



## Updating site details

### What access do I need?

SP Manager role

### What else do I need?

If you are changing a site's physical address, you will need a new noise level testing certificate.

## Search for the site

Open the green Site tab and click on the suburb of the site you want to update. If you have many sites, you can enter the suburb or postcode in the search box and click [Find](#).

## Update details on Site Details screen

### Site Details

Under Site Details you can edit the trading name, start date, and type of site (visiting or permanent).

### Site Address

Under Site Address you can amend the physical and postal address of your site. Be sure to click the Check Address button. This places your site accurately on the local provider directory. If you change the physical address for the site, please ensure you have a noise level certificate for the new location on file. If you have a different postal address, uncheck "Postal Address same as site address?" and enter the postal address.

### Site Contacts

You can update the contact phone number, email address and website details. These will update on the local provider directory, and the email address will change where site-related correspondence, such as relocation and claims emails, are sent.

### Is your site closed? Change your site status

If your site is temporarily inactive or closing permanently, you can update this in the portal. Open the Change Site Status accordion and click [Edit](#).

▼ Change Site Status

Status Change Type*	<input type="text" value="Please Select"/>
Reason ChangeType	<input type="text" value="Please Select"/>
Status Start Date*	<input type="text" value="Day"/> <input type="text" value="Month"/> <input type="text" value="Year"/>
Status End Date	<input type="text" value="Day"/> <input type="text" value="Month"/> <input type="text" value="Year"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Select the status change type. If you choose **permanent**, please note that you will not be able to reopen the site at a later date. You will need to add a new site or email [hearing@health.gov.au](mailto:hearing@health.gov.au). If your site will reopen in the future, you can choose temporary. You will also need to select a reason for the closure (ie. flooding).

For both change types, you will need to enter a start date when the status should take effect (the date the site will be closed from). If the closure is temporary, you can also add an end date (the last day the site will be closed). The site will then change to active the day after. If you aren't sure when it will reopen, you can leave this field blank for now. When you know the date for reopening you can return to the same page and add an end date to reopen the site.

## Save updates

Click the [Save](#) button after each update. It is your responsibility to maintain all site information. Updates such as site contact details will become effective within around 15 minutes and will be updated in the local provider directory. If you have changed the site status, this will update on the date you have entered for the status to take effect.