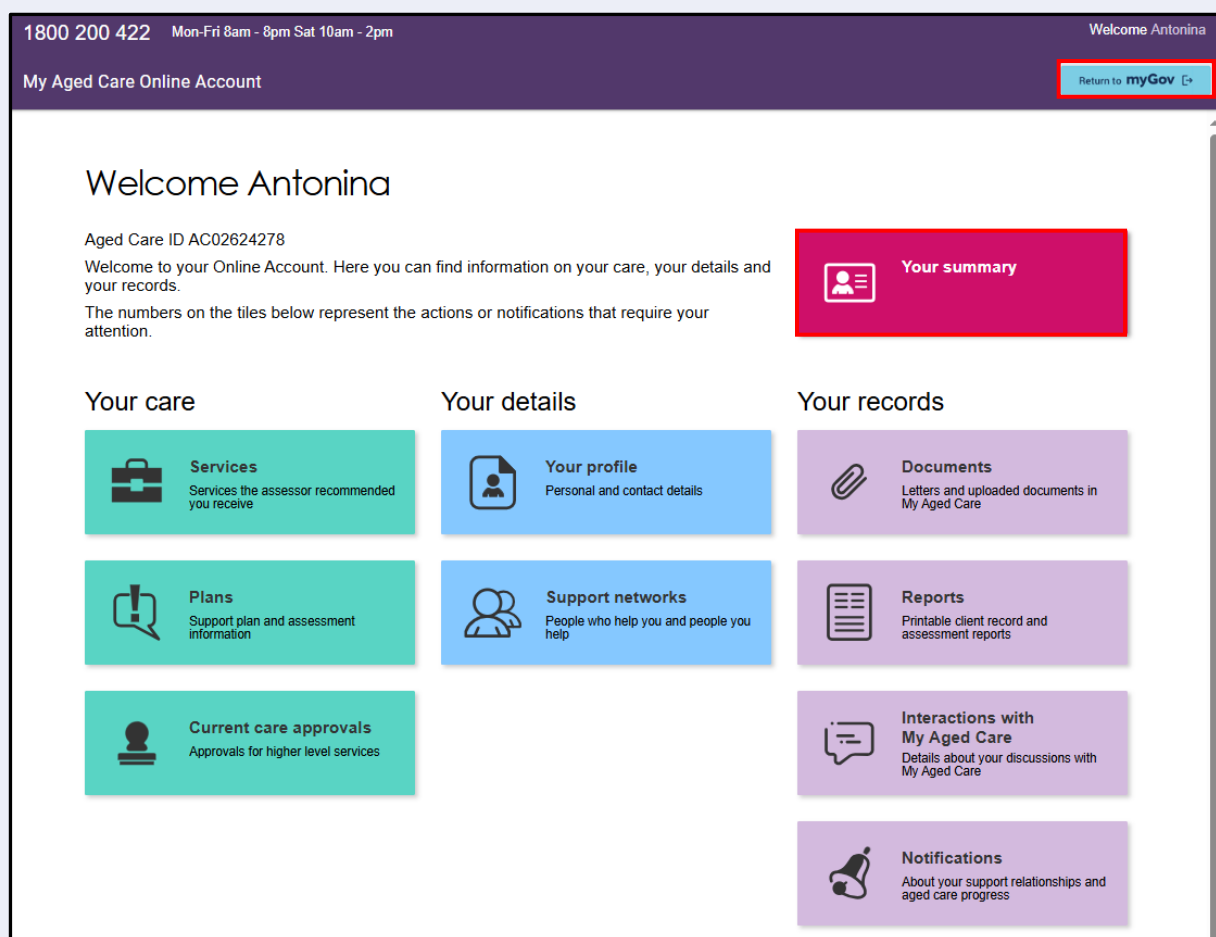


Your Online Account Guide: *Your Summary*

In the *Your summary* section of your Online Account, you can see an overview of your account with details of your assessments, recommended services and approvals. If a referral has been made to a service provider, you can see if they have accepted it here.

Sign in to your Online Account

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

The summary page contains:

- Details of your assessments
- Recommended services and approvals
- Service delivery status

Your summary My Aged Care Online Account guide

Your assessments

Aged Care Assessment

Decision complete on 22 September 2025
UAT CR910C Assessment Outlet 02 8886 3927

Aged Care Assessment

Finalised on 19 September 2025
UAT CR910C Assessment Outlet 02 8886 3927

Aged Care Assessment

Complete on 27 August 2025

Your recommendations and approvals

Support at Home

Show help text

Home support Ongoing - SaH Classification 7
Assistive technology Ongoing - Specified needs - Assistance Dogs
Assistive technology Short-term - AT High
Home modifications Short-term - HM Medium

[View support at home letters](#)

[SEE SERVICE DETAILS](#)

Your service delivery status

Home support Ongoing - SaH Classification 7 Funding pending
Assistive technology Ongoing - Specified needs - Assistance Dogs Funding assigned 19 September 2025

- Started on 19 September 2025 - Home Care Nursing Newcastle 02 1704 5372

Assistive technology Short-term - AT High Funding pending
Home modifications Short-term - HM Medium Funding assigned 19 September 2025

- Started on 19 September 2025 - Home Care Nursing Newcastle 02 1704 5372

The Home Care Packages Program (HCP) program is now the Support at Home program. On 1 November 2025, the HCP program transitioned to the Support at Home program. Learn more at: www.myagedcare.gov.au/support-home-program.

Assessments Your assessments Aged Care Assessment	Details about your assessments. Use the magnifying button to view the details of your assessment.
Recommendations and approvals Your recommendations and approvals	Details of the services that you have been recommended for, including: • Care type and services • classification if relevant • priority • Approval date If you have been approved for a Support at Home classification or have received any letters in relation to these services, you can view these letters by selecting View support at home letters. You can also view letters from the Your Documents tab.

	For Support at Home approvals, you can also view the services in more detail via the See Service Details button. Registered supporters will automatically receive copies of these letters (unless they opt out).
Types of care Help at home – Entry level support (Commonwealth Home Support Programme) ? Support at Home ? Aged care (nursing) home (Residential Care) ?	Types of care that have been recommended for you. The above example shows Support at Home. Other services you may be found eligible for include residential care and Commonwealth Home Support Program.
Service delivery status Your service delivery status	The status of services that you have been referred to. If a referral has been made to a service provider, you can see if they have accepted it here.
Concerns and Goals from your assessment Concerns ? Goals	You can view your goals and concerns that were developed during your assessment. Please note that these may not be current and concerns or goals could have been resolved.

Icons

	Click on this icon to show more information
	Click on this icon to show less information
	Click on this icon to view your assessment details
	Click on this icon to print sections or create report that can be saved or printed

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

