation Evidence Form, ensuring you complete each section associated with the criteria you wish to be assessed against. Note that you must select the required number of criteria for the relevant specialisation.
- Upload the completed Specialisation Evidence Form by selecting 'Upload File' in the screen panel to the right.
- Upload supporting evidence as required, based upon the requirements of each criteria.
- Upload supporting evidence by selecting 'Upload File' in the screen panel to the right.

All documents must be in PDF file format and not exceed 10MB in size.

For a full list of the criteria and evidence requirements, please visit the [About Specialisation Verification](#) page on the Department of Health and Aged Care website.

Aboriginal and Torres Strait Islander persons, including Stolen Generations **SUCCESSFUL**

Step 1: Download Specialisation Evidence Form

In order to apply to have your claims of providing specialised care verified by the department, you will need to download and complete the Aboriginal and Torres Strait Islander persons, including Stolen Generations Specialisation Evidence Form.

[DOWNLOAD FORM](#)

Step 2: Upload completed form and supporting evidence *

Upload a completed Aboriginal and Torres Strait Islander persons, including Stolen Generations Specialisation Evidence Form.

You must also select the criteria that you meet for this specialisation and provide the requested supporting evidence. For this specialisation you must meet one of the Tier 1 criteria or four of the Tier 2 criteria

Evidence document(s)

Specialisation Evidence Form : Aboriginal and Torres Strait Islander persons, including Stolen Generations

[Evidence required to support this criterion](#)

[Sample File.pdf](#)

! Legacy Verified Specialisations and Applications

Providers that have completed (finalised or withdrawn) applications under the 2022 Specialisation Verification framework can view a read-only version of your application in this portal. The screen display will look different to the applications completed under the 2025 framework. The name of the verified specification/s will also display according to the 2022 Framework.

STEP 04 SCREEN OF THE 2022 FRAMEWORK

04 Services to apply specialisation

Please indicate which of the services associated with this outlet caters for the diverse needs specialisation being verified.

If your application is successful, the verified specialisation will be published on your My Aged Care provider profile. Please allow 24 hours (weekdays) for these changes to appear.

For more information on how to apply to have you claims of providing specialised care verified by the department, please visit the [About Specialisation Verification](#) page on the Department of Health, Disability and Ageing website.

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

1 At the time this application is finalised, the selection(s) below will be applied to your Outlet Service items in the Service and Support Portal and published on My Aged Care profile. If you wish to change your preferences after this application is finalised, you will need to return to the Portal and do so via 'View Service Items'.

Culturally and linguistically diverse

Services to apply this specialisation *

Please indicate below which of the services associated with this outlet have specific measures in place to support Culturally and linguistically diverse specialisation. Upon approval of your application, the verification will automatically be applied to the selected service(s) and published on the My Aged Care website.

Outlet services

☒ **Commonwealth Home Support Programme** **1/1 SELECTED**

☐ Allied health and therapy
NAPS Service ID: NAPS ID Service item name: test45

☒ **Residential Care** **1/1 SELECTED**

☐ Residential Permanent
NAPS Service ID: NAPS IDL Service item name: NAME

[CLOSE](#) [NEXT](#) [PREVIOUS](#) [NEXT](#)

7. You can also filter applications. To filter the list, select the **Expand** icon. You can filter by

specialisation, application date, and validity date. Select **FILTER** to apply your chosen filters.

Filter by

Specialisation
People who live in rural, remote or very rer ▼

Application ID

Valid from
From: 01/01/2025 To: (e.g. dd/mm/yyyy)

Valid to
From: 01/01/2026 To: (e.g. dd/mm/yyyy)

FILTER CLEAR

4 Creating and maintaining service Items

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

Service items in general include:

- Service sub-types, for non-Support at Home programs
- Services, for Support at Home
- Service types, which are groupings of Support at Home services
- Service groups, which are groupings of Support at Home service types.

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

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

4.1 Adding a service item

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

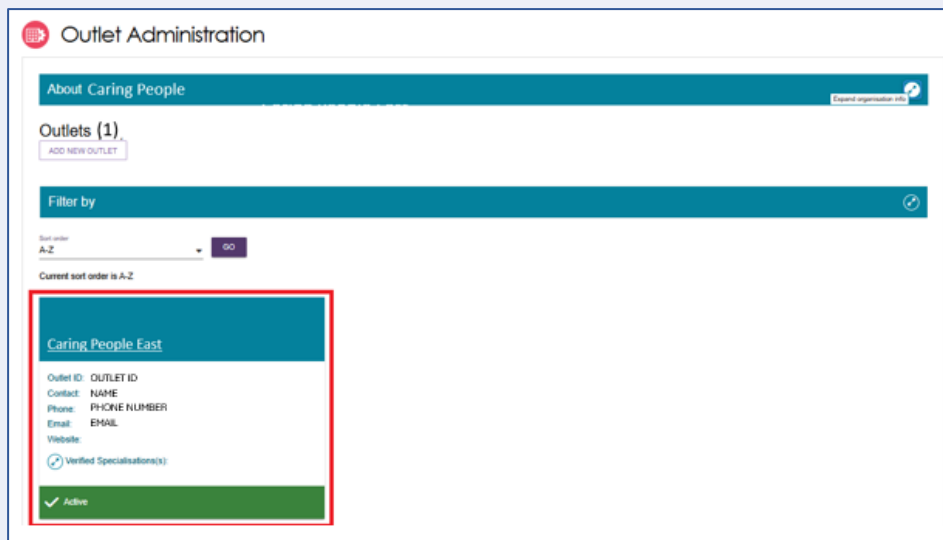
Normally there is no need to add more than one Support at Home service item for an outlet unless the organisation is offering Support at Home services in different manners from the same outlet.

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

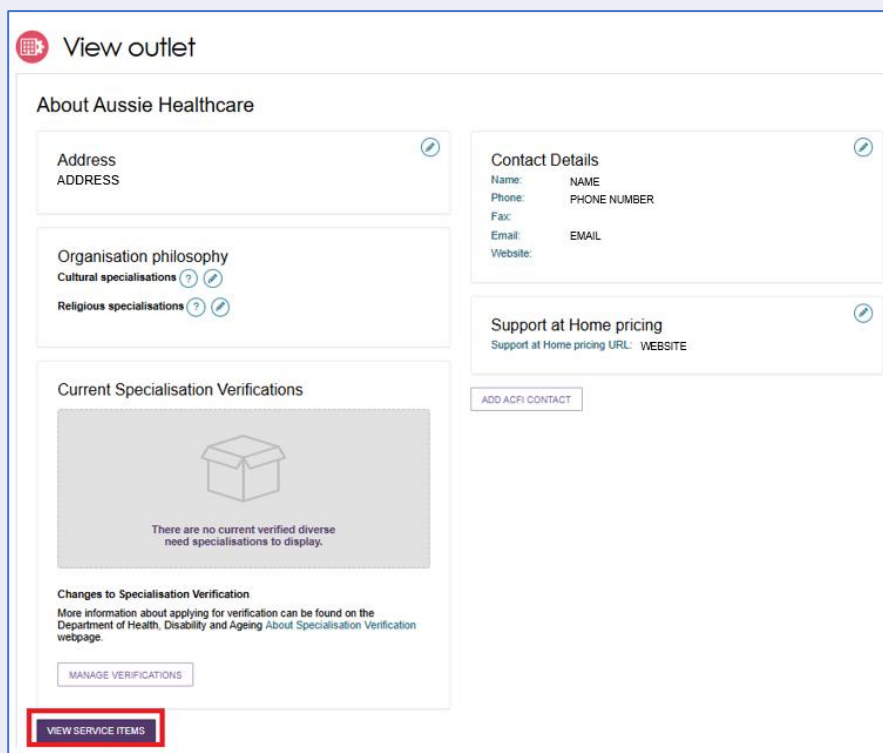
Follow these steps to add a service item:

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

The **View Outlet** page then appears.



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



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

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

4. Select the **ADD A SERVICE ITEM** button.

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

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

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

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

Non-Support At Home Service Item Example

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

Add service item

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

Select the Programme that applies to this service item *

Commonwealth Home Support Programme

Which of the following applies to this service item? *

☒ Funded

☐ Non-funded

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

Service provider

Service type

Cottage Respite

Funding region type

Funding region

FILTER **CLEAR ALL**

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

SAVE **CANCEL**

Support at Home example

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

Add service item

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

Select the Programme that applies to this service item *

Support at Home

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

Service item Name: *

Please specify Service Item Name

SAVE **CANCEL**

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

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

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

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

Residential Care Example



Add service item

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

Select the Programme that applies to this service item *

Residential Care

Which of the following applies to this service item? *

☒ Funded

☐ Non-funded

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

Service provider

Service type

Residential Respite Care

Funding region type

Funding region

FILTER **CLEAR ALL**

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

SAVE **CANCEL**

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

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



Add service item

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

Select the Programme that applies to this service item *

Support at Home

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

Service Item Name: *

Please specify Service Item Name

SAVE **CANCEL**

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

The screenshot shows the 'Outlet details' page for 'Community cottage respite, Commonwealth Home Support Programme, funded'. The 'Status' dropdown is set to 'Offline' (highlighted with a red box). The 'Service availability' is 'Yes' and 'Waitlist availability' is 'No'. A green success banner states: 'You have successfully added a service item to this outlet. Click on 'Edit' to add service details; expand the service item to view/edit details or remove the sub types available; and 'Submit' to send the service details that require approval to the Department for validation. You must then change the status to Operational for the service to be published. Approval process may take up to 3 working days to complete.'

The new service will be listed with a status of Offline.

A banner will also indicate that you have successfully added a service item to the outlet, and to remind you to Edit and Submit.

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

! If this service item belongs to an outlet that has one or more [verified specialisations](#), you must comply with the requirements of those specialisation/s.

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

The screenshot shows the 'View Service Items' page. The 'Filter by' section is highlighted with a red box, showing 'Status' set to 'Operational' and 'Service availability' set to 'Yes'. Below the filters, a summary bar indicates 'Status is Operational'. The main list shows a service item 'Community cottage respite, Commonwealth Home Support Programme, funded' with status 'Operational' and 'Service availability' 'Yes'.

4.2 Editing a service item

You can edit service item details, including:

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

Service information will be displayed on the Service Finder on the [My Aged Care website](#).

When you update this information, the changes will appear on the *Service Finder* by the next day.

Follow these steps to edit service information:

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

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

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

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

View outlet

About Aussie Healthcare

Address

Address

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

Contact Details

Name: Aussie Healthcare

Phone: PHONE NUMBER

Fax:

Email: aussie@aussiehealthcare.com.au

Website:

Support at Home pricing

Support at Home pricing URL: WEBSITE

ADD ACFI CONTACT

VIEW SERVICE ITEMS

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

Support At Home Service Item Example

View Service Items

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

ADD A SERVICE ITEM

Filter by

Status: Operational Service type availability:

ADVANCED SEARCH CLEAR FILTERS

Status is Operational

FILTER CLEAR

Support at Home ? ?

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

Status: Operational Offline

Assistive technology

See service types

Home modifications

See service types

Non-Support At Home Service Item Example

View Service Items

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

ADD A SERVICE ITEM

Filter by

Collapse filter

Domestic assistance, Commonwealth Home Support Programme, funded ? ?

Loddon-Mallee

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

See Sub-types

Status: Operational Offline

Service availability: Yes No

Waitlist availability: Yes No

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

! There are different options presented on a Support at Home service details page and a CHSP (Commonwealth Home Support Program) service details page.

Support at Home services are managed by delivery area. You can select multiple service types and items available within that area.

CHSP providers will remain limited to a single service type and ACPR ([Aged Care Planning Region](#)), based on contractual information for each service item.

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

Read-only information is contractual information and cannot be edited via the Service and Support Portal. Any additional service information can be added in the **Service description** free text field.

This information will be displayed in the public service finder on the My Aged Care website to assist clients in selecting a provider.

4.3 Editing availability and waitlists for a service

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

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

Aussie Healthcare
(Inactive) Outlet Id: ABC123
ACTIVATE OUTLET REMOVE OUTLET

View outlet

About Aussie Healthcare

Address
XX Street Name, SUBURB, STATE,
POSTCODE

Contact Details

Name: NAME
Phone: PHONE NUMBER
Fax:
Email: EMAIL
Website:

Organisation philosophy

Cultural specialisations
Maltese, Ukrainian

Religious specialisations
Catholic, Hinduism, Islam, Judaism

Support at Home pricing
Support at Home pricing URL: URL

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

VIEW SERVICE ITEMS

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

Support At Home Example

Support at Home

Status

Operational

Offline

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

Assistive technology

See service types

Home modifications

See service types

Home support

Hide service types

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

Domestic assistance

Service type availability

Yes

No

Classification type

Ongoing

Short-term

Hide services

Domestic assistance

General house cleaning

Service availability

Yes

No

Waitlist availability

Yes

No

Domestic assistance

Laundry services

Service availability

Yes

No

Waitlist availability

Yes

No

Domestic assistance

Shopping assistance

Service availability

Yes

No

Waitlist availability

Yes

No

! Support At Home Waitlists

Placing a participant on a provider waitlist does not pause the Support at Home place take-up deadline. If the take-up deadline expires while the participant remains waitlisted, the allocated place will lapse and be automatically withdrawn.

Providers should avoid waitlisting participants once funding has been allocated and ensure timely acceptance and commencement of services.

Non-Support At Home Example

Domestic assistance, Commonwealth Home Support Programme, funded

Status

Operational

Offline

New England

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

See Sub-types

Service availability

Yes

No

Waitlist availability

Yes

No

4.4 Editing service delivery area

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

Service delivery areas can be edited for CHSP, Flexible Aged Care Program, Support at Home and Residential Care service items.

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

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

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

! Service Delivery Area information and the Find a Provider Tool

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

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

You must ensure your service delivery area information are accurate.

Follow these steps to edit the service delivery area:

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

Aussie Healthcare
(Inactive) Outlet Id ABC123

ACTIVATE OUTLET REMOVE OUTLET

View outlet

About Aussie Healthcare

Address
XX Street Name, SUBURB, STATE,
POSTCODE

Contact Details

Name:	NAME
Phone:	PHONE NUMBER
Fax:	
Email:	EMAIL
Website:	

Organisation philosophy

Cultural specialisations ?

Maltese, Ukrainian

Religious specialisations ?

Catholic, Hinduism, Islam, Judaism

Support at Home pricing

Support at Home pricing URL: URL

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

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

Non-Support At Home Example

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 Edit

Loddon-Mallee

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

See Sub-types

Status: Operational Offline

Service availability: Yes No

Waitlist availability: Yes No

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

Status: Operational Offline

Service type availability: Yes No

ADVANCED SEARCH CLEAR FILTERS

Status is Operational

FILTER CLEAR

Support at Home Edit

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

Status: Operational Offline

Assistive technology

See service types

Home modifications

See service types

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

Non-Support At Home Example

Service details

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

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

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

Service delivery

Service provider name: Aged Care Inc

Facility name: Aussie Healthcare - Community and Home Sup

Facility previously known as:

Facility locally known as:

Service start date: 01 July 2019

Service end date:

Maximum permissible interest rate (MPIR):

Service delivery area Edit

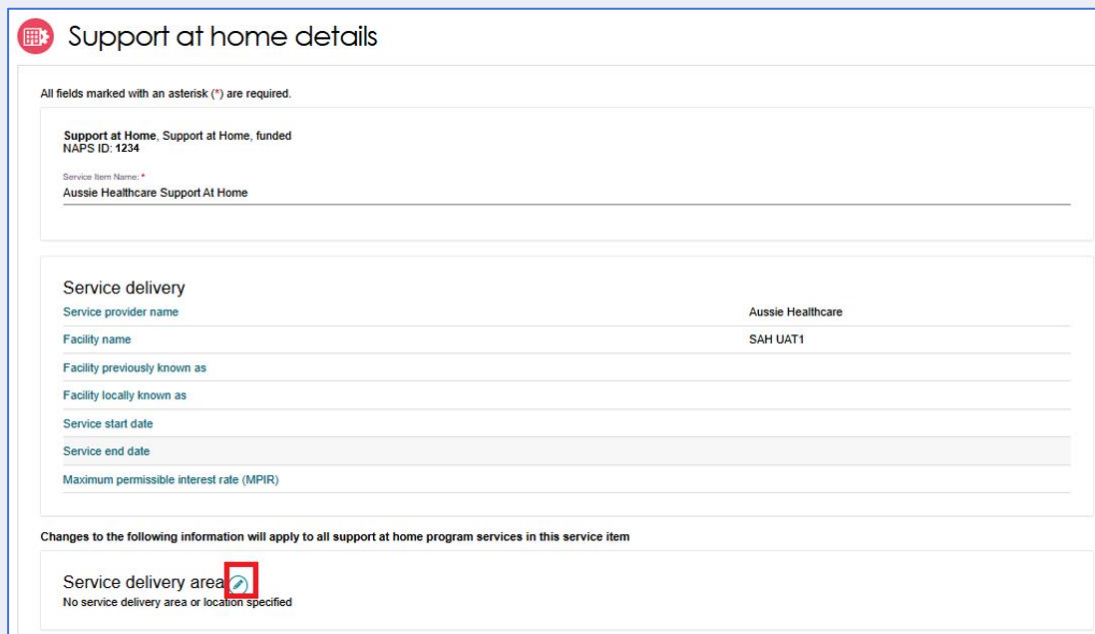
Alphabetical listing

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

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

For Support At Home, there are no suburbs listed.

Support At Home Example



Support at home details

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

Support at Home, Support at Home, funded
NAPS ID: 1234

Service Item Name: *
Aussie Healthcare Support At Home

Service delivery

Service provider name: Aussie Healthcare

Facility name: SAH UAT1

Facility previously known as

Facility locally known as

Service start date

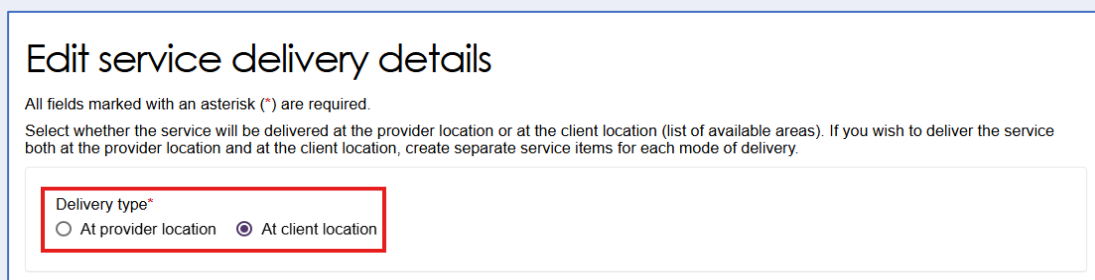
Service end date

Maximum permissible interest rate (MPIR)

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

Service delivery area 
No service delivery area or location specified

4. The **Edit service delivery details** page will display.



Edit service delivery details

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

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

Delivery type*

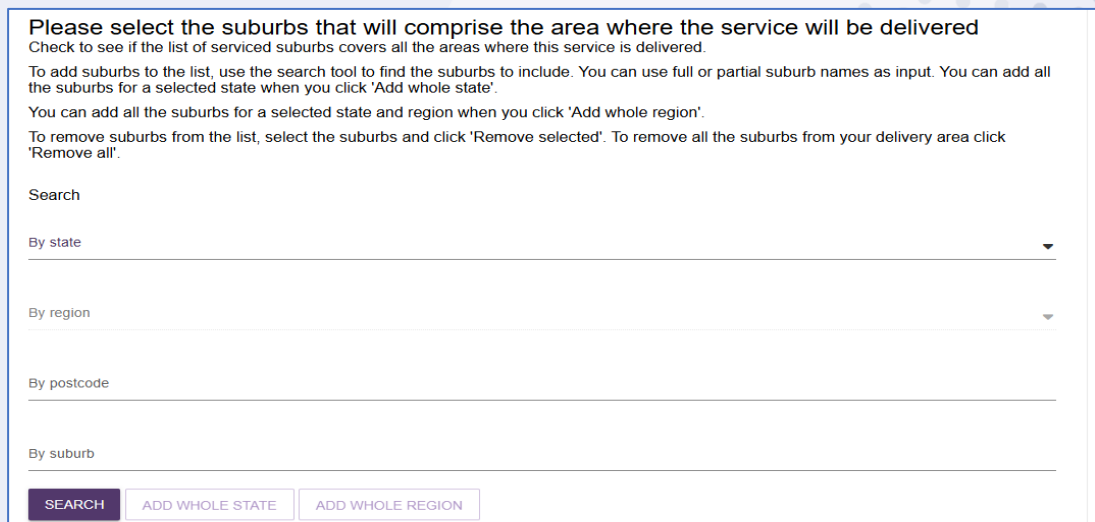
☐ At provider location ☒ At client location

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

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

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

5. Search for and Add suburbs.



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

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

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

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

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

Search

By state 

By region 

By postcode

By suburb

SEARCH **ADD WHOLE STATE** **ADD WHOLE REGION**

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

Suburb Search Results List Example

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

ADD SELECTED ADD ALL

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

6. Review suburb list and Save changes.

Alphabetical listing

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

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

REMOVE SELECTED REMOVE ALL

SAVE CHANGES CANCEL

4.5 Specialisations

The Specialisations section contains Specialisation Verification, specialised services (if

applicable), and languages. This is configured on the service item record. Service providers of all program types can identify their ability to provide aged care services that cater to these specialisations.

Specialisations

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

4.6 Specialisation Verification

This section shows two lists: specialisations that the outlet has applied for and were verified by the department under either the **2022 or 2025 Specialisation Verification Framework** on the left-hand side, and specialisations that the provider can apply to have verified for the outlet on the right-hand side.

If there are no current verified specialisations to display, an information message appears.

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.

Specialisations

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

Specialisation Verification ?

Verified

There are no current verified specialisations to display.

Not verified

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

4.7 Specialised Services

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

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

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 | |

4.8 Languages

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

Languages ?

No languages specified

SELECT LANGUAGES AVAILABLE

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

Supported languages

Please select all supported languages and press Save when finished

Most selected

☐ Arabic
☐ Cantonese
☐ Croatian

☐ Greek
☐ Italian
☐ Mandarin

☐ Polish
☐ Spanish
☐ Vietnamese

Alphabetical listing

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

☐ Acholi
☐ Afrikaans
☐ Albanian

☐ Amharic
☐ Anyuak/Anuak
☐ Arakanese/Rakhinz

☐ Armenian
☐ Asante/Ashanti
☐ Assamese

☐ Assyrian
☐ Azari
☐ Azerbaijani

☐ Alyawarr (Alyawarra)
☐ Arrente (Aranda)
☐ Assyrian (Including Aramaic)

☐ Australian Indigenous Lang

SAVE CANCEL

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

Languages ?

List of languages

• Arabic

• Mandarin

4.9 Attaching promotional material

Residential Care providers can add promotional material to be displayed in the service finder.

Promotional material content will not appear on the Service Finder until it has been reviewed and approved by the Department. Approval takes two business days. Once approved, the material will be visible on the Service Finder on the My Aged Care website.

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

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

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

Aussie Healthcare

(Inactive) Outlet Id ABC123

ACTIVATE OUTLET

REMOVE OUTLET

View outlet

About Aussie Healthcare

Address

XX Street Name, SUBURB, STATE, POSTCODE

Organisation philosophy

Cultural specialisations

Maltese, Ukrainian

Religious specialisations

Catholic, Hinduism, Islam, Judaism

Contact Details

Name: NAME

Phone: PHONE NUMBER

Fax:

Email: EMAIL

Website:

Support at Home pricing

Support at Home pricing URL: URL

ADD ACFI CONTACT

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

VIEW SERVICE ITEMS

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

Non-Support At Home Example

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

Service availability

Waitlist availability

Operational

Offline

Yes

No

Yes

No

Loddon-Mallee

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

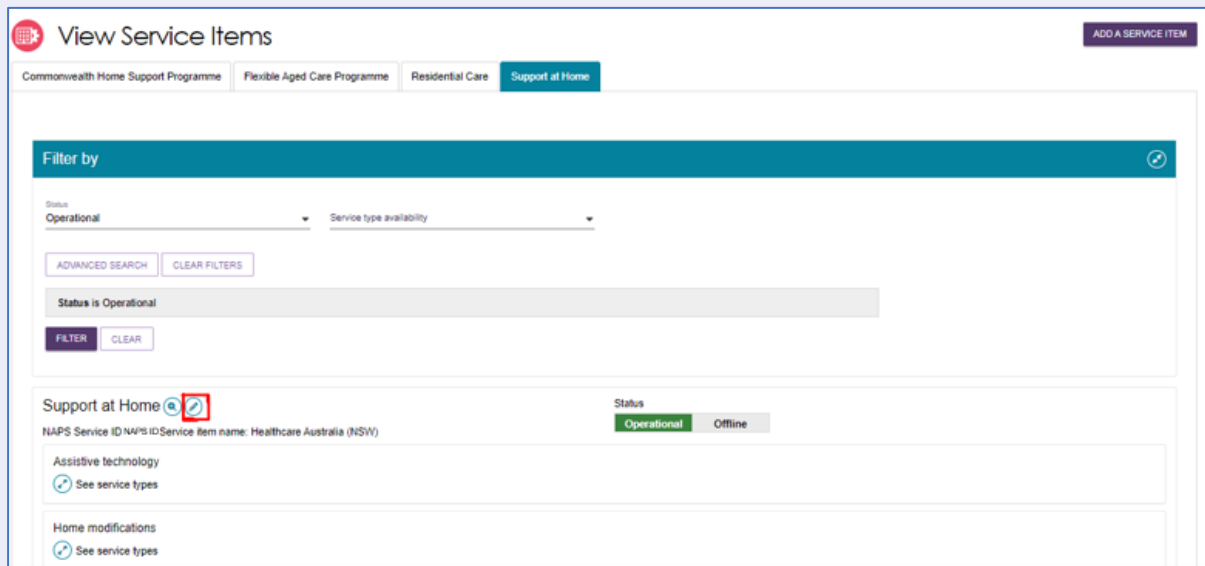
See Sub-types

i

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

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Support At Home Example



View Service Items

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

Filter by

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

ADVANCED SEARCH | CLEAR FILTERS

Status is Operational

Support at Home | **Operational** | Offline

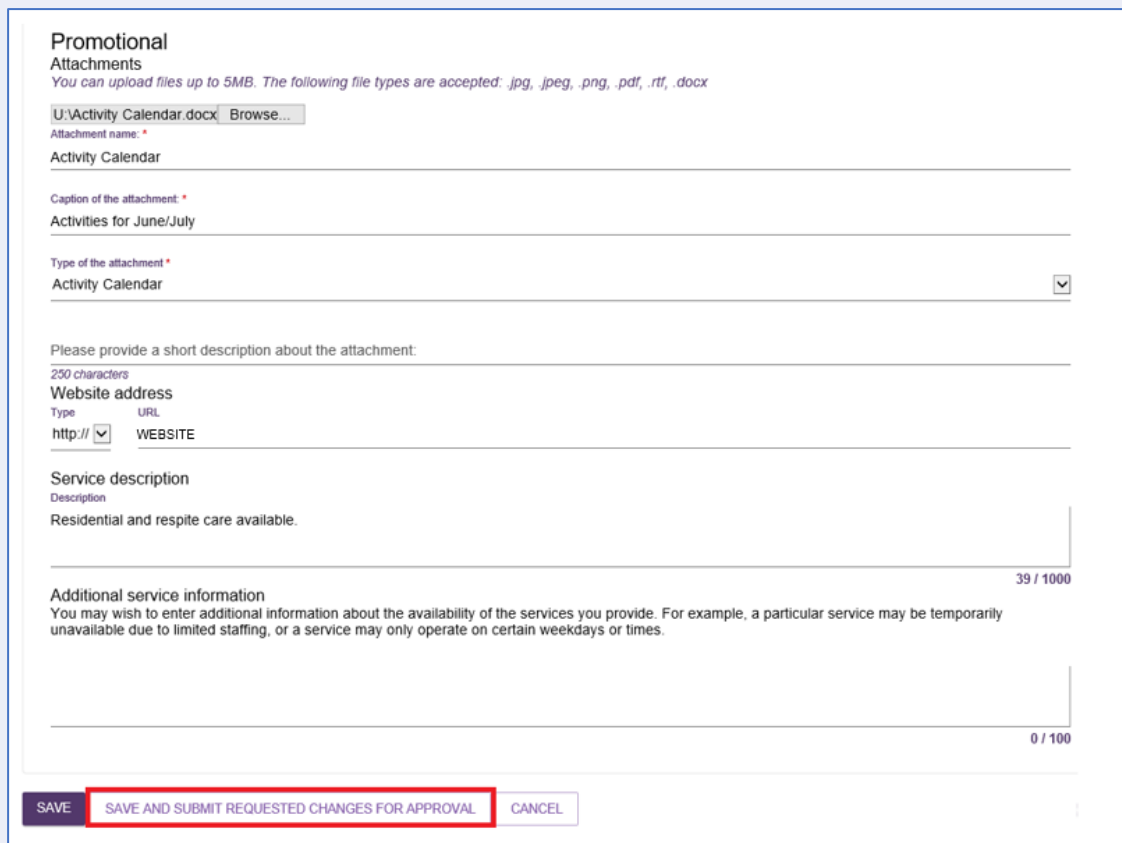
NAPS Service ID NAPS ID Service item name: Healthcare Australia (NSW)

Assistive technology
See service types

Home modifications
See service types

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

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



Promotional Attachments

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

U:\Activity Calendar.docx | Browse...

Attachment name: *

Activity Calendar

Caption of the attachment: *

Activities for June/July

Type of the attachment: *

Activity Calendar

Please provide a short description about the attachment:

250 characters

Website address

Type: ☒ URL ☐ WEBSITE

http://

Service description

Description

Residential and respite care available.

39 / 1000

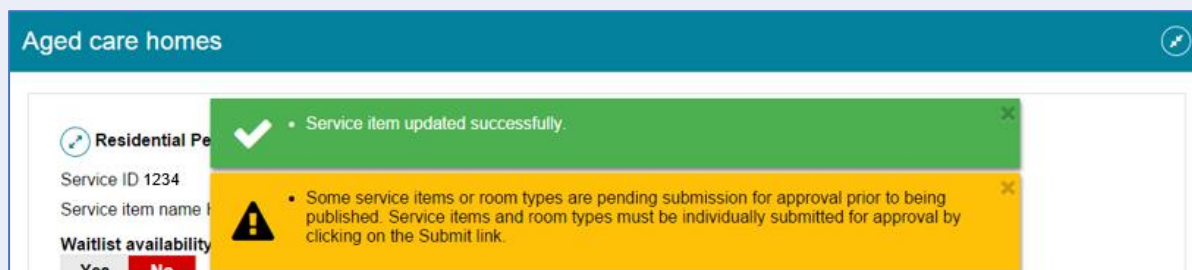
Additional service information

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

0 / 100

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

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



4.10 Removing a service sub-type

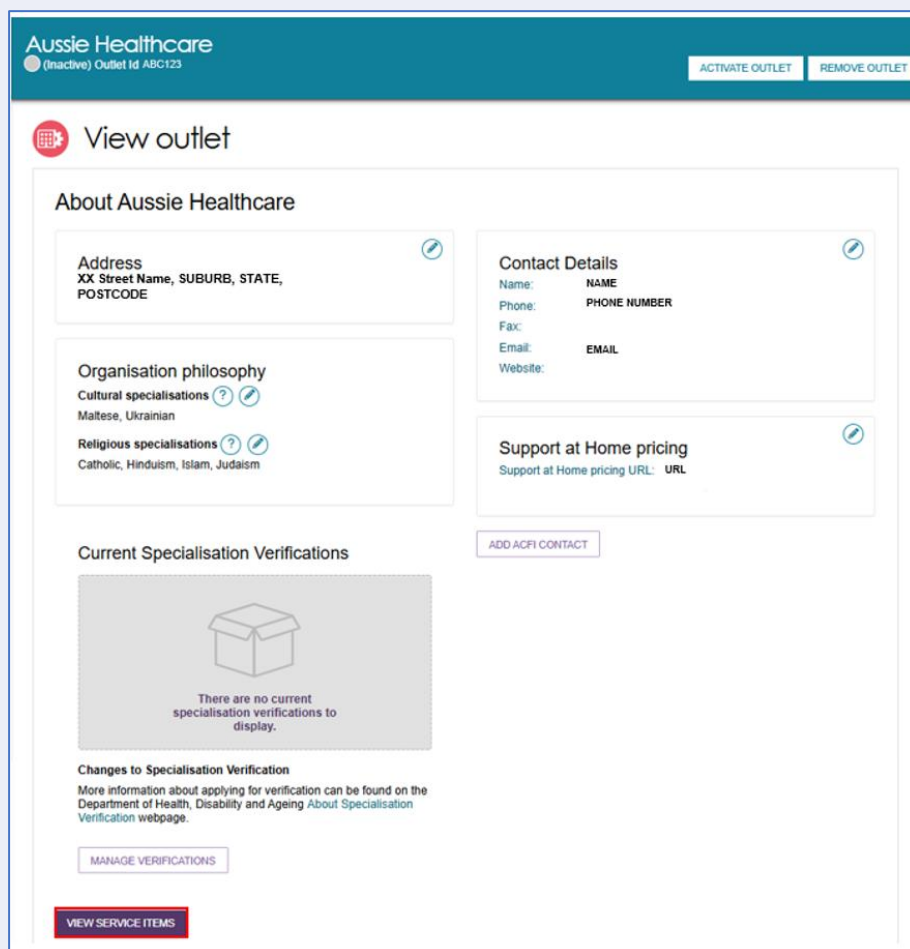
Follow these steps to remove a service sub-type for a service item (for non-Support at Home services).

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

1. At the Outlet Administration Tile, select the name of the outlet on the **Outlet card** you want to remove a service sub-type from.

The **View outlet** page then appears.

2. Select **VIEW SERVICE ITEMS**.



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



Domestic Assistance, Commonwealth Home Support Programme, funded

ACT

NAPS Service ID NAPS ID Service item name: Domestic Assistance

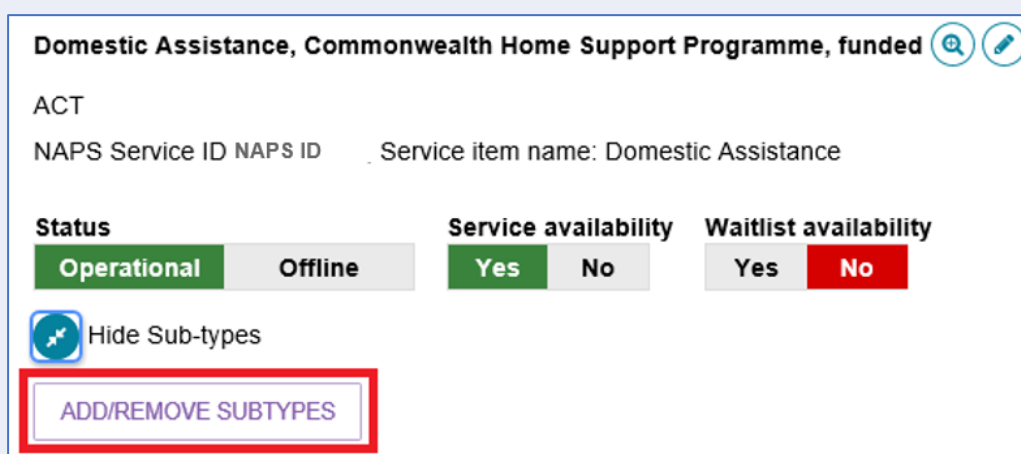
Status
Operational Offline

Service availability
Yes No

Waitlist availability
Yes **No**

 See Sub-types

4. Then select **ADD/REMOVE SUBTYPES**.



Domestic Assistance, Commonwealth Home Support Programme, funded

ACT

NAPS Service ID NAPS ID Service item name: Domestic Assistance

Status
Operational Offline

Service availability
Yes No

Waitlist availability
Yes **No**

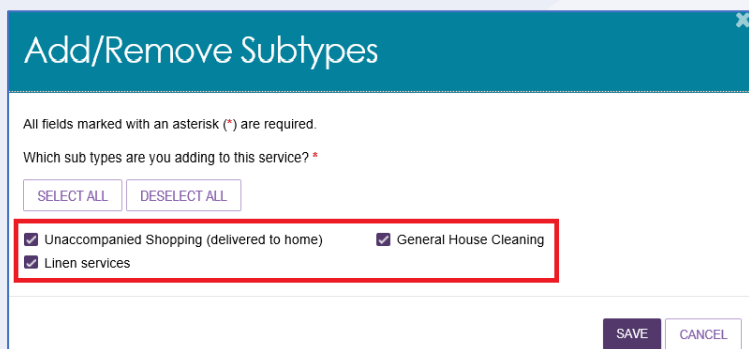
 Hide Sub-types

ADD/REMOVE SUBTYPES

5. In the **Add/Remove Subtypes** box, deselect the service/s you want to remove from the service item and select **SAVE**.

The service will then be removed, and information about the service will not display in the service finder.

Note that when removing subtypes, there must be at least one service remaining.



Add/Remove Subtypes

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

Which sub types are you adding to this service? *

SELECT ALL **DESELECT ALL**

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

☒ Linen services

SAVE **CANCEL**

5 Configuring service attributes

When you are configuring a service item, several attributes specific to the delivery of your particular service item will become available to select and display on the service finder.

These include [Specialisation Verification](#), Specialised Services and others mentioned in this section. They can be found in the Service Details page of the service item, or the Support At Home Details page of the Support at Home service.

The screenshot shows the 'Service and Support Portal' interface. The top navigation bar includes a menu icon, the title 'Service and Support Portal', and a 'Logout' link. Below the navigation bar is a breadcrumb trail: 'Home | Outlet administration | View outlet - ABC Care | View service items | Service Details'. The main content area is divided into several sections:

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

5.1 Classifications

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

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

The screenshot shows the 'Assistive technology' section of the Service Details page. It has a sub-section 'Equipment and products' with a pencil icon. There are two buttons: 'Hide service types' and 'See services'. To the right of the 'Equipment and products' section is a 'Service type availability' section with 'Yes' and 'No' buttons. To the right of the 'Service type availability' section is a 'Classification type' section with a pencil icon and two radio buttons: 'Ongoing' and 'Short-term'. The 'Ongoing' radio button is selected.

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

Equipment and products

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

Set classification type *

☒ Ongoing ☒ Short-term

SAVE CANCEL

5.2 Hours of operation (non-Support at Home)

You can outline hours of operation for CHSP and other non-Support at Home services.

By default, you can enter standard Monday to Friday, Saturday, and Sunday hours. You can also specify individual working days by using the **Customise** option.

1. Navigate to the service type that you want to edit by following the steps in [Editing a service item](#).
2. Select the service you want to edit the hours of operation by selecting on the corresponding Pencil edit icon next to the service sub-type name.

Non-Support At Home Example

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

Loddon-Mallee

NAPS Service ID: NAPS ID Service item name: Bendigo Health Care Group - Community and Home Support

Hide Sub-types

ADD/REMOVE SUBTYPES

Shopping assistance

General house cleaning

Delivery hours

- Not specified

Staff Notes

- Not specified

House cleaning level

- Not specified

Delivery hours

- Not specified

Staff Notes

- Not specified

Status: Operational Offline

Service availability: Yes No

Waitlist availability: Yes No

Sub-type availability: Yes No

Waitlist availability: Yes No

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

Diversional therapy

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

Hours of operation

What are the standard hours of operation for this service?

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

5.3 Delivery Hours (Support at Home)

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

Support At Home Example

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 NAP 8 ID Service item name: Healthcare Australia (NSW)

Assistive technology

☒ See service types

Home modifications

☐ See service types

Home support

☒ Hide service types

Nursing care

Service type availability

Yes

No

Classification type

Ongoing

Short-term

Hide services

Nursing care

Nursing care assistant clinical care

Service availability

Yes

No

Waitlist availability

Yes

No

Nursing care

Enrolled nurse clinical care

Service availability

Yes

No

Waitlist availability

Yes

No

Nursing care

Nursing care consumables

Service availability

Yes

No

Waitlist availability

Yes

No

1. Select the Pencil (edit) icon on the service tile. This will open the service edit page. Standard

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60

hours are active by default and cannot be changed.

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

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 applicable checkboxes for the delivery hours offered.

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

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

5.4 Staffing notes

Staffing notes can be specified for each program.

Staffing:

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

0 / 150

5.5 Service specific delivery details

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

Transport service specific example

Delivery type

How is the service delivered?

☐ Individual - face to face

☐ Group - face to face

Delivery setting

What is the setting for this service?

☐ Home

☐ Community

5.6 Service Description

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

Service Description ?

Description

0 / 1000

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

5.7 Pricing Information (Support at Home)

This section covers pricing information for Support at Home only.

For room pricing for Residential Care please refer to [Rooms \(Residential Care\)](#).

Support at Home program outlets must provide:

- service level prices for all available Support at Home Services within each Outlet.
- It is also highly recommended to add a pricing website link (URL). This will be shared with My Aged Care Website to assist aged care participants find your published pricing.

If pricing is not entered for Support at Home services, you will not be able to:

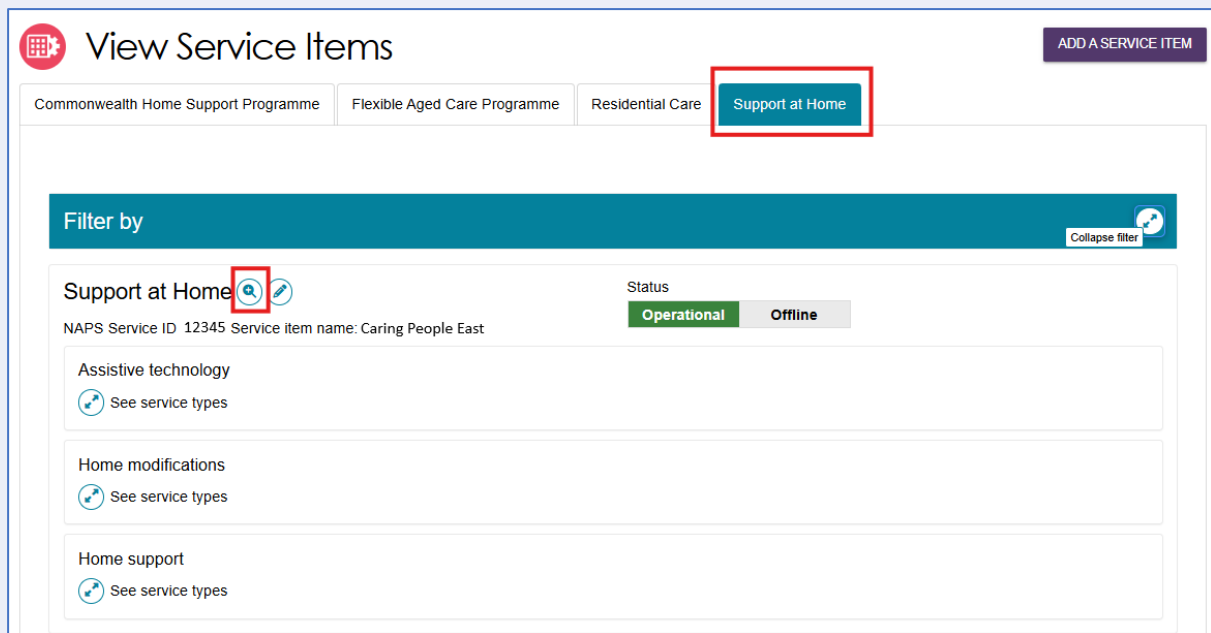
- save a new service item and make it **Operational**
- save changes to partially complete existing pricing information
- confirm that pricing information has been reviewed, then pricing data will then not be supplied to My Aged Care to support tools such as the Fee Estimator.

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

Pricing is entered at the service level for each service item within the outlet.

To view outlet-wide information for Support at Home:

1. Select the outlet from the Outlet Administration tile, then select 'View Service Items'.
2. select the Support at Home tab, then select the Magnifying Glass (view) icon to the right of the 'Support at Home' heading.

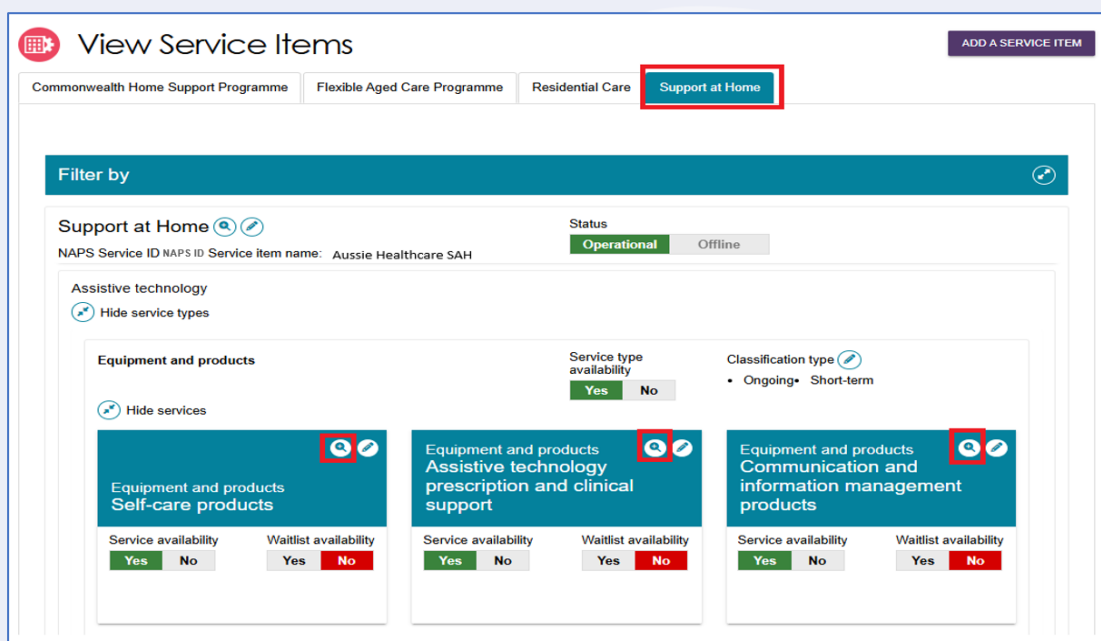


To view individual Support at Home services:

1. Select the outlet from the Outlet Administration tile, then select 'View Service Items'.
2. select the Support at Home tab, then expand any service groups and service types, then select the Magnifying Glass (view) icon of the appropriate service card.

For example, the below image shows:

- the Assistive technology service group
- the Equipment and products service type
- three services:
 - Self-care products
 - Assistive technology prescription and clinical support
 - Communication and information management products

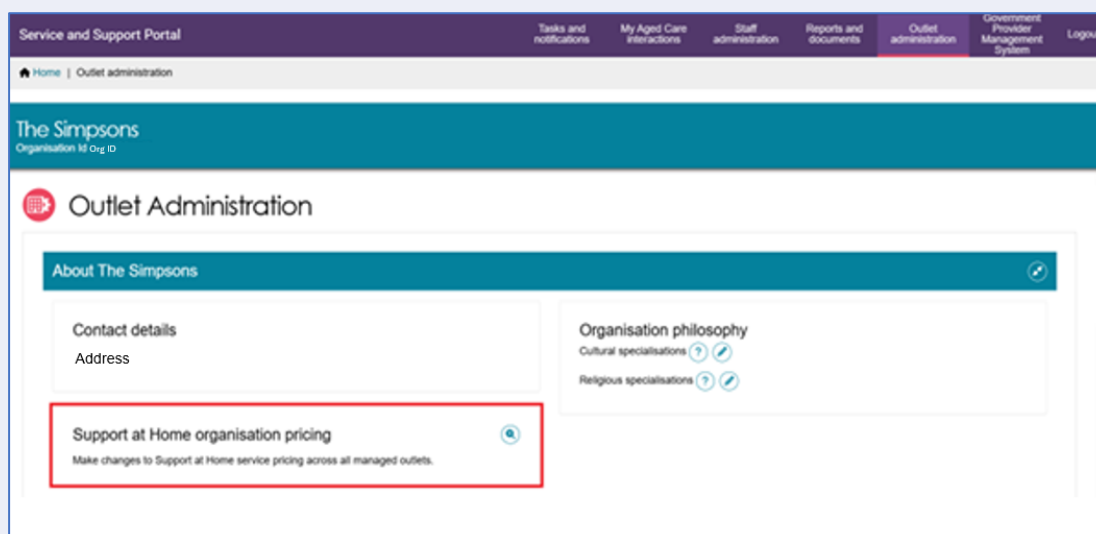


5.7.1 Updating Pricing Information at the Organisation Level

! This functionality is available to Organisation Administrators only.

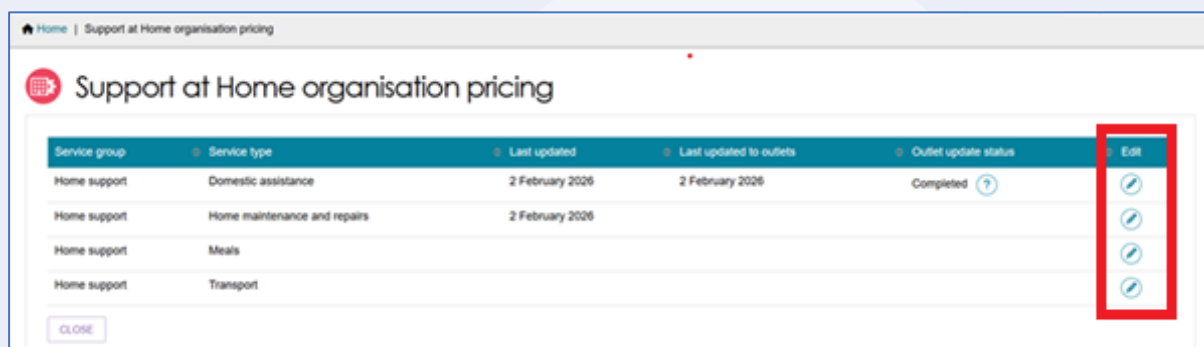
Organisational level pricing can be applied to every outlet service item that delivers Support at Home services. It will override existing pricing changes at the outlet service level if they already exist. Ensure that your Outlet Administrator/s are aware of your Organisational level pricing changes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

1. Go to the Outlet Administration page by following the steps in [Viewing outlets](#).
2. Select the View (magnifying glass) button to the right of the **Support at Home Organisation Pricing** section. If your organisation does not offer or deliver Support at Home program services, you do not need to complete this.



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

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



4. For each service type selected using the Edit Pencil icon above, the corresponding 'Pricing for Service' page appears. All your organisation's available services within the service type and the common price fields for each delivery time period displays here. A domestic assistance page example is shown below.

Domestic Assistance Pricing Page Example

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

 Domestic assistance

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

Pricing for services

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

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

General house cleaning (Hours)

Common Price - Standard (Hours) *

\$140

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

Common Price - Non-Standard (Hours)

\$150

Common Price - Saturday

\$180

Common Price - Sunday

\$200

Common Price - Public Holiday

\$250

Laundry services (Hours)

Common Price - Standard (Hours) *

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

Common Price - Non-Standard (Hours)

Common Price - Saturday

Common Price - Sunday

Common Price - Public Holiday

Shopping assistance (Hours)

Common Price - Standard (Hours) *

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

Common Price - Non-Standard (Hours)

Common Price - Saturday

Common Price - Sunday

Common Price - Public Holiday

SAVE

APPLY TO ALL OUTLETS

CLOSE

Nursing Care Pricing Page Example

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

 Nursing care

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

Pricing for services

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

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

Nursing assistant clinical care (Hours)

Common Price - Standard (Hours) *

\$25

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

Common Price - Non-Standard (Hours)

\$40

Common Price - Saturday

\$60

Common Price - Sunday

\$70

Common Price - Public Holiday

\$70

Enrolled nurse clinical care (Hours)

Common Price - Standard (Hours) *

\$50

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

Common Price - Non-Standard (Hours)

\$75

Common Price - Saturday

\$85

Common Price - Sunday

\$100

Common Price - Public Holiday

\$100

Nursing care consumables

Common Price - Standard (Hours):

Market Price

No service price required.

Registered nurse clinical care (Hours)

Common Price - Standard (Hours) *

\$100

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

Common Price - Non-Standard (Hours)

\$150

Common Price - Saturday

\$175

Common Price - Sunday

\$200

Common Price - Public Holiday

\$200

SAVE

APPLY TO ALL OUTLETS

CLOSE



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

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

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

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

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

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

For any service listed as **Market Price** you are not required to enter a price value.

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

- Select **SAVE** to save your progress and to be taken back to the Support at Home pricing page. This will only save the pricing on the Organisation level.
- Select **APPLY TO ALL OUTLETS** button when you are ready to apply the pricing you have entered to all of the organisation's outlets with a Support at Home service item. This is possible only after entering all mandatory Service pricing under a Service Type.

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

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

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

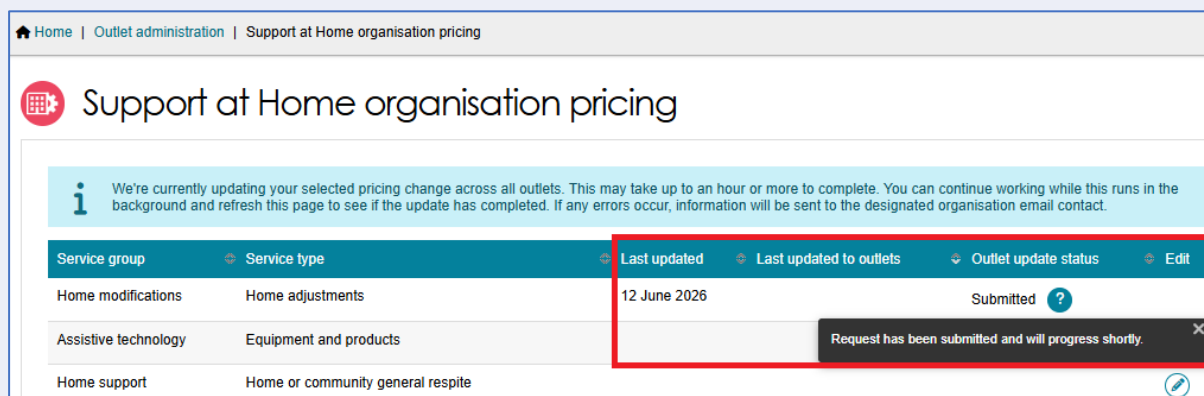
! When applying organisational pricing to all outlets, the pricing will copy down to all Support at Home Service items, regardless of Operational or Offline status.

- When **APPLY TO ALL OUTLETS** is selected, an Information Banner appears: 'We're currently updating your selected pricing change across all outlets. This may take up to an

hour or more to complete.

You can continue working while the prices are being updated, 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'.

10. The Outlet update status will be displayed. For more information select the Question Mark icon. You will not be able to edit during this time.



Home | Outlet administration | Support at Home organisation pricing

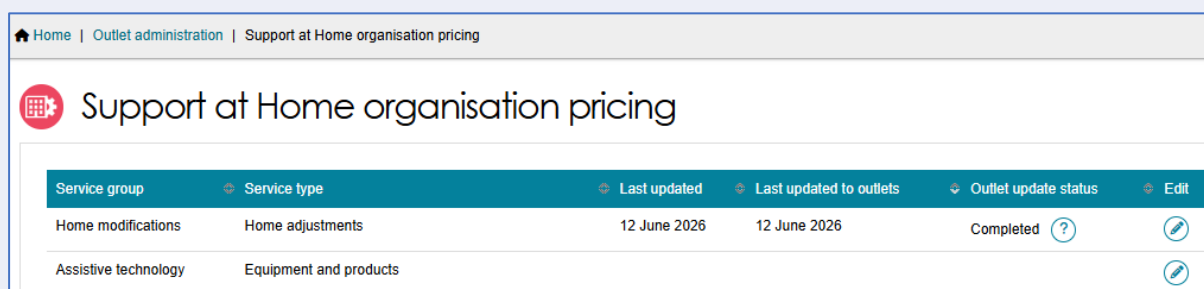
Support at Home organisation pricing

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

Service group	Service type	Last updated	Last updated to outlets	Outlet update status	Edit
Home modifications	Home adjustments	12 June 2026		Submitted ?	
Assistive technology	Equipment and products				
Home support	Home or community general respite				

Request has been submitted and will progress shortly.

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



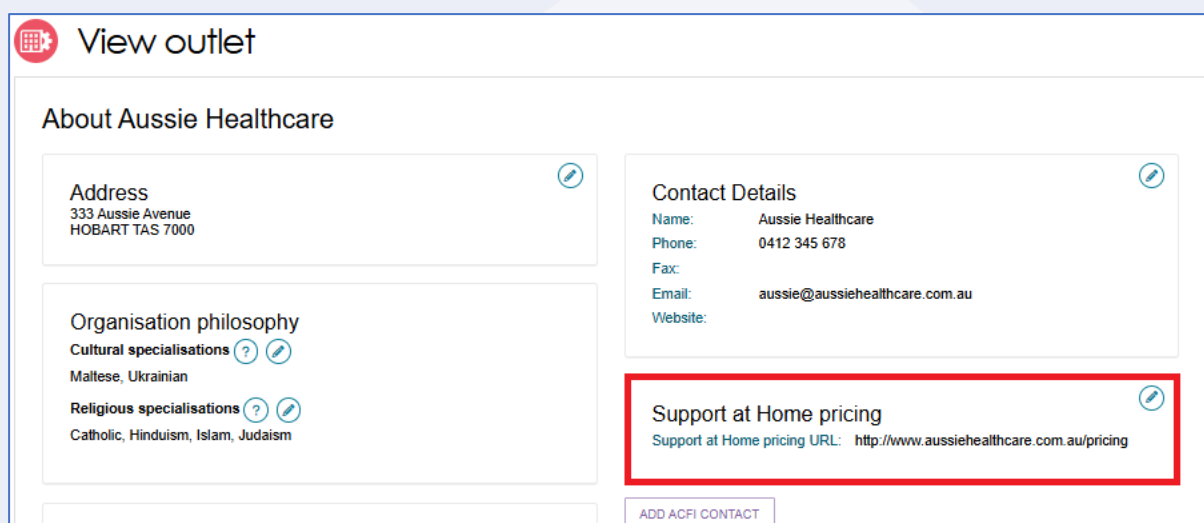
Home | Outlet administration | Support at Home organisation pricing

Support at Home organisation pricing

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

5.7.2 Updating Pricing Information at the Outlet Level

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



View outlet

About Aussie Healthcare

Address

333 Aussie Avenue
HOBART TAS 7000

Organisation philosophy

Cultural specialisations ?

Maltese, Ukrainian

Religious specialisations ?

Catholic, Hinduism, Islam, Judaism

Contact Details

Name: Aussie Healthcare

Phone: 0412 345 678

Fax:

Email: aussie@aussiehealthcare.com.au

Website:

Support at Home pricing

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

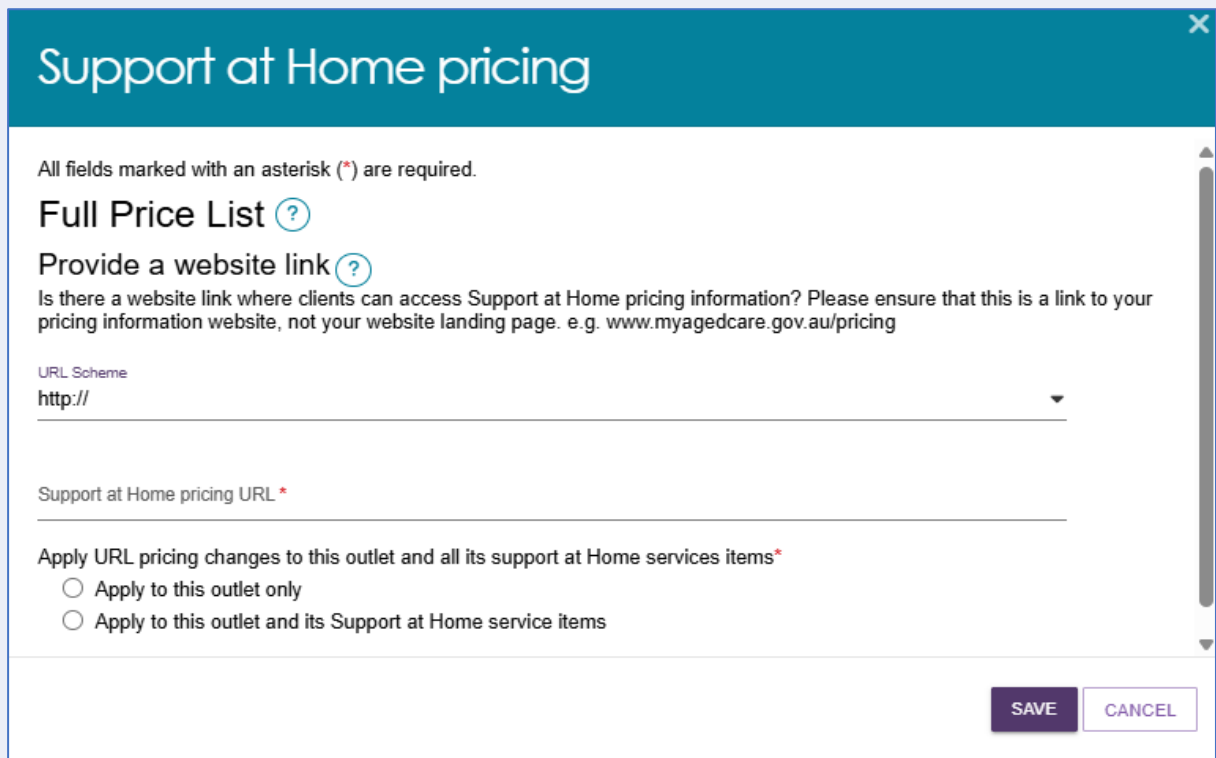
ADD ACFI CONTACT

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

The Support at Home pricing pop up appears.

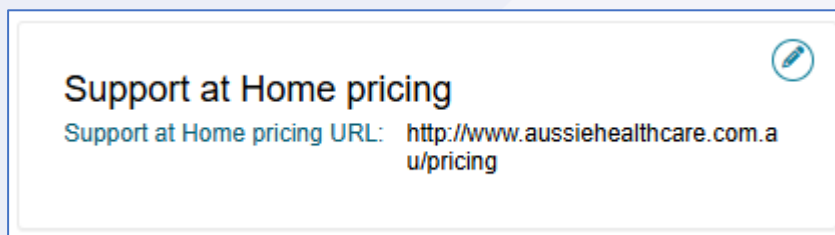
Under the **Full Price List** section, a pricing schedule website link (URL) can be added.

3. 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://.
4. Finally, select whether you want to
 - **Apply to this outlet only**, or
 - **Apply to this outlet and its Support at Home service items**.
5. Then, select **Save** button.



The screenshot shows a modal window titled "Support at Home pricing" with a close button (X) in the top right corner. Below the title, a note states: "All fields marked with an asterisk (*) are required." The form has two main sections. The first section is titled "Full Price List" with a help icon (?). Below it is the heading "Provide a website link" with a help icon (?). A descriptive text follows: "Is there a website link where clients can access Support at Home pricing information? Please ensure that this is a link to your pricing information website, not your website landing page. e.g. www.myagedcare.gov.au/pricing". There are two input fields: "URL Scheme" with a dropdown menu currently showing "http://" and a "Support at Home pricing URL" field marked with an asterisk (*). Below these fields are two radio button options: "Apply URL pricing changes to this outlet and all its support at Home services items*" (which is selected) and "Apply to this outlet only". At the bottom right of the modal are two buttons: "SAVE" and "CANCEL".

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



The screenshot shows a box titled "Support at Home pricing" with a pencil icon in the top right corner. Below the title, it displays the text: "Support at Home pricing URL: http://www.aussiehealthcare.com.au/pricing".

5.7.3 Updating Pricing Information at the Service Item Level

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

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

3. The Support at Home details Page appears.

This contains all configuration available for the service item.

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

In the URL Scheme section, select whether your website link is HTTP or HTTPS. Then, enter the website link in the URL section. The below screenshot shows an example website link. You can also upload a pricing schedule here.

5. Finally, select **Save**.

5.7.4 Updating Pricing at the Service Level

! Service pricing at the Organisational level will be automatically applied to all service level pricing. Be aware of any Support at Home organisational pricing changes that the Organisational Administrator may do.

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

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

1. Select the **Support at Home** tab, then expand any **service groups/service types**, then select the Edit (Pencil) icon of the appropriate service card.

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

The screenshot shows the 'View Service Items' page with the 'Support at Home' tab selected. The page displays a list of service categories and their associated service types. The 'Meals' section is expanded, showing two service cards: 'Meals Meal delivery' and 'Meals Meal preparation'. Both cards show 'Service availability' as 'Yes' and 'Waitlist availability' as 'Yes'. The 'Meals Meal delivery' card also shows 'Service type availability' as 'Yes' and 'Classification type' as 'Ongoing'. The 'Meals Meal preparation' card also shows 'Service type availability' as 'Yes' and 'Classification type' as 'Ongoing'.

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

Auto filling prices from the Organisation level

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

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

When the pricing is auto filled, an information banner also appears.



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

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

Entering prices at the Service level

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

Delivery hours

What hours are offered for this service? *



Standard hours

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

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



Group social support

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

Delivery hours

What hours are offered for this service? *

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

Delivery type

How is the service delivered?

- ☒ Group - face to face

Is transport to the service provided?

- ☒ Yes
- ☐ No

Delivery setting

What is the setting for this service?

- ☒ Community

Staffing:

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

0 / 150

Pricing for service

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

Group social support (Hours)

Common Price - Standard (Hours) *

\$79.95

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

Common Price - Saturday *

\$120

Common Price - Public Holiday *

\$160

SAVE CHANGES

CANCEL

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

General house cleaning (Hours)

Common Price - Standard (Hours) *

Common Price - Standard (Hours) is required

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

Common Price - Non-Standard (Hours) *

Common Price - Non-Standard (Hours) is required



Common Price - Standard (Hours) is required

Common Price - Non-Standard (Hours) is required

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

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

INDIVIDUAL SERVICE PRICING EXAMPLES

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

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

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

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

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

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

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

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

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

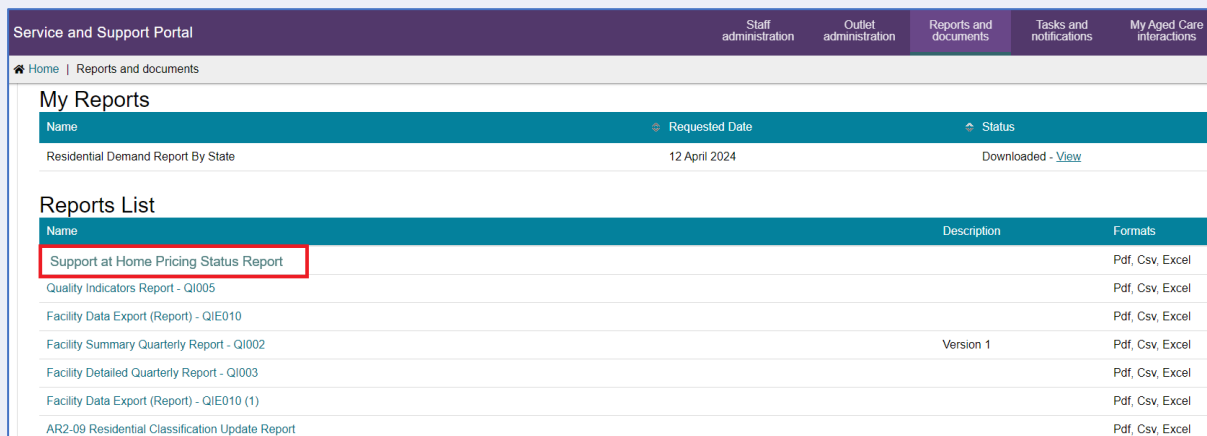
All pricing information saved, including pricing schedule attachments, will appear by the next day on the Service Finder on the My Aged Care website, and do not require approval from the Department.

5.7.5 Reporting service pricing status

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

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

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



Service and Support Portal

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

Home | Reports and documents

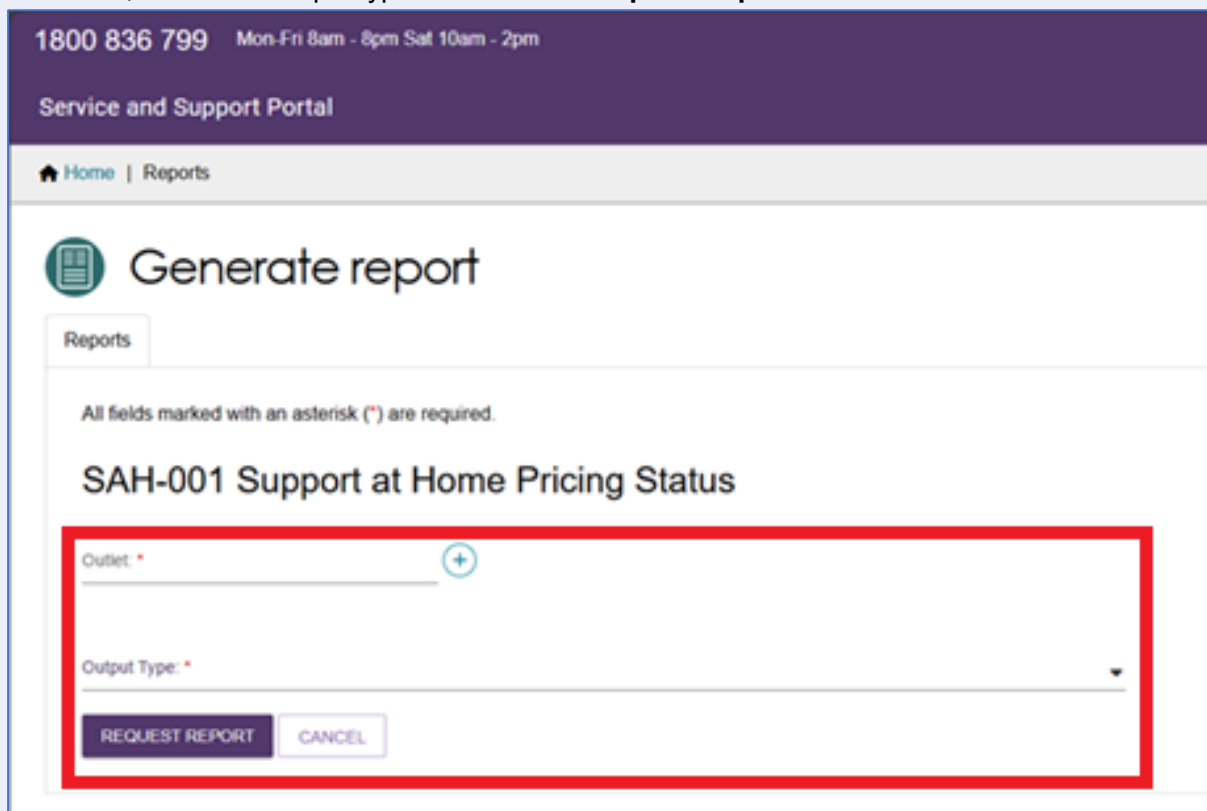
My Reports

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

Reports List

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

2. This will open a Report View page. Begin typing the Outlet name to select, you can add additional outlets.
3. 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

4. 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.
5. **Checking Pricing completion**

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

A compliant Outlet is one where an Outlet is an **active** outlet with an **operational** Service item where a service/s availability = **yes** and common price – standard hours field **contains a price value**. The following sample report shows compliance, non-compliance and where compliance rule is not applicable.

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

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

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.

5.8 Rooms (Residential Care)

5.8.1 Add a room type

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

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

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

Outlet Administration

About Aged Care Org

Contact details

Organisation philosophy

Cultural specialisations ?

Karen, Tongan, Turkish

Religious specialisations ?

Catholic, Hinduism, Islam, Judaism

Outlets (32)

ADD NEW OUTLET

Filter by

Sort order

A-Z

GO

Current sort order is A-Z

OUTLET A OUTLET B OUTLET C

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

Aussie Healthcare

(Active) Outlet Id 1234

DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Contact Details

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

Organisation philosophy

Cultural specialisations ?

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

Religious specialisations ?

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

Support at Home pricing

Support at Home pricing URL:

VIEW SERVICE ITEMS

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

View Service Items ADD A SERVICE ITEM

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

Filter by

Status: **Operational** Service availability:

ADVANCED SEARCH CLEAR FILTERS

Status is Operational

FILTER CLEAR

Residential Permanent, Residential Care, funded  

NAPS Service ID 1234, Service item name: Aussie Residential
1 Aged Care Avenue, AGED CARE ACT 1234

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

 **See room types**

4. Then Select **ADD ROOM TYPE**.

Residential Permanent, Residential Care, funded  

NAPS Service ID 1234, Service item name: Residential Permanent - At Provider Location

Address

 Hide room types

ADD ROOM TYPE

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

Room type

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

COPY PREVIOUS ROOM TYPE INFORMATION

General room information

Room name *
(up to 100 characters)

Room type *

Number of rooms of this type: *

Pricing information

Please enter the Maximum refundable deposit amount: *
E.g. \$50000 \$

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

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

ADD ADDITIONAL TEXT

SAVE SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL CANCEL

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



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

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

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

The below fields will appear and need to be completed for rooms priced over the maximum allowed:

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

IHACPA approval details

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

☒ Approval ☐ Conditional Approval

Date of IHACPA approval: *



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

IHACPA approval reference number:

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

Please attach the IHACPA approval letter for this room. *

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

No file chosen

Attachment name: *

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



Key feature statement

Room description: *

0 / 2000

Room size (in square metres): *
(up to 50 characters. e.g. 30m2 or 30sqm)

Common areas description: *

0 / 2000

Specific accommodation or design features
☒ Not applicable
☐ Applicable

Additional care and services included in room price
☒ Not applicable
☐ Applicable

Additional care and services available at additional cost
☒ Not applicable
☐ Applicable

Extra service fee
☐ Yes
☒ No

When entering room size (in square metres):

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

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

SAVE

SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL

CANCEL

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

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

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

5.8.2 Edit room details

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

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



View Service Items

ADD A SERVICE ITEM

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

Support at Home

Filter by

Collapse filter

Residential Permanent, Residential Care, funded

NAPS Service ID 1234 Service item name: Aussie Residential
1 Aged Care Avenue, AGED CARE ACT 1234

Status

Operational Offline

Service availability

Yes No

Waitlist availability

Yes No

☒ Hide room types

ADD ROOM TYPE

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

Status: Operational

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

Status: Operational

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



Edit room type

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

Resubmission information

Reason for resubmission *

General room information

Room name *

Bedroom - shared ensuite

Number of rooms of this type: *

63

Pricing information

Please enter the Maximum refundable deposit amount: *

E.g. \$650000

\$ 400000

Maximum daily payments: \$

Example combination payment

Example RAD at 50% \$200000.00

Example DAP at 50% \$

! Providers with an IHACPA approved maximum [Refundable Accommodation Deposit](#) over the maximum allowed can also index the room price in line with legislation. For details on calculating the indexation of approved RADs visit www.ihacpa.gov.au.

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

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

Additional care and services available at additional cost

☐ Not applicable

☒ Applicable

Description: *

Description

11 / 1200

Extra service fee

☐ Yes

☒ No

SAVE AND SUBMIT REQUESTED CHANGES FOR APPROVAL

CANCEL

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



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

5.8.3 Change room status

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

Residential Permanent, Residential Care, funded  

NAPS Service ID 1234 , Service item name: Gibson Street Complex

ADDRESS

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

 Hide room types

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

Status: Operational 

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

Status: Operational 

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

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

3. Select **SAVE**.

Change room status

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

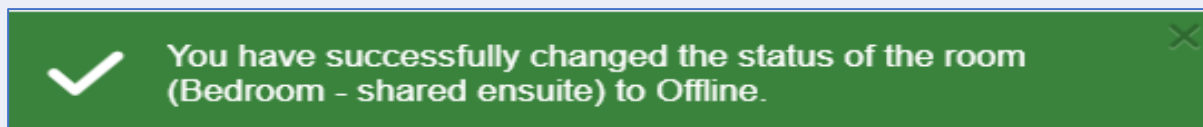
 You are about to change the room status to offline. Offline rooms are not displayed on My Aged Care.

Change room status *
Offline (not displayed)

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

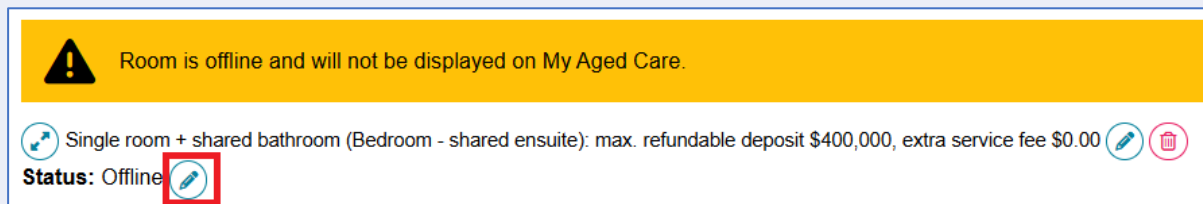
A message will appear advising that you have successfully changed the status of the room.

The status of the room will now display as **Offline**.



If you wish to make an Offline room Operational:

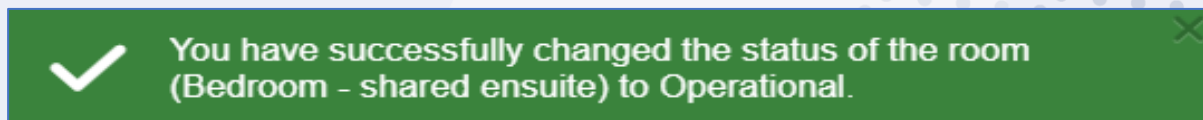
1. click on the **edit** icon (pencil) next to **Status: Offline**.



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

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

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



5.8.4 Delete a room

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

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

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

Residential Permanent, Residential Care, funded  

NAPS Service ID 1234 , Service item name: Aussie Residential

1 Aged Care Avenue, AGED CARE ACT 1234

Status Operational Offline Service availability Yes No Waitlist availability Yes No

 Hide room types

[ADD ROOM TYPE](#)

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

Status: Operational 

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

Delete room 

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

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

Please select your reason for deleting this room: *



[DELETE](#) [CANCEL](#)

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

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

5.9 Transferring service items

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

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

5.10 Activating or deactivating a service item

The reasons for deactivating a service item typically include:

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

- Support at Home: Selected services are no longer being delivered in the referral area.

Follow these steps to activate or deactivate a service:

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

Aussie Healthcare
(Active) Outlet Id OUTLET ID DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address
 BIG BANANA 351 PACIFIC Highway
 COFFS HARBOUR NSW 2450

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

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

Support at Home pricing
 Support at Home pricing URL:

VIEW SERVICE ITEMS

2. Select the appropriate tab corresponding to the program.

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

View Service Items

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

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

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

Residential Permanent, Residential Care, funded



Brisbane North

NAPS Service ID 1234, Service item name: Aussie Residential

1 Aged Care Avenue, AGED CARE ACT 1234

Status

Operational

Offline

Service availability

Yes

No

Waitlist availability

Yes

No



See room types

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

Support at Home



NAPS Service ID 1234, Service item name: Aussie Healthcare Support At Home
Status

Operational

Offline

Assistive technology



See service types

Home modifications



See service types

Home support



See service types

! The Offline status has replaced Inactive status and should be used to indicate where a funded service is not currently offered by the provider. For example, the service is at capacity. Services that are Inactive are services that are no longer funded by the department. **Inactive** services will not be visible in the My Aged Care Service and Support Portal.

Please contact the My Aged Care service provider and assessor helpline on 1800 836 799 if you have questions about your **Inactive** services.

6 Maintaining service delivery outlets

6.1 Activating an outlet

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

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

Follow these steps to activate an outlet:

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

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

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

Card View

Image of the Outlet card with a green tick banner at the bottom that says Active

Aussie Healthcare

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

 Verified Specialisations(s):

 Active

Outlet View

Aussie Healthcare

 (Active) Outlet Id OUTLET ID

 View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Organisation philosophy

Cultural specialisations  

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

6.2 Deactivating an outlet

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

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

Follow these steps to deactivate an outlet:

1. Select **Outlet Administration** from the [homepage](#).
2. Navigate to the **View Outlet** details from the **Outlet administration** page for the outlet that you want to deactivate and select **DEACTIVATE OUTLET**.

Home | Outlet administration | View outlet - Aussie Healthcare

Aussie Healthcare
(Active) Outlet Id OUTLET ID

DEACTIVATE OUTLET

View outlet

About Aussie Healthcare

Address

BIG BANANA 351 PACIFIC Highway
COFFS HARBOUR NSW 2450

Contact Details

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

Organisation philosophy

Cultural specialisations

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

Deactivate outlet

You are about to deactivate Aussie Healthcare.

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

DEACTIVATE OUTLET CANCEL

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

Aussie Healthcare has been deactivated.

Aussie Healthcare
(Inactive) Outlet Id OUTLET ID

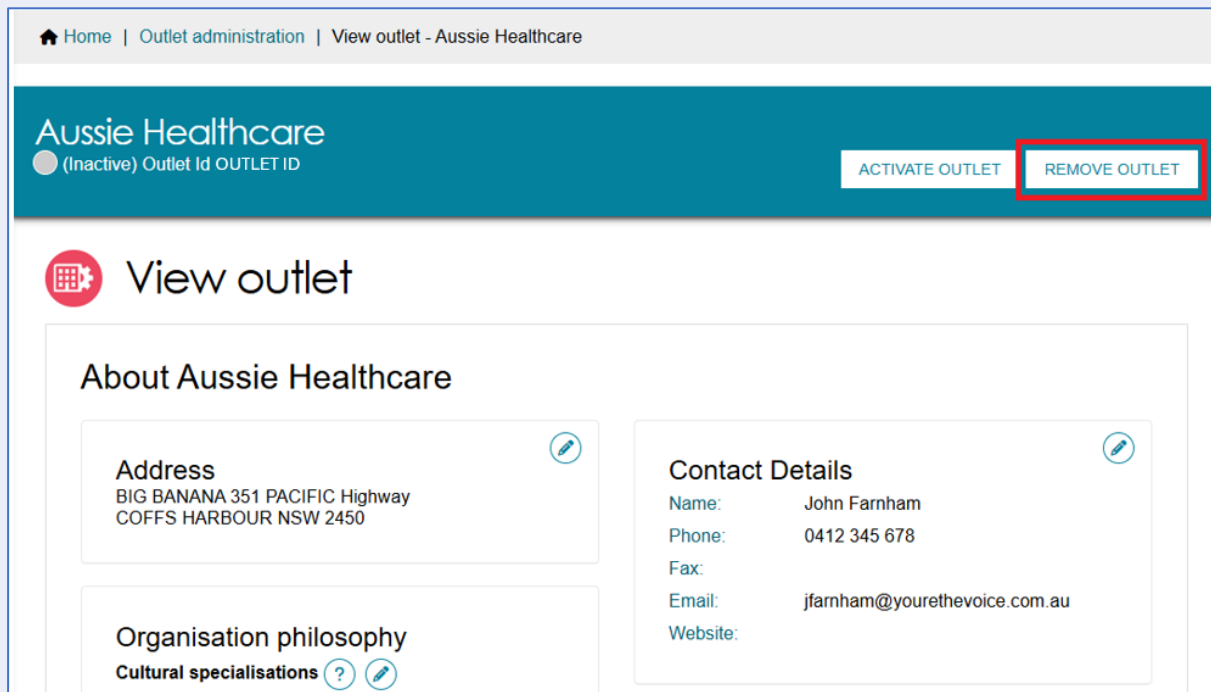
ACTIVATE OUTLET REMOVE OUTLET

6.3 Removing an outlet

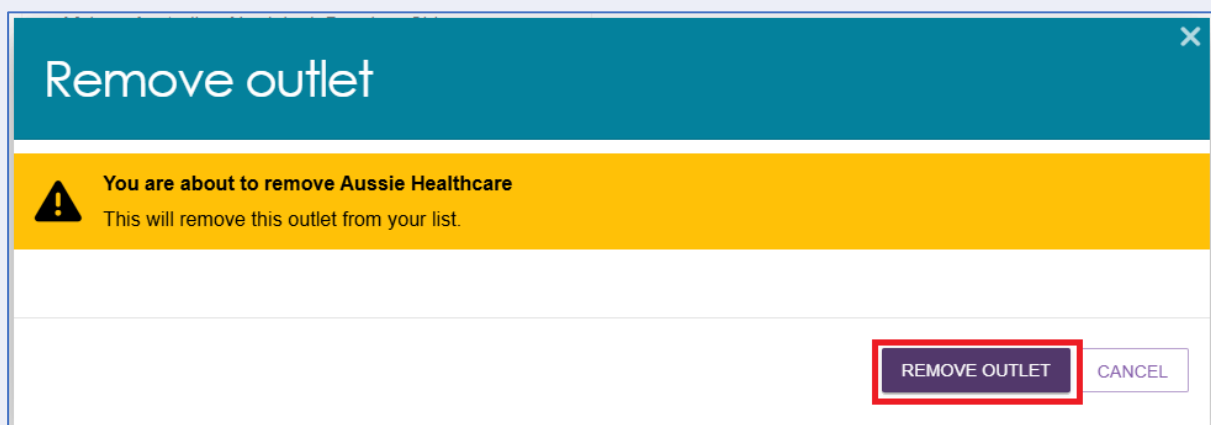
! If you want to create an outlet with the same name as the one you removed, you will need to call the My Aged Care service provider and assessor helpline on 1800 836 799.

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

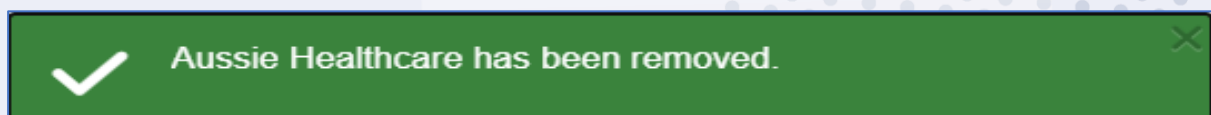
1. Select **Outlet administration** from the [homepage](#).
2. Navigate to the **View Outlet** details from the **Outlet administration** page for the inactive outlet you wish to remove and select **REMOVE OUTLET**.



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



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



6.4 Editing outlet details

Follow these steps to edit an outlet:

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

1. Select **Outlet administration** from the [homepage](#).
2. Select the name of the outlet on the **Outlet card** you want to edit.

Outlet Administration

About Aussie Healthcare

Contact details
1 Parliament House Road
CANBERRA ACT 2601

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

Aussie Healthcare
Outlet ID: ABC123
Contact: Aussie Healthcare
Phone: 0412 345 678
Email: aussie@aussiehealthcare.com.au
Website: not available
Verified Specialisations(s):
Inactive

Aussie Healthcare Ballina
Outlet ID: BCD234
Contact: Timotheus Abramsen
Phone: 0412 345 678
Email: tim.abramsen@aussiehealthcare.com.au
Website: http://www.aussiehealthcare.com.au
Verified Specialisations(s):
Active

Living Horizons
Outlet ID: CDE345
Contact: Living Horizons
Phone: 02 1234 5678
Email: living@horizons.com.au
Website: not available
Verified Specialisations(s):
Active

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

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

For more information on Organisation Philosophy refer to [Editing the organisation philosophy](#).

View outlet

About Aussie Healthcare Ballina

Address
507 RIVER Street
WEST BALLINA NSW 2478

Organisation philosophy
Cultural specialisations ?
Religious specialisations ?

Contact Details
Name: Timotheus Abramsen
Phone: 0412 345 678
Fax: 0211112222
Email: tim.abramsen@aussiehealthcare.com.au
Website: http://www.aussiehealthcare.com.au

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



Edit outlet

Outlet details

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

Outlet name *
Aussie Healthcare Ballina

Outlet address * 
507 RIVER Street, WEST BALLINA
NSW 2478, Australia

Contact details

If the outlet provides government funded aged care services, this information is displayed in the [Find a Provider](#) tool on the My Aged Care website.

If the outlet is approved to offer support services, this information is displayed when searching for support organisations on the [My Aged Care](#) website.

First name *
Timotheus

Last name *
Abramsen

Phone number * 
0412345678

Fax number 
0211112222

Email *
tim.abramsen@aussiehealthcare.com.au

Website

URL scheme
http://

URL domain
www.aussiehealthcare.com.au

SAVE CHANGES CANCEL

6.5 Tasks and notifications

6.5.1 Viewing tasks and notifications

Follow these steps to view tasks and notifications:

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

1. Select the **Tasks and notifications** tile from the [homepage](#).

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

Service and Support Portal

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



Tasks and notifications

Tasks Notifications Manage Preferences Maximum wait times

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

Filter by

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

- Due date
- Category
- Title/Description
- Aged Care User ID
- Client name
- Activity ID.

! Tasks that have been marked as important for your outlet by your outlet administrator will be displayed with a visual indicator.

The managing preferences section in this guide explains how to set tasks as important.

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

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

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

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

Tasks Notifications Maximum HCP wait times

Filter by

Last name: First name: Aged Care User ID:

ADVANCED SEARCH CLEAR FILTERS

FILTER CLEAR

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

- Activity ID
- Aged Care User ID
- Category
- Date received

- Due date
- First name
- Last name
- Marked as important
- Overdue tasks
- Role
- Title.

Search tasks

Tasks

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

ADD FILTER
SAVE FILTER
CLEAR FILTER

FILTER

CANCEL

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

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

13/07/2017 Referrals

New Referral

You have a new referral from My Aged Care.
Referral created at : 13/07/2017 15:34
Aged Care User Id: Aged care user ID
Outlet Name : Aged Care Allied Health & Residential
Service Type : Domestic Assistance
Priority: Medium
Activity Id: Activity ID
[Incoming Referrals](#)

Aged care user ID NAME

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

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

6.5.2 Managing task and notification preferences

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

As an Administrator, you will be able to:

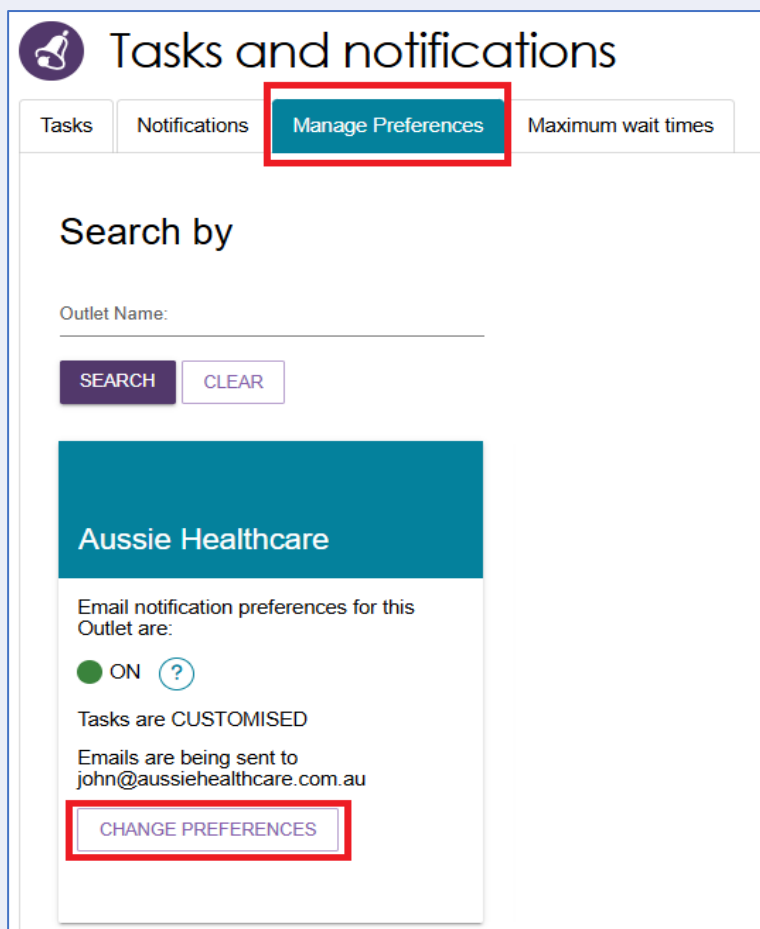
- Edit email address and email frequency for new task and notifications
- Turn off visibility of notifications in the Portal
- View description of each task and notification, including which user types will be able to see them
- Edit individual task and notification preferences
- Mark a task or notification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

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

1. Select the **Tasks and notifications** tile from the [homepage](#).
2. Select the **Manage Preferences** tab.

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

3. Then, select **Change Preferences**.

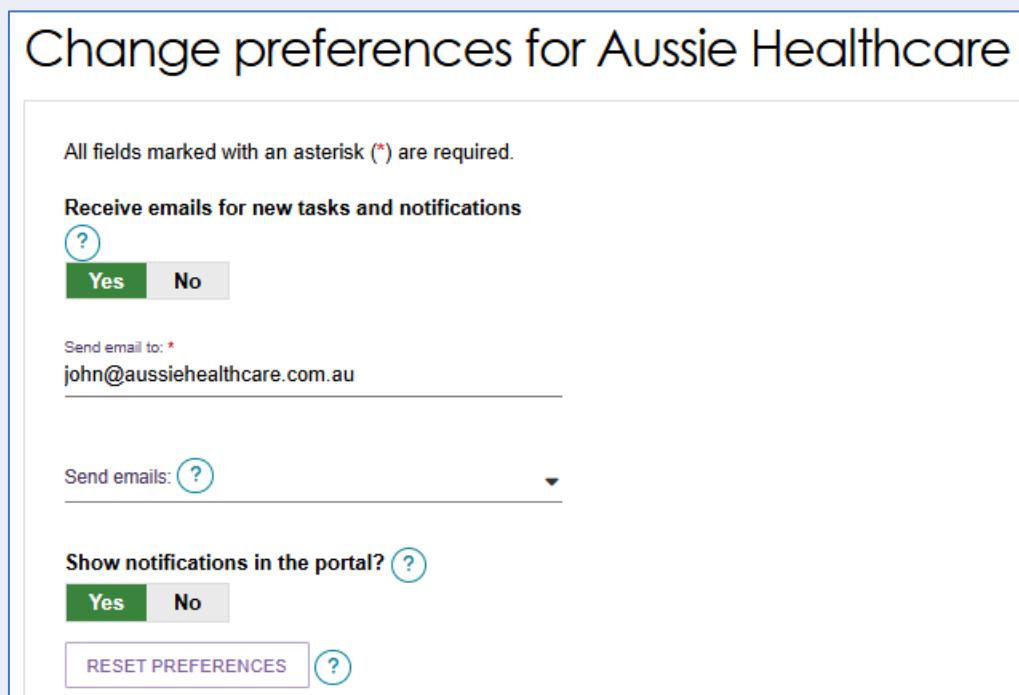


The screenshot shows the 'Tasks and notifications' interface. At the top, there is a header with a bell icon and the title 'Tasks and notifications'. Below the header, there are four tabs: 'Tasks', 'Notifications', 'Manage Preferences' (which is highlighted with a red box), and 'Maximum wait times'. Under the 'Manage Preferences' tab, there is a 'Search by' section with an 'Outlet Name:' label and a search bar. Below the search bar are 'SEARCH' and 'CLEAR' buttons. The main content area shows the 'Aussie Healthcare' outlet. It displays 'Email notification preferences for this Outlet are:' followed by a green circle and the text 'ON' with a question mark icon. Below this, it says 'Tasks are CUSTOMISED' and 'Emails are being sent to john@aussiehealthcare.com.au'. At the bottom of this section, there is a 'CHANGE PREFERENCES' button, which is also highlighted with a red box.

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

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

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



The screenshot shows a web form titled "Change preferences for Aussie Healthcare". At the top, it states "All fields marked with an asterisk (*) are required." The form has three main sections: 1. "Receive emails for new tasks and notifications" with a question mark icon, a "Yes" button (highlighted in green) and a "No" button. 2. "Send email to:" with an asterisk, followed by the text "john@aussiehealthcare.com.au" and a text input field. 3. "Send emails:" with a question mark icon and a dropdown menu. Below these is "Show notifications in the portal?" with a question mark icon, a "Yes" button (highlighted in green) and a "No" button. At the bottom is a "RESET PREFERENCES" button with a question mark icon.

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



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

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

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

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

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

Referrals

Task: Overdue Referral

A received referral has not been accepted or rejected

This task is seen by: SP Team Lead

Send an email when this type of task is received?

☒ Yes
 ☐ No

Send the email:

Immediate

Show this type of task as important?

☐ Yes
 ☒ No

Notification: Client Identity and Info

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

This notification is seen by: SP Team Lead

Send an email when this type of notification is received?

☒ Yes
 ☐ No

Send the email:

Immediate

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

☒ Yes
 ☐ No

Show this type of notification as important?

☐ Yes
 ☒ No

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

For example, a notification of home care correspondence.

Received	Category	Title/Description	Aged Care User ID	Client name	Select	Remove
28/06/2017	Referrals	New Referral	Aged care user ID	NAME	☐	
Important		You have a new referral from My Aged Care. Referral created at : 20/07/2017 18:29 Aged Care User Id: Aged care user ID Outlet Name : Aged Care Allied Health & Residential Service Type : Allied Health and Therapy Services Priority: Medium Activity Id: Activity ID Incoming Referrals				

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

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

RESET PREFERENCES

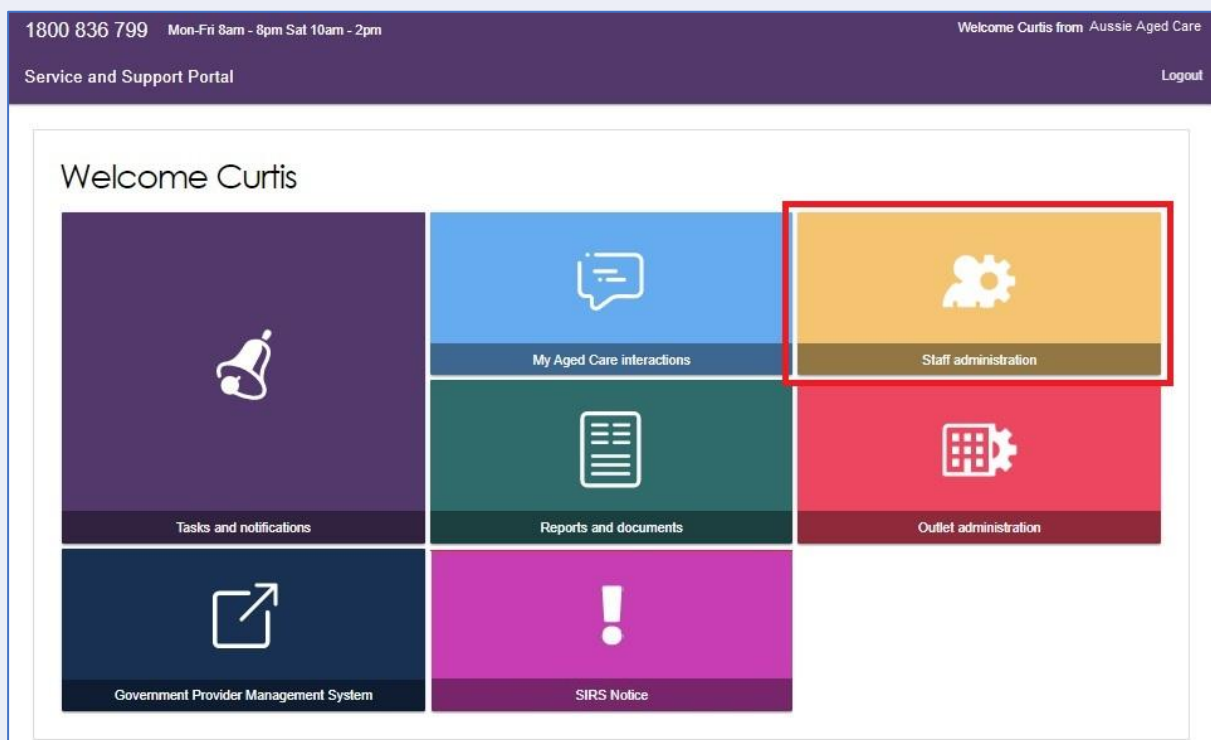
7 Creating and maintaining staff accounts

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

7.1 Viewing staff accounts

Select **Staff Administration** from the homepage to view all staff who have access to the Service and Support Portal.

You can sort the staff list alphabetically or by the outlet(s) assigned to each staff member.



7.2 Adding new staff accounts, allocating roles and outlets

After creating your organisation's outlets, you can add staff accounts.

When you create a staff account, you must:

- assign one or more roles
- assign the staff member to one or more outlets.

A staff member can hold multiple roles at the same time, including **Administrator**, **Team Leader** and **Staff Member**. Their roles apply across all assigned outlets.

! Staff with the **Organisation Administrator** role can manage all outlets within the organisation.

Staff with the **Outlet Administrator** role can only manage services and staff for the outlet(s) assigned to them.

Follow these steps to add a staff account:

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

Staff administration

Staff administration

About Aussie Healthcare

Contact details
507 RIVER Street
WEST BALLINA NSW 2478

Organisation philosophy
Cultural specialisations ?
Religious specialisations ?

Staff (76)

ADD NEW STAFF

3. Enter the staff member's details, including:
 - first name
 - last name
 - unique email address
 - contact number.
4. Then assign the required role(s) and outlet(s), and select **Save**.

Add staff member

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

Title Job title

First name * Email *

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

Preferred name Home ?

Work ?

Mobile ?

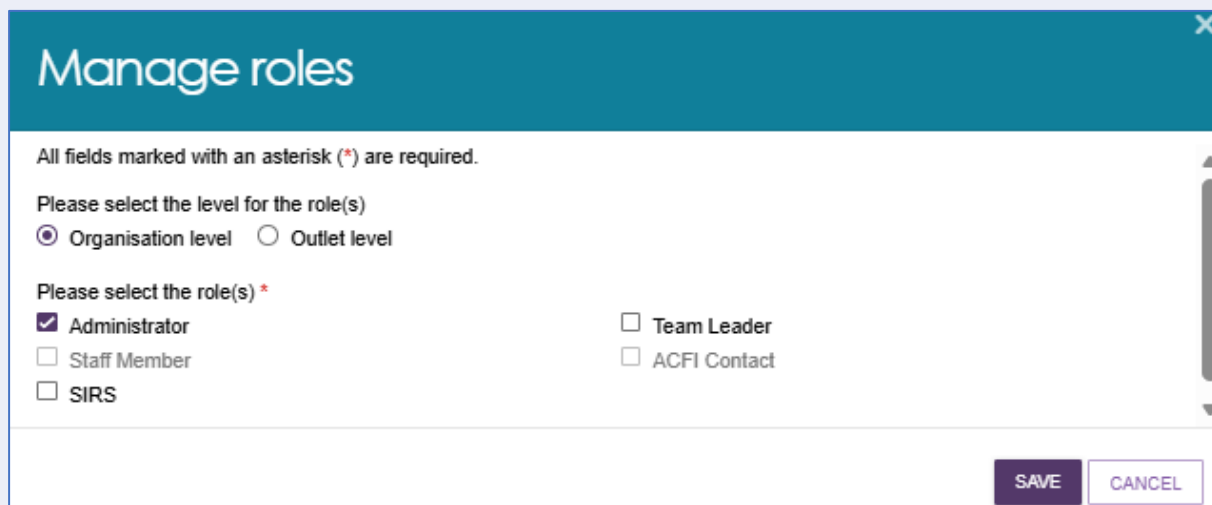
Manage roles * ?
ASSIGN ROLES

SAVE CANCEL

5. Choose whether to assign the staff member at the **Organisation Level** or **Outlet Level**:
 - **Organisation Level** gives access to organisation details and all associated outlets.
 - **Outlet Level** gives access to one, multiple or all selected outlets within the organisation.
6. Select **Save**, then **Save Roles**.

Service Provider Administrators can assign additional roles to staff within their outlet.

A person assigned the administrator role at the organisation level:



Manage roles

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

Please select the level for the role(s)

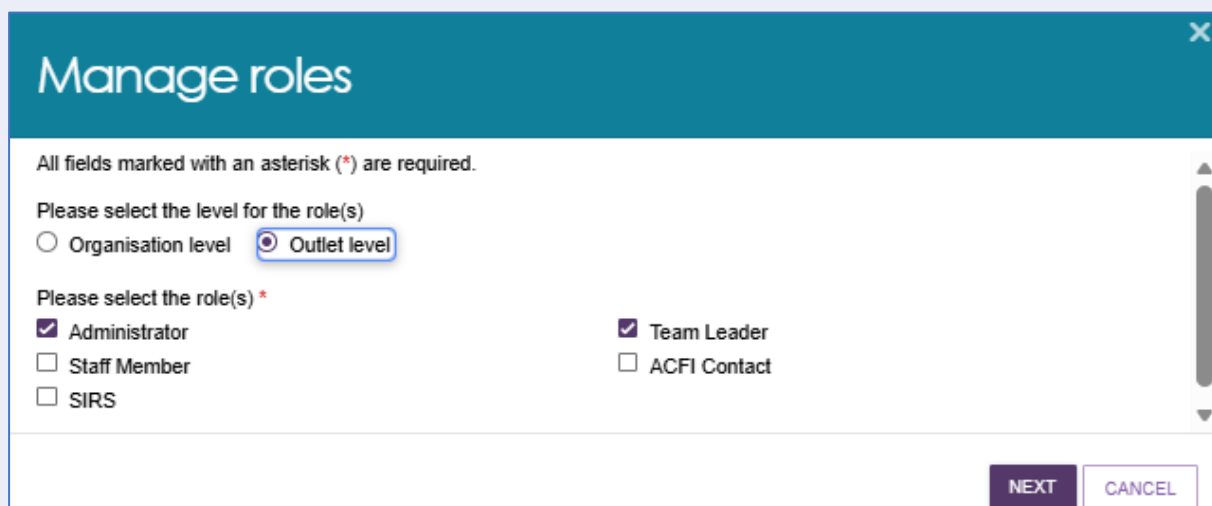
☒ Organisation level ☐ Outlet level

Please select the role(s) *

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

SAVE **CANCEL**

A person assigned the roles of administrator and team leader at the outlet level:



Manage roles

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

Please select the level for the role(s)

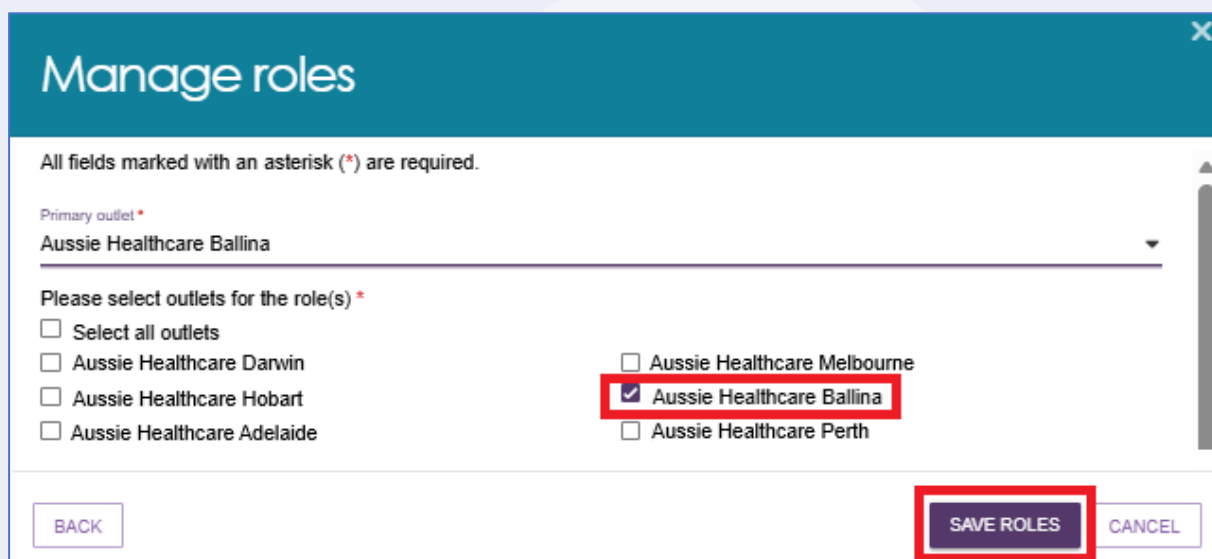
☐ Organisation level ☒ Outlet level

Please select the role(s) *

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

NEXT **CANCEL**

Choosing an outlet for the role:



Manage roles

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

Primary outlet *

Aussie Healthcare Ballina

Please select outlets for the role(s) *

☐ Select all outlets
☐ Aussie Healthcare Darwin
☐ Aussie Healthcare Hobart
☐ Aussie Healthcare Adelaide
☐ Aussie Healthcare Melbourne
☒ Aussie Healthcare Ballina
☐ Aussie Healthcare Perth

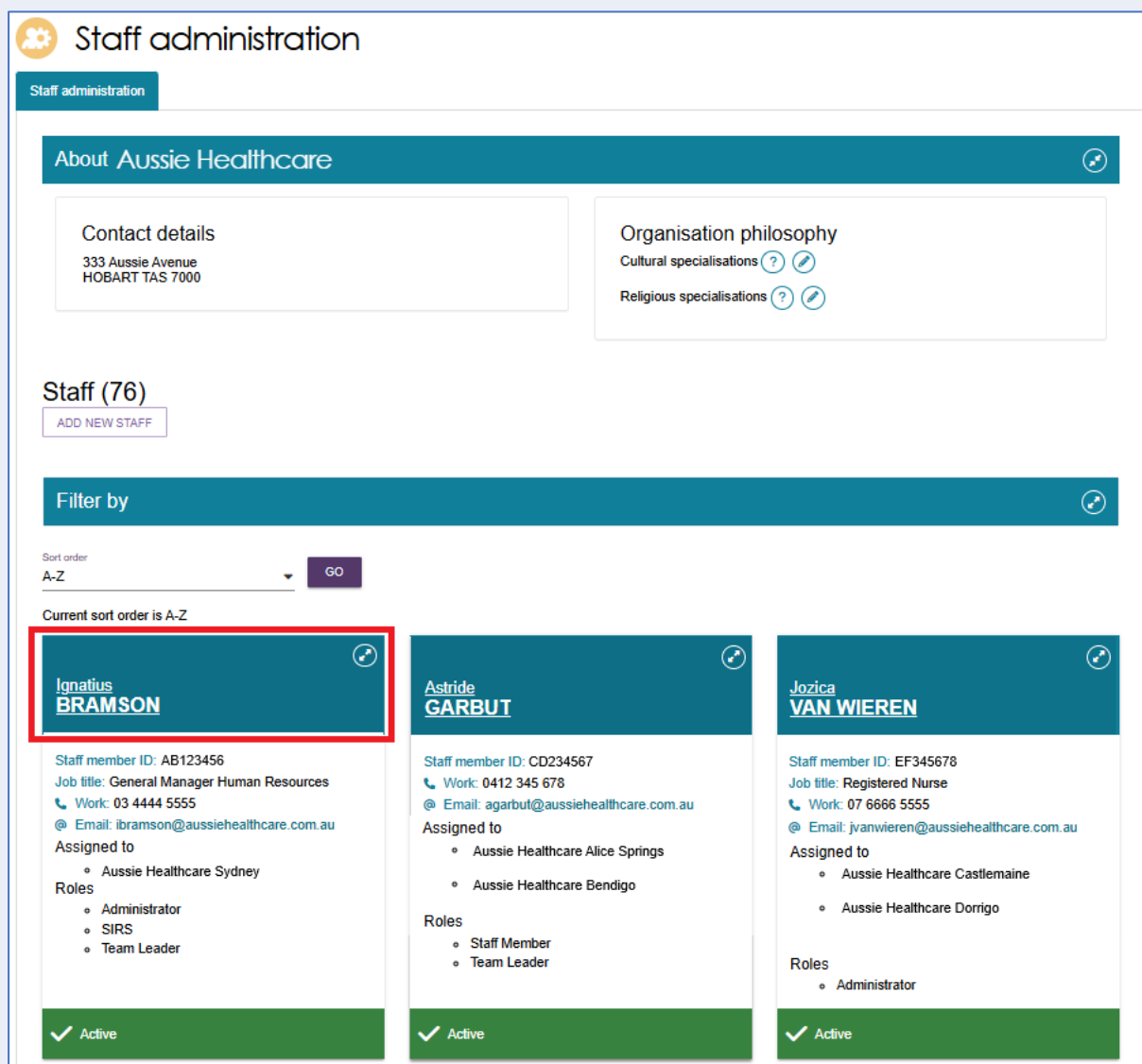
BACK **SAVE ROLES** **CANCEL**

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

7.3 Editing a staff account

Follow these steps to edit a staff account:

1. Select **Staff Administration** from the Portal homepage. Select the staff member's name from the **Staff** list.



Staff administration

Staff administration

About Aussie Healthcare

Contact details
333 Aussie Avenue
HOBART TAS 7000

Organisation philosophy
Cultural specialisations ?
Religious specialisations ?

Staff (76)
ADD NEW STAFF

Filter by

Sort order
A-Z GO

Current sort order is A-Z

Ignatius BRAMSON

Staff member ID: AB123456
Job title: General Manager Human Resources
Work: 03 4444 5555
Email: ibramson@aussiehealthcare.com.au
Assigned to
• Aussie Healthcare Sydney
Roles
• Administrator
• SIRS
• Team Leader
✓ Active

Astride GARBUT

Staff member ID: CD234567
Work: 0412 345 678
Email: agarbut@aussiehealthcare.com.au
Assigned to
• Aussie Healthcare Alice Springs
• Aussie Healthcare Bendigo
Roles
• Staff Member
• Team Leader
✓ Active

Jozica VAN WIEREN

Staff member ID: EF345678
Job title: Registered Nurse
Work: 07 6666 5555
Email: jvanwieren@aussiehealthcare.com.au
Assigned to
• Aussie Healthcare Castlemaine
• Aussie Healthcare Dorrigo
Roles
• Administrator
✓ Active

2. Select **EDIT STAFF DETAILS**.



View staff member

NAME

(Active)
 Staff member ID Staff Member ID
 CVS Co-ordinator

DEACTIVATE

Contact details

[Email](#) EMAIL
[Contact numbers](#) PHONE NUMBER

Staff Member

OUTLET NAME

Team Leader

OUTLET NAME

EDIT STAFF DETAILS

- Update the staff member's details and select **Save**.



Edit staff member

Staff details

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

Title

Mrs

Job title

CVS Co-ordinator

First name *

NAME

Email *

EMAIL

Last name *

NAME

Contact numbers

Only one contact number is required. *

Preferred name

NAME

Home ?

Work ?

PHONE NUMBER

Mobile ?

NAME

Manage roles * ?

MANAGE ROLES

Assigned roles	Assigned outlets	
Staff Member	OUTLET NAME	
Team Leader	OUTLET NAME	

SAVE CANCEL

7.4 Deactivating staff accounts

Deactivating a staff account permanently locks the account and removes the staff member's access to the Service and Support Portal.

Follow these steps to deactivate a staff account:

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

Staff Administration

About NAME

Contact details
ADDRESS
NAME

Organisation philosophy
Cultural specialisations ?
Croatian
Religious specialisations ?

Staff (8)
ADD NEW STAFF

See Staff for Outlet [dropdown] GO

View Status
Active [dropdown] GO

Sort order
A-Z [dropdown] GO

Current sort order is A-Z

NAME	ID	PHONE NUMBER	EMAIL
NAME	ID	PHONE NUMBER	EMAIL

3. On the **View Staff Member** page, select **Deactivate**.

View staff member

NAME
● (Active)
Staff member ID Staff member ID
Marketing and Communications Consultant

DEACTIVATE

Contact details
Email EMAIL
Contact numbers PHONE NUMBER

4. Select **Deactivate Account** to confirm.

The staff account will be marked as **Inactive** in the Service and Support Portal.

7.5 Removing staff accounts

You can remove staff members who have already been deactivated. Once removed, they will no longer appear in the Service and Support Portal.

! For information on removing a staff member's authorisations in the Relationship Authorisation Manager (RAM), refer to [Logging in to the Aged Care Systems | Australian Government Department of Health, Disability and Ageing](#).

Follow these steps to remove a staff account:

1. Select **Staff Administration** from the Portal homepage.
2. On the **Staff Administration** page, select **Inactive** from the **View Status** drop-down list to display inactive staff members.

3. Select the name of the staff member you want to remove.

Staff (5)
[ADD NEW STAFF](#)

See Staff for Outlet ☐ [GO](#)

View Status
 Inactive ☐ [GO](#)

Sort order
 A-Z ☐ [GO](#)

Current sort order is A-Z

NAME	NAME
ID PHONE NUMBER EMAIL Outlets *	ID PHONE NUMBER EMAIL Outlets *
! Inactive	! Inactive

4. On the **View Staff Member** page, select **Remove**.

View staff member

Mrs Bob Jones (Bobby)
 (Inactive)
 Staff member ID ID

[REACTIVATE](#) [REMOVE](#)

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

5. Select **Remove** again to confirm.

Remove staff member

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

[REMOVE](#) [CANCEL](#)

8 Generating reports and accessing forms

You can use the Service and Support Portal to generate reports, view reports and access forms. You can also print documents using the **Reports** feature.

8.1 Generating reports

Administrators, Team Leaders and Staff Members can generate reports.

Follow these steps to generate a report:

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

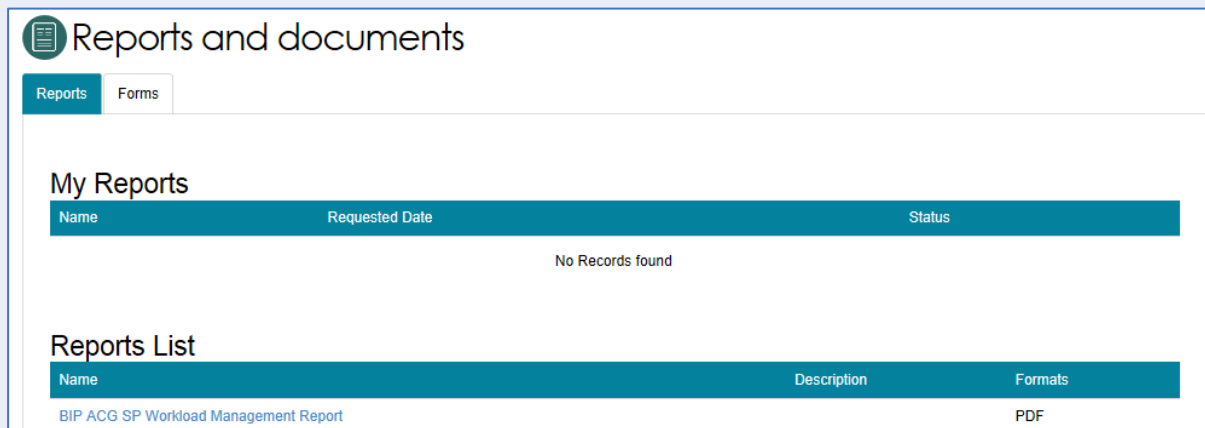
The **Reports and Forms** page opens. This page contains two tabs:

- Reports
- Forms

The **Reports** tab shows:

- recently requested reports
- available reports.

The **Recently Requested Reports** section displays client record PDFs that you have generated.



Reports and documents

Reports Forms

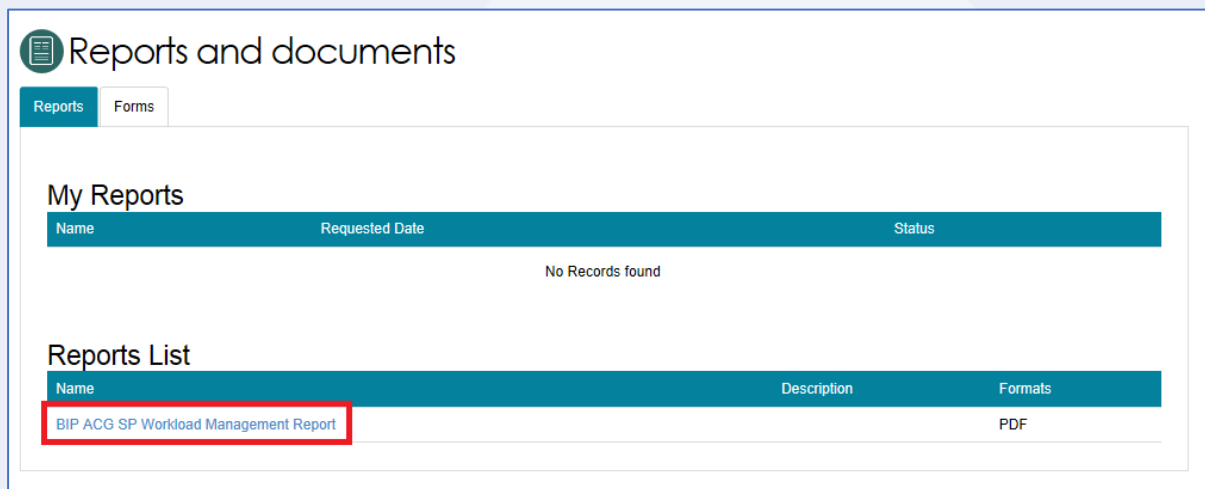
My Reports

Name	Requested Date	Status
No Records found		

Reports List

Name	Description	Formats
BIP ACG SP Workload Management Report		PDF

2. Select the report you want to generate from the **Reports** list.



Reports and documents

Reports Forms

My Reports

Name	Requested Date	Status
No Records found		

Reports List

Name	Description	Formats
BIP ACG SP Workload Management Report		PDF

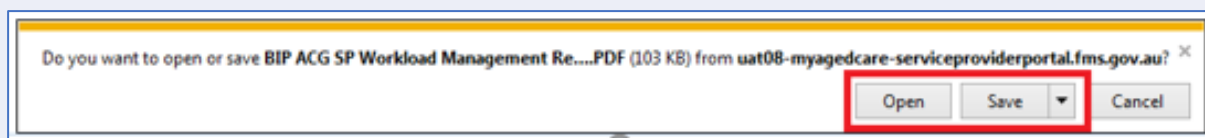
3. Select an **Outlet ID**, enter a **start date** and **end date**, and choose an output format (**CSV** or **PDF**).
4. Select **Request Report**.
5. If you do not want to generate the report, select **Cancel**.

8.2 Viewing reports

Follow these steps to view a report:

1. Select **Reports and Documents** from the Portal homepage.
2. On the **Reports and Forms** page, find the report in the **Recently Requested Reports** list.
3. Select **View** next to the report.

4. Choose one of the following actions:
 - **Open** to view the report
 - **Save** to download the report
 - **Cancel** to close the action window.



8.3 Accessing forms

Follow these steps to access forms:

1. Select **Reports and Documents** from the Portal homepage.
2. Select the **Forms** tab.
3. View and access the available forms from the list displayed.

