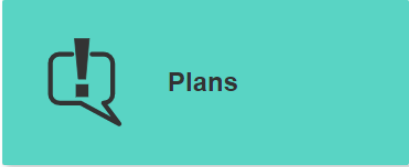





# Your Online Account Guide:

## Plans

<b>How do I get to Plans?</b>	Log into your Online Account and select the Plans tile: 
<b>What can I do on the Plans page?</b>	View details of your support plan, including care arrangements agreed between you and your assessor.
<b>What do you want information on?</b>	Show me <ul style="list-style-type: none"><li>➤ What is on the Plans page, <a href="#">click here (pg. 3)</a>.</li></ul>

## Icons

Icon		Icon	
	Show more information.		Create Report that can be saved or printed.
	Show less information.		

## Plans Page (top half)

The screenshot shows the 'Your plans' page in a client portal. The page header includes contact information (1800 200 422), operating hours (Mon-Fri 8am - 8pm Sat 10am - 2pm), and a welcome message (Welcome Grace). The navigation menu includes 'Client Portal', 'Your summary', 'Services', 'Plans', 'Current care approvals', 'Your profile', 'Relationships', 'Documents', 'Reports', 'Interactions with My Aged Care', 'Notifications', and 'Logout'. The main content area is titled 'Your plans' and includes a 'Client portal guide' link and a 'PRINTER FRIENDLY VERSION' button. Below this is a section for 'Assessment Details' with a list of items: 'Assessment Information', 'Assessment summary', 'Needs identification at assessment', 'Assessment history', 'Comprehensive Assessment 4 March 2020', and 'Screening 4 March 2020'. A 'Print' button is located at the bottom of the list.

**Assessment information**  
Contains the current processing status of your assessment.

**Assessment summary**  
Contains a short summary of your assessment.

**Assessment history**  
Contains assessments that you have had, including details of your assessor if you wish to contact them.

**Needs identification at assessment**  
Contains the care and support that your assessor and you agreed that you need.

**PRINTER FRIENDLY VERSION**  
View a report that includes your support plan, including recommended services, which you can save or print.

**The Print button creates a report which has the responses you gave during your assessment.**

## Plans Page (bottom half)

**Current care approvals**  
The care has been approved for you, including Home Care Packages. See 'Approvals' for more.

**Goals and recommendations**  
The goals set during your assessment, with recommendations for care to achieve these goals.

**Client motivations**  
This shows what is important to you, and what will change for you when you are able to receive support.

**Other recommendations**  
Other recommendations for care from your assessment, with priority levels to assist with planning.

**Care considerations**  
The cultural, religious, or personal matters that you want us to take into account when planning your care.

**People associated with the support plan**  
This shows people or organisations that are involved in helping you to achieve goals set out in your support plan.

**Plans history**  
This shows a history of your support plans, and includes links to copies that you can save or print.

**Review history**  
This shows when you have had a review of your plan.

**Reablement and linking support history**  
This shows any support that you have received to help you overcome obstacles to your access to aged care.

**Home Care Package - Maximum wait times**  
These are the maximum expected wait times for a Home Care Package to be processed. It is not specific to an individual. For your wait times, go to the 'Approvals' page.

**Support Plan Details view**

- Current care approvals
- Goals and recommendations
- At the time of assessment the following goals and recommendations were identified
- Areas of concern
- Goals
- Recommendations
- SEE ALL SERVICES
- Other recommendations
- Client motivations
- Care considerations
- People associated with the support plan
- Plans history
  - Support plan as at 04 March 2020
- Review history
- Reablement and linking support history

Home Care Package - Maximum wait times

## Contact Us

<b>Phone (domestic)</b>	<b>1800 200 422</b> (free call)	The call centre is open: <ul style="list-style-type: none"> <li>Monday to Friday: 8am - 8pm</li> <li>Saturdays: 10am - 2pm</li> <li>Closed: Sundays and national public holidays.</li> </ul>
<b>Phone (international))</b>	+61 2 6289 1555	Monday to Friday: 8.30am - 5.30pm AEST
<b>Online enquiry</b>	Go to <a href="#">Contact us</a> , and complete the form.	
<b>Post</b>	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.