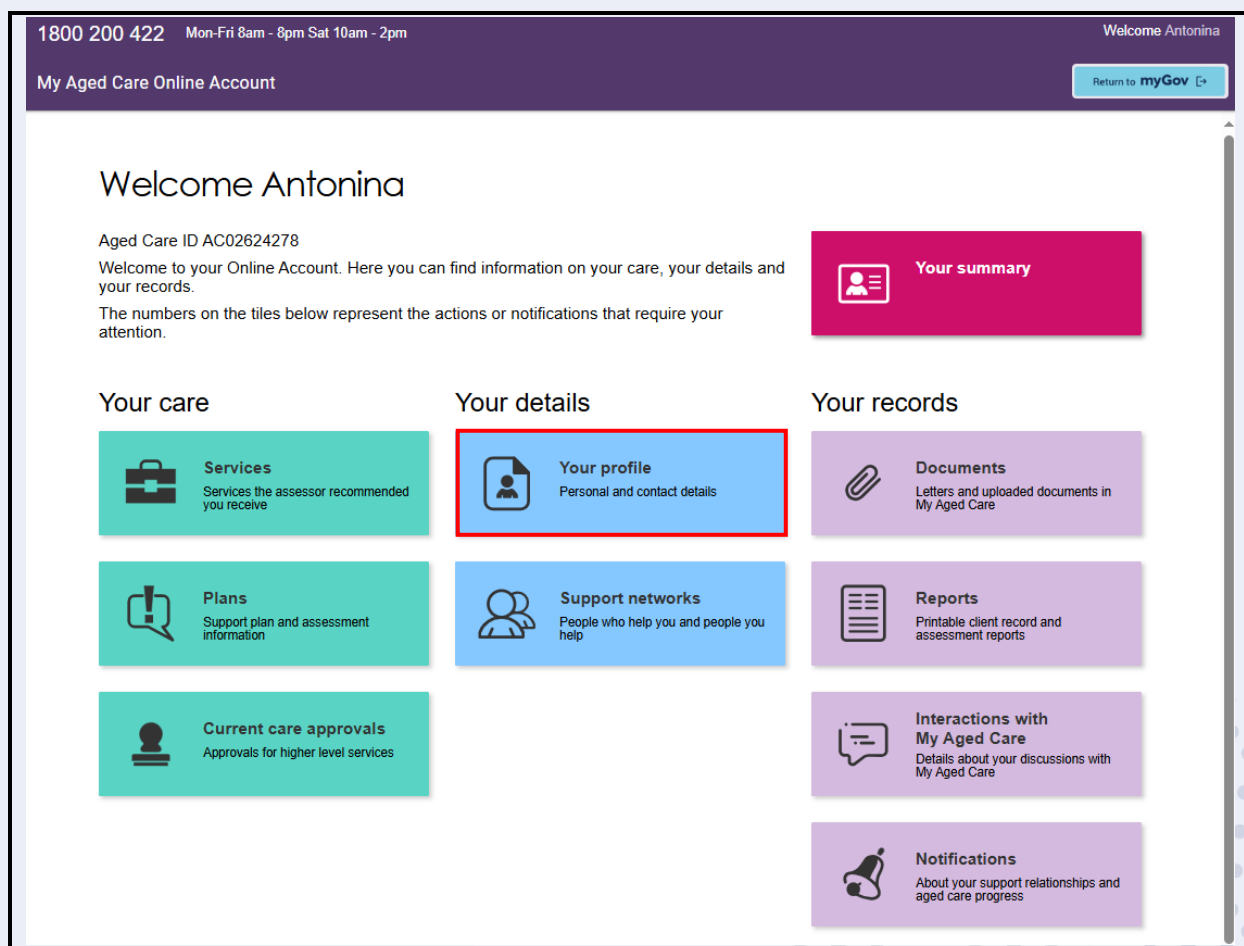


Your Online Account Guide: *Profile*

In the *Your profile* section of your Online Account, you can view your contact information and personal details. You can also update your contact information, such as address, contact number, and email.

Sign in to your Online Account

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

Your Profile page

On the profile page you can view and update your personal information or contact details:

- Change home or postal address
- Change how you are notified (emails and/or SMS)
- Change primary contact
- Change First Nations assessment preference
- Add a note via the notes tab

My Aged Care Online Account guide

VIEW CLIENT REPORT

Please verify your mobile phone number to receive SMS notifications.

Your profile

Notes

Lorainea

Personal details

Need to update personal details?
Call the Contact Centre on 1800 200 422

Born 27 August 1955, Australian, born in Australia, separated, with partner

Preference for a First Nations Assessment Organisation to do your assessment: Not specified

Communication requirements:

You prefer to speak English
Does not need help to communicate

Identity documents (ID):

Aged Care ID: AC94527868

Medicare Card Number: 24442243111

Aged Care Management Payment System (ACMPS) number: 0413404711

Payment details

Payment details will display if you receive... [read more +](#)

Receiving payments:
No payments found

Address details

Please keep these addresses up to date to ensure you receive any letters My Aged Care send you.

Home address:
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034

Where you want to receive services:
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034

Send any correspondence to:
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034

Contact details

Contact you on:
08 2159 6865 (home) - Preferred contact number
0464 582 996 (mobile) Unverified VERIFY ?
yccakiqd.gsezg@test.com.au (email)

You prefer to be contacted by Email

Primary contact

This is who My Aged Care will contact first

AUTOKarliy BOYLEB (self)

Notification preferences

Current preferences:

AUTOKarliy Boyleb, Self

EMAIL

Personal details	Your date of birth, nationality, marital status, living arrangements, and preference for a First Nations Assessment Organisation
Communication requirements	Details of your preferred language and any supports required to communicate with us
Identity documents	This is where you can find your Aged Care ID used to identify you when you call us
Payment details	Details of your government payments

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

2

Address details	Including home address, mailing address and address where you want to receive services. To change the address where services are provided, you need to call My Aged Care on 1800 200 422.
Contact details	Your phone and email contact details. You may need to verify your mobile number to receive SMS notifications.
Primary contact	This is who My Aged Care will contact first
Notification preferences	Set and change your SMS and email notification preferences

Icons

	To change your information, select the pencil button next to what you want to change: • Home address • Postal address • Notification (contact) preference The first person we contact about your care and services
	Click on this icon to show more information
	Click on this icon to show less information
 VIEW CLIENT REPORT	View a report that includes your support plan, including recommended services, which you can save or print.

Change my home or postal address

Address details

Please keep these addresses up to date to ensure you receive any letters My Aged Care send you.

Home address:
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034

Where you want to receive services:
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034

Send any correspondence to:
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034




1. Click the **pencil button** next to the relevant address – home or correspondence.

Note: To change the address where services are provided, you need to call My Aged Care on 1800 200 422.

2. Enter in your new address.
3. Select **Validate** to confirm that the address is valid.
4. Select **Save Address** to save changes.

Change your contact details

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

Contact details

Preferred correspondence method	Preferred contact number *		
Email	Home		
Home phone number: *	Country code:	Mobile phone number:	
0424 367 647	 Australia +61	0436 528 783	
Business phone number:	Other phone number:		
E.g. 0234567891	E.g. 0234567891		
Preferred callback day	Preferred callback times		
E-mail:	Fax:		
etvqfnfn.oeyqf@test.com.au			

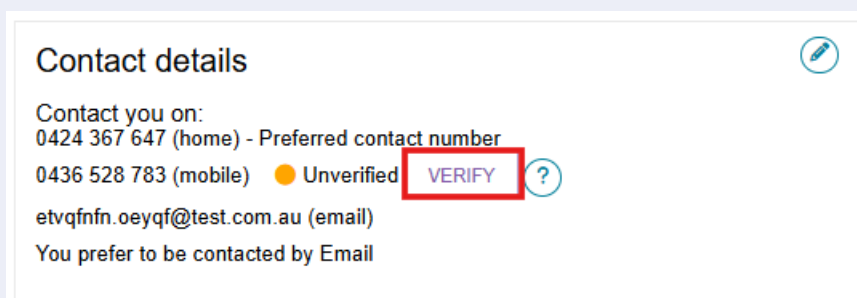
SAVE CHANGES

CANCEL

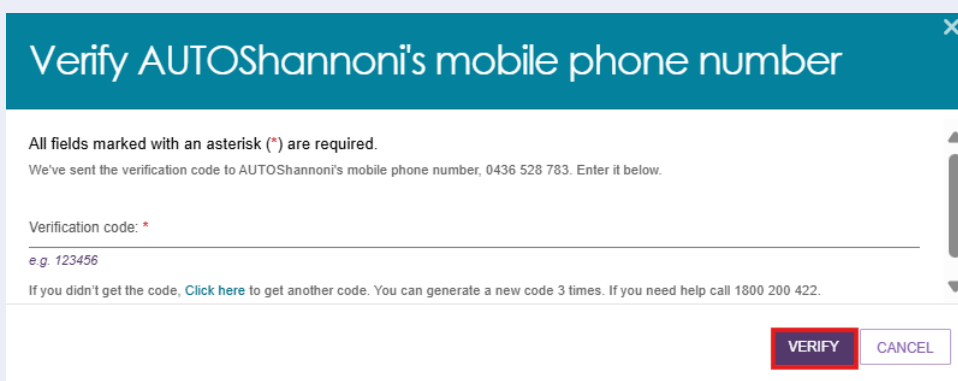
1. Click on the **pencil button** next to Contact details
2. Check your contact details are correct.
3. Use the drop-down menu (select ▼ to open) to select your preferred contact methods
4. Click **Save changes**
5. Click on the **pencil button** next to Notification preferences
6. To receive SMS or email notifications, you will need to give consent by ticking the consent box
7. Select who you want the information sent to, and how it should be sent:
 - Email; and/or
 - SMS
8. Select **Save changes**.

Continue for SMS notifications only

If you have chosen SMS notifications, you will need to verify the mobile number



9. Verify your contact details, by clicking on the **Verify** button. A 6-digit code will be sent by SMS to your phone.



10. Enter the 6-digit code and select **Verify**.

Change my primary contact

1. Click the **pencil button** next to Primary contact.
2. Select your new primary contact person. Note if the person's name is not on the list, contact My Aged Care on 1800 200 422.
3. Select **Save**.

Change First Nations assessment preference

Personal details

Change First Nations Assessment preference

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

Do you prefer to be assessed by a First Nations Assessment Organisation?*

☒ Yes

☐ No

SAVE DETAILS CANCEL

1. Click the **pencil button** at top of personal details section
2. Change preference for assessment by a First Nations assessment organisation to **yes** or **no**
3. Click **Save details** button

Add a note

You can add a note if this is your account or you are a supporter guardian and it is within your active, decision-making authority.

Your notes

Add a note

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

Type: * ?

End date: * (e.g. dd/mm/yyyy)

Description: * (500 Characters)

SAVE CANCEL

1. Select the **Notes** tab.
2. Select the **Add a Note** button.
3. Select the note type.
4. Add in any details you want to let us know about.
5. Select **Save**.



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

