Information for New Approved Providers of Home Care Package Services

The Home Care Packages program helps older Australian’s to live independently in their home. The program provides a subsidy towards a package of care, services and case management that meets a consumer’s needs.

Home care packages are allocated to consumers, allowing them to direct funding for their home care package to a provider of their choice. My Aged Care is a consumer’s first point of call to find out about a range of aged care services and allows you to promote the services you offer to support informed decision-making for consumers.

There a few things that need to happen before you can deliver subsidised home care services.

**Step 1**  
Apply to become an Approved Provider of Aged Care

**Step 2**  
Receive notification that you are an Approved Provider of Home Care and be issued with a NAPS Provider ID by the Department of Health

**Step 3**  
Obtain AUSkeys for relevant staff from the Australian Business Register or use VANguard Federated Authentication Service (FAS) as an alternative.

**Step 4**  
Complete a My Aged Care Organisation Administrator form

**Step 5**  
Notify the Department of Health of your Home Care Service

**Step 6**  
The Department of Health sets up your service in the National Approved Provider System (NAPS)

**Step 7**  
Configure staff access, outlets and service information in the My Aged Care Provider Portal

**Step 8**  
Set up your payment information with the Department of Human Services
## HOME CARE PACKAGES PROGRAM
### PROVDER - REGISTRATION & SET UP

### Step Process/Requirements

1. **Apply to become an Approved Provider of Aged Care**

   To receive Australian Government aged care subsidies you must be approved as a provider of aged care under the *Aged Care Act 1997*. To do this, you must apply and be assessed by the Department as suitable to provide aged care. Approval can be for one or more types of care e.g. home care, residential care or flexible care.

   There are three application forms for becoming an approved provider of aged care:
   - **New applicant form** for organisations that are not approved providers of aged care to apply for approval for one or more types of care under the *Aged Care Act 1997*.
   - **Existing approved provider form** for already approved providers to apply for approval to provide another care type under the *Aged Care Act 1997*.
   - **Government organisation form**: for state or territory governments and local government authorities to register to provide home care, residential care and/or flexible care under the *Aged Care Act 1997*.

   * If your organisation is only providing services under the Commonwealth Home Support Program (CHSP) and would like to apply to become an approved provider, you should complete the ‘New Applicants’ form.

### Supporting Resources

- Application forms and information about the approved provider process is available on the [Approved Provider Information webpage](#).

### System

- Approved application form submitted to the Department of Health.

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### Step Undertaken by Department of Health

2. **Receive notification that you are an Approved Provider of Home Care and be issued with an Aged Care Organisation ID by the Department of Health**

   Once your application has been assessed and approved, you will receive a confirmation approval letter from the Department of Health that includes your National Approved Provider System (NAPS) ID. This is also known as the Provider NAPS ID.

   If you have questions about your application email the [Approved Provider Applications Team](#).

3. **Obtain AUSkeys and/or FAS authentication to securely login to the portal**

   You should consider who will be your My Aged Care Organisation Administrator and who will need access to the My Aged Care Provider Portal. Staff who need to view client information and manage referrals will need to be authenticated to login securely to the provider portal.

   Obtaining an AUSkey is free and simple through the Australian Business Register. The AUSkey facilitates a secure login to the portal. Each AUSkey is linked to an Australian Business Number and can be stored on a computer or a USB (when using multiple computers). Your organisation may already use an AUSkey to interact with other Government services and therefore your Organisation Administrator may already have one.

   **For more information on AUSkey, visit [https://abr.gov.au/AUSkey/](https://abr.gov.au/AUSkey/)**

   **For more information on VANguard FAS, refer to the fact sheet on the department’s website**

   Online form through the Australian Business Register

   Contact VANguard to discuss the suitability of FAS for your organisation
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<td>Your Organisation Administrator will need an AUSkey certificate. While each staff member accessing the portal will require their own individual email address and a separate AUSkey. An AUSkey is required prior to logging into the portal for the first time. Alternatively, or in addition, you can choose to use VANguard Federated Authentication Service (FAS) which is automatically given to all users on the corporate network, and accessible any time the user is logged in to the corporate network.</td>
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<td>4.</td>
<td>4. Complete a My Aged Care Organisation Administrator form  (Only required for providers with no existing services) For approved providers with no existing home care services, you will be contacted by My Aged Care via email to complete the My Aged Care Organisation Administrator Registration Form. The Organisation Administrator will be the first person from your organisation to log into the portal and will be responsible for setting up staff access and managing your organisations’ information and portal structure. Once you have identified your Organisation Administrator you will need to complete the My Aged Care Organisation Administrator registration form and submit to the Department. This allows the Department to set up the system in advance of your Organisation Administrator accessing the portal for the first time. Once the Organisation Administrator registration form has been processed the Department will contact the Organisation Administrator via email with information on next steps.</td>
<td>Smart Form submitted via email to the Department of Health.</td>
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<td>5.</td>
<td>5. Notify the Department of Health of your Home Care Service Once you are an approved provider of home care with a NAPS Aged Care Organisation ID you need to notify the Department of the home care services that you will provide home care under the Aged Care Act 1997. Complete the Home Care Services Notification form to notify the Department of:  - New home care services; or  - Changes to existing services (name and/or address). A separate form must be submitted for each home care service from which you intend to provide home care before you commence providing care through that service. You must do this to be able to claim and receive subsidies for home care services. Once your Home Care Service Notification form has been submitted, you will receive an email with a tracking ID and a PDF of the completed form.</td>
<td>The Home Care Notification form is available on the Approved Provider Information webpage. Online Smart Form on the Department of Health’s Website.</td>
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<td>6.</td>
<td>Department of Health sets up your service in the National Approved Provider System</td>
<td>Your submitted Home Care Services Notification form will go to the state or territory where you will deliver home care services. For example if your new service will be located in ACT your form will be submitted to the NSW/ACT State Office. The state based team will enter the details into the NAPS system. You will be notified by email once the information has been processed (new services or changes to existing services). It is important to note that it can take up to 48 hours for your new service to appear in My Aged Care. This Service ID can then accept referrals from My Aged Care and submit claims to the Department of Human Services. NOTE: This process only relates to home care services. The setting up of services for other care types such as residential or flexible care is through the Aged Care Approval Round for that care type.</td>
<td>If you have queries about the submission of your form please email the relevant state using the contact details listed in the back of the Home Care Services Notification form.</td>
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<td>7.</td>
<td>Configure staff access, outlets and service information in the My Aged Care Provider Portal</td>
<td>The My Aged Care provider portal is a web-based platform that allows you to self-manage information about the services you provide. This information is displayed on the public service finders on the My Aged Care website, and used by contact centre staff and assessors to refer clients to service(s). It allows you to accept these referrals and provide information about your services for clients. Once your Organisation Administrator has been set up, they can grant access to other staff in your organisation, including setting up other administrators. Established users can then set up ‘Outlets’ and ‘Services’ in the portal and add the organisation’s service information such as service items and service sub-types.</td>
<td>The following My Aged Care Provider Portal User Guides are available on the Department’s website:  - Part One – Administrator functions  - Part Two – Team Leader and Staff Member functions</td>
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**Alternative to AUSkey to access My Aged Care portals**

AUSkey is the usual way for service providers and assessors to securely access and use the My Aged Care portals. Following feedback on AUSkey access issues, the department is also promoting VANguard Federated Authentication Service (FAS). This is an alternative secure way to access the portals that can be used by both government and non-government organisations. Depending on your business need and IT set-up, you may wish to consider using FAS as a replacement for, or in addition to, AUSkey.

FAS allows users logged onto their own network to access government web applications without additional credentials (such as AUSkey) or additional software on their computer. Many organisations are already using FAS to access the My Aged Care portals.


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**KEY POINTS TO REMEMBER**

- You must be an Approved Provider under the *Aged Care Act 1997* to receive Government subsidies for home care services.
- All users of the My Aged Care Provider Portal require an AUSkey and/or FAS. Depending on your business need and IT set-up, you may wish to consider using FAS as a replacement for, or in addition to, AUSkey.
- You must establish and set up a My Aged Care Organisation Administrator to be able to access the My Aged Care Provider Portal.
- You must notify the Department of Health of the Home Care Services that you intend to deliver home care at prior to starting to deliver care.
- You must set up your payment information with DHS to enable your organisation to receive Government subsidies for home care services.
- Your Organisation Administrator is able to set up other portal users.

*This fact sheet provides general guidance to support the Home Care Packages Program. It does not constitute legal advice, nor is it a substitute for responsibilities under the legislative framework.*