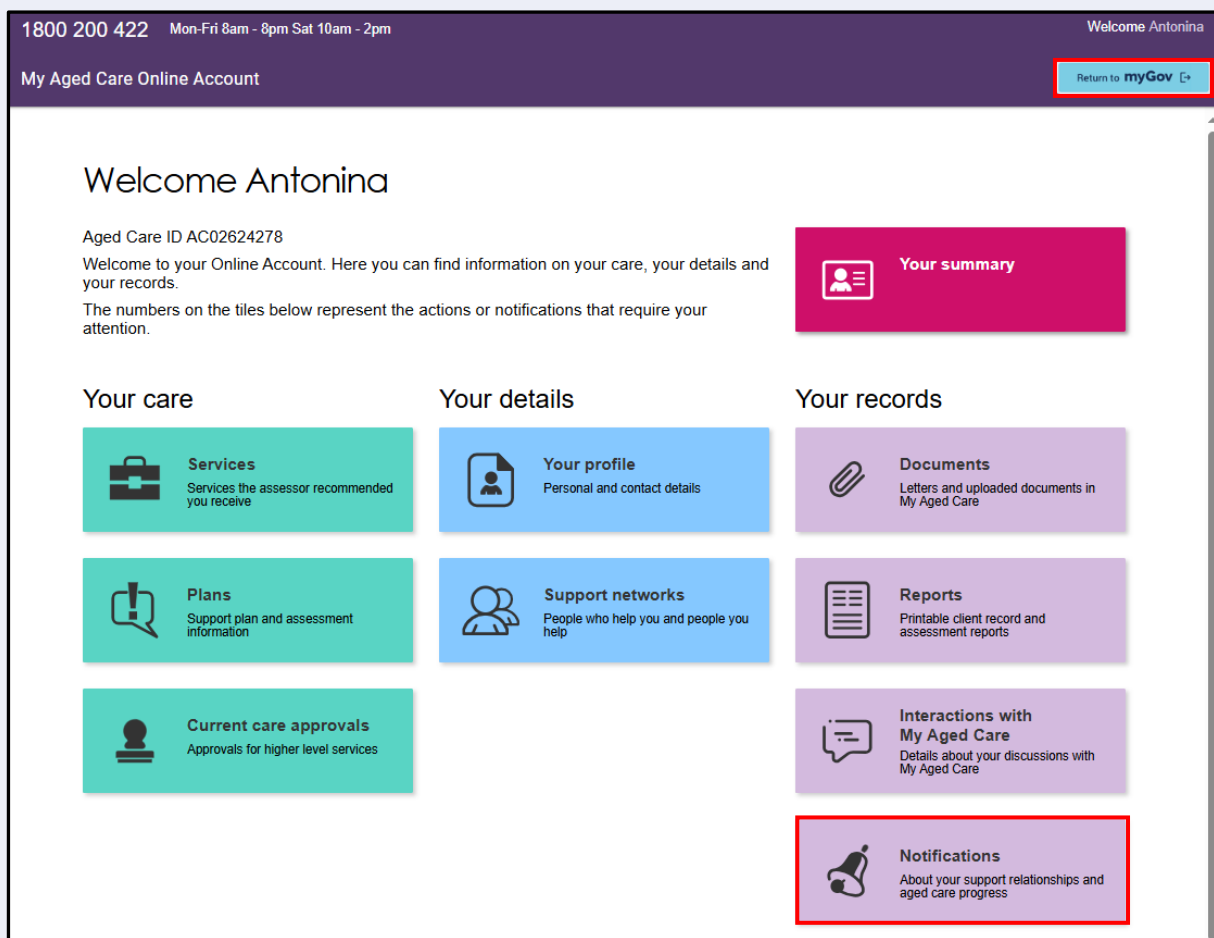


Your Online Account Guide: *Notifications*

In the *Notifications* section of your Online Account, you can view messages that were sent to you from My Aged Care. These notifications could be to confirm that you have been registered with My Aged Care, that you've been approved for services, that the status of a support relationship has changed, or that a document has been processed.

Sign in to your Online Account

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



1800 200 422 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Antonina

My Aged Care Online Account [Return to myGov](#)

Welcome Antonina

Aged Care ID AC02624278

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.

Your care	Your details	Your records
 Services Services the assessor recommended you receive	 Your profile Personal and contact details	 Documents Letters and uploaded documents in My Aged Care
 Plans Support plan and assessment information	 Support networks People who help you and people you help	 Reports Printable client record and assessment reports
 Current care approvals Approvals for higher level services		 Interactions with My Aged Care Details about your discussions with My Aged Care
		 Notifications About your support relationships and aged care progress

! 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.

Notifications page

In the Notifications page you can view any messages My Aged Care has sent to you via email and SMS.

The Notifications page contains:

- Notification Type
- Notification ID
- Title/Description
- Channel

 Your notifications My Aged Care Online Account guide

Received Date	Notification Type	Notification ID	Title / Description	Channel
26/08/2025	Client registration complete	2-161524044612	Registration has been successfully completed and a client record has been created. Go to: Client summary	Email
17/09/2025	Client approved for care	2-161844959564	Following the recent assessment, government subsidised aged care services have been approved. Go to: Client summary	Email
17/09/2025	Support at Home correspondence	2-161848546642	You have been sent a letter about your Support at Home funding. You can view this letter in your Online Account or call My Aged Care on 1800 200 422 for more information. Go to: Letters and attachments	Email

Notification Type	This column displays the activity the notification was sent to confirm such as client registration complete, relationship activation or documents submitted.
Notification ID	This is the Notification ID for your message, which you can quote to My Aged Care on 1800 200 422 if you wish to refer to the message.
Title/ Description	This column displays the text of notification and a link to relevant tab in the Online Account where the information is recorded.
Channel	The channel column displays how you were notified (e.g. by SMS)
Received Date	This column shows when a notification was first sent.



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.](#)

<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

