



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

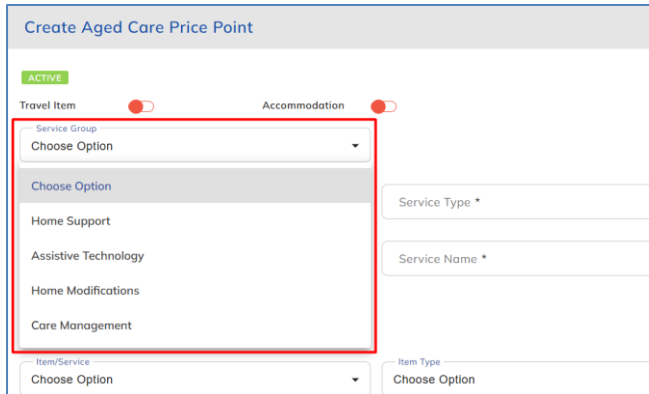
The **Aged Care Price List** module has been redesigned to support the new SAH model and government-shared price list.

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

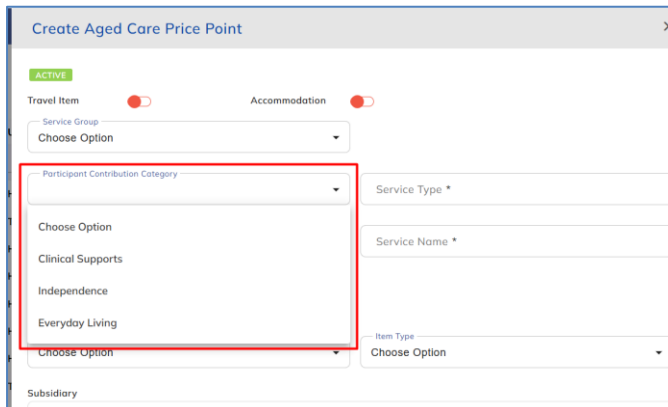
- New fields for **Service Group**, **Participant Contribution Category**, **Service Type**, **Service Type ID**, **Service Name**, and **Service Code**.
- **Client Contribution toggle** to define whether a service requires client contribution.
- **Shift Type–based pricing** directly within the price 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.



The screenshot shows the 'Create Aged Care Price Point' form. The 'Service Group' dropdown menu is open, displaying options: 'Choose Option', 'Home Support', 'Assistive Technology', 'Home Modifications', and 'Care Management'. The 'Travel Item' and 'Accommodation' toggle switches are both turned off. Other fields visible include 'Service Type *', 'Service Name *', 'Item/Service', and 'Item Type'.

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.



The screenshot shows the 'Create Aged Care Price Point' form. The 'Participant Contribution Category' dropdown menu is open, displaying options: 'Choose Option', 'Clinical Supports', 'Independence', and 'Everyday Living'. The 'Travel Item' and 'Accommodation' toggle switches are both turned off. Other fields visible include 'Service Type *', 'Service Name *', 'Item/Service', and 'Item Type'.

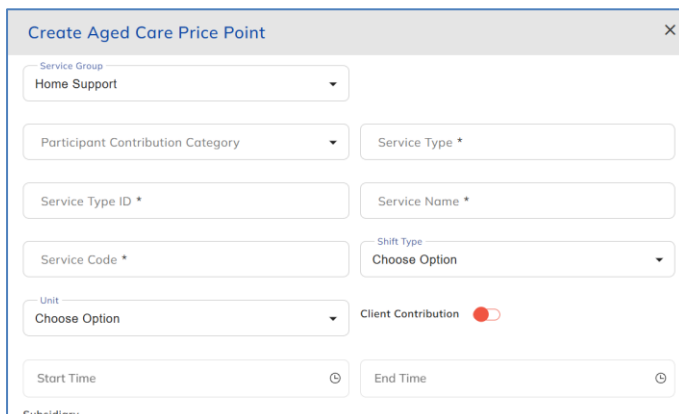
3. These fields ensure direct mapping to the **government’s official Support at Home Price List** as below.

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



The screenshot shows the 'Create Aged Care Price Point' form with the following fields filled: 'Service Group' is 'Home Support', 'Participant Contribution Category' is 'Independence', 'Service Type *' is 'Domestic Assistance', 'Service Type ID *' is '123456789', 'Service Name *' is 'Home Support', 'Service Code *' is '123456789', 'Shift Type' is 'Choose Option', 'Unit' is 'Choose Option', 'Client Contribution' is turned on, 'Start Time' is '08:00', and 'End Time' is '18:00'. The 'Travel Item' and 'Accommodation' toggle switches are both turned off.

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

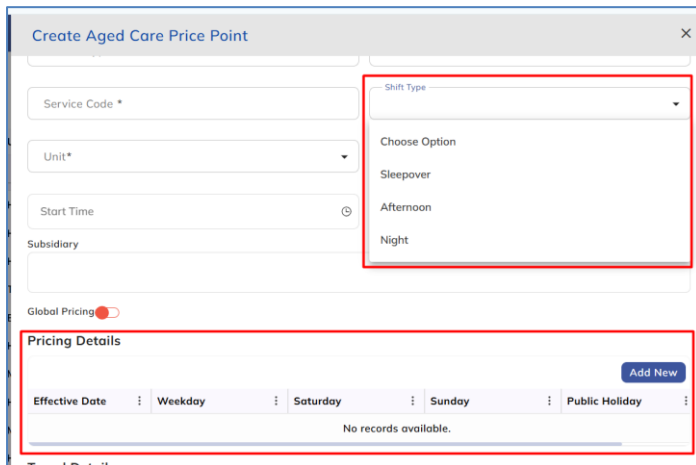
- When **enabled**, the system will prompt to capture client contribution during rostering or billing.
- When **disabled**, service costs are billed entirely against government funding.

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

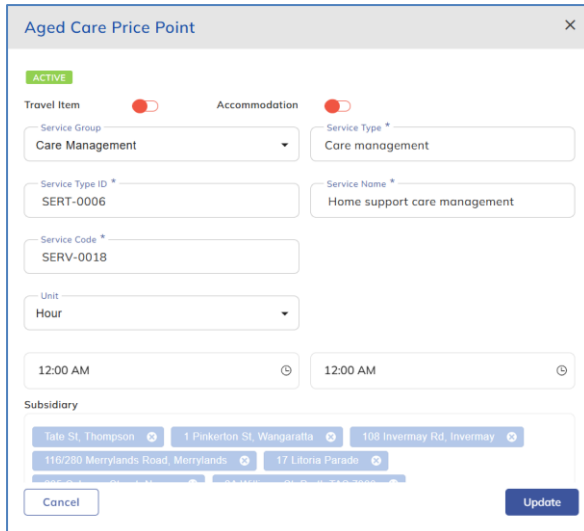


7. Users can now define **Care Management** services within the Price List module.

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.

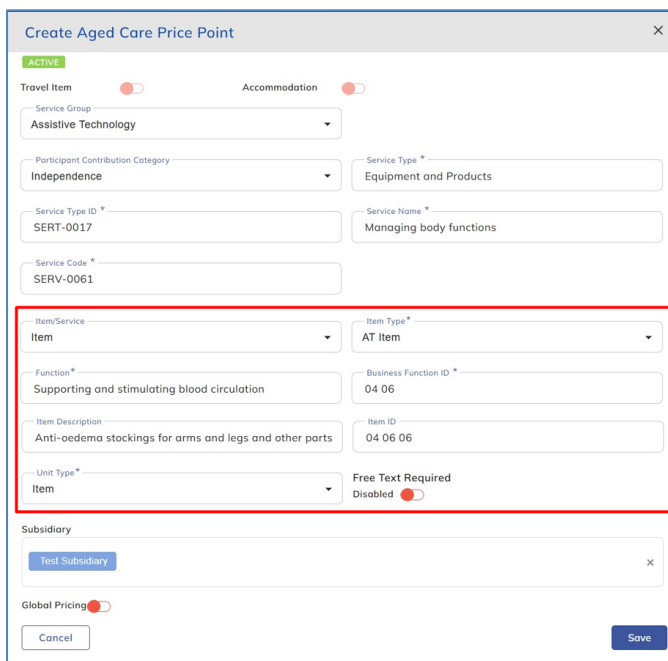
These services can then be linked to client funding (CM) for billing and claim generation



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 1 to 8
Transitional HCP Recipient	Clients migrated from Home Care Packages during the transition period	Grandfather Levels 1 to 4
Grandfather HCP Recipient	Existing Home Care Package recipients continuing under grandfathering arrangements	Grandfather Levels 1 to 4

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

Create Client

Aged Care

NDIS

Insurance

General

Participation & Funds

Subsidy & Supplement

Other

Support at Home Info

CDC No. *

Enter here:

Participant Type*

New Support at Home Participant

Participant Level*

----- Select Participant -----

New Level Transition Date

day/month/year

Support at Home Schemes

Home Support Ongoing (ON) \$ *

Home Support Ongoing

Assistive Technology Specified Needs (AS) \$

Enter here:

System Effective Date

day/month/year

Expiry Date

day/month/year

Assistive Technology (AT) Fund \$

Enter here:

Funding Tier

----- Select Funding Tier -----

System Effective Date

day/month/year

Expiry Date

day/month/year

Home Modification (HM) Fund \$

Enter here:

Funding Tier

----- Select Funding Tier -----

System Effective Date

day/month/year

Expiry Date

day/month/year

Home Care (HC) Account \$

Enter here:

System Effective Date

day/month/year

Expiry Date

day/month/year

Commonwealth Unspent (CU) Funds \$

Enter here:

System Effective Date

day/month/year

Expiry Date

day/month/year

Hardship Supplement \$

Enter here:

Hardship Supplement Effective Date

day/month/year

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

Client contribution status*

----- Select Participant Type -----
▼

Clinical Care %

Enter here

Everyday Living Supports %

Enter here

Independence Supports %

Enter here

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



Demo S@H Clie...
Male

Aged Care

Type

03 Aug 2025

Onboarding Date

S2H Cli...

Billing Contact

Submitted

Agreement Status

Part Pensioner

Client Contribution Type

Status

Login Enabled

Care Management Fees

Charged for the current quarter — \$100.00, based on total 1 hours billed.

Transaction

Total of all payments charged to the...

\$550.00

Home support ongoing

Remaining balance + carryover from last...

\$14,000.00

Commonwealth unspent funds

Government unspent balance

\$3,000.00

Restorative Care Pathway

Balance and validity

\$0.00

Exp: 13 Oct 2025

OVERVIEW

BILLING CONFIGURATION

SHIFTS

EXPENSES

NOTES

LOCATIONS

FILES

DOCUMENTS

CDC STATEMENT

AGREEMENTS

SETTINGS

Search Transaction Type, Transaction ID

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.

OVERVIEW

BILLING CONFIGURATION

SHIFTS

EXPENSES

NOTES

LOCATIONS

FILES

DOCUMENTS

CDC STATEMENT

AGREEMENTS

SETTINGS

Search Transaction Type, Transaction ID

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
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_Nersing 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

1

10 items per page

1 - 10 of 10 items

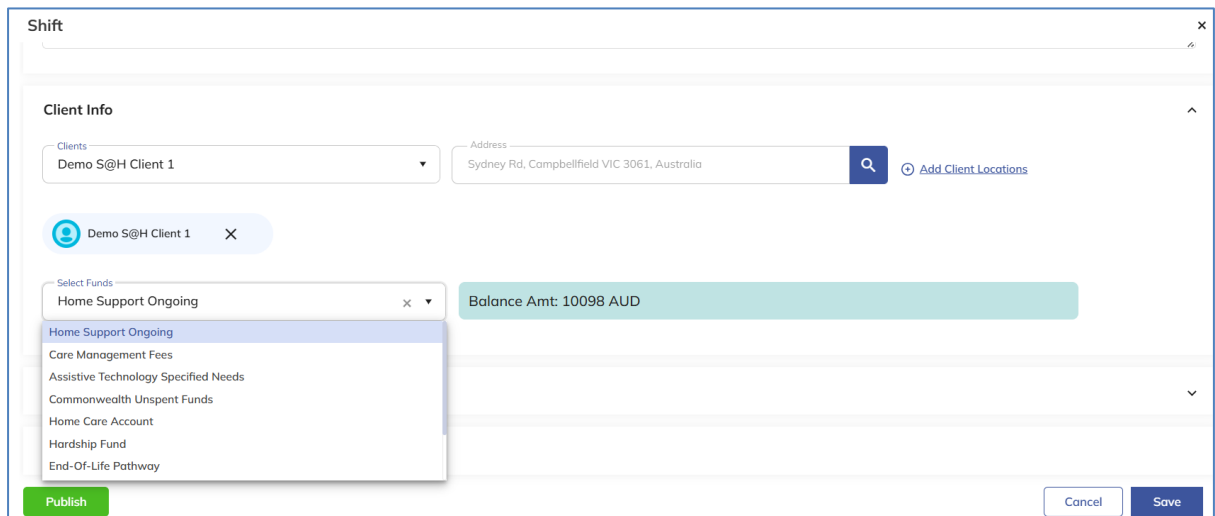
4. Roster Creation with New fund Sources

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.

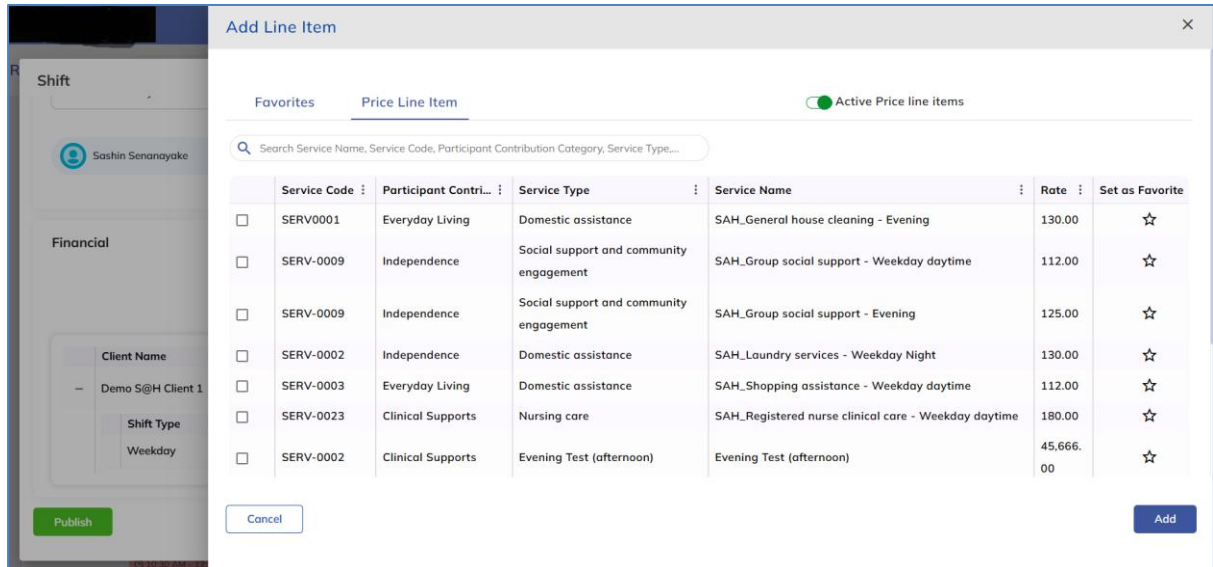
Key Enhancements

- 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 displays the 'Shift' creation interface. At the top, there's a 'Shift' label. Below it, the 'Client Info' section is expanded, showing a 'Clients' dropdown with 'Demo S@H Client 1' selected and an 'Address' field with 'Sydney Rd, Campbellfield VIC 3061, Australia'. A search icon and a link to 'Add Client Locations' are also present. Below the client info, there's a tag for 'Demo S@H Client 1'. The 'Select Funds' dropdown is open, showing 'Home Support Ongoing' as the selected fund. A list of other funds is visible: 'Care Management Fees', 'Assistive Technology Specified Needs', 'Commonwealth Unspent Funds', 'Home Care Account', 'Hardship Fund', and 'End-Of-Life Pathway'. To the right of the fund selection, a teal box displays 'Balance Amt: 10098 AUD'. At the bottom, there 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.



The screenshot shows the 'Add Line Item' dialog box. It has a sidebar with 'Shift' and 'Financial' sections. The 'Financial' section shows 'Client Name' as 'Demo S@H Client 1' and 'Shift Type' as 'Weekday'. The main area is titled 'Add Line Item' and has a 'Price Line Item' tab. It contains a search bar and a table of service items.

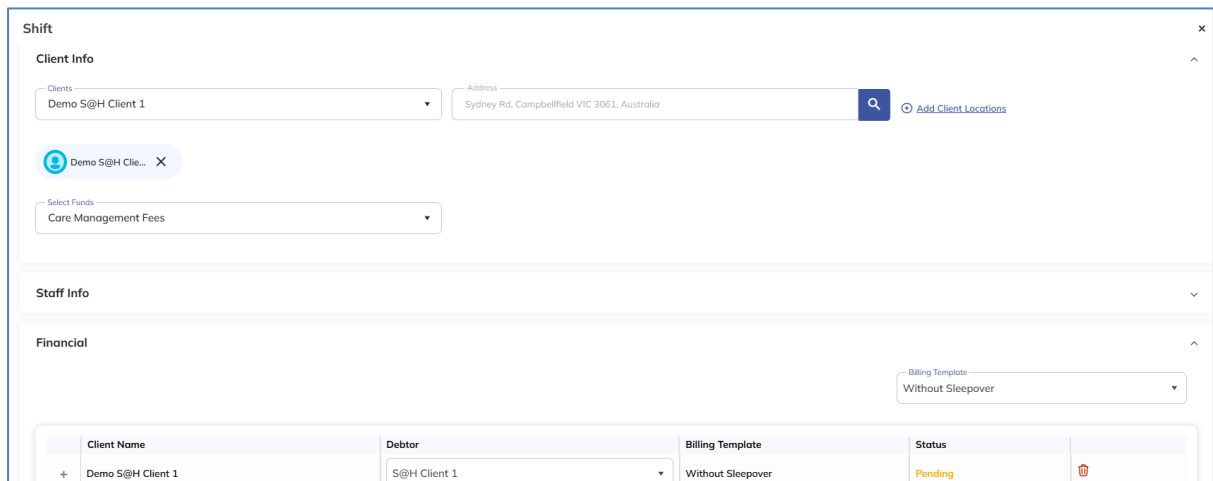
	Service Code	Participant Contri...	Service Type	Service Name	Rate	Set as Favorite
<input type="checkbox"/>	SERV0001	Everyday Living	Domestic assistance	SAH_General house cleaning - Evening	130.00	☆
<input type="checkbox"/>	SERV-0009	Independence	Social support and community engagement	SAH_Group social support - Weekday daytime	112.00	☆
<input type="checkbox"/>	SERV-0009	Independence	Social support and community engagement	SAH_Group social support - Evening	125.00	☆
<input type="checkbox"/>	SERV-0002	Independence	Domestic assistance	SAH_Laundry services - Weekday Night	130.00	☆
<input type="checkbox"/>	SERV-0003	Everyday Living	Domestic assistance	SAH_Shopping assistance - Weekday daytime	112.00	☆
<input type="checkbox"/>	SERV-0023	Clinical Supports	Nursing care	SAH_Registered nurse clinical care - Weekday daytime	180.00	☆
<input type="checkbox"/>	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.



The screenshot shows the 'Shift' form. It has sections for 'Client Info', 'Staff Info', and 'Financial'. The 'Client Info' section shows 'Client' as 'Demo S@H Client 1' and 'Address' as 'Sydney Rd, Campbellfield VIC 3061, Australia'. The 'Staff Info' section is empty. The 'Financial' section shows 'Billing Template' as 'Without Sleepover' and a table with columns for 'Client Name', 'Debtor', 'Billing Template', and 'Status'.

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.

Add Line Item

Shift: Demo S@H Client 1

Select Funds: Care Management Fee

Staff Info

Financial

Client Name: Demo S@H Client

Cancel Add

Price Line Item

Active Price line items

Search Service Name, Service Code, Participant Contribution Category, Se...

	Service Code	Service Type	Service Name	Rate	Set as Favorite
<input type="checkbox"/>	SERV-0018	Care management	Home support care management	100.00	☆
<input type="checkbox"/>	SERV-0018	Care management	SAH_Home support care management	155.00	☆

1 - 2 of 2 items

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 Sygnal Staff Mobile**.

Shift

Clients: Demo S@H Client 1

Address: Sydney Rd, Campbellfield VIC 3061, Australia

Add Client Locations

Demo S@H Client 1

Select Funds: Assistive Technology

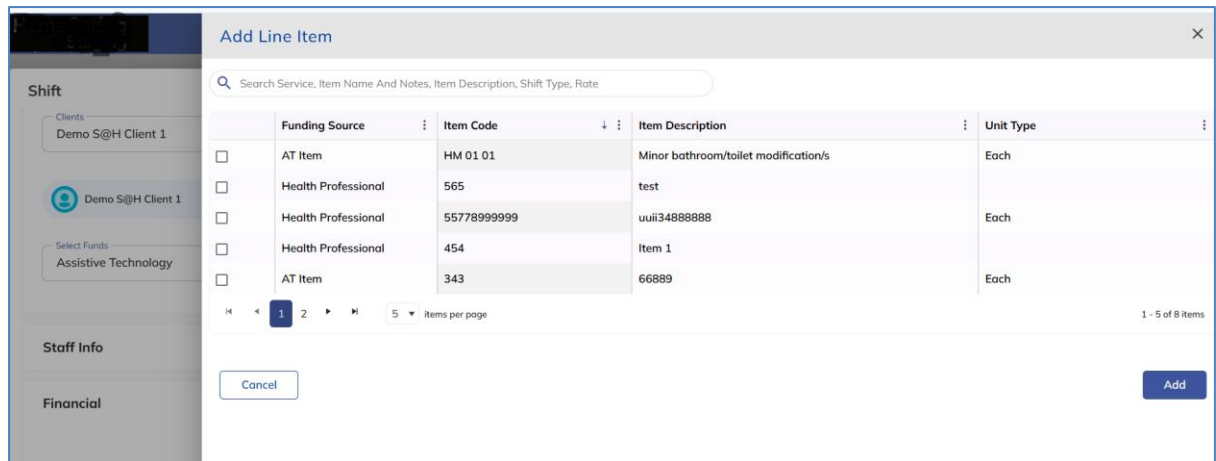
Balance Amt: 15000 AUD

Staff Info

Financial

Please select a fund source to continue
+ Click here to add services

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

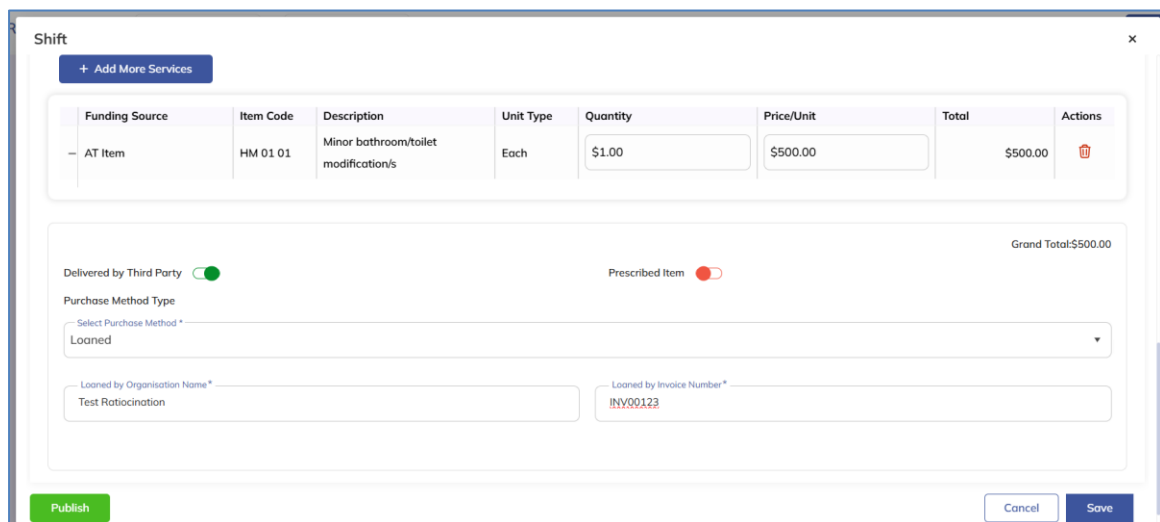


12. Users can select **multiple items** for the same fund source and have the option to select the optional parameters of

- **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**



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.

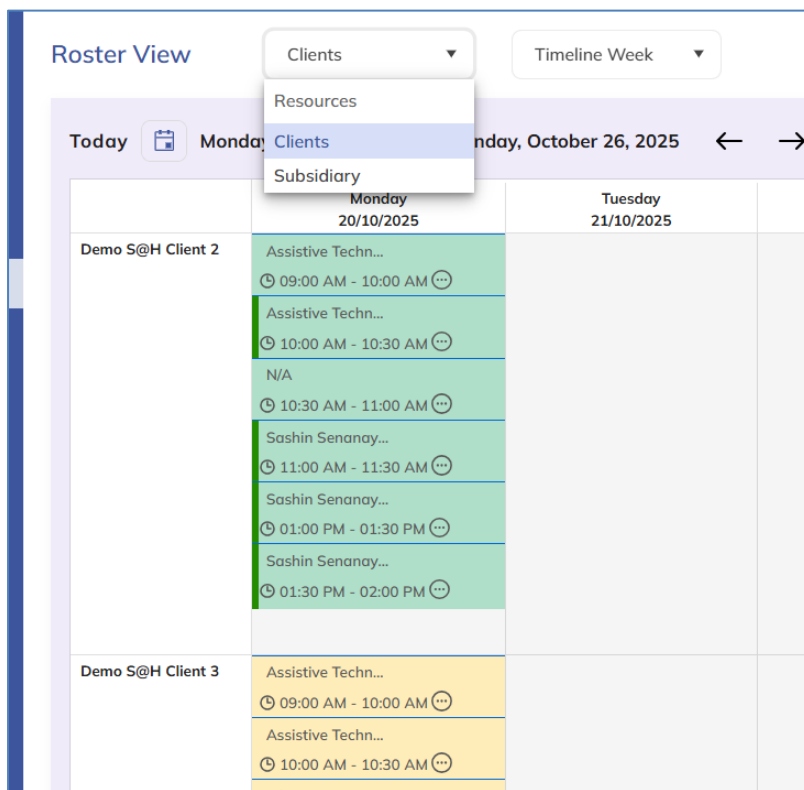
13. If the client has additional funds (e.g., RC, EL, AS, HC, CU), these appear in the Fund dropdown.

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

Demo S@H Client... Sashin Senana... Sygnal Admin

Resources Shift Manager

Subsidiary: Test Subsidiary

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 Sygnal Admin on 27/10/2025 04:09 PM

PAYROLL CLIENT BILLING

Demo S@H Client 2 Approval Status: APPROVED

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

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](#) \$100.00 Billed Amount

Demo S@H Client 3 N/A Signal Admin Shift Manager Subsidiary: Test Subsidiary Fund Type: Assistive Technology Status: PENDING APPROVAL

CLIENT BILLING

Demo S@H Client 3 Approval Status: PENDING APPROVAL Save Approve

Start Date: 20/10/2025 09:00 AM End Date: 20/10/2025 10:00 AM + Add More Services

Funding Source	Item Code	Description	Unit Type	Quantity	Price/Unit	Total	Actions
AT Item	HM 01 01	Minor bathroom/toilet modifications	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

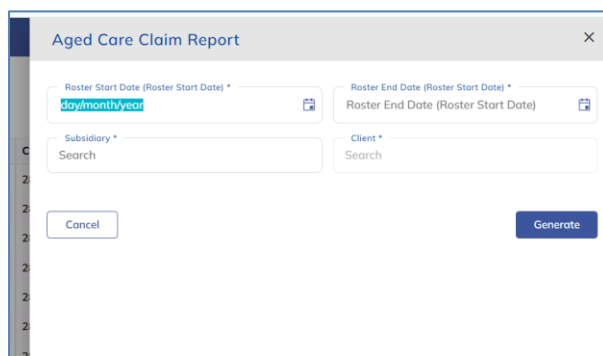
Overview

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.

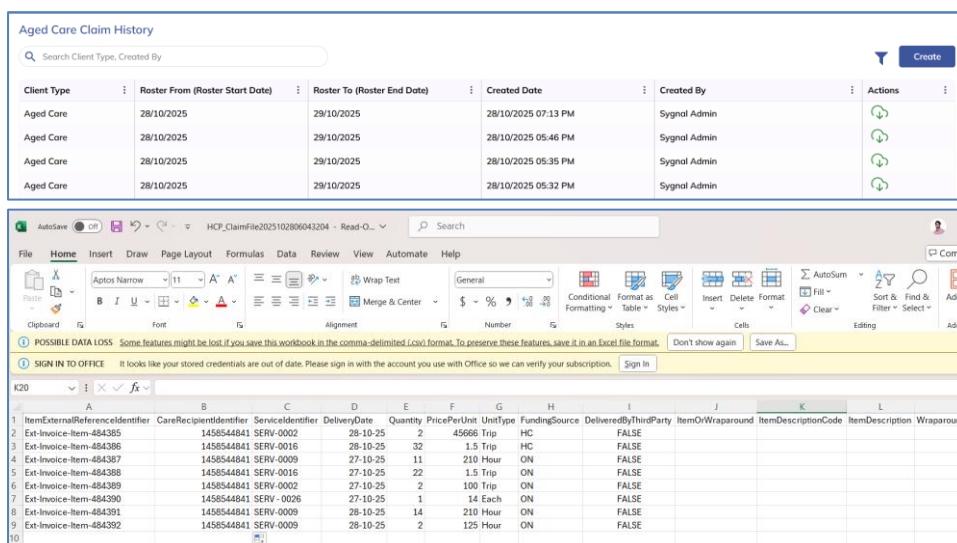
1. Users can generate the claim file by filtering the generation parameters below.



The dialog box titled "Aged Care Claim Report" contains the following fields and buttons:

- Roster Start Date (Roster Start Date) ***: A date picker field with a calendar icon.
- Roster End Date (Roster Start Date) ***: A date picker field with a calendar icon.
- Subsidiary ***: A text input field with a "Search" button.
- Client ***: A text input field with a "Search" button.
- Cancel**: A button at the bottom left.
- Generate**: A button at the bottom right.

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.



The "Aged Care Claim History" table shows the following data:

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	Sygnal Admin	
Aged Care	28/10/2025	29/10/2025	28/10/2025 05:46 PM	Sygnal Admin	
Aged Care	28/10/2025	29/10/2025	28/10/2025 05:35 PM	Sygnal Admin	
Aged Care	28/10/2025	29/10/2025	28/10/2025 05:32 PM	Sygnal Admin	

The CSV export shows the following data:

ItemExternalReferenceIdentifier	CareRecipientIdentifier	ServiceIdentifier	DeliveryDate	Quantity	PricePerUnit	UnitType	FundingSource	DeliveredByThirdParty	ItemOrWraparound	ItemDescriptionCode	ItemDescription	Wraparound
Ext-Invoice-Item-484385	1458544841	SERV-0002	28-10-25	2	45666	Trip	HC	FALSE				
Ext-Invoice-Item-484386	1458544841	SERV-0016	28-10-25	32	1.5	Trip	HC	FALSE				
Ext-Invoice-Item-484387	1458544841	SERV-0009	27-10-25	11	210	Hour	ON	FALSE				
Ext-Invoice-Item-484388	1458544841	SERV-0016	27-10-25	22	1.5	Trip	ON	FALSE				
Ext-Invoice-Item-484389	1458544841	SERV-0002	27-10-25	2	100	Trip	ON	FALSE				
Ext-Invoice-Item-484390	1458544841	SERV-0026	27-10-25	1	14	Each	ON	FALSE				
Ext-Invoice-Item-484391	1458544841	SERV-0009	28-10-25	14	210	Hour	ON	FALSE				
Ext-Invoice-Item-484392	1458544841	SERV-0009	28-10-25	2	125	Hour	ON	FALSE				

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

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

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