Providing a Service

4. Manage service referrals

5. Service delivery

Providing a Service

4. Manage service referrals

5. Service delivery

Ongoing Administration

6. Ongoing organisation management

6.1 Update details:
- maintain service information
- notify Health of changes to the org

6.2 Transfer aged care places from/to another provider

Getting Started

2. Be allocated flexible care (STRC) places

2.1 Apply for new places in an Aged Care Allocation Round (ACAR)

2.2 Receive a transfer of existing places

2.3 Operationalise provisionally allocated places:
- submit progress reports
- apply for extensions
- apply for places to take effect

2.4 Argue for new places

2.5 Operationalise approved flexible care (FCC) places

2.6 Argue for existing places

2.7 Submit a monthly subsidy claim form to DHS

2.8 Argue for existing places

Financial Reporting

5.1 Offer client a flexible care agreement including a care plan and fees payable by client

5.2 Complete Functional Review (entry) of client

5.3 Commence service's provision

5.4 Complete functional review (exit) of client

5.5 Prepare and execute client exit strategy

5.6 Submit a monthly subsidy claim form to DHS

Reviewing and Reporting

7. Reviewing and reporting

1. Become an approved provider of aged care

1.1 Complete relevant application forms:
- new applicant
- existing approved provider

1.2 Receive decision letter from the Department of Health (Health)

1.3 Complete the My Aged Care Organisation Administration Form

1.4 Receive confirmation that your services have been set up in the National Approved Provider System (receive NAPS ID)

1.5 Register for claiming of subsidies, through the Department of Human Services (DHS)

2. Be allocated flexible care (STRC) places

3. Accessing and setting up the My Aged Care Provider Portal

3.1 Request authenticated access (Auskey/VANGuard)

3.2 Set up and configure the provider portal at the:
- organisation level
- outlet level
- service item level

3.3 Create and edit staff details

3.4 Set up preferences for managing tasks and notifications

Note that although this wheel is reviewed regularly, the information provided is not exhaustive and should be read in conjunction with the STRC Programme Manual and the Aged Care Act 1997.