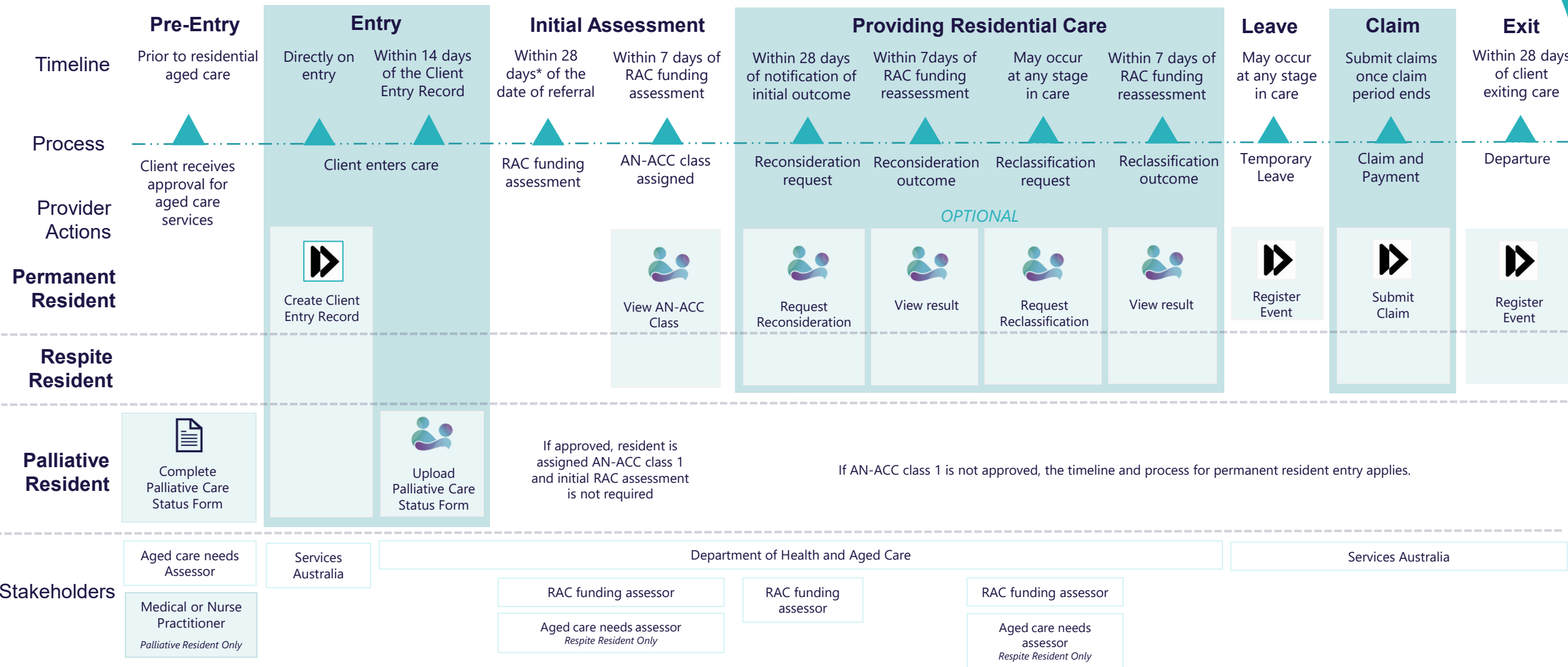




Residential Aged Care Provider Process Map from December 2024

This map sets out the key process steps and system actions that Residential Aged Care (RAC) Providers must complete to process a client for residential aged care funding.



* Initial assessments are generally undertaken within 28 days, but may take up to 56 days, of the date of the accepted referral by Assessment Management.

Legend



Services Australia
Aged Care Provider Portal



My Aged Care
Service and Support Portal

Resources

[My Aged Care](#)
[Services Australia Aged Care Provider Portal](#)
[Palliative Care Process](#)