


Your Online Account Guide:

Current Care Approvals

<p>How do I get to Current Care Approvals</p>	<p>Sign into your Online Account via myGov and select the Current Care Approvals 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).

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.

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 +](#)
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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).

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](#)

