





Your Online Account Guide:

Plans

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

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 the Client Portal. The page includes a navigation bar with 'Plans' selected, a 'PRINTER FRIENDLY VERSION' button, and a list of assessment details. Callout boxes provide the following information:

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

Plans Page (bottom half)

The screenshot shows the 'Support Plan Details view' page. The main content area lists several sections, each with a checkmark icon and a title. Callout boxes provide detailed explanations for each section:

- 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.
- 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.
- 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 assigned. It is not specific to an individual. For your wait times, go to the Approvals page.
- 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.
- Review history**: This shows when you have had a review of your plan.

The screenshot also shows a table with columns for 'Areas of concern', 'Goals', and 'Recommendations', and a 'SEE ALL SERVICES' button.

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
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.

If you would like more information on contact details, support services for contacting us, tips on how to share documents with My Aged Care, and important things to keep in mind to help you protect your personal information go to [Contact us](#).