

Your Online Account Guide: *Current Care Approvals*

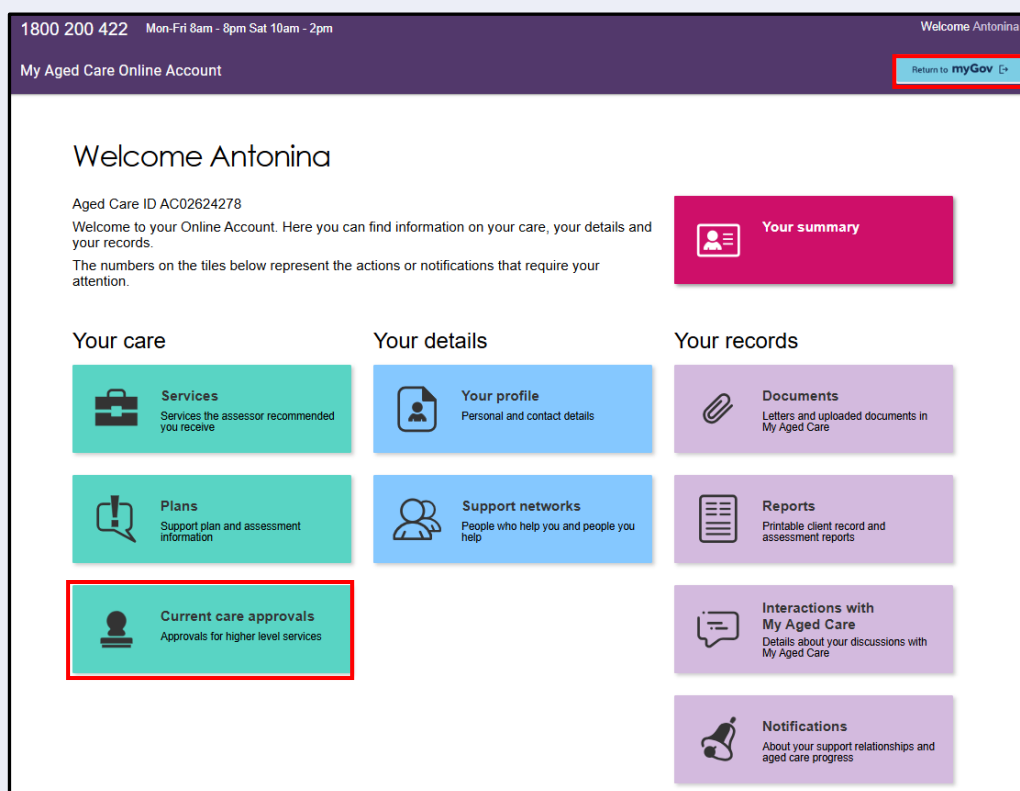
In the *Current Care Approvals* section of your Online Account, you can view the care and services you are approved to receive. This includes approvals for residential care or help at home.

This guide shows you:

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Sign in to your Online Account

1. **Sign in** to your Online Account via [myGov](#) and select the **Current care approvals** tile from the home screen:



! When you are done using your Online Account, remember to select 'Return to myGov' in the top right corner and then click on the 'Sign out' button in myGov. Doing this keeps your information safe and protects your privacy.

Your approvals page

The Your approvals page will show you the care and services you are approved to receive including:

- Current care approvals
- Seeking services status (for Support at Home)
- Previous care approvals

Current Care approvals

This section lists the care and services you are approved to receive following an assessment. This could include details for Support at Home, Commonwealth Home Support Program or residential care (aged care homes).

Home care

! The Home Care Packages Program (HCP) Program is now the Support at Home program. On 1 November 2025, the HCP Program transitioned to the Support at Home program. Learn more at: www.myagedcare.gov.au/support-home-program

For Support at Home approvals the listed detail indicates whether you have been approved, been assigned or have started care and services recommended for you in your assessment. You will see:

- Your **seeking services** status (if you are in or out of the Support at Home Priority System).
- If you have been assigned funding and the deadline to take it up before the offer expires. If you want to extend the deadline, you will need to contact My Aged Care on 1800 200 422.
- Your Support at Home **classification**. To receive a Support at Home classification, you must be approved for either:
 - The Support at Home program after 1 November 2025
 - The HCP Program prior to 1 November 2025 or were waiting on the National Priority System (NPS).
- People who were already receiving services under the HCP Program prior to 1 November 2025 will retain their approved funding.
- Your Support at Home **priority category** for in-home care services (urgent, high, medium, standard). Note: priority for Assistive Technology and Home Modifications is only high, medium and standard. A priority category is determined using information collected by the aged care assessor using the Integrated Assessment Tool. Indicative wait times for Support at Home by priority category can be found on the website at: [Assessment outcome: Support at Home](#).

 Your approvals My Aged Care Online Account guide

View the care and services you are approved to receive.

This page shows you what care approvals are in place

Current care approvals

Home support Ongoing - SaH Classification 5

Priority category: Standard

Approval starts: 17 September 2025

Status: Allocated effective 18 September 2025

Place assigned: Full Funding Allocation

Place assigned date: 18 September 2025

Take up deadline: **13 November 2025**

Source System: Gateway

Home support services: 

Seeking services

Assistive technology Ongoing - Specified needs - Assistance Dogs

Medium

Priority category: Medium

Approval starts: 17 September 2025

Status: Allocated effective 17 September 2025

Place assigned: Full Funding Allocation

Place assigned date: 17 September 2025

Take up deadline: 12 November 2025

Source System: Gateway

Assistive technology services: **Equipment and Products:** Assistive technology prescription and clinical support, Communication and information management products, Domestic life products, Mobility products, Self-care products, Managing body functions

Seeking services

Seeking services

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

Your preference/s for seeking services through the Support at Home program only applies while waiting for funding. Your preference/s are:

Home support Ongoing - you are Seeking services

Last update: 17/09/2025 8:55:58 AM [CHANGE PREFERENCE](#)

Home modifications - you are Seeking services

Last update: 18/09/2025 3:32:04 PM by Staff [CHANGE PREFERENCE](#)

Assistive technology - you are Seeking services

Last update: 17/09/2025 8:59:18 AM [CHANGE PREFERENCE](#)



For further information, go to My Aged Care | www.myagedcare.gov.au | 1800 200 422

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Change Support at Home seeking services preferences

People who are approved to receive Support at Home services, including those transitioned from the HCP Program, will be able to change their seeking services preferences in the Online Account.

Your preferences for seeking services determines if you are active in the Support at Home Priority System or the Assistive Technology or the Home Modifications Priority System, to be assigned funding based on your priority category and length of time since you were approved for the service.

You can opt in or out of the Support at Home Priority System, or the Assistive Technology or the Home Modifications Priority System with the following steps:

Seeking services

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

Your preference/s for seeking services through the Support at Home program only applies while waiting for funding. Your preference/s are:

Home support Ongoing - you are Seeking services
Last update: 17/09/2025 8:55:58 AM

CHANGE PREFERENCE

Home modifications - you are Seeking services
Last update: 18/09/2025 3:32:04 PM by Staff

CHANGE PREFERENCE

Assistive technology - you are Seeking services
Last update: 17/09/2025 8:59:18 AM

CHANGE PREFERENCE

1. Select the **Change preference** button against the care type you want to change seeking services preferences to **seeking services** or **not seeking services**.

Seeking Home support services preference



Your preference for seeking Home support services determines if you are active in the Support at Home Priority System to be assigned funding based on your priority and length of time since you were approved for the service. If you are 'Not seeking services', you won't be disadvantaged if you later change your mind.

All fields marked with an asterisk (*) are required.

You are about to change your preference for seeking Home support services through the Support at Home program to **Not seeking services**.

Please provide the reason why you are not seeking the service.

Reason *

Care Needs Reduced

CONFIRM

CANCEL

2. If you are changing to not seeking services, you will need to provide a reason from the drop-down menu.



3. Select **confirm** to change your seeking services preference.
4. Follow the steps above to change the status of seeking services preferences for home support ongoing, assistive technology and home modifications approved services.

Seek an extension to take up Support at Home services

If you need more time to find a service provider for approved Support at Home services, including the Assistive Technology and Home Modifications (AT-HM) scheme, you can call My Aged Care on 1800 200 422 to ask for an extension. This cannot be done in the Online Account.



More Information

For information on how to set up your Online Account, visit [Access your information online.](#)

Learn more about [How to use your Online Account.](#)

For further assistance, you can contact My Aged Care:

<i>Phone (domestic)</i> 1800 200 422 (free call)	The call centre is open: Monday to Friday: 8am - 8pm Saturdays: 10am - 2pm Closed: Sundays and national public holidays
<i>Phone (international)</i> +61 2 6289 1555	Monday to Friday: 8.30am - 5.30pm AEST Ask for the My Aged Care Contact Centre
<i>In Person</i> Services Australia service centres	Visit any Services Australia service centre for general My Aged Care support Book an appointment with an Aged Care Specialist Officer in selected locations or calling 1800 227 475 (free call) Monday to Friday: 8am - 5pm AEST
<i>Post</i>	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](#).

Updated November 2025

