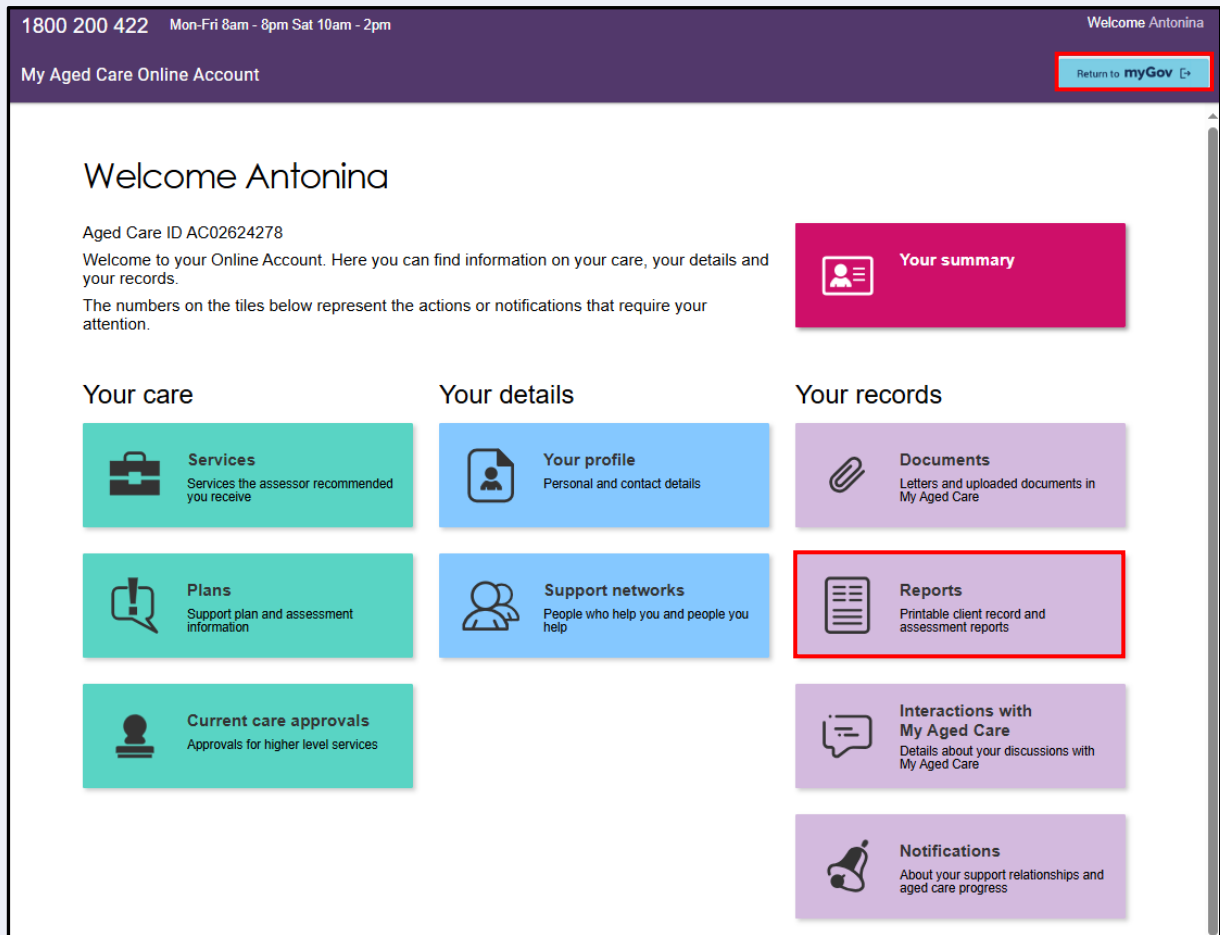


Your Online Account Guide: *Reports*

In the *Reports* section of your Online Account, you can view a list of your My Aged Care reports. This might include reports written by assessors and service providers.

Sign in to your Online Account

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

Reports page

On the Reports page you can view and print any reports and other documents that have been generated including:

- your client record
- support plan
- referral code letters

 Your reports and forms My Aged Care Online Account guide

View / print anything you or anyone else authorised to use the Online Account:

- is trying to generate; and/or
- have previously generated.

Name	Requested Date	Status
No Records found		

1. To download a report, select the report you want from the page it is located on in your Online Account. It will then either download immediately or be sent to the 'Reports' page for later download. If you need to download from the Reports page, you will see this message:



Report is still progressing. To check the status, go to [Reports page](#)

If you have downloaded a file, there may be a sign that it has downloaded on your web browser (e.g. Internet Explorer, Microsoft Edge, Chrome etc.). Depending on the web browser you use, this could be the name of the file showing up at the bottom of the screen, or a  symbol.

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