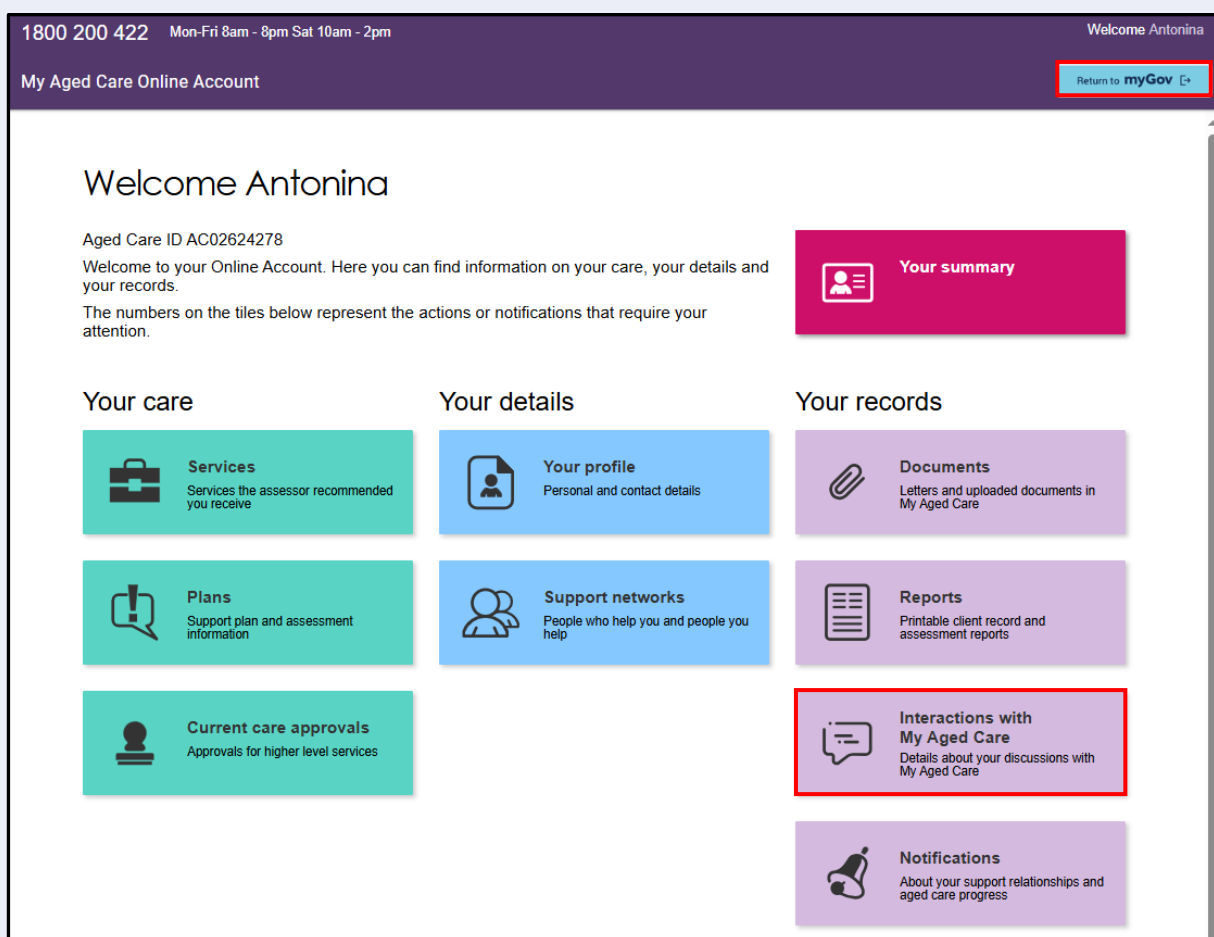


Your Online Account Guide: *Interactions with My Aged Care*

In the *Interactions with My Aged Care* section of your Online Account, you can see a history of your communication with My Aged Care. This includes the date of the communication and the type (like calls or emails).

Sign in to your Online Account

1. **Sign in** to your Online Account via [myGov](#) and select the **Interactions with My Aged Care** tile from the home screen:



The screenshot shows the 'My Aged Care Online Account' interface. At the top, there's a header with the phone number 1800 200 422, operating hours (Mon-Fri 8am - 8pm, Sat 10am - 2pm), and a welcome message 'Welcome Antonina'. A 'Return to myGov' button is in the top right. Below the header, the user is greeted with 'Welcome Antonina' and their Aged Care ID (AC02624278). A message states: 'Welcome to your Online Account. Here you can find information on your care, your details and your records. The numbers on the tiles below represent the actions or notifications that require your attention.' The main area is divided into three columns: 'Your care', 'Your details', and 'Your records'. 'Your care' includes tiles for 'Services', 'Plans', and 'Current care approvals'. 'Your details' includes 'Your profile' and 'Support networks'. 'Your records' includes 'Documents', 'Reports', 'Interactions with My Aged Care' (highlighted with a red border), and 'Notifications'.

! 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.

Interactions with My Aged Care page

The Interactions with My Aged Care page shows calls, emails or other interactions with My Aged Care.

 **Interactions with My Aged Care** My Aged Care Online Account guide

View Interaction:
Show All  

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

Call - Inbound Existing Client:
General Enquiry (ID: 2-160822400958)

Contact Centre 29 July 2025
11:15 am

Client Portal Attachments:
(ID: 2-160750476428)

10 July 2025
12:57 pm

Client Portal Attachments:
(ID: 2-160469835860)

18 June 2025
8:39 am

 Show less

Attachments:
Test - Legal_250618083913_1.docx [12.99KB]

Client Portal Attachments:
(ID: 2-158912128848)

22 January 2025
1:10 pm

 Show more

View Interaction	You are able to filter the types of interactions you want to view by selecting an option from the drop down menu and selecting the Go button.
Interaction ID	This is the ID for this interaction, which you can quote to the My Aged Care contact centre on 1800 200 422 if you wish to refer to a related matter.
Date	The date of the interaction.
Attachments	View any documents associated with this interaction.
Show more	Buttons to hide or reveal attachments.



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)	My Aged Care 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 My Aged Care
<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

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

