

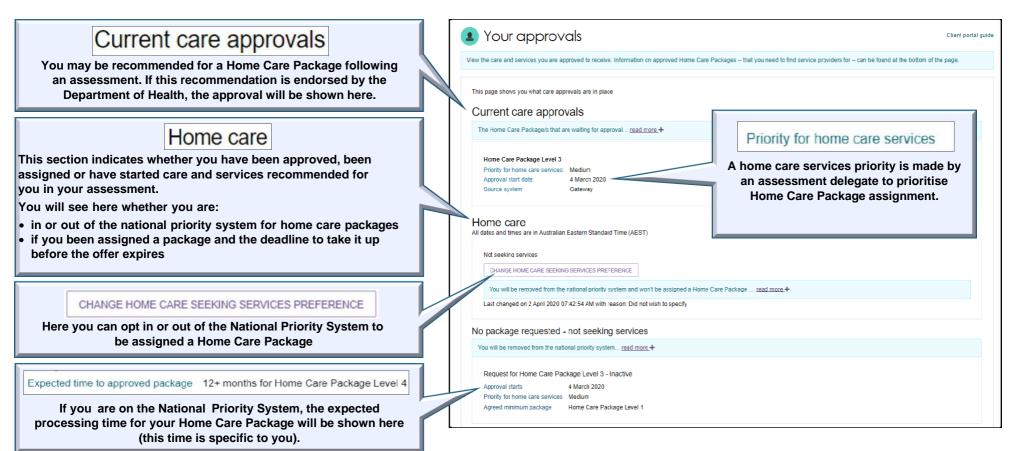


Your Online Account Guide: Current Care Approvals

How do I get to Current Care Approvals	Sign into your Online Account via myGov and select the Current Care Approvals tile: Current care approvals Approvals for higher level services	
What can I do on the Current Care Approvals page?	View your approvals for care, including for Residential Care or Home Care Packages.	
What do you want information on?	 Show me When I have an approval for care, the Current Care Approvals page, click here (page 2). How to seek or stop seeking a Home Care Package, see the "Seeking home care service preferences" guide for more information. 	

Online Account: Your Current Care Approvals (Nov 2024)

Current Care Approvals Page



Contact Us

Phone (domestic)	1800 200 422 (free call)	The call centre is open: • Monday to Friday: 8am - 8pm • Saturdays: 10am - 2pm • Closed: Sundays and national public holidays.
Phone (international))	+61 2 6289 1555	Monday to Friday: 8.30am - 5.30pm AEST Ask for the My Aged Care Contact Centre
In Person		Visit any Services Australia service centre for general My Aged Care support.
	1800 227 475 (free call)	Book an appointment with an Aged Care Specialist Officer in selected locations Monday to Friday: 8am - 5pm AEST
Post	PO Box 1237 Runaway Bay QLD 4216	

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