



User Guide for  
**Support at Home (SAH) Changes 2025**

**Document Version:** 1.0

DOCUMENT REVISION HISTORY					
Document Version	Change Summary	Date	Requested By	Created By	Reviewed By
V1.0	Initial Version	28-10-2025			

## TABLE OF CONTENT

### Contents

1. Introduction .....	3
1.1 Purpose .....	3
Module Wise Scope for Support at Home 2025 Enhancements .....	3
2. Aged Care Price List Module .....	3
3. Aged Care Client Creation and Modification .....	7
4. Roster Creation with New fund Sources.....	11
5. Roster Approval with New fund Sources .....	16
6. Claim File Generation & Reports.....	18
Appendix B – Abbreviations.....	19

## 1. Introduction

### 1.1 Purpose

The Support at Home (SAH) program is part of the Australian Government's Aged Care reforms commencing 1 November 2025.

This guide explains how to use the Sygnal Tech Support at Home module to manage client services, rosters, funding, and claim submissions in compliance with the new SAH model.

This Guide Covers:

- Importing and using the 2025–26 government price list
- Managing client funding levels and care management
- Creating and approving rosters linked to SAH funds
- Generating claim files and processing acknowledgements

## Module Wise Scope for Support at Home 2025 Enhancements

## 2. Aged Care Price List Module

### Overview

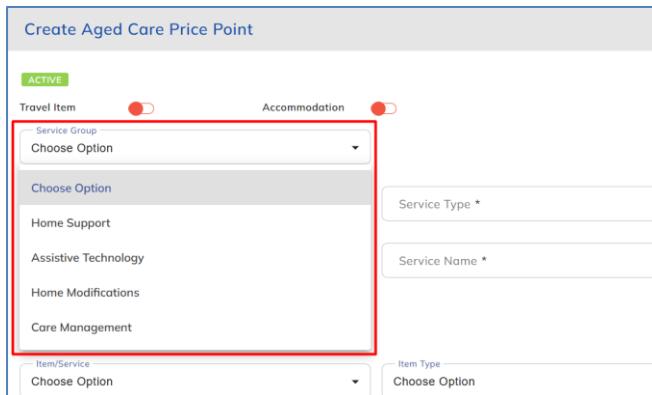
The **Aged Care Price List** module has been redesigned to support the new SAH model and government-shared price list.

The updates allow service providers to define, classify, and manage service and item pricing with greater flexibility and alignment to the 2025–26 government standards

### Key Enhancements

- New fields for **Service Group**, **Participant Contribution Category**, **Service Type**, **Service Type ID**, **Service Name**, and **Service Code**.
- **Client Contribution** toggle to define whether a service requires client contribution.
- **Shift Type-based pricing** directly within the price detail setup.
- Enhanced support for **Care Management**, **Assistive Technology (AT)**, **Home Modifications (HM)**, and **Wraparound Services**.
- Ability to create **Items** (AT/HM) and **Services** (Wraparound/Health Professional) under a unified setup interface.
- Updated **Price List grid view** with additional columns for better visibility.

1. A new field “Service Group” classifies each service according to the SAH framework. This ensures each record can be grouped and filtered according to the SAH pricing structure.



Service Group  
Choose Option

Choose Option

Home Support

Assistive Technology

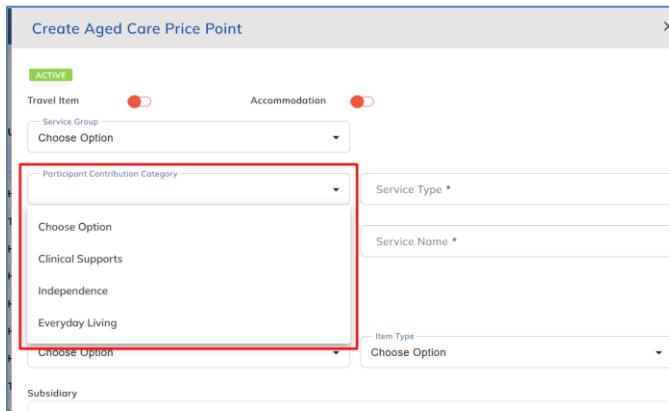
Home Modifications

Care Management

Item/Service  
Choose Option

Item Type  
Choose Option

2. New classification field: **Participant Contribution Category**, which indicates whether the service belongs and this assists in reporting, funding validation, and determining the contribution requirement during billing.



Participant Contribution Category  
Choose Option

Clinical Supports

Independence

Everyday Living

Choose Option

Service Type \*

Service Name \*

Item Type  
Choose Option

Subsidiary

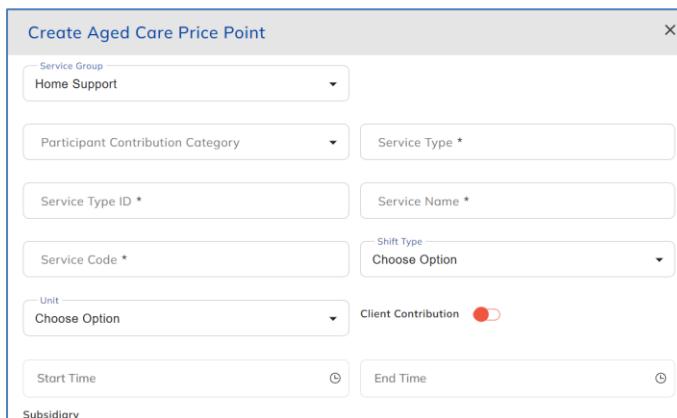
3. These fields ensure direct mapping to the **government's official Support at Home Price List** as below.

**Service Type** → Category of service (e.g., Domestic Assistance, Personal Care, Nursing)

**Service Type ID** → Unique identifier for the service type

**Service Name** → Display name of the service (existing price point name)

**Service Code** → Government-issued code for mapping and reconciliation



Service Group  
Home Support

Participant Contribution Category

Service Type \*

Service Type ID \*

Service Name \*

Service Code \*

Shift Type  
Choose Option

Unit  
Choose Option

Client Contribution

Start Time

End Time

Subsidiary

4. A new **toggle field** — “*Client Contribution*” — has been introduced for each service.

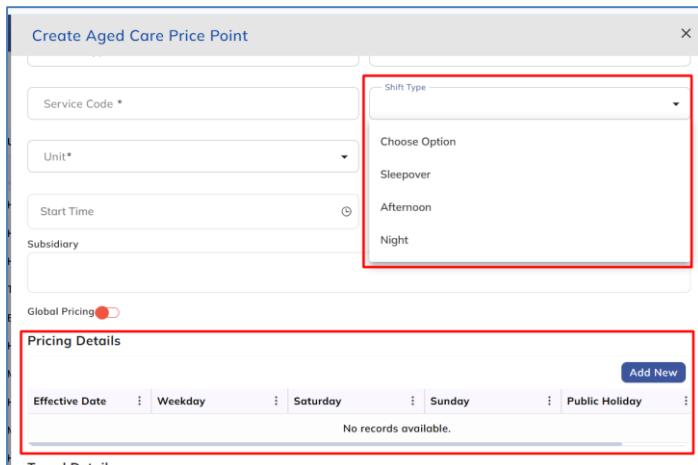
- When **enabled**, the system will prompt to capture client contribution during rostering or billing.
- When **disabled**, service costs are billed entirely against government funding.

This allows flexibility for providers offering mixed contribution services.

5. Now, **Shift Type** is integrated directly into the **Price Detail Setup** section with the **Key Benefits**:

- Define multiple rate structures within a single service record.
- Avoid duplicate line items.
- Maintain a clear pricing relationship for each shift type.

6. The **Sleepover, Afternoon and Night shift type** remains an exception and must be created as a separate record if applicable

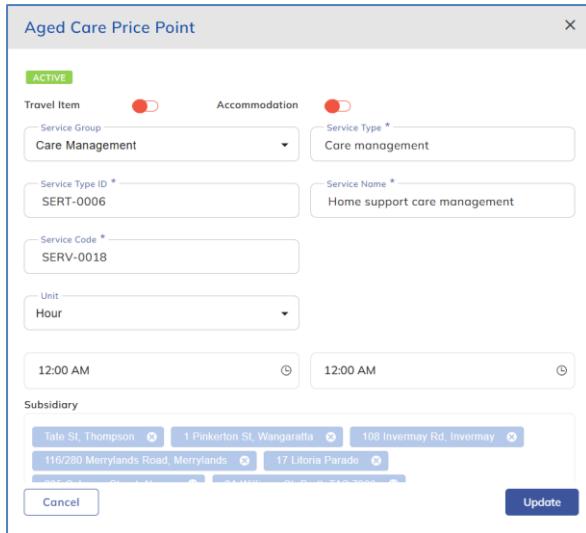


7. Users can now define **Care Management** services within the Price List module.

**Steps:**

1. Set **Service Group = Care Management**.
2. Define **Service Type** and **Service Name** as they should appear in client billing.
3. Enter the **unit price or rate** according to your organization's structure or the government guide.
4. Save the record.

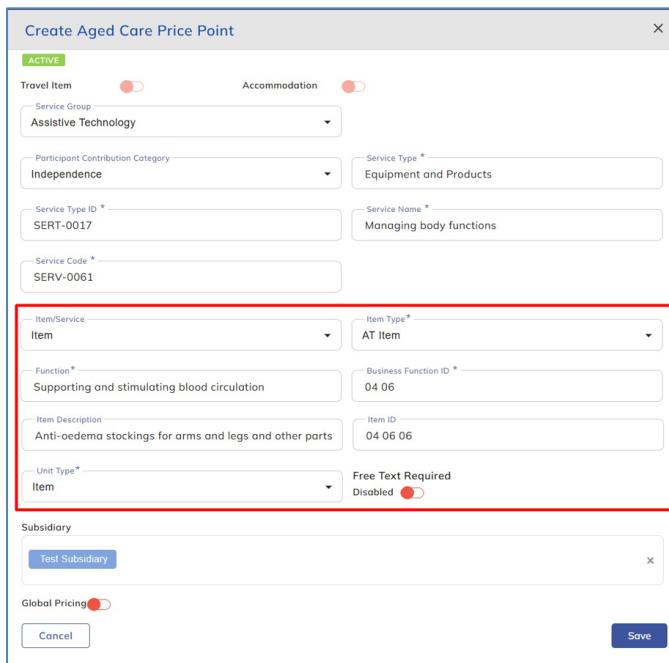
These services can then be linked to client funding (CM) for billing and claim generation



8. The system now supports **item-level setup** for AT and HM, allowing providers to bill for physical goods or modifications supplied to clients.

**Steps:**

1. Select **Service Group = Assistive Technology or Home Modification**
2. Define:
  - **Service:** Enter the main service type and service code information's
  - **Item Type:** Item or Service
  - **Item Name and Item ID**
  - **Business Function Name and Business Function ID**
  - **Unit Type** (e.g., Item, Hour, Bill, Voucher)
  - **Free Text Required?** (toggle option)



9. Assistive Technology and Home Modification items do not have fixed government prices.

For these cases:

- Price can be entered into manually during **rostering** or **claim file generation**.

10. The **Aged Care Price List grid view** has been redesigned to display all new columns for improved clarity.

### 3. Aged Care Client Creation and Modification

#### Overview

The **Client Creation interface** now incorporates the new SAH participant structures, funding levels, and fund types. This enables providers to correctly register new Support at Home clients, manage their ongoing budgets, and monitor balances for all active funding programs.

#### Key Enhancements

- New **Participant & Funds** section in the client profile
- Three **Participant Types** (Support at Home, Transitional HCP, Grandfather HCP)
- Support for new **funding tiers and categories**
- **Client Contribution setup** based on pensioner status
- **Real-time fund balance display** in client overview
- Enhanced **transaction and billing visibility**

1. A new section titled “**Participant & Funds**” is introduced in the client creation form.

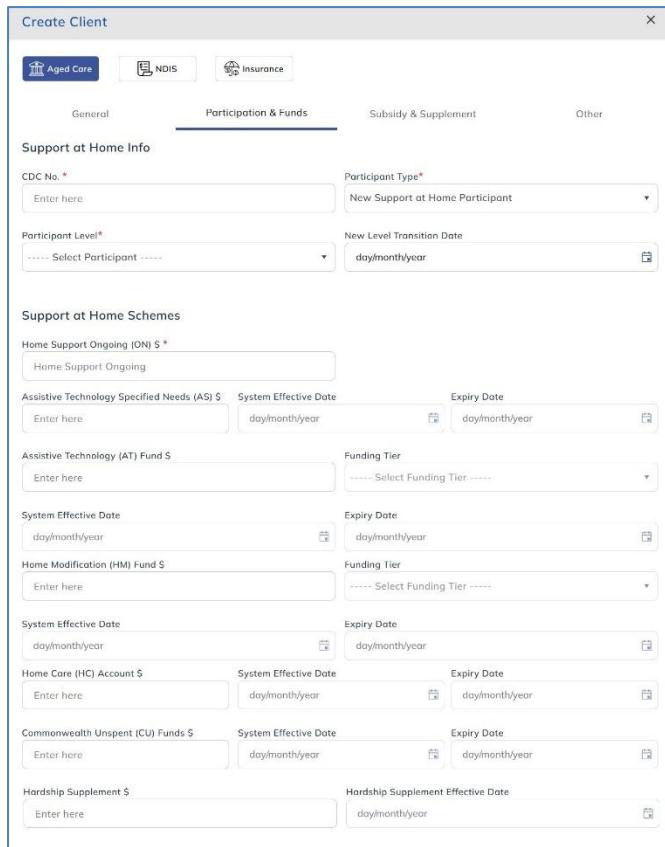
This section is mandatory for all client profiles created or updated after **1 November 2025**.

2. Users can classify clients into one of three participant types:

Participant Type	Description	Level Options
New Support at Home Participant	Clients newly assessed under Support at Home (SAH) reforms	Levels <b>1 to 8</b>
Transitional HCP Recipient	Clients migrated from Home Care Packages during the transition period	Grandfather Levels <b>1 to 4</b>
Grandfather HCP Recipient	Existing Home Care Package recipients continuing under grandfathering arrangements	Grandfather Levels <b>1 to 4</b>

3. Each participant type determines available multiple fund types and pricing logic during claim generation.

Fund Code	Fund Name	Description	Setup Fields
ON	Home Support Ongoing	Represents the client's core quarterly budget. For SAH participants, this is the quarterly allocation. For Grandfathered clients, it captures Government Funds.	Quarterly Budget, Effective/Expiry Dates, Remaining Balance
AT	Assistive Technology	Funding for assistive devices, aids, and equipment supporting independence.	Funding Tier, Effective/Expiry Dates
HM	Home Modifications	Funding for approved home safety or accessibility modifications.	Funding Tier, Effective/Expiry Dates
RC	Restorative Care	Time-limited funding for functional improvement services.	Effective/Expiry Dates
EL	End of Life Pathway	Funding to support palliative or end-of-life care needs.	Effective/Expiry Dates
AS	Assistive Tech Specified Needs	Funding for specially approved assistive technology items.	Effective/Expiry Dates
HC	Home Care Account	Additional account balance migrated from Home Care Package.	Effective/Expiry Dates
CU	Commonwealth Unspent Funds	Carry-forward of unspent allocations from prior funding.	Effective/Expiry Dates
HS	Hardship Supplement	Additional support for clients under financial hardship.	Effective/Expiry Dates



4. The **Client Contribution section** allows each participant to definitively define each participant's co-payment responsibilities as per their financial status.

5. Users must select one of the following statuses:

- Full Pensioner
- Part Pensioner
- Self-Funded Pensioner

6. Client contribution can be defined as percentage-based values for each support category:

Support at Home Client Contributions

<p>Client contribution status*</p> <div style="border: 1px solid #ccc; padding: 5px; width: 100%;">----- Select Participant Type -----</div>	<p>Clinical Care %</p> <div style="border: 1px solid #ccc; padding: 5px; width: 100%;">Enter here</div>
<p>Everyday Living Supports %</p> <div style="border: 1px solid #ccc; padding: 5px; width: 100%;">Enter here</div>	<p>Independence Supports %</p> <div style="border: 1px solid #ccc; padding: 5px; width: 100%;">Enter here</div>

7. All existing fields under **General Information, Contact, and Subsidy & Supplement Management** remain unchanged.

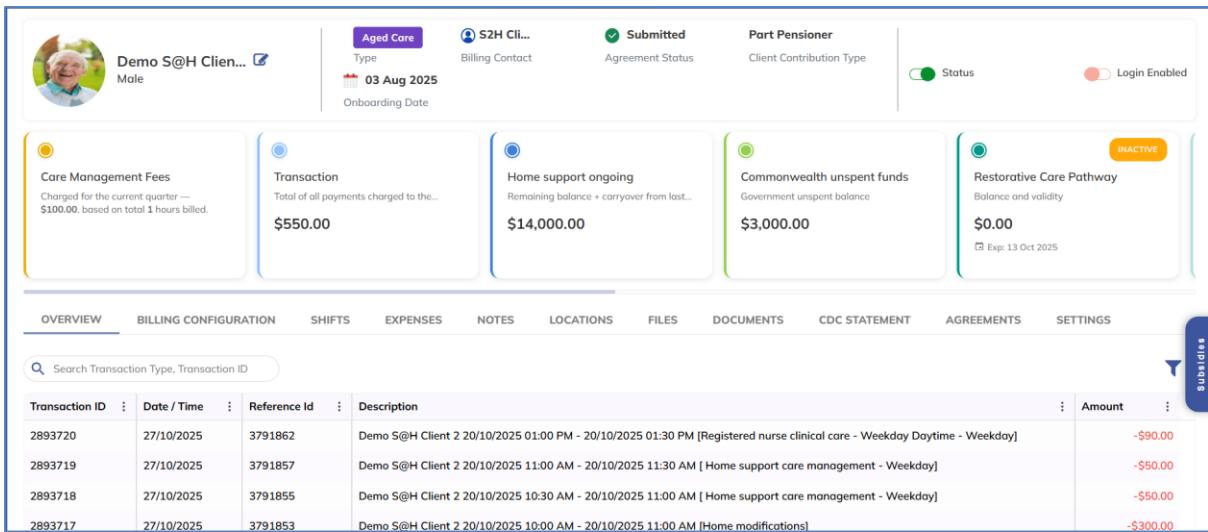
Providers can continue to record:

- Personal details (Name, DOB, Address)
- Care approval details
- Supplement eligibility (oxygen, dementia, hardship, etc.)

The new SAH fields are fully compatible with existing subsidy data.

8. The **Client Overview page** now provides a consolidated summary of each client's active funds, balances, and key financial indicators.

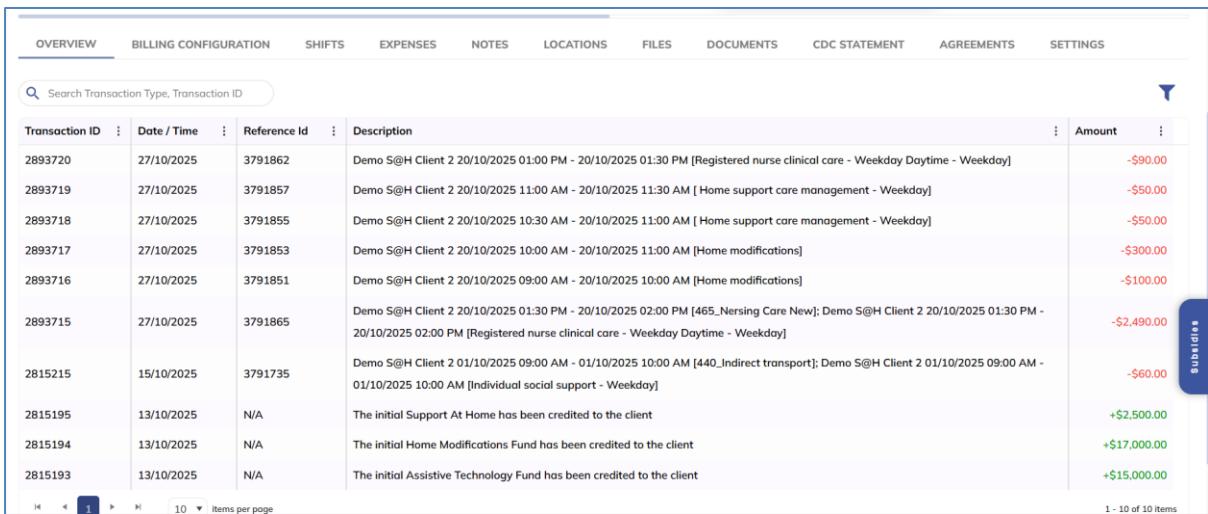
Tile	Description
<b>Total Remaining Balance</b>	Displays available fund balance across all active programs
<b>Fund Expiry Date</b>	Shows next expiry for any active fund
<b>Care Management Fee (Period)</b>	Displays total fee charged for the current period
<b>Hours Billed (Period)</b>	Total service hours billed during the period
<b>Total Transactions</b>	Number of service/funding transactions recorded for the client



This screenshot shows the 'Overview Detail' section of a client's profile. At the top, there is a summary of financials: Care Management Fees (\$100.00), Transaction (\$550.00), Home support ongoing (\$14,000.00), Commonwealth unspent funds (\$3,000.00), and Restorative Care Pathway (\$0.00). Below this, a table lists transaction details with columns for Transaction ID, Date / Time, Reference Id, Description, and Amount. The table shows five transactions from 27/10/2025, with amounts ranging from -\$90.00 to -\$300.00.

Transaction ID	Date / Time	Reference Id	Description	Amount
2893720	27/10/2025	3791862	Demo S@H Client 2 20/10/2025 01:00 PM - 20/10/2025 01:30 PM [Registered nurse clinical care - Weekday Daytime - Weekday]	-\$90.00
2893719	27/10/2025	3791857	Demo S@H Client 2 20/10/2025 11:00 AM - 20/10/2025 11:30 AM [ Home support care management - Weekday]	-\$50.00
2893718	27/10/2025	3791855	Demo S@H Client 2 20/10/2025 10:30 AM - 20/10/2025 11:00 AM [ Home support care management - Weekday]	-\$50.00
2893717	27/10/2025	3791853	Demo S@H Client 2 20/10/2025 10:00 AM - 20/10/2025 11:00 AM [Home modifications]	-\$300.00

9. The Overview Detail Section displays a chronological log of all transactions and updates related to the client.



This screenshot shows the 'Overview Detail' section of a client's profile, similar to the one above but with a 'Subsidies' filter applied. The table of transactions shows a different set of entries, including a large transaction on 27/10/2025 for -\$2,490.00 and several entries on 13/10/2025 crediting the client for various funds. The table includes a 'Subsidies' column header.

Transaction ID	Date / Time	Reference Id	Description	Amount	Subsidies
2893720	27/10/2025	3791862	Demo S@H Client 2 20/10/2025 01:00 PM - 20/10/2025 01:30 PM [Registered nurse clinical care - Weekday Daytime - Weekday]	-\$90.00	
2893719	27/10/2025	3791857	Demo S@H Client 2 20/10/2025 11:00 AM - 20/10/2025 11:30 AM [ Home support care management - Weekday]	-\$50.00	
2893718	27/10/2025	3791855	Demo S@H Client 2 20/10/2025 10:30 AM - 20/10/2025 11:00 AM [ Home support care management - Weekday]	-\$50.00	
2893717	27/10/2025	3791853	Demo S@H Client 2 20/10/2025 10:00 AM - 20/10/2025 11:00 AM [Home modifications]	-\$300.00	
2893716	27/10/2025	3791851	Demo S@H Client 2 20/10/2025 09:00 AM - 20/10/2025 10:00 AM [Home modifications]	-\$100.00	
2893715	27/10/2025	3791865	Demo S@H Client 2 20/10/2025 01:30 PM - 20/10/2025 02:00 PM [465_Nursing Care New]; Demo S@H Client 2 20/10/2025 01:30 PM - 20/10/2025 02:00 PM [Registered nurse clinical care - Weekday Daytime - Weekday]	-\$2,490.00	
2815215	15/10/2025	3791735	Demo S@H Client 2 01/10/2025 09:00 AM - 01/10/2025 10:00 AM [440_Indirect transport]; Demo S@H Client 2 01/10/2025 09:00 AM - 01/10/2025 10:00 AM [Individual social support - Weekday]	-\$60.00	
2815195	13/10/2025	N/A	The initial Support At Home has been credited to the client	+\$2,500.00	
2815194	13/10/2025	N/A	The initial Home Modifications Fund has been credited to the client	+\$17,000.00	
2815193	13/10/2025	N/A	The initial Assistive Technology Fund has been credited to the client	+\$15,000.00	

## 4. Roster Creation with New fund Sources

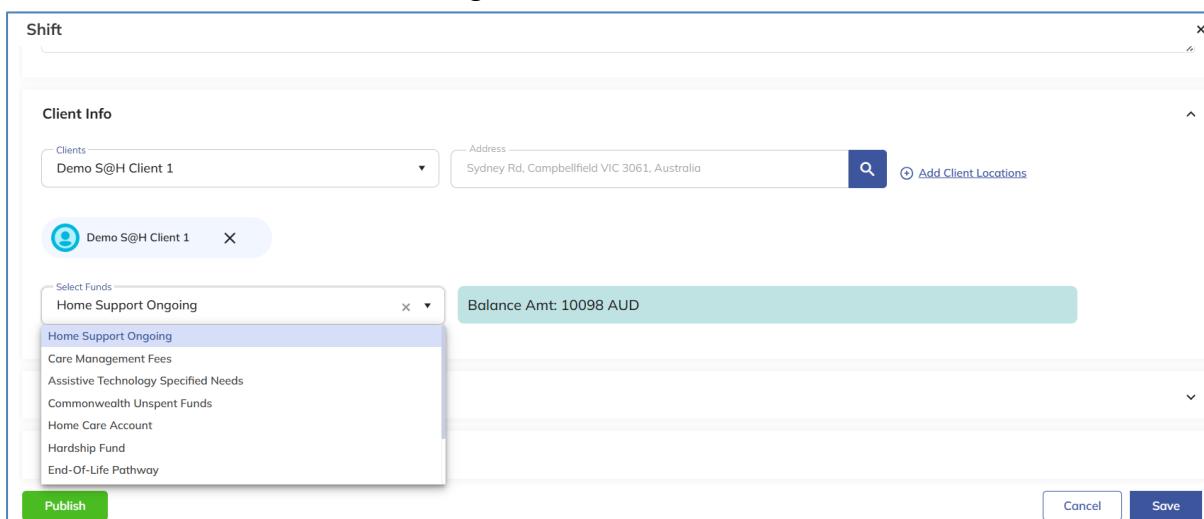
### Overview

When a user selects an **Aged Care Client Type** while creating a roster, the general layout and basic scheduling behavior remain unchanged. However, new funding and financial controls have been added to support the SAH fund types, contribution logic, and service mapping.

### Key Enhancements

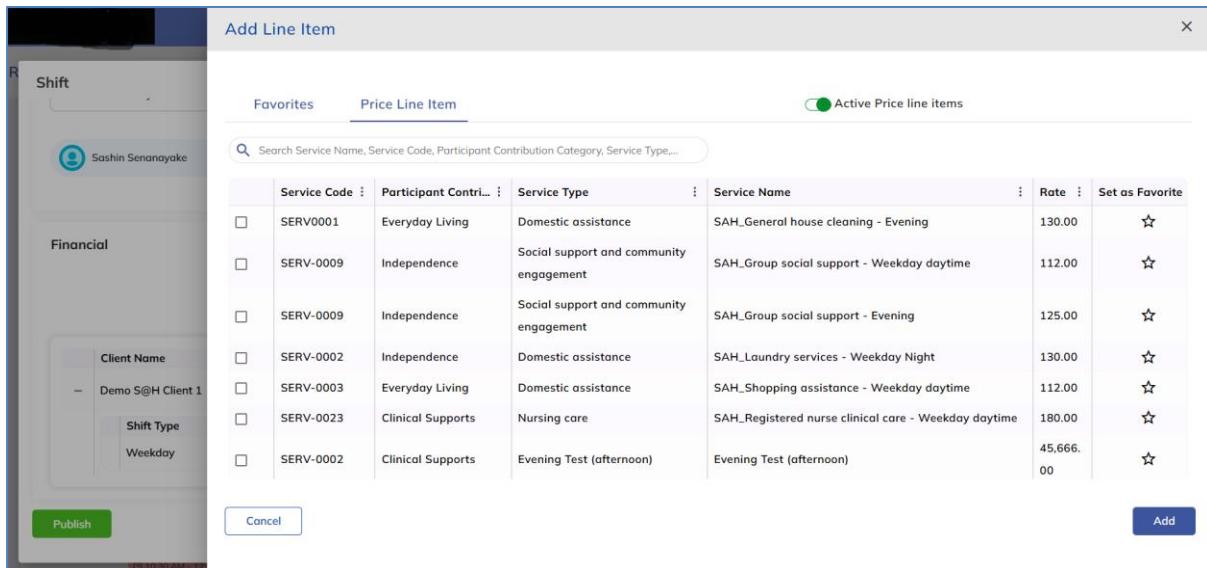
- Single-client rosters (one client per shift) – mandatory for claim-wise generation.
- New **Fund Selection** dropdown displaying all active client funds.
- **Real-time fund balance display** when a fund is selected.
- Dynamic **Financial Section** that loads service/item options based on selected fund type.
- Optional staff assignment for Care Management and AT/HM funds.
- Support for forced-accepted and recurrence-restricted rosters.

1. Only one client can be selected by roster entry, and this ensures that claim files are generated accurately on a per-shift, per-client basis.
2. Once a client is chosen, the user must select the appropriate fund from the **Fund dropdown**.
3. The default fund for all Aged Care participants is **Home Support Ongoing (ON)**.
4. Lists all active fund types configured in the client's profile (e.g., ON, CM, AT, HM, RC, EL) and displays the **remaining balance** for each fund and if no balance exists, the system **does not block** shift creation but flags it for review.



The screenshot shows the Syignal software interface for creating a shift. The 'Shift' tab is active. In the 'Client Info' section, 'Demo S@H Client 1' is selected from the 'Clients' dropdown. The 'Address' field shows 'Sydney Rd, Campbellfield VIC 3061, Australia'. A 'Select Funds' dropdown is open, displaying a list of funds: 'Home Support Ongoing' (selected), 'Care Management Fees', 'Assistive Technology Specified Needs', 'Commonwealth Unspent Funds', 'Home Care Account', 'Hardship Fund', and 'End-Of-Life Pathway'. A teal box indicates a 'Balance Amt: 10098 AUD'. At the bottom of the screen are 'Publish', 'Cancel', and 'Save' buttons.

5. When the user selects the “**Home Support Ongoing**”, the financial section loads the new pricing structure with the following columns.



Service Code	Participant Contribution	Service Type	Service Name	Rate	Set as Favorite
SERV0001	Everyday Living	Domestic assistance	SAH_General house cleaning - Evening	130.00	
SERV-0009	Independence	Social support and community engagement	SAH_Group social support - Weekday daytime	112.00	
SERV-0009	Independence	Social support and community engagement	SAH_Group social support - Evening	125.00	
SERV-0002	Independence	Domestic assistance	SAH_Laundry services - Weekday Night	130.00	
SERV-0003	Everyday Living	Domestic assistance	SAH_Shopping assistance - Weekday daytime	112.00	
SERV-0023	Clinical Supports	Nursing care	SAH_Registered nurse clinical care - Weekday daytime	180.00	
SERV-0002	Clinical Supports	Evening Test (afternoon)	Evening Test (afternoon)	45,666.00	

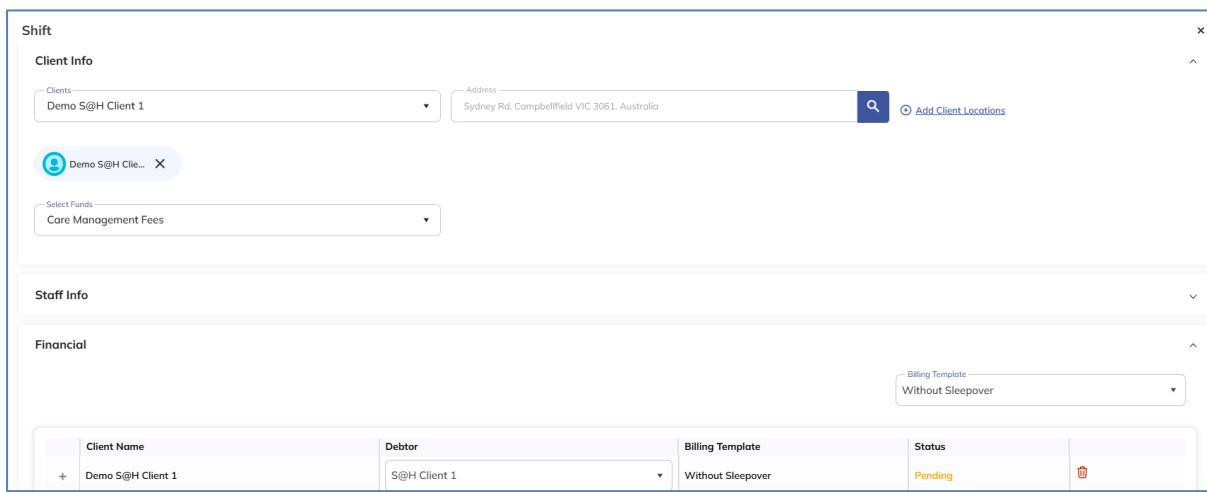
## Operational Features

Shift publishing options remain as before:

- Publish with or without KM budget for staff claims.
- Publish as *Force Accepted* if needed.
- Create recurrences or drag-and-drop for rescheduling.

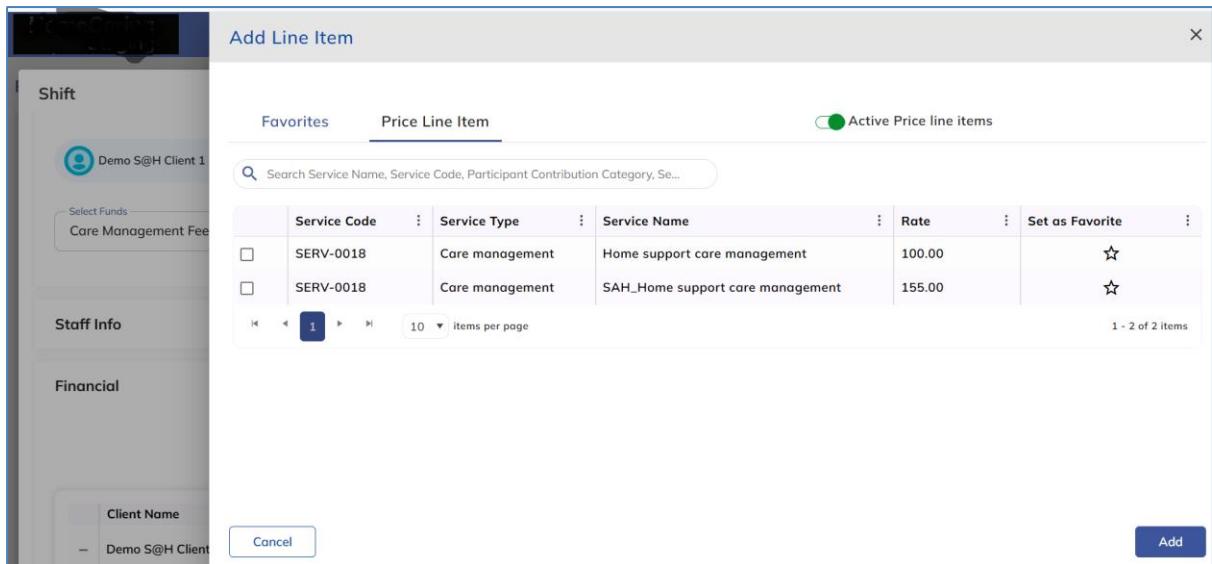
6. When the user selects the “**Care Management Fee (CM)**” Staff assignment is **optional**.

7. If a staff member is selected, **Care Management shifts do not appear on the staff mobile app**, and these entries represent administrative charges raised by the provider.



Client Name	Debtor	Billing Template	Status
Demo S@H Client 1	S@H Client 1	Without Sleepover	Pending

8. In the financial section it will display only the services linked to the participant group Care Management and allow selection of the relevant care management service type for billing.



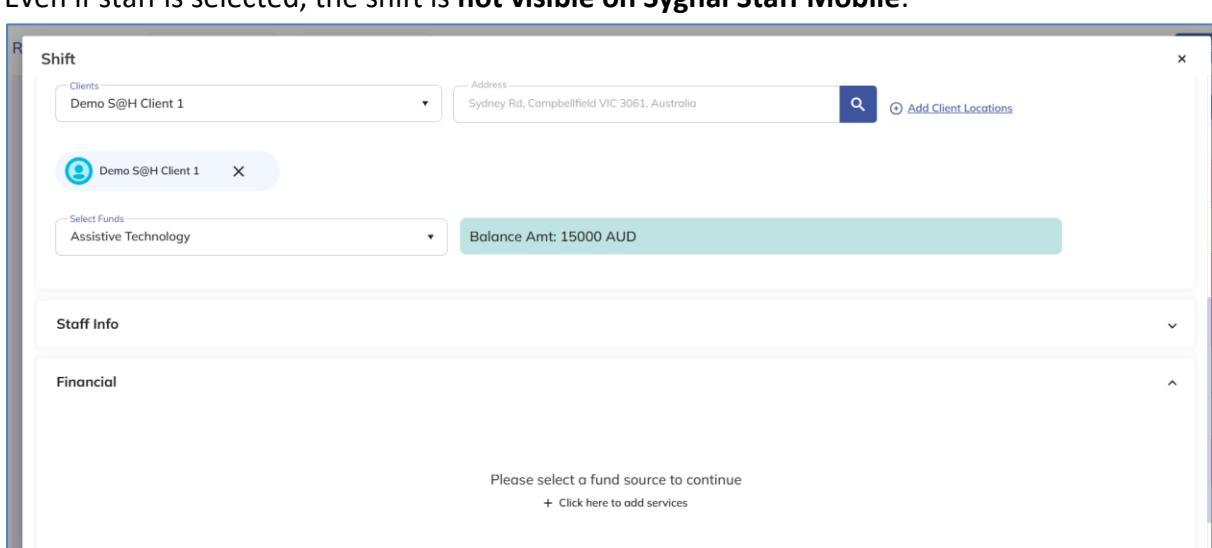
## Operational Features

Shift publishing options remain as before:

- Shifts are **auto marked as Force Accepted** on publish.
- KM Budget is not relevant for the care management shifts
- Displayed in **Client and Subsidy Roster Calendar views**.
- Cannot be created as recurrences but can be **dragged and dropped** for date/time changes.

9. When the user selects the “**Assistive Technology (AT)** or **Home Modification (HM)**” Staff assignment is **optional** and used for reference only.

10. Even if staff is selected, the shift is **not visible on Syignal Staff Mobile**.



11. When AT or HM funds are selected, the financial section presents the **item billing layout**:

Funding Source	Item Code	Item Description	Unit Type
AT Item	HM 01 01	Minor bathroom/toilet modification/s	Each
Health Professional	565	test	
Health Professional	55778999999	uuui34888888	
Health Professional	454	Item 1	
AT Item	343	66889	

**12.** Users can select **multiple items** for the same fund source and have the option to select the optional parameters of

- **Delivered by Third Party** (toggle)
- **Prescribed Item** (toggle)
- **Purchase Type = Purchased or Loaned**

If *Loaned*, additional fields appear:

- **Organization Name** (supplier or lender)
- **Invoice Number**

Funding Source	Item Code	Description	Unit Type	Quantity	Price/Unit	Total	Actions
AT Item	HM 01 01	Minor bathroom/toilet modification/s	Each	\$1.00	\$500.00	\$500.00	<span style="color: red;">Delete</span>

Shift/Service **publishing options** remain as before:

- Shifts are **auto marked as Force Accepted** on publish.
- Displayed in **Client and Subsidy Roster Calendar views**
- Cannot be created as recurrences but can be **dragged and dropped** for date/time changes.

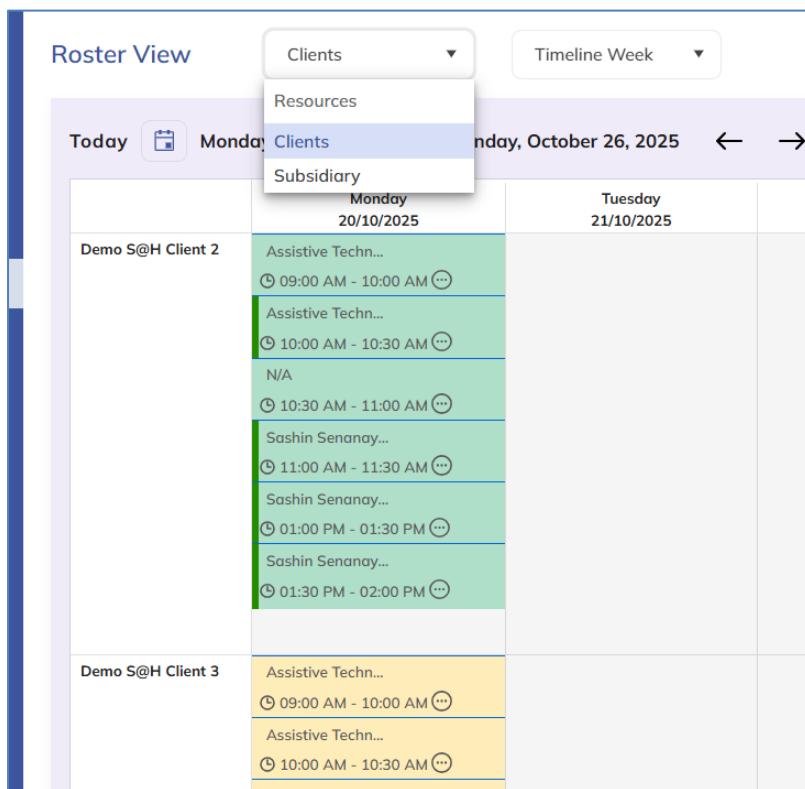
**13.** If the client has additional funds (e.g., RC, EL, AS, HC, CU), these appear in the Fund dropdown.

Each behaves similarly to Home Support Ongoing funds:

- Remaining balance is shown.
- Service selection follows the linked fund type.
- Publishing and shift management features remain consistent.

**14.** All other roster functions and visual indicators remain unchanged for Aged Care clients, including:

- Shift status colors and icons.
- Publishing notifications and approvals.
- Staff rostering for non-aged care client types and non-billable features remain same.



## 5. Roster Approval with New fund Sources

### Overview

When a user roster for the **Aged Care Client Type** the approval flow each client will be distinct based on each fund type selected.

### Key Enhancements

- **Single and bulk approval** for all Aged Care client shifts.
- Distinct approval flows for each **fund type** (ON, CM, AT, HM, RC, EL, etc.).
- Automatic handling of payroll and billing visibility based on the fund.
- Revised **cancellation reasons** and **billing-only approval flow** for non-payroll shifts.
- Support for forced-accepted and recurrence-restricted rosters.

1. Users can open the Roster Approval page and apply the Client Type filter = Aged Care and all created shifts associated with Aged Care clients will appear for review and action.

2. When reviewing **Home Support Ongoing** shifts:

- Both **Payroll** and **Client Billing** tabs are visible.
- Users must approve **both sections** to complete the full approval process.

### 3. Approval Flow

- Review **Payroll Section** – verify staff worked hours, rates, and KM budget (if applicable).
- Review **Client Billing Section** – confirm billed service, service code, and contribution details.
- Approve the shift individually or use **Bulk Approval** for multiple eligible records.

**Note:** The existing **cancellation flow** and associated reasons remain unchanged for Home Support Ongoing shifts.

**Roster Review/Approval View**

3791865 AGED CARE      20/10/2025 01:30 PM - 20/10/2025 02:00 PM      View Location      0.5H Payroll Hours      0.5H Billed Hours      \$90.00 Billed Amount      20KM Staff Paid KMs      20KM Client Billed KMs      Status: APPROVED

Shift approved by Syignal Admin on 27/10/2025 04:09 PM

PAYROLL    CLIENT BILLING

Demo S@H Client 2

Start Date: 20/10/2025 01:30 PM      End Date: 20/10/2025 02:00 PM      Billing Contact: S2H Client 2      Approval Status: APPROVED

Billing Template: Without Sleepover

Requested KMs Breakdown

Shift Type	Roster Start	Roster End	Line Item	Rate	Quantity	Billed Amount	Client Billed KMs
Weekday	20/10/2025 01:30 PM	20/10/2025 02:00 PM	SAH_Registered nurse clinical care - Weekday daytime	\$180.00	0.50	\$90.00	20.00

4. For **Care Management (CM)**, **Assistive Technology (AT)**, and **Home Modification (HM)** Fund Approvals

- The **payroll tab** is **not displayed** because no staff time sheets are associated (billing-only services).
- Charges are generated directly to the client or provider account.
- Only the **Client Billing Section** is visible

5. Users review or modify **services/items** linked to the shift/Service by editing or modifying the service Types, Quantity and Unit price and optional parameters.

Roster Review/Approval View

3791868 AGED CARE 20/10/2025 09:00 AM - 20/10/2025 10:00 AM [View Location](#)

**Clients** Demo S@H Client 3 **Resources** N/A **Admin** Syignal Admin **Shift Manager** **Subsidiary** Test Subsidiary **Fund Type** Assistive Technology **Billed Amount** \$100.00 **Status** PENDING APPROVAL

**CLIENT BILLING**

Demo S@H Client 3 **Start Date** 20/10/2025 09:00 AM **End Date** 20/10/2025 10:00 AM **Approval Status** PENDING APPROVAL **Cancel Shift**

**Services**

Funding Source	Item Code	Description	Unit Type	Quantity	Price/Unit	Total	Actions
AT Item	HM 01 01	Minor bathroom/toilet modification/s	Each	1	\$100.00	\$100.00	

**Delivered By Third Party** **Prescribed Item**

Grand Total:\$100.00

6. Cancellation reasons are filtered by funding type and for these billing-only funds, only the reason “Charged from Client” is available.
7. For the Other Fund Types of **RC, EL, AS, HC, CU** will follow the same approval logic as **Home Support Ongoing**.
8. Both billing and cancellation behave consistently with the ON fund workflow.
9. The **shift status** is updated to **Approved** in both the **Roster Calendar** and **Roster approval** views upon approval.
10. The approved status icon and color coding remain consistent with pre-existing behavior.

## 6. Claim File Generation & Reports

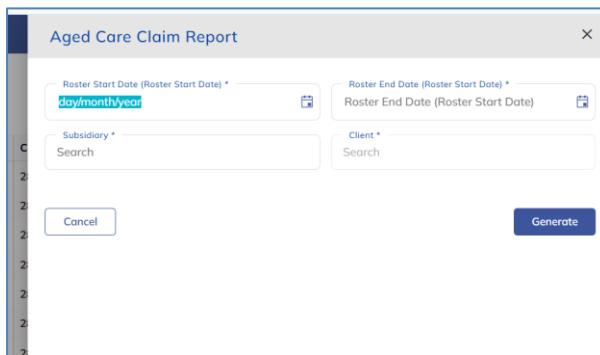
### Overview

**Claim File Generation and Reporting** process for Aged Care clients under the **Support at Home (SAH)** model. It outlines how users can create, validate, and download claim files from approved rosters, ensuring alignment with the **Services Australia PRODA/ACPP** claim submission requirements.

### Key Enhancements

- **Support fund-based claim creation for all Support at Home funding types.**
- Allow claim generation for **specific date ranges, subsidiaries, and clients**.
- Produce compliant claim files in **CSV format** for upload to PRODA/ACPP.
- Automatically reference approved rosters and validated fund balances.
- Provide download and audit visibility in the Reports area.

1. Users can generate the claim file by filtering the generation parameters below.



2. After the generation it will be able to download in CSV format and users can use the file to upload to PRODA/ACPP portal for claim submission.

Client Type	Roster From (Roster Start Date)	Roster To (Roster End Date)	Created Date	Created By	Actions
Aged Care	28/10/2025	29/10/2025	28/10/2025 07:13 PM	Syignal Admin	
Aged Care	28/10/2025	29/10/2025	28/10/2025 05:46 PM	Syignal Admin	
Aged Care	28/10/2025	29/10/2025	28/10/2025 05:35 PM	Syignal Admin	
Aged Care	28/10/2025	29/10/2025	28/10/2025 05:32 PM	Syignal Admin	

**Appendix B – Abbreviations**

Abbreviation / Term	Full Form / Description	Referenced In Section
SAH	Support at Home – The new aged care funding and service model effective November 2025.	All Sections
AT	Assistive Technology – Equipment or items provided to improve independence and mobility for aged care participants.	Price List, Client Creation, Roster Creation, Roster Approval
HM	Home Modifications – Physical alterations or installations to a participant's home to support safe and independent living.	Price List, Client Creation, Roster Creation, Roster Approval
CM	Care Management – Coordination and management of care and services for a client.	Price List, Client Creation, Roster Creation, Roster Approval
ON	Home Support Ongoing Fund – Primary quarterly funding allocation for SAH clients.	Client Creation, Roster Creation, Roster Approval, Claim File
RC	Restorative Care Fund – Short-term funding to improve or restore function for aged care clients.	Client Creation, Roster Creation, Roster Approval, Claim File
EL	End of Life Pathway Fund – Funding support for palliative and end-of-life care services.	Client Creation, Roster Creation, Roster Approval, Claim File
AS	Assistive Technology Specified Needs Fund – Additional or specialized assistive item funding.	Client Creation, Roster Creation, Claim File
HC	Home Care Account Fund – Funds transitioned from existing Home Care Packages.	Client Creation, Roster Creation, Claim File
CU	Commonwealth Unspent Funds – Carry-forward balance of unspent HCP funds under SAH.	Client Creation, Roster Creation, Claim File
HS	Hardship Supplement – Supplementary government support for financially vulnerable clients.	Client Creation
CDC	Consumer Directed Care Number – Unique identifier for a participant under aged care programs.	Client Creation

<b>HCP</b>	Home Care Package – Previous funding model prior to Support at Home reform.	Client Creation
<b>Fund Type</b>	The funding category associated with a client's support program (e.g., ON, AT, HM).	Client Creation, Roster Creation, Claim File
<b>Service Group</b>	Classification grouping for pricing and service setup (Home Support, AT, HM, CM).	Price List
<b>Participant Contribution Category</b>	Defines whether the service falls under Clinical, Independence, or Everyday Living support.	Price List, Client Creation
<b>Service Type ID</b>	Unique system identifier for a service classification as per government price list.	Price List
<b>Service Code</b>	Government-issued code for a specific service or item, used in claim files.	Price List, Claim File
<b>Free Text Required</b>	Setting that allows notes or custom input for a service or item.	Price List
<b>Subsidiary</b>	Organisation branch or cost centre responsible for service delivery and claims.	Price List, Claim File
<b>Shift Type</b>	Defines working period category (Day, Evening, Night, Weekend, Sleepover).	Price List, Roster Creation
<b>Roster</b>	Schedule of service delivery (client, fund, staff, service type, time, and cost).	Roster Creation, Roster Approval
<b>Force Accepted</b>	System setting that automatically approves a shift for billing and claim generation.	Roster Creation, Roster Approval
<b>Claim File</b>	The exported CSV/XML file containing billed service details for submission to Services Australia.	Claim File Generation
<b>PRODA</b>	Provider Digital Access – Government portal for claim submission and authentication.	Claim File Generation
<b>ACPP</b>	Aged Care Provider Portal – Platform used to upload claim files and receive acknowledgements.	Claim File Generation
<b>Acknowledgement File</b>	File received from Services Australia confirming accepted, rejected, or adjusted claims.	Claim File Generation
<b>Reconciliation</b>	Process of matching submitted claims with acknowledgement results and payments.	Claim File Generation
<b>KM Budget</b>	Kilometre budget – Staff travel cost allowance included in roster setup.	Roster Creation
<b>Delivered by Third Party</b>	Flag indicating service/item delivered by an external supplier or subcontractor.	Roster Creation, Roster Approval
<b>Prescribed Item</b>	Flag identifying an item prescribed by a clinician or health professional.	Roster Creation
<b>Purchased / Loaned</b>	Specifies whether AT/HM item was purchased or loaned to the client.	Roster Creation
<b>Invoice Number</b>	Reference number from supplier invoice for purchased or loaned items.	Roster Creation, Claim File

<b>Transaction ID</b>	Unique record ID for financial or operational event in client history.	Client Creation
<b>Clinical Care</b>	Participant contribution category covering health-related services.	Client Creation
<b>Independence Support</b>	Contribution category covering personal care and mobility services.	Client Creation
<b>Everyday Living Support</b>	Contribution category covering domestic and daily-living services.	Client Creation
<b>Claim Summary Report</b>	Report listing all generated claim files by date and subsidiary.	Claim File Generation
<b>Fund Utilisation Report</b>	Report summarising total claimed vs. remaining balance per fund.	Claim File Generation
<b>Wraparound Service</b>	Service type bundled with another (e.g., Allied Health + travel).	Price List
<b>Care Coordinator</b>	Role responsible for verifying service details and client care approvals.	Roster Approval
<b>Funding Manager</b>	Role verifying fund allocation and budget usage.	Roster Approval
<b>Finance Officer</b>	Role validating claim readiness and final approvals.	Roster Approval