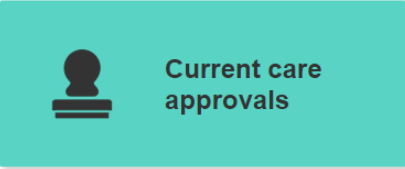


# Your Online Account Guide: Current Care Approvals - Seeking Home Care Services Preference

<p><b>How do I get to Current Care Approvals</b></p>	<p>Log into your Online Account and select the Current Care Approval tile:</p> 
<p><b>What is in Current Care Approvals</b></p>	<ul style="list-style-type: none"> <li>➤ View your approvals for care, including for Residential Care or Home Care Packages.</li> </ul>
<p><b>What do you want information on?</b></p>	<p>Show me</p> <ul style="list-style-type: none"> <li>➤ How to place myself on the Home Care National Priority System so I can get a Home Care Package, <a href="#">click here (page 2)</a>.</li> <li>➤ How to remove myself from the Home Care National Priority System as I don't want a Home Care Package, <a href="#">click here (page 4)</a>.</li> </ul>

## How do I add myself to the National Priority System?

### Note:

⚠ To receive a Home Care Package, you must:

- Be approved for a Home Care Package,
- AND
- in the National Priority System to be allocated one.

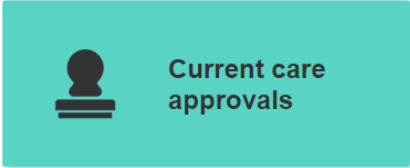


⚠ If you are in the National Priority System waiting for a medium priority Home Care Package, you will receive a Home Care letter about three months before the receiving the package assignment date.

When you get the letter, please start getting ready for the Home Care Package assignment and commencement of services.

The letter is also:

- In your Online Account, under Documents ([click here to see the Documents guide](#)).
- Sent to Representative/s (unless they have opted out of notifications).

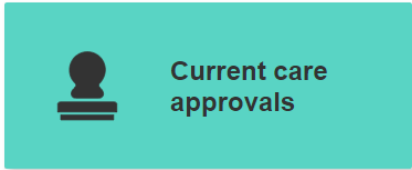


## Online Account: Your Current Care Approvals - Seeking or not seeking services (Oct 2020)

	It's my account or I am an Authorised Representative	
1	Navigate to "Current Care Approvals".	
2	Clicking the "Change Home Care Seeking Services Preference" button.	
3	Select that you <b>are</b> seeking home care services.	<p>Are you seeking home care services?</p> <p><input checked="" type="radio"/> Seeking services</p> <p><input type="radio"/> Not seeking services</p>
4	Enter a reason why you want home care services.	<p>Reason *</p> <hr/>
5	Select Save.	
<b>END</b>		

## How do I remove myself from the National Priority System?

**⚠** Removing yourself from the National Priority System will mean you **will not get** a Home Care Package.

See the '[Seeking home care service preferences](#)' guide for more information.

It's my account or I am an Authorised Representative		
1	Navigate to "Current Care Approvals".	
2	Clicking the "Change Home Care Seeking Services Preference" button.	
3	Select that you <b>are not</b> seeking home care services.	Are you seeking home care services? * <input type="radio"/> Seeking services <input checked="" type="radio"/> Not seeking services
4	Enter a reason why you do not want home care services.	Reason * <input type="text"/>
5	Select Save.	
<b>END</b>		

## Online Account: Your Current Care Approvals - Seeking or not seeking services (Oct 2020)

### 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.