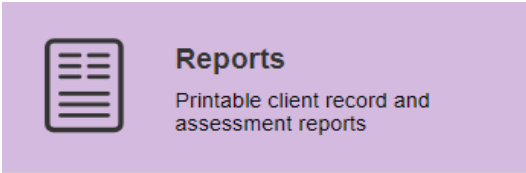


Your Online Account Guide:

Reports


<p>How do I get to Reports?</p>	<p>Log into your Online Account via myGov and select the Reports tile:</p> 
<p>What is on the Reports page?</p>	<p>View and print any reports and other documents that have been generated on your Online Account, including:</p> <ul style="list-style-type: none"> ➤ your client record, ➤ support plan, and ➤ referral code letters.
<p>What do you want information on?</p>	<p>Show me</p> <ul style="list-style-type: none"> ➤ What is in Reports page, click here (page 2).

Your Reports Page

⚠ Note: 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.



Contact Us

Phone (domestic)	1800 200 422 (free call)	The call centre is open: <ul style="list-style-type: none"> • 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
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](#).