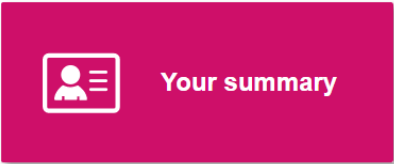






Your Online Account Guide:

Your Summary

How do I get to Your Summary?	<p>Sign into your Online Account via myGov and select the Your Summary tile:</p>  <p>⚠ If you are a representative or agent operating a client's Online Account the tile will be named Summary.</p>
What is on Your Summary page?	<p>➤ Information on your progress towards receiving My Aged Care services and care.</p>
What do you want to do?	<p>➤ Show me what is in Your Summary, click here (page 3).</p>

Icons

Icon		Icon	
	Show more information.		Create Report that can be saved or printed.
	Show less information.		View details or report.


Your Summary Page

Your tracker shows where you are up to in your aged care journey

Your summary allows you to see details of your assessments, recommended services and approvals

The screenshot shows the 'Your summary' page with the following sections and callouts:

- Your tracker:** A progress bar with four stages: Registered (checked), Assessment (clock icon), Waiting for services, and Receiving services. Callout: "A progress tracker, to show where you are up to."
- Information about what happens next, and your options:** Callout pointing to the 'Assessment' step: "An assessment Next step - Call".
- Details about your assessments; use the magnifying button to view the assessment:** Callout pointing to the magnifying glass icon on the 'Aged Care Assessment' card.
- Types of care that have been recommended for you:** Callout pointing to the 'Help at home - Entry level support (Commonwealth Home Support Programme)' card.
- Buttons to hide, reveal or print sections:** Callout pointing to the 'B' and 'P' icons on the 'Your summary' header.
- Your recommendations and approvals:** Callout pointing to the 'Your recommendations and approvals' section.
- Services that have been recommended for you:** Callout pointing to the 'Allied Health and Therapy Services - Restorative Care Services' card.
- Your service delivery status:** Callout pointing to the 'Your service delivery status' section.
- The status of services that you have been referred to:** Callout pointing to the 'No referrals issued' card.

Note:  The above example is for Commonwealth Home Support Program services. If you have been approved for a home care package or have received any letters in relation to your home care package, you can view these letters by selecting '[View home care package letters](#)'.

Representative/s and agents will automatically receive copies of these letters (unless they opt out).

Contact Us

Phone (domestic)	1800 200 422 (freecall)	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
In Person	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
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](#).