



***Aged Care* – Support at Home Invoice Bulk CSV**

Aged Care	
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Document Version Control

Version	Release Date	Description
1.0	19-05-2025	Initial

1 Introduction

1.1 Document Purpose

The purpose of this document is to provide information to assist with the format of the bulk Invoice CSV upload and CSV response file post the processing of the upload file.

1.2 Scope

The scope of this document is to describe the CSV structures for the bulk upload of invoice in the Aged Care Provider Portal and provide a download CSV format of the response post the processing of this bulk invoice upload.

1.3 Target Audience

The intended audience of this document are Software Developers and Aged Care Service Providers who wish to utilise the bulk Invoice CSV upload to integrate with Services Australia.

1.4 Legal, Privacy & Policy Requirements

Participating Aged Care Providers are advised to verify that their intended use of services and information does not contravene any applicable legislation or regulations or is inconsistent with any applicable policy or guidance.

1.5 Terminology

Refer to Definitions, Acronyms and Abbreviations for a list of Acronyms and Terms used in this document.

1.6 Business Need

Change Reason	Change Description
Legislative Change	<ul style="list-style-type: none">In response to the Aged Care Royal Commission, the Australian Government has committed to establish a new Support at Home (SaH) program. The SaH program will provide targeted in-home services to allow older people to remain independent at home for longer.The SaH program is proposed to commence on 1 July 2025 incorporating Home Care Packages (HCP) and Short Term Restorative Care (STRC) programs.

1.7 Summary of Changes

Version No	Change Description
1.0	To provide the ability to submit invoices via bulk using CSV in the Aged Care Provider Portal and download the response CSV file post the processing of the CSV file.

2 Support at Home Invoice CSV file

This section explains the structure format for the relevant document structures for Invoice. Section 2.1 refers to the Bulk CSV Invoice file and section 2.2 relates to the response CSV file to show the outcome of the Bulk CSV file upload.

2.1 Invoice Upload file

This section explains the structure of the bulk invoice CSV file.

The following fields are included to define the format of the bulk invoice CSV file. The comma character (,) will be used as a field delimiter within these record structures.

The service NAPS Identifier isn't required in the file as the file will be uploaded within the context of the service. The external reference identifier for the invoice will use the filename of the bulk upload invoice CSV.

2.1.1 Invoice Header Format

Name	
1	Item External Reference Identifier
2	Care Recipient Identifier
3	Service Identifier
4	Delivery Date
5	Quantity
6	Price Per Unit
7	Unit Type
8	Funding Source
9	Delivered By Third Party
10	Item or Wraparound
11	Item Description Code
12	Item Description
13	Wraparound Description Code
14	Wraparound Description
15	Prescribed Item
16	Purchase Method Type
17	Loaned by Organisation Name
18	Loaned By Invoice Number
19	Health Professional Type Code
20	Health Professional Type Other
21	Item First Payment
22	Late Submission Reason Code
23	Late Submission Justification

2.1.1 Invoice Item Format

Name	
1	Item External Reference Identifier
2	Care Recipient Identifier
3	Service Identifier
4	Delivery Date
5	Quantity
6	Price Per Unit
7	Unit Type
8	Funding Source
9	Delivered By Third Party
10	Item or Wraparound
11	Item Description Code
12	Item Description
13	Wraparound Description Code
14	Wraparound Description
15	Prescribed Item
16	Purchase Method Type
17	Loaned by Organisation Name
18	Loaned By Invoice Number
19	Health Professional Type Code
20	Health Professional Type Other
21	Item First Payment
22	Late Submission Reason Code
23	Late Submission Justification

2.2 *Filename format*

The file names of the CSV files will require to align to the following naming standard.

The filename of the Bulk Invoice Upload CSV file will be used as the External Reference Identifier for the Invoice.

The filename format of the supporting documents for the invoice items are required to follow the below format.

<external item reference identifier>~<attachment_type>~<filename>.<filetype>

<external item reference identifier> is the first column on each item line in the bulk Invoice file.

<attachment_type> can only have the following values

- INVOICE
- PRESC
- QUOTE
- RECEIPT
- OTHER

<filename> is the name of the file post processing.

<filetype> can only be of the following types.

- jpg
- png
- tiff
- pdf

Example: ExtInvoice01Item01~PRESC~Prescription01.pdf

2.3 Invoice Download Format

This section explains the CSV structure of the invoice download file to show the outcome of the processing of the bulk Invoice CSV file.

The following fields are included to define the format of the invoice download CSV file. The comma character (,) will be used as a field delimiter within these record structures.

2.3.1 Invoice items format

Name	
1	Invoice Identifier
2	Service NAPS Identifier
3	Service Provider Identifier
4	Invoice External Reference Identifier
5	status
6	Invoice created at date time
7	Invoice updated at date time
8	Invoice item identifier
9	Item External Reference Item Identifier
10	Item status
11	Care Recipient Identifier
12	Care Recipient first name
13	Care Recipient last name
14	Service Group Identifier
15	Service Group Text
16	Service Type Identifier
17	Service Type Text
18	Service Identifier
19	Service Text
20	Delivery Date
21	Quantity
22	Price Per Unit
23	Unit Type
24	Funding Source
25	Funding Source Text
26	Delivered By Third Party
27	Item or Wraparound
28	Function Code

29	Function Text
30	Item Description Code
31	Item Description Text
32	Item Description
33	Wraparound Description Code
34	Wraparound Description Text
35	Wraparound Description
36	Prescribed Item
37	Purchase Method Type
38	Loaned by Organisation Name
39	Loaned By Invoice Number
40	Health Professional Type Code
41	Health Professional Type Text
42	Health Professional Type Other
43	Item First Payment
44	Late Submission Reason Code
45	Late Submission Reason Text
46	Late Submission Justification
47	Attachment Provided
48	Attachment Required
49	Further Information Required
50	Filename
51	Invoice Item created at date time
52	Invoice item updated at date time

2.3.1 *Attachments format*

Name	
1	Value is Attachment
2	Invoice item identifier
3	Type
4	Type Text
5	Attachment Identifier
6	Filename
7	Mime Type
8	Created at date time

2.3.2 *Messages format*

Name	
1	Value is Message
2	Type(I – Info, W – Warning and E – Error)
3	Short text
4	Long text

2.4 Field Definition

Section provides further information relating to the fields that are used in the above CSV files that includes the relevant description of the field, enumerations, examples and which fields relate to which CSV file/s.

	Name	Description	CSV File/s	Enumerations	Examples
1	Invoice Identifier	The unique identifier given to an invoice	Response		12345
2	Service NAPS Identifier	The National Approved Provider System(NAPS) Identifier for the service.	Response		10254
3	Service Provider Identifier	Services Australia unique identifier for Service provider	Response		40123234
4	Invoice External Reference Identifier	This field can be used by Software Vendors as an external identifier to distinguish the invoices within their software.	Response		ExtInvoice001
5	status	The status of the invoice	Response		OPEN
6	Invoice Item Identifier	Identifier to identify the particular item within an invoice	Response		001
7	Item External Reference Item Identifier	This field can be used by Software Vendors as an external identifier to distinguish the invoice items within their software.	Invoice, Response		ExtInvoice001Item001
8	Item status	This field shows the status of an item.	Response		OPEN
9	Care Recipient Identifier	The identifier of a person who has been assessed to be requiring Residential Care, Transition Care or Support at Home	Invoice, Response		404006845
10	Care Recipient First Name	The first name or given name of the care recipient	Response		Tom
11	Care Recipient Last Name	The last name or surname of the care recipient	Response		Sample
12	Service Identifier	The service being delivered and invoiced.	Invoice, Response		SERV-0001
13	Delivery Date	The date the service item was delivered on.	Invoice, Response		2024-10-01
14	Quantity	The quantity of units of this item provided. For services where unit is hours, minimum interval is 15 min. This should be converted to decimal intervals of 0.25. Where quantity provided falls in the middle of this range it should be rounded up. ie 3 hrs 8 min to 3 hrs 15 min ie 3.25	Invoice, Response		2
15	Price Per Unit	Amount charged per unit in AUD.	Invoice, Response		30
16	Unit Type	The unit of measure referred to in quantity.	Invoice, Response	<ul style="list-style-type: none"> • hours • trip • item • bill • voucher • meal 	hours
17	Funding Source	The funding source where the funds should be drawn from <ul style="list-style-type: none"> • ON Home support ongoing • AT Assistive Technology 	Invoice, Response	<ul style="list-style-type: none"> • AT • CM • EL 	ON

		<ul style="list-style-type: none"> • CM Care Management • EL End of life • HM Home Modifications • RC Restorative Care • AS Assistive Technology Specified Needs 		<ul style="list-style-type: none"> • HM • RC • ON • AS 	
18	Funding Source Text	The funding source the payment item was paid	Response		Home support ongoing
19	Delivered By Third Party	Indicates when the service has been delivered by a third party	Invoice, Response		true
20	Item or Wraparound	If service being provided is an item or a wraparound service. Conditional. See tech sis documentation for information on which services require this field.	Invoice, Response	<ul style="list-style-type: none"> • ITEM • WRAPAROUND 	ITEM
21	Function Code	The code for the function being delivered Refer to service list api for list of item and function codes. Conditional. Mandatory when itemOrWraparound type is ITEM Must be from list of available functions. See service list api for list of available functions.	Response		09 12
22	Function Text	The text item of the service being delivered.	Response		Toileting
23	Item Description Code	The item code of the service being delivered. Refer to service list api for list of item codes. Conditional. Mandatory when itemOrWraparound type is ITEM Must be from list of available item codes. See service list api for list of available item codes.	Invoice, Response		09 12 33
24	Item Description Text	The text description of the item being delivered	Response		Bedpans
25	Item Description	Free text description of item. Conditional. Mandatory for AT/HM when itemDescriptionCode refers to Other Mandatory for some Home support services	Invoice, Response		Weekly claim
26	Wraparound Description Code	The wraparound code of the service being delivered. Refer to service list api for list of wraparound codes. Conditional. Mandatory when itemOrWraparound type is WRAPAROUND Must be from list of available wraparound codes. See service list api for list of available wraparound codes.	Invoice, Response		WRAP-001
27	Wraparound Description Text	The text description of the wraparound service being delivered.	Response		Set up
28	Wraparound Description	Free text description of wraparound service being provided. Conditional. Mandatory when wraparoundDescriptionCode refers to Other.	Invoice, Response		Installation
29	Prescribed Item	Indicates whether the service is a prescribed item being invoiced	Invoice, Response	<ul style="list-style-type: none"> • Y 	Y

		<ul style="list-style-type: none"> • Y - Yes • N - No 		<ul style="list-style-type: none"> • N 	
30	Purchase Method Type	Shows whether the item was purchased or loaned from an organisation. Conditional. Required for when AT is above nominal high tier cap	Invoice, Response	<ul style="list-style-type: none"> • PURCHASED • LOANED 	PURCHASED
31	Loaned by Organisation Name	The name of the organisation the item was loaned from. The State or Territory loan scheme that relates to the service being invoiced when the Assistive Technologies is above the nominal high tier cap. Field is mandatory when Assistive Technologies is above the nominal high tier cap. Mandatory when purchaseMethodType is LOANED	Invoice, Response		Pharmacy
32	Loaned By Invoice Number	The invoice/identifying number of the item that was loaned. Mandatory when purchaseMethodType is LOANED	Invoice, Response		Pharmacy Invoice Number 12345
33	Health Professional Type Code	The type of Health Professional providing the service. See service list reference data for list of available codes.	Invoice, Response		HPT-OTH
34	Health Professional Type Text	Text description of field healthProfessionalTypeCode.	Response		Other
35	Health Professional Type Other	Free text field to describe Health professional type. Mandatory when 'Other' is selected in healthProfessionalTypeCode.	Invoice, Response		Allied health assistance
36	Item First Payment	Lists if this is the first payment of the item for this service provided. Conditional. Mandatory for Home modification products	Invoice, Response	<ul style="list-style-type: none"> • true • false 	true
37	Late Submission Reason Code	The reason is required when an item that is being invoiced was claimed more than 60 days after the end of the budget the item relates to Upload evidence via attachment upload is required.	Invoice, Response		COMPLEX_HOME_MODIFICATION
38	Late Submission Reason Text	The reason is required when an item that is being invoiced was claimed more than 60 days after the end of the budget the item relates to. Upload evidence via attachment upload is required.	Response		Complex home modifications
39	Late Submission Justification	Justification is required when an item that is being invoiced was claimed more than 60 days after the end of the budget the item relates to. Mandatory if lateSubmissionReasonCode is Other Upload evidence via attachment upload is required.	Invoice, Response		
40	Attachment Provided	Will be true when an attachment has been uploaded for an item	Response	<ul style="list-style-type: none"> • true • false 	true

41	Attachment Required	Will be true if an attachment is required to be uploaded for an item based on data submitted	Response	<ul style="list-style-type: none"> • true • false 	false
42	Further Information Required	Will be true if item is missing conditional mandatory information which is required before submission	Response	<ul style="list-style-type: none"> • true • false 	true

3 Invoice reference data

The below tables outline the additional fields that will be required based on the type of service being invoiced. It includes the field name, the data field, whether it is mandatory, example if provided and business rules

3.1 Support at Home classifications

Classification	Service Group	Service Type	Service
SaH Classifications	Home Support	Social support and community engagement	Expenses to maintain personal affairs
		Nursing care	Nursing care consumables
		Nutrition	Nutrition supports
		Transport	Indirect transport
		Home maintenance and repairs	Expenses for home maintenance and repairs

Item Data (per Service per Item)	Data Field	Mandatory (System)	Business Rule
itemDescriptionCode	List	Y	Must be a value from the pre-defined items for that service from service list reference data api
itemDescription	Free Text	Conditional	Free text description of item. Mandatory if freeTextRequired is true for item in service list reference data api
quantity	Decimal	Y	
pricePerUnit	Decimal	Y	Efficient price does not apply and will be based on the cost charged by the service provider
unitType	List	Y	Must be a unit type value available from service list item units list in service list reference data
Upload receipts/invoices	Upload	Y	

3.2 Assistive Technology classifications

Classification	Service Group	Service Type	Service
All AT classifications	Assistive Technology	Equipment and Products	Communication and information management products, Self-care products, Mobility products, Managing body functions, Domestic life products

Item Data (per Service per Item)	Data Field	Mandatory (System)	Business Rule
itemOrWraparound	List	Y	Values must be 'ITEM' or 'WRAPAROUND'
functionCode	List	N/A	Determined by item
itemDescriptionCode	List	Conditional	Mandatory if 'Item' is selected from the 'Item or wraparound service' field Must be a value from the pre-defined items for that service from service list reference data api
itemDescription	Free Text	Conditional	Free text description of item. Mandatory if freeTextRequired is true for item in service list reference data api
wraparoundDescriptionCode	List	Conditional	Mandatory if 'Item' is selected from the 'Item or wraparound service' field Must be a value from the pre-defined wraparound services for that service from service list reference data api
wraparoundDescription	Free Text	Conditional	Free text description of wraparound service. Mandatory if freeTextRequired is true for item in service list reference data api
quantity	Decimal	Y	
pricePerUnit	Decimal	Y	Efficient price does not apply and will be based on the cost charged by the service provider
unitType	List	Y	Must be a unit type value available from service list item units list in service list reference data
prescribedItem	Indicator/Flag	N	
purchaseMethodType	List	Y	Values must be 'PURCHASED' or 'LOANED'. Default value should be 'PURCHASED'
loanedByOrganisationName	Free Text	Conditional	The organisation name the item was loaned from. Mandatory if Purchase Method Type is 'LOANED'
loanedByInvoiceNumber	Free Text	Conditional	The invoice number of the loaned item. Mandatory if Purchase Method Type is 'LOANED'
Upload receipts/invoices	Upload	Y	

Classification	Service Group	Service Type	Service
All AT classifications	Assistive Technology	Equipment and Products	Assistive technology prescription and clinical support

Item Data (per Service per item)	Data Field	Mandatory (System)	Business Rule
itemOrWraparound	List	Y	Values must be 'ITEM' or 'WRAPAROUND'
itemDescriptionCode	List	Y	Must be a value from the pre-defined items for that service from service list reference data api
itemDescription	Free Text	Conditional	Free text description of item. Mandatory if freeTextRequired is true for item in service list reference data api
wraparoundDescriptionCode	List	Conditional	Mandatory if 'Item' is selected from the 'Item or wraparound service' field Must be a value from the pre-defined wraparound services for that service from service list reference data api
wraparoundDescription	Free Text	Conditional	Free text description of wraparound service. Mandatory if freeTextRequired is true for item in service list reference data api
quantity	Decimal	Y	
healthProfessionalTypeCode	List	Y	Must be a value from the pre-defined health professional types for that service from service list reference data api Only one health professional type must be selectable per item Where 'Other' is selected, then this will contain a free text description input by the service provider.
healthProfessionalTypeOther	Free Text	Conditional	Free text description of health professional type. Mandatory if freeTextRequired is true for item in service list reference data api
pricePerUnit	Decimal	Y	If an efficient price corresponding to the selected health professional type under Service Group = 'Home support' and Service Type = 'Allied Health and therapy' is available, then must be less than or equal to the efficient price, Else the cost charged by the service provider should be applicable For 'Other', it will always be the cost charged by the service provider
unitType	List	Y	Must be a unit type value available from service list item or wraparound units list in service list reference data
Upload Prescription	Upload	Conditional	Mandatory if ItemOrWraparound is 'ITEM' and itemDescriptionCode = ATITM001 (Prescriptions)
Upload Invoices/Receipts	Upload	Y	

3.3 Home Modifications classifications

Classification	Service Group	Service Type	Service
All HM classifications	Home Modifications	Home Adjustments	Home modifications prescription and clinical support

Item Data (per Service per Item)	Data Field	Mandatory (System)	Business Rule
itemOrWraparound	List	Y	Values must be 'ITEM' or 'WRAPAROUND'
itemDescriptionCode	List	Y	Must be a value from the pre-defined items for that service from service list reference data api
itemDescription	Free Text	Conditional	Free text description of item. Mandatory if freeTextRequired is true for item in service list reference data api
wraparoundDescriptionCode	List	Conditional	Mandatory if 'Item' is selected from the 'Item or wraparound service' field Must be a value from the pre-defined wraparound services for that service from service list reference data api
wraparoundDescription	Free Text	Conditional	Free text description of wraparound service. Mandatory if freeTextRequired is true for item in service list reference data api
quantity	Decimal	Y	
healthProfessionalTypeCode	List	Y	Must be a value from the pre-defined health professional types for that service from service list reference data api Only one health professional type must be selectable per item Where 'Other' is selected, then this will contain a free text description input by the service provider.
healthProfessionalTypeOther	Free Text	Conditional	Free text description of health professional type. Mandatory if freeTextRequired is true for item in service list reference data api
pricePerUnit	Decimal	Y	If an efficient price corresponding to the 'Occupational therapy' service under Service Group = 'Home support' and Service Type = 'Allied Health and therapy' is available, then must be less than or equal to the efficient price, Else the cost charged by the service provider should be applicable For 'Other', it will always be the cost charged by the service provider
unitType	List	Y	Must be a unit type value available from service list item units list in service list reference data
Upload Prescription	Upload	Conditional	Mandatory if ItemOrWraparound is 'ITEM' and itemDescriptionCode = HMITM 001 (Prescriptions)
Upload Invoices/Receipts	Upload	Y	

Classification	Service Group	Service Type	Service
All HM classifications	Home Modifications	Home Adjustments	Home modification products

Item Data (per Service per Item)	Data Field	Mandatory (System)	Business Rule
itemOrWraparound	List	Y	Values must be 'ITEM' or 'WRAPAROUND'
functionCode	List	N/A	Determined by item
itemDescriptionCode	List	Conditional	Mandatory if 'Item' is selected from the 'Item or wraparound service' field Must be a value from the pre-defined items for that service from service list reference data api
itemDescription	Free Text	Conditional	Free text description of item. Mandatory if freeTextRequired is true for item in service list reference data api
wraparoundDescriptionCode	List	Conditional	Mandatory if 'Item' is selected from the 'Item or wraparound service' field Must be a value from the pre-defined wraparound services for that service from service list reference data api
wraparoundDescription	Free Text	Conditional	Free text description of wraparound service. Mandatory if freeTextRequired is true for item in service list reference data api
quantity	Decimal	Y	
pricePerUnit	Decimal	Y	Efficient price does not apply and will be based on the cost charged by the service provider
unitType	List	Y	Must be a unit type value available from service list item units list in service list reference data
prescribedItem	Indicator/Flag	N	
itemFirstPayment	Indicator/Flag	Y	
Upload Quote	Upload	Conditional	Mandatory if 'itemFirstPayment' field is Y
Upload receipts/invoices	Upload	Y	

4 Invoice Flow

