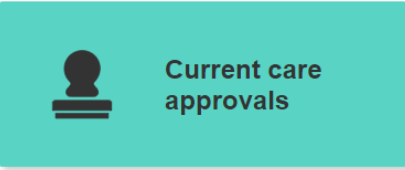


Your Online Account Guide:

Current Care Approvals

| | |
|---|--|
| <p>How do I get to Current Care Approvals</p> | <p>Log into your Online Account and select the Current Care Approval tile:</p>  |
| <p>What can I do on the Current Care Approvals page?</p> | <ul style="list-style-type: none"> ➤ View your approvals for care, including for Residential Care or Home Care Packages. |
| <p>What do you want information on?</p> | <p>Show me</p> <ul style="list-style-type: none"> ➤ When I have an approval for care, the Current Care Approvals page, click here (page 2). ➤ How to seek or stop seeking a Home Care Package, see the “Seeking home care service preferences” guide for more information. |

Current Care Approvals Page

Current care approvals

You may be recommended for a home care package following a comprehensive assessment. If this recommendation is endorsed by the Department of Health, the approval will be shown here.

Home care

This section indicates whether you have been approved, been assigned or have started care and services recommended for you in your assessment.

You will see here whether you are:

- in or out of the national priority system for home care packages
- if you been assigned a package and the deadline to take it up before the offer expires
- have been granted an interim package

CHANGE HOME CARE SEEKING SERVICES PREFERENCE

Here you can opt in or out of the national priority system to be assigned a Home Care Package

Expected time to approved package 12+ months for Home Care Package Level 4

If you are on the national priority system, the expected processing time for your home care package will be shown here (this time is specific to you).

Your approvals Client portal guide

View the care and services you are approved to receive. Information on approved Home Care Packages – that you need to find service providers for – can be found at the bottom of the page.

This page shows you what care approvals are in place

Current care approvals

The Home Care Package/s that are waiting for approval... [read more +](#)

| | |
|----------------------------------|--------------|
| Home Care Package Level 3 | |
| Priority for home care services: | Medium |
| Approval start date: | 4 March 2020 |
| Source system | Gateway |

Priority for home care services

A home care services priority is made by an Aged Care Assessment Teams (ACAT) delegate to prioritise home care package assignment.

Home care

All dates and times are in Australian Eastern Standard Time (AEST)

Not seeking services

[CHANGE HOME CARE SEEKING SERVICES PREFERENCE](#)

You will be removed from the national priority system and won't be assigned a Home Care Package ... [read more +](#)

Last changed on 2 April 2020 07:42:54 AM with reason: Did not wish to specify

No package requested - not seeking services

You will be removed from the national priority system... [read more +](#)

Request for Home Care Package Level 3 - Inactive

| | |
|---------------------------------|---------------------------|
| Approval starts | 4 March 2020 |
| Priority for home care services | Medium |
| Agreed minimum package | Home Care Package Level 1 |

Contact Us

| | | |
|-------------------------------|---|--|
| Phone (domestic) | 1800 200 422 (free call) | The call centre is open: <ul style="list-style-type: none"> • Monday to Friday: 8am - 8pm • Saturdays: 10am - 2pm • Closed: Sundays and national public holidays. |
| Phone (international)) | +61 2 6289 1555 | Monday to Friday: 8.30am - 5.30pm AEST |
| Online enquiry | Go to Contact us , and complete the form. | |
| Post | PO Box 1237 Runaway Bay QLD 4216 | |

If you have difficulty speaking or understanding English, have a hearing or speech impairment, or want support from someone who understands your situation, go to “[Accessible for all](#)” website page.