



Australian Government
Department of Health and Ageing

Aged Care Provider Portal
Home and Community Care (HACC)

HACC System Manual *for HACC Service Providers*

v1.1

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Introduction

This System Manual provides guidance on how to access the Aged Care Provider Portal (the Portal) and outlines how to navigate through the system.

In addition to this System Manual, the HACC Program Manual outlines the program requirements and your obligations under the *HACC Act 1985*. The HACC User Guide can be accessed through the Portal on the 'Resources tab' (refer to page 12 of this manual for more information).

The Portal and System Requirements

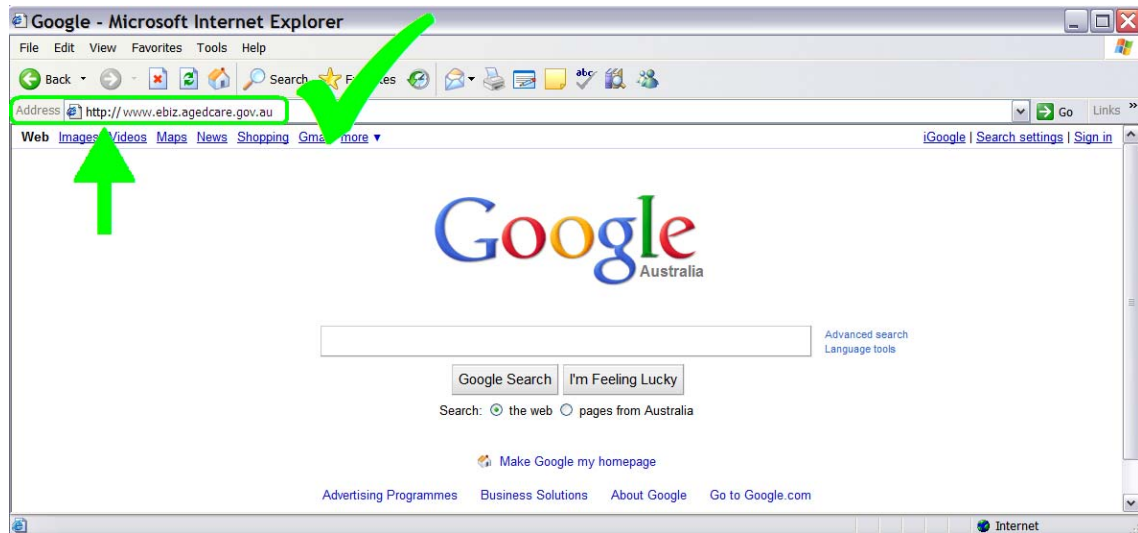
What you need to start using the Portal

To access the Portal you will need a user ID and password. This will be allocated to you by the Department of Health and Ageing (DoHA). The user ID and password will be sent to your organisation's nominated contact person. If you have not yet received your user ID and password, please contact the HACC Service Provider Helpdesk (the Helpdesk) on: 1800 057 616 (available 8am to 6pm (AEDT) Monday to Friday) or by email: HACC.Reform@health.gov.au.

Loading the Aged Care Provider Portal

The Aged Care Provider Portal web address (www.ebiz.agedcare.gov.au) must be typed into the address bar of the internet browser.

Note: Entering the address into a search engine such as Google or Bing will not locate the Portal. You must enter it into the address field at the top of your browser – please see example below.



Security Alert warning

When accessing the Portal you may receive a security alert.

This alert will prompt you to confirm the safety of the site. You must click Yes to progress to the Portal log in page.

This message is displayed because your internet browser will not have accessed this particular site before.

The Portal is an official DoHA site so click Yes to progress to the Portal log in page.



Browser Use

The Portal may not be supported by all available internet browsers. If you are experiencing problems with accessing and navigating to the Portal, changing web browsers may help. For best performance it is suggested that you download the latest version of your internet browser.

If you continue to experience problems with accessing the Portal, please contact the Helpdesk on 1800 057 616 (available 8am to 6pm (AEDT) Monday to Friday) or by email HACC.Reform@health.gov.au.

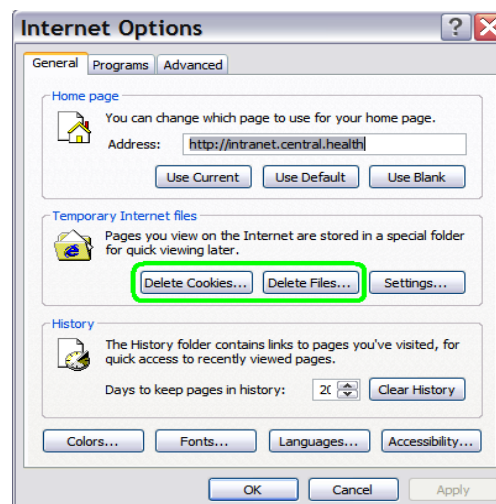
System Performance

If you experience slow system performance, such as the Portal taking too long to load or slow navigation between screens, you can clear the Cache (temporary internet files) and Cookies. This will remove the temporary internet files on your computer and should increase system speed. Please see examples of how to do this below.

Internet Explorer

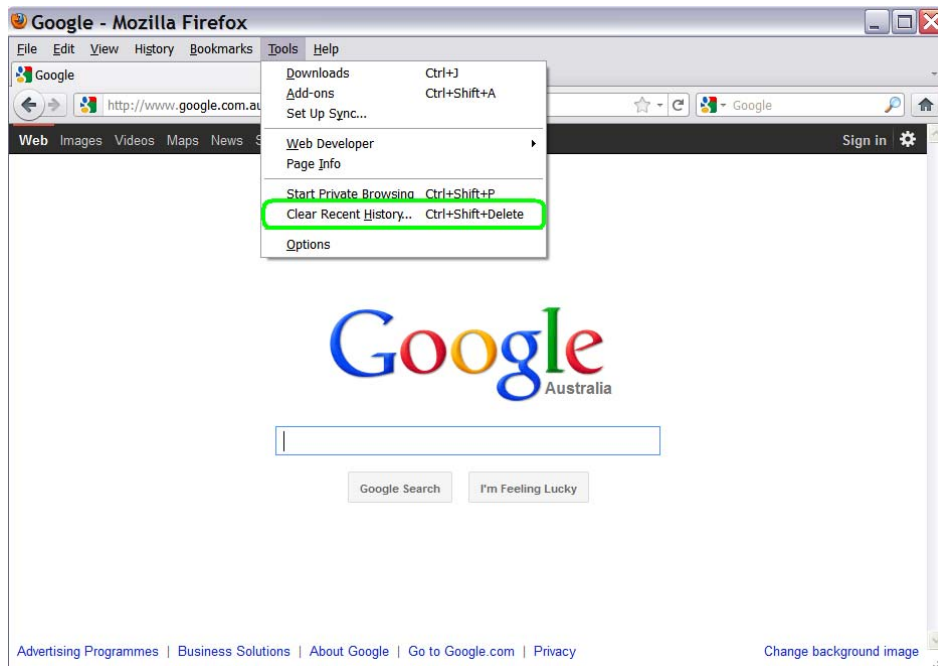
Navigate to the 'Tools' menu at the top of the browser. Click on 'Internet Options'.

A dialogue box will then open and you should select the General tab, and under the Temporary Internet Files title, click on the buttons to 'Delete Cookies...' and 'Delete Files...'.



Firefox

Click on the 'Tools' menu, select the 'Clear Recent History...' option.



A dialogue box will then open and you should expand the 'details' option. Ensure that 'cookies' and 'cache' have been selected from the drop-down list, then click on 'Clear Now'.



If clearing your Cache and Cookies does not improve the Portal's performance, try using a different internet browser (see section above on Browser Use) or contact the Helpdesk on 1800 057 616 (available 8am to 6pm (AEDT) Monday to Friday) or by email HACC.Reform@health.gov.au.

Help

If you have any questions or concerns about the Portal, you can visit the Help page in the first instance, which is available through the Homepage of the Portal. Alternatively you can contact the Helpdesk on 1800 057 616 (available 8am to 6pm (AEDT) Monday to Friday) or by email at HACC.Reform@health.gov.au.

Accessing the Portal

Portal Login Page

In order to access the Portal you will need to enter your user ID and password, provided to you by the Department, into the relevant fields on the logon page, and click on 'Logon'.

If your user ID and/or password do not work when you attempt to access the Portal, please call the Helpdesk on 1800 057 616 or email HACC.Reform@health.gov.au for assistance.



Australian Government
Department of Health and Ageing

Secure Logon for Aged Care eBiz

User ID

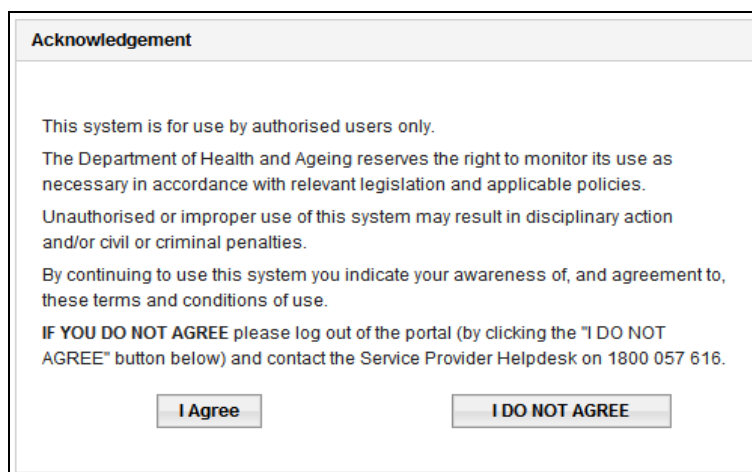
Password

You will need to provide the following information for identification:

1. your name and contact details;
2. the name of the organisation you work for; and
3. if possible, your user ID.

Terms and conditions of use

Each time you log on to the Portal you will be asked to agree/disagree with the terms and conditions of use. Please ensure that you read these carefully before making a selection. In order to progress to the Portal you must select 'agree'. If you disagree, please contact the Helpdesk and a member of the HACC team will discuss any concerns with you.



Acknowledgement

This system is for use by authorised users only.

The Department of Health and Ageing reserves the right to monitor its use as necessary in accordance with relevant legislation and applicable policies.

Unauthorised or improper use of this system may result in disciplinary action and/or civil or criminal penalties.

By continuing to use this system you indicate your awareness of, and agreement to, these terms and conditions of use.

IF YOU DO NOT AGREE please log out of the portal (by clicking the "I DO NOT AGREE" button below) and contact the Service Provider Helpdesk on 1800 057 616.

Password reset

To provide more security, the first time you login to the Portal you will be prompted to change your password. You must change your password before you can proceed to the Portal homepage. The password that you nominate must be at least 7 characters in length and include both upper and lower case letters along with at least one numeral (eg. PasswØrd).

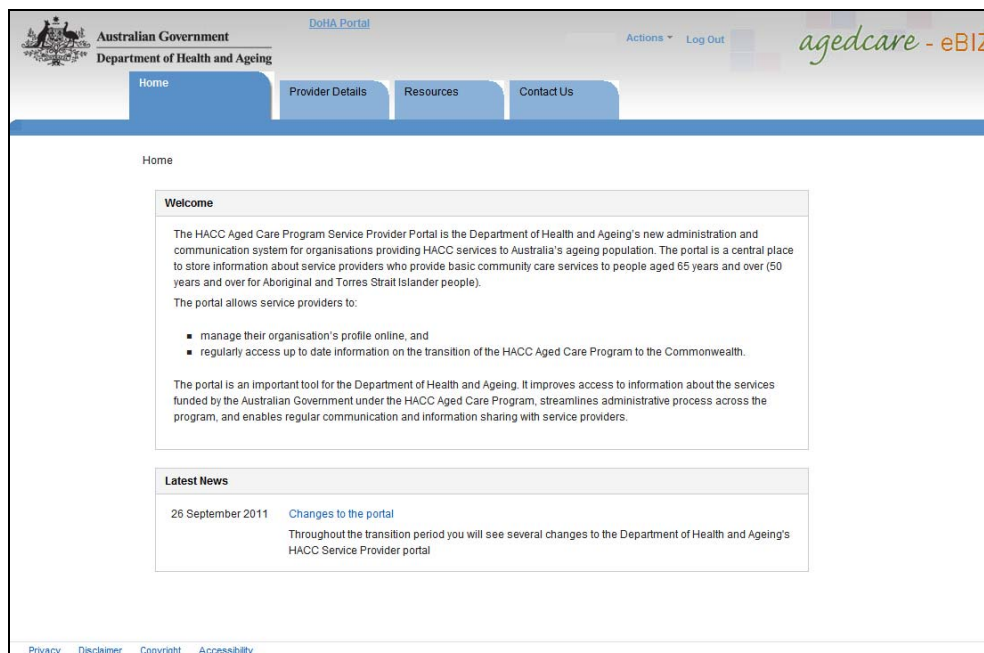


The screenshot shows a web form for password reset. At the top left is the Australian Government crest. To its right, the text reads "Australian Government" and "Department of Health and Ageing". Below this is a purple banner with a lightbulb icon and the text "Your password has expired. Please change your password using this form." The form contains four input fields: "User ID", "Current Password", "New Password", and "Confirm New Password". The "New Password" field is highlighted with a yellow border. At the bottom of the form is a button labeled "Change Password".

Please email the Helpdesk promptly (HACC.Reform@health.gov.au) when staff members who hold a user ID and password leave your organisation so that the user ID and password can be deactivated. If an organisation does not inform the Department of such a change, then the organisation will risk unauthorised access to the Portal by ex-employees.

Welcome to the HACC Portal

Once you have successfully entered your user ID and password into the login page, you will be directed to the HACC 'Home' tab in the Portal.



The screenshot shows the homepage of the HACC Portal. At the top left is the Australian Government crest and the text "Australian Government" and "Department of Health and Ageing". To the right, it says "DoHA Portal" and "agedcare - eBIZ". There are links for "Actions" and "Log Out". A navigation menu includes "Home", "Provider Details", "Resources", and "Contact Us". The main content area has a "Home" heading and a "Welcome" section. The welcome message states: "The HACC Aged Care Program Service Provider Portal is the Department of Health and Ageing's new administration and communication system for organisations providing HACC services to Australia's ageing population. The portal is a central place to store information about service providers who provide basic community care services to people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people). The portal allows service providers to:" followed by a bulleted list: "manage their organisation's profile online, and" and "regularly access up to date information on the transition of the HACC Aged Care Program to the Commonwealth." Below this, it says: "The portal is an important tool for the Department of Health and Ageing. It improves access to information about the services funded by the Australian Government under the HACC Aged Care Program, streamlines administrative process across the program, and enables regular communication and information sharing with service providers." There is also a "Latest News" section with a date "26 September 2011" and a link "Changes to the portal", with the text: "Throughout the transition period you will see several changes to the Department of Health and Ageing's HACC Service Provider portal". At the bottom, there are links for "Privacy", "Disclaimer", "Copyright", and "Accessibility".

The HACC 'Home' tab will be displayed each time you successfully log into the Portal, and is a place where the Department can relay to you all of the recent news and provide important updates. To view a news item, simply click on the title of the item.

Once you have successfully logged on, you can navigate to different areas within the Portal, i.e. the 'Resources' or 'Contact Us' tabs as required.

Functions of the Portal

Validation of information

When updating information or entering new information into the Portal, the system will perform some automated validations. Please note that some fields will only accept certain formats, e.g. the postcode field will only accept numeric characters. It is important to remember that only information entered in the appropriate format will be accepted by the Portal. All mandatory fields are marked with an asterisk (*).

Updating or changing your details

As mentioned in the letter sent to you by the Department, you will need to update and confirm the information that we currently hold about you and your organisation.

Once you have entered the Portal, click on the 'Provider Details' tab at the top of the screen (please see example below). This will display the information that the Department holds. To edit the information, simply click on the edit button to the right of the details.

The screenshot displays the Australian Government Department of Health and Ageing (DoHA) Portal. The top navigation bar includes 'Home', 'Provider Details' (highlighted with a green box and an arrow from a 'Provider Details tab' callout), 'Resources', and 'Contact Us'. The main content area shows the 'Provider Summary' page with several sections: 'Provider Identification' (Legal Name, Trading Name, ABN, Organisation Type, Identifier Type, Other Company Identifier), 'Provider Details' (Physical Address, Postal Address, Phone, Email, Fax, Web Address, Other Commonwealth Funding), 'Primary Contact for HACC Transition and Funding Agreement Discussion' (Name, Role, Phone, Mobile, Email, Fax, Preferred Method of Contact), and 'Provider Status' (Status, Initial, As at, 11 Oct 2011). A 'Confirm Details' button is at the bottom. A callout box labeled 'Edit buttons' has arrows pointing to the 'Edit' links next to the Legal Name, Physical Address, and Primary Contact sections.

The Department has populated the Portal with existing information from our HACC service provider database. This means that you will be presented with information about your organisation that the Department has previously obtained. You will need to verify the information displayed on the Portal and update it as necessary.

There are three sections that you will need to complete. These are:

Provider Identification:

Provider Identification Edit

SK

Legal Name *

Trading Name

ABN *

Organisation Type *

Identifier Type Other Company Identifier

Provider Details:

Provider Details Edit

Physical Address

Address Line 1 *

Address Line 2

Suburb *

Postcode * State *

Postal Address

Address Line 1 *

Address Line 2

Suburb *

Postcode * State *

Corporate Contact Details

Phone *

Fax

Email

Web Address

Other Details

Does your organisation currently provide other Commonwealth funded aged care services? *

Yes No Unsure/Don't Know

Primary Contact for HACC Transition and Funding Agreement Discussion:

The screenshot shows a web form titled "Provider Contact Edit". It includes the following fields: Title (dropdown), First Name * (text), Second Name (text), Surname * (text), Role * (text), Phone (text), Fax (text), Mobile (text), Email (text), and Preferred Method of Contact * (dropdown). At the bottom, there are two blue buttons: "Save Changes" and "Cancel and Return".

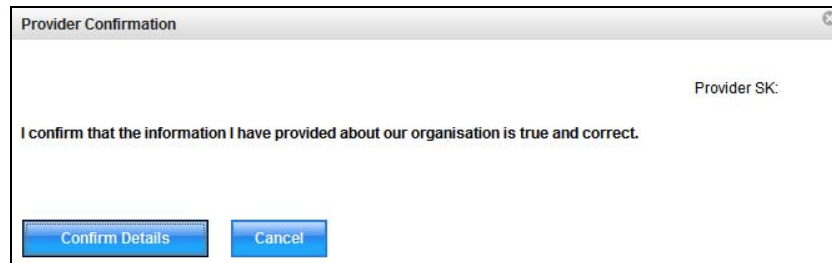
Please note the glossary of terms at the back of this guide for assistance with the definition of fields.

Once you have included/updated the details, click on the save changes button. All mandatory fields are marked with an asterisk (*) and must be completed before the record can be saved. Once you save the changes, this will update your organisation's record in the Department's database and will return you to the details summary page.

Once you are satisfied that the information is correct you must verify the information by clicking on the confirm details button at the bottom of the page (please see example below). *It is imperative that you review this information carefully and ensure that it is correct as the Department will use it to develop a funding agreement with your organisation.*

The screenshot shows the "Provider Summary" page in the "agedcare - eBIZ" system. The page header includes the Australian Government logo, "DORA Portal", and "Department of Health and Ageing". The breadcrumb trail is "Home > Provider Details > Summary". The main content area is titled "Provider Summary" and contains sections for "Provider Identification", "Provider Details", "Primary Contact for HACC Transition and Funding Agreement Discussion", and "Provider Status". A callout box with the text "Confirm Details button" and an arrow points to a green-bordered button labeled "Confirm Details" at the bottom of the page.

Once you have done this, you will be asked to officially confirm that all of the details that you have provided are true and correct (please see example below). Press confirm details to continue and save the information that you have provided. If you have made any errors or would like to make further changes before confirmation, please press cancel and make the appropriate changes.



Provider Confirmation

Provider SK:

I confirm that the information I have provided about our organisation is true and correct.

Confirm Details Cancel

Once you have confirmed your details, you can continue to modify them until the date outlined in the letter sent by the Department. If, at a later stage, you modify any details, you will need to ensure that you press confirm details once you have finished making the changes.

If you have any problems updating your details, please contact the Helpdesk on 1800 057 616 (available 8am to 6pm (AEDT) Monday to Friday) or email HACC.Reform@health.gov.au.

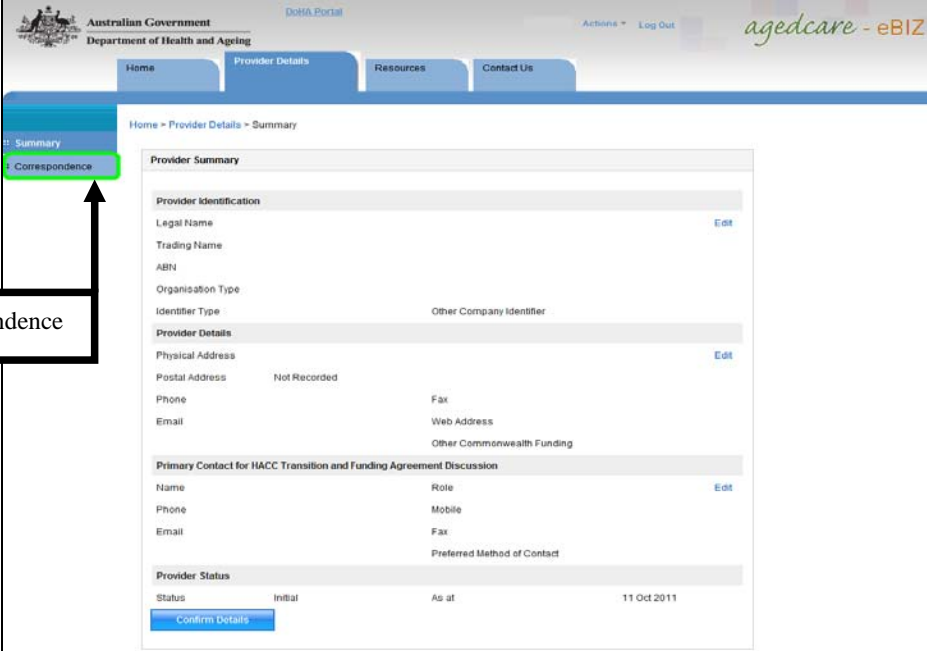
Saving your information

The edit screens allow you to save information you have changed or entered before officially confirming it with the Department. This means that you may partially update your details and then click on the save changes button and continue working on it later.

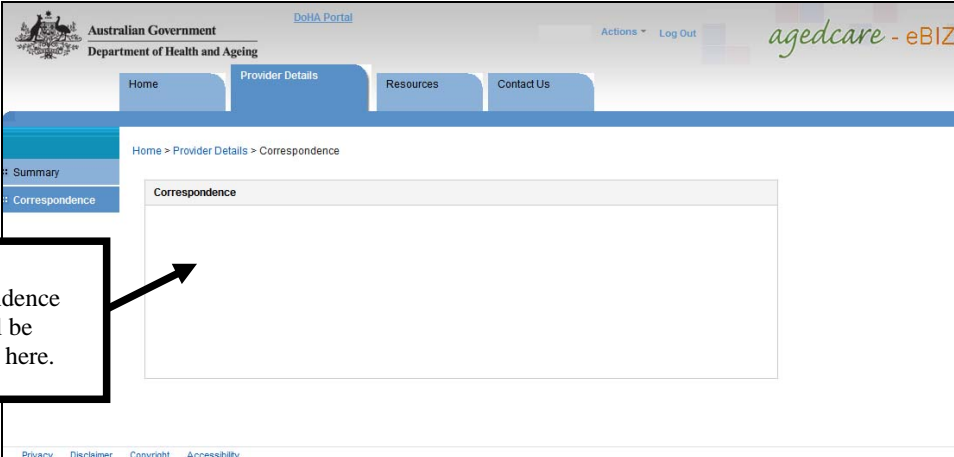
Information that has been saved will continue to be available to edit in the Portal until the due date outlined in your Letter sent to you by the Department. You may access, edit, and save your organisation's information as many times as you wish before the due date noting that you must always click confirm details before the information can be accepted by the Department. After this date the Department will lock your record in order to develop the funding agreement.

Viewing correspondence from the Department

All correspondence from the Department is available in the Portal for you to view. To access this, click on the 'Provider Details' tab. You will then see the Correspondence option on the left hand side of the screen (please see example below). Click on this option.



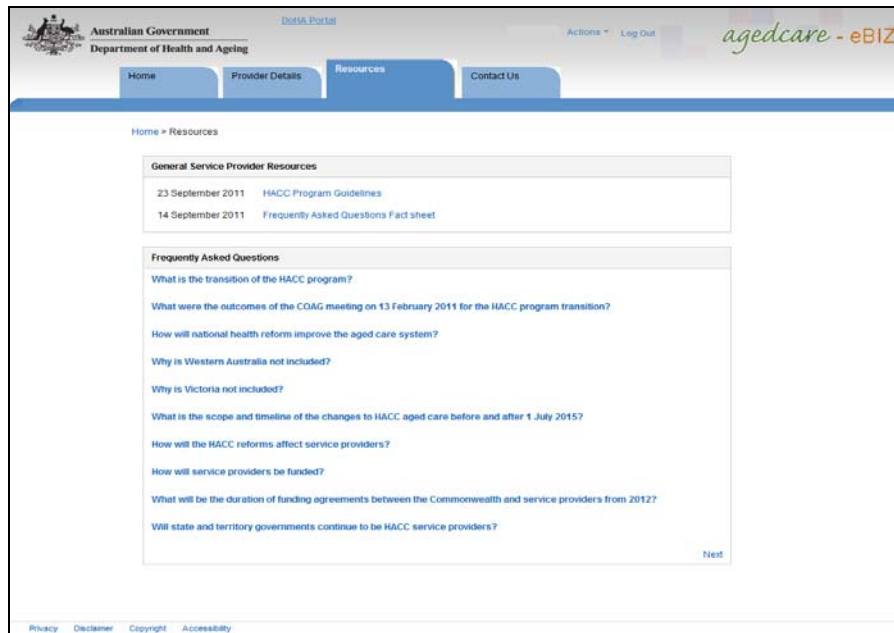
The screenshot shows the 'agedcare - eBIZ' portal interface. At the top, it displays 'Australian Government Department of Health and Ageing' and 'DoHA Portal'. The main navigation bar includes 'Home', 'Provider Details', 'Resources', and 'Contact Us'. The left sidebar contains 'Summary' and 'Correspondence', with 'Correspondence' highlighted in green. A callout box with the text 'Correspondence' and an arrow points to this menu item. The main content area shows the 'Provider Summary' page with various fields for provider identification, details, and status.



The screenshot shows the 'agedcare - eBIZ' portal interface with the 'Correspondence' page selected. The left sidebar now shows 'Summary' and 'Correspondence', with 'Correspondence' selected. A callout box with the text 'All correspondence items will be displayed here.' and an arrow points to the empty 'Correspondence' content area. The main content area is titled 'Correspondence' and is currently blank.

Resources Tab

The 'Resources' Tab includes useful information such as user guides and system guides along with 'Frequently Asked Questions' (FAQs).

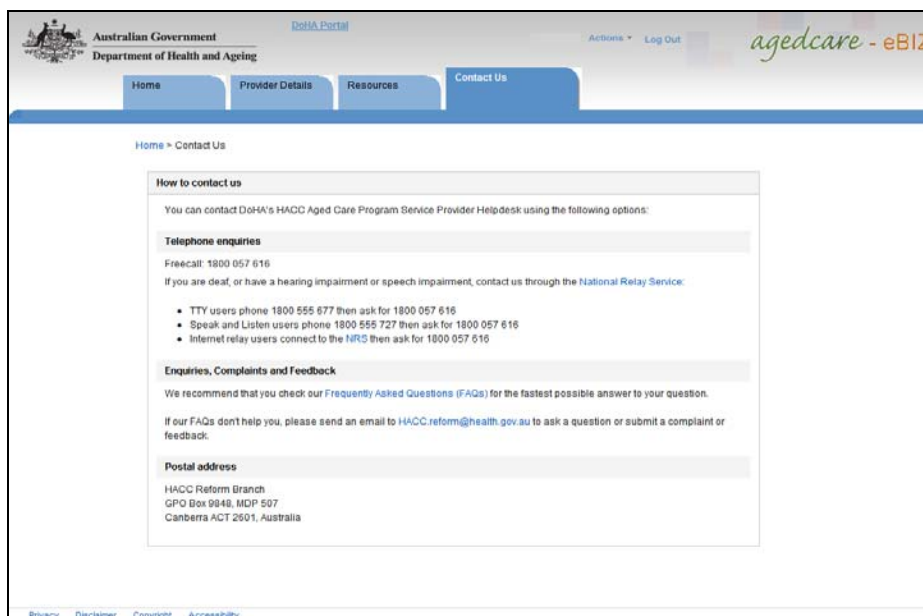


The screenshot shows the 'Resources' tab of the agedcare - eBIZ portal. The header includes the Australian Government logo, 'DoHA Portal', 'Department of Health and Ageing', and 'agedcare - eBIZ'. Navigation tabs for 'Home', 'Provider Details', 'Resources', and 'Contact Us' are visible. The main content area is titled 'Home > Resources' and contains two sections: 'General Service Provider Resources' and 'Frequently Asked Questions'. The 'General Service Provider Resources' section lists two items: '23 September 2011 HACC Program Guidelines' and '14 September 2011 Frequently Asked Questions Fact sheet'. The 'Frequently Asked Questions' section lists several questions, including 'What is the transition of the HACC program?', 'What were the outcomes of the COAG meeting on 13 February 2011 for the HACC program transition?', 'How will national health reform improve the aged care system?', 'Why is Western Australia not included?', 'Why is Victoria not included?', 'What is the scope and timeline of the changes to HACC aged care before and after 1 July 2015?', 'How will the HACC reforms affect service providers?', 'How will service providers be funded?', 'What will be the duration of funding agreements between the Commonwealth and service providers from 2012?', and 'Will state and territory governments continue to be HACC service providers?'. A 'Next' link is located at the bottom right of the FAQ section. The footer contains links for 'Privacy', 'Disclaimer', 'Copyright', and 'Accessibility'.

This page should be used as the first point of reference if you are experiencing any issues with the Portal or have any questions about the Department's HACC Program.

Contact Us Tab

The 'Contact Us' tab includes all of the information that you will need in order to contact the Department. If you are experiencing any problems with the Portal or would like to speak with someone in the HACC Program Area, you will find all of the contact details and relevant information here.



The screenshot shows the 'Contact Us' tab of the agedcare - eBIZ portal. The header includes the Australian Government logo, 'DoHA Portal', 'Department of Health and Ageing', and 'agedcare - eBIZ'. Navigation tabs for 'Home', 'Provider Details', 'Resources', and 'Contact Us' are visible. The main content area is titled 'Home > Contact Us' and contains a section titled 'How to contact us'. This section states: 'You can contact DoHA's HACC Aged Care Program Service Provider Helpdesk using the following options:'. It lists three options: 'Telephone enquiries' (Freecall: 1800 057 616), 'Enquiries, Complaints and Feedback' (We recommend that you check our Frequently Asked Questions (FAQs) for the fastest possible answer to your question. If our FAQs don't help you, please send an email to HACC.reform@health.gov.au to ask a question or submit a complaint or feedback.), and 'Postal address' (HACC Reform Branch, GPO Box 9848, MDP 507, Canberra ACT 2601, Australia). The footer contains links for 'Privacy', 'Disclaimer', 'Copyright', and 'Accessibility'.

Glossary of Terms

Term	Description
SK Sequence Key	This is a number by which the HACC service provider is identified by the Department. If the provider needs to contact the Helpdesk for any reason it is recommended that they have this SK number on hand.
Legal Name	This is the registered legal name of the HACC service provider. This name will be used to develop a funding agreement so it must be accurate.
Trading Name	This is the 'known as' name. If a provider is known as something other than the legal name, this should be included with the provider details. For example, a Legal Name could be 'Anglicare pty ltd.' but the provider is known as 'Anglicare Canberra'.
ABN Australian Business Number	This is a number for business dealings with the ATO. An ABN is needed to register for GST and other elements of the tax system.
Identifier Type	This is the provider's ACN, IAN, ICN or ARBN (see below).
ACN Australian Company Number	Under the <i>Corporations Act 2001</i> , every company in Australia has a unique, nine-digit number, an Australian Company Number (ACN), which is shown on a range of documents. The purpose of the ACN is to ensure adequate identification of companies when transacting business. The Australian Securities and Investments Commission (ASIC), upon registration, issues new companies with an ACN.
ARBN Australian Registered Body Number	Numbers are issued to registrable Australian bodies and foreign companies. The ARBN is a unique identifier and no two bodies can have the same ARBN.
ICN Indigenous Corporation Number	Indigenous corporation under the <i>Corporations (Aboriginal and Torres Strait Islander) Act 2006</i> (CATSI Act). Each indigenous corporation has an individual number listed by the Office of the Registrar of Indigenous Corporations.
IAN Incorporated Association Number	Incorporated associations are registered by the State or Territory in which the association is based. Each incorporated association has an individual number but the format and length vary according to the State of issue, e.g. NSW Y0621545, or QLD IA10848, or WA A0822000C.
Other Company Identifier	The corresponding number to your Identifier Type (ACN, ARBN, ICN or IAN).
Role	The role that you hold within the organisation (e.g. Manager).
Organisation Type	Can only select one: Charitable, Community-Based, Religious, Publicly Listed Company, Private Incorporated Body, Private Non-Incorporated Body, Local Government or State Government (see below for definitions).

Charitable Not for profit	An organisation that provides social value or utility to the general community or an appreciable section of the public. The organisation is not established primarily to provide profit, gain or benefit to its individual owners or members.
Community-Based Not for profit	An organisation formed for a particular common purpose by members of an identifiable community based on locality, ethnicity or some other identifiable affiliation. The organisation's activities may be carried out for the benefit of its members but does not provide financial profit or gain to its individual owners or members.
Religious Not for profit	An organisation whose objectives and activities reflect its character as a body instituted for the promotion of religious objectives and the beliefs and practices of whose members constitute a religion.
Publicly Listed Company	A company listed on the Australian stock exchange; includes any company which is wholly or majority owned by a publicly listed company.
Private Incorporated Body	An organisation that is registered by the Australian Securities and Investments Commission other than as a publicly listed company (as defined above). A private incorporated body that conducts its activities primarily for the financial profit or gain of its owners, members or shareholders.
Private Non- Incorporated Entity	An organisation that is not incorporated. A private non-incorporated body is not a publicly listed company as defined above. A private non-incorporated body conducts its activities primarily for the sole traders, partnerships, and some trusts.
Local Government	An organisation established for the purposes of local government by or under a law of a state or territory. Only available when adding an approved provider that is taken to be approved under the <i>Aged Care Act 1997</i> , s8-6.
State Government	An organisation established for the purposes of state government by or under a law of a state or territory. Only available when adding an approved provider that is taken to be approved under the <i>Aged Care Act 1997</i> , s8-6.