


# Your Online Account Guide:

## *Current Care Approvals*

<p><b>How do I get to Current Care Approvals</b></p>	<p>Sign into your Online Account via <a href="#">myGov</a> and select the Current Care Approvals tile:</p> 
<p><b>What can I do on the Current Care Approvals page?</b></p>	<ul style="list-style-type: none"> <li>➤ View your approvals for care, including for Residential Care or Home Care Packages.</li> </ul>
<p><b>What do you want information on?</b></p>	<p>Show me</p> <ul style="list-style-type: none"> <li>➤ When I have an approval for care, the Current Care Approvals page, <a href="#">click here (page 2)</a>.</li> <li>➤ How to seek or stop seeking a Home Care Package, see the “<a href="#">Seeking home care service preferences</a>” guide for more information.</li> </ul>

## Current Care Approvals Page

### Current care approvals

You may be recommended for a Home Care Package following an assessment. If this recommendation is endorsed by the Department of Health, the approval will be shown here.

### Home care

This section indicates whether you have been approved, been assigned or have started care and services recommended for you in your assessment.

You will see here whether you are:

- in or out of the national priority system for home care packages
- if you been assigned a package and the deadline to take it up before the offer expires

### CHANGE HOME CARE SEEKING SERVICES PREFERENCE

Here you can opt in or out of the National Priority System to be assigned a Home Care Package

Expected time to approved package 12+ months for Home Care Package Level 4

If you are on the National Priority System, the expected processing time for your Home Care Package will be shown here (this time is specific to you).

**Your approvals** Client portal guide

View the care and services you are approved to receive. Information on approved Home Care Packages – that you need to find service providers for – can be found at the bottom of the page.

This page shows you what care approvals are in place

### Current care approvals

The Home Care Package/s that are waiting for approval... [read more +](#)

Home Care Package Level 3	
Priority for home care services:	Medium
Approval start date:	4 March 2020
Source system	Gateway

### Home care

All dates and times are in Australian Eastern Standard Time (AEST)

Not seeking services

[CHANGE HOME CARE SEEKING SERVICES PREFERENCE](#)

You will be removed from the national priority system and won't be assigned a Home Care Package ... [read more +](#)

Last changed on 2 April 2020 07:42:54 AM with reason: Did not wish to specify

No package requested - not seeking services

You will be removed from the national priority system... [read more +](#)

Request for Home Care Package Level 3 - Inactive

Approval starts	4 March 2020
Priority for home care services	Medium
Agreed minimum package	Home Care Package Level 1

### Priority for home care services

A home care services priority is made by an assessment delegate to prioritise Home Care Package assignment.



## Contact Us

<b>Phone (domestic)</b>	<b>1800 200 422</b> (free call)	The call centre is open: <ul style="list-style-type: none"> <li>Monday to Friday: 8am - 8pm</li> <li>Saturdays: 10am - 2pm</li> <li>Closed: Sundays and national public holidays.</li> </ul>
<b>Phone (international))</b>	+61 2 6289 1555	Monday to Friday: 8.30am - 5.30pm AEST Ask for the My Aged Care Contact Centre
<b>In Person</b>	1800 227 475 (free call)	Visit any Services Australia service centre for general My Aged Care support. Book an appointment with an Aged Care Specialist Officer in selected locations Monday to Friday: 8am - 5pm AEST
<b>Post</b>	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](#)