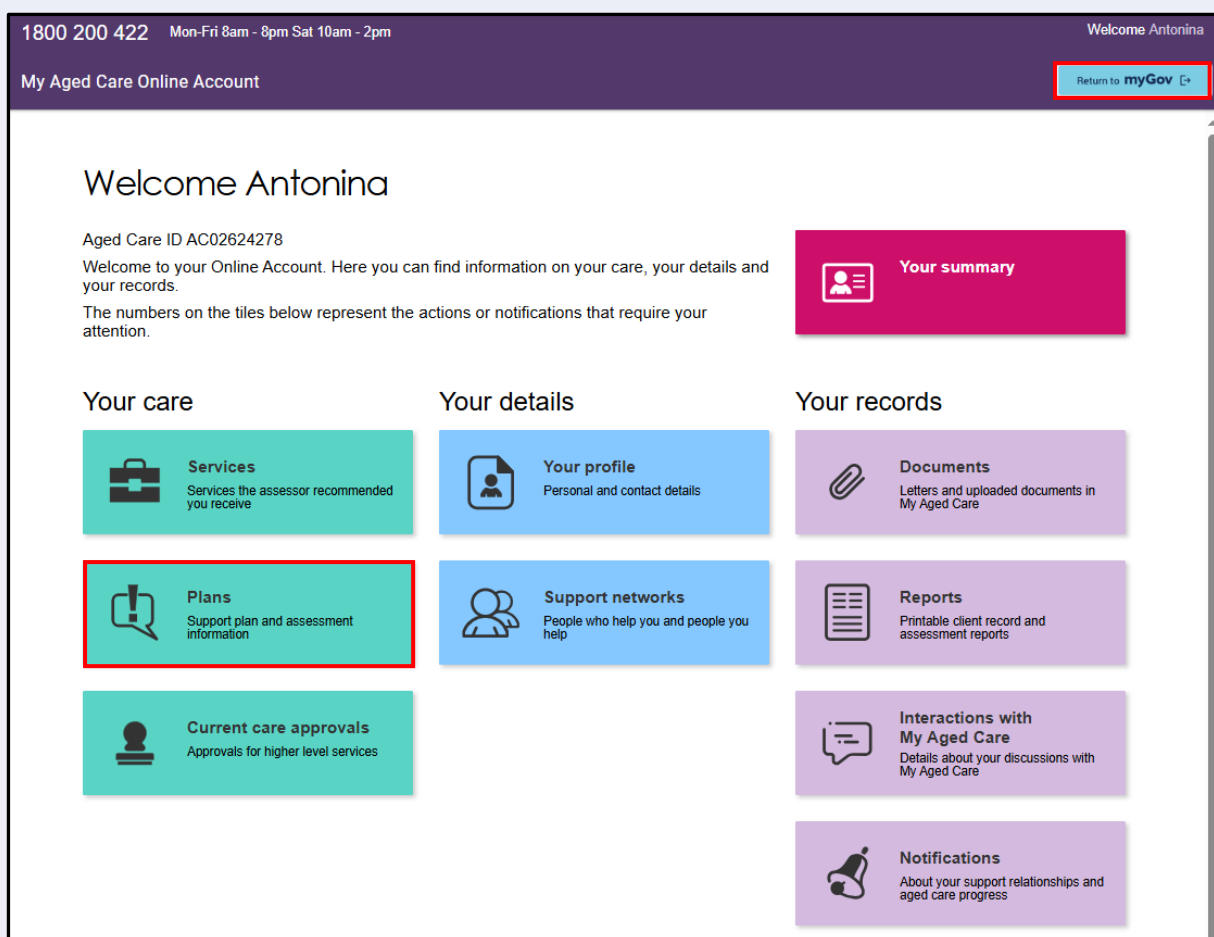


Your Online Account Guide: *Plans*

In the *Plans* section of your Online Account, you can view details of your current and previous support plans once they are complete. Your support plans have been created based on your needs. This includes care arrangements agreed to between you and your assessor.

Sign in to your Online Account

1. **Sign in** to your Online Account via [myGov](#) and select the **Plans** 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

- Services**
Services the assessor recommended you receive
- Plans**
Support plan and assessment information
- Current care approvals**
Approvals for higher level services

Your details

- Your profile**
Personal and contact details
- Support networks**
People who help you and people you help

Your records

- Documents**
Letters and uploaded documents in My Aged Care
- Reports**
Printable client record and assessment reports
- 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.

Plans page

The plans page contains:

- Assessment details
- Support Plan details

 **Your plans**

My Aged Care Online Account guide

PRINTER FRIENDLY VERSION

View details of your assessment. This includes details you discussed with your assessor, like your living situation. It also includes goals you agreed on.

Assessment Details

Assessment information

Assessment summary

Needs identification at assessment

Assessment history

Comprehensive Assessment 18 September 2024

Screening 18 September 2024

Screening 18 September 2024

Assessment details

Assessment information  Assessment information	Contains the current processing status of your assessment
Assessment summary  Assessment summary	Contains a short summary of your assessment
Needs identification at assessment  Needs identification at assessment	Contains the care and support agreed between you and your assessor
Assessment history  Assessment history	Contains: • assessments that you have had, including • details of your assessor if you wish to contact them • your support plans, including any recommendations for services. The Print button creates a report which has the responses you gave during your assessment.

Support Plan Details View
 Current care approvals
 Goals and recommendations
 Other recommendations
 Client motivations
 Care considerations
 People associated with the support plan
 Plans history
 Review history
 Reablement and linking support history

Support plan details

Current care approvals  Current care approvals	Contains the care that has been approved for you, including Support at Home. See more detail in the Current Care Approvals tab
Goals and recommendations  Goals and recommendations	Contains the goals set during your assessment, with recommendations for care to achieve these goals.
Other recommendations  Other recommendations	Other recommendations for care from your assessment, with priority levels to assist with planning.
Client motivations  Client motivations	Shows what is important to you, and what will change for you when you are able to receive support.
Care considerations  Care considerations	The cultural, religious or personal matters that you want us to take in account when planning your care.
People associated with the support plan  People associated with the support plan	Shows people or organisation that are involved in helping you to achieve goals set out in your support plan.
Plans history  Plans history	Shows a history of your support plans and includes links to copies that you can save and print.
Review history  Review history	Shows when you have had a review of your plan.
Reablement and linking support history  Reablement and linking support history	Shows any support that you have received to help you overcome obstacles to your access to aged care.

Icons

	Click on this icon to show more information
	Click on this icon to show less information
	Click on this icon to create report that can be saved or printed
	View a report that includes your support plan, including recommended services, which you can save or print.

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 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

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