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## Managing your Home Care service information

### New requirements on duplicate services and service item names

#### PURPOSE

This factsheet provides information on duplicate services entries and naming of services. It covers how to ensure that the service information you set up in the My Aged Care service finder assists senior Australians, their families and carers to find and compare Home Care services.

The Departmental policy on these is that:

- the same service should only be listed once per location and 'duplicate' services must be removed (see definition below)
- an outlet or service item name must clearly identify the name of the service and should not include phone numbers or marketing slogans.

The accuracy of service information including outlet name, service item name and service delivery area in the Home Care Service Finder ensures useability of the finder for consumers, and provides consistency of information.

#### WHAT IS A DUPLICATE SERVICE?

A duplicate Home Care service is a service item that is being delivered:

- within the same organisation; and
- to the same service delivery area as another existing active service item that has the same NAPS Service ID and Service Type.

For example, two Level 4 Home Care Package services with the same NAPS Service ID, from the same organisation, both delivering to a service delivery area of Geelong VIC, 3220 would be considered duplicate services.





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## ACTION REQUIRED

To comply with these requirements, your organisation and outlet administrators may need to make one or more of the following changes to their outlets and associated services in the My Aged Care provider portal:

- Edit service delivery areas of duplicate services so they no longer overlap
- Transfer clients from duplicate outlets or services into services in remaining outlet/s
- Make any duplicate outlets 'Inactive' or services 'Offline'
- Edit outlet and service item names.

## SUPPORT RESOURCES

The following resources are available to assist you to manage any changes to your service information in the provider portal:

### Quick Reference Guides

[Transferring Clients and Services using the My Aged Care provider portal](#)

[Create service delivery outlets and add service information using the My Aged Care provider portal](#)

### Videos

[How to transfer clients and services within and between outlets](#)

[How to configure outlet information – introduction](#)

[How to configure Home Care Package service information](#)

These materials are available at <https://agedcare.health.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers>

