

Assessor Portal User Guide 9 - Tasks and Notifications

A **task** is an activity that an aged care needs assessor (assessor) needs to action (finalise/close).

A **notification** is an activity that informs the assessor of an event. The assessor may need to complete an action as a result of the notification.

The My Aged Care assessor portal (assessor portal) contains notifications and prompts users to action tasks.

Preferences can also be configured by your outlet's Administrator to enable an email alert to be sent for tasks and notifications.

You can also manage your task and notification preferences.

All staff with access to the assessor portal will have access to view tasks and notifications.

You will receive a notification when a client's status has changed to 'Deceased'.

You should review the client record to see if further action is required, for example you may need to close any active referrals or assessment records for the client.

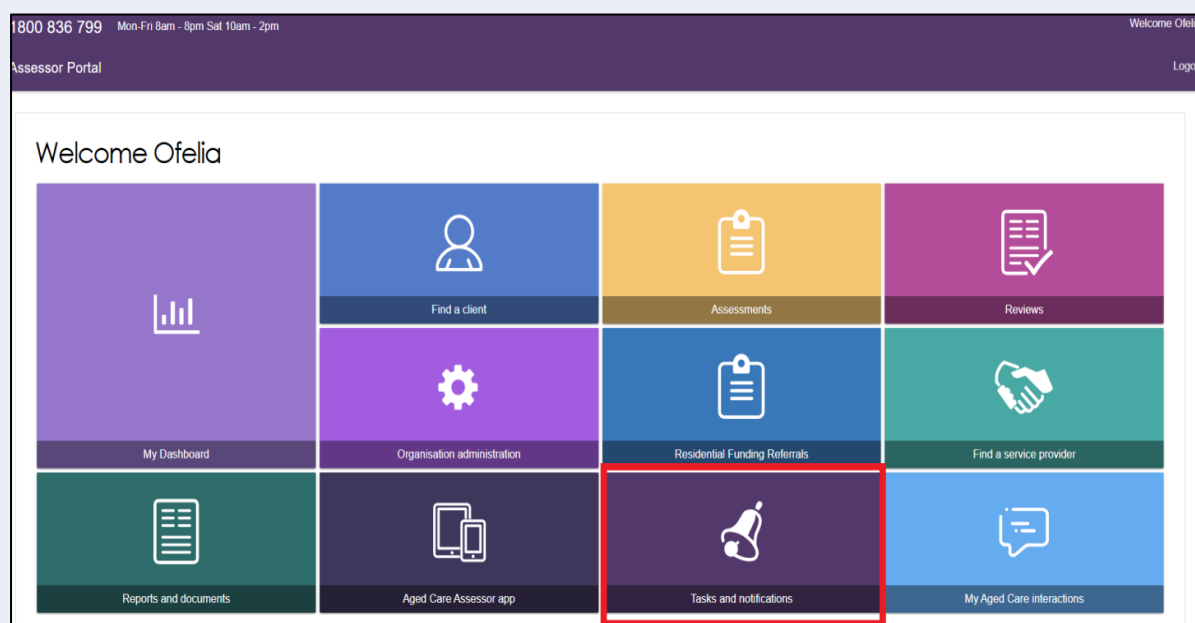
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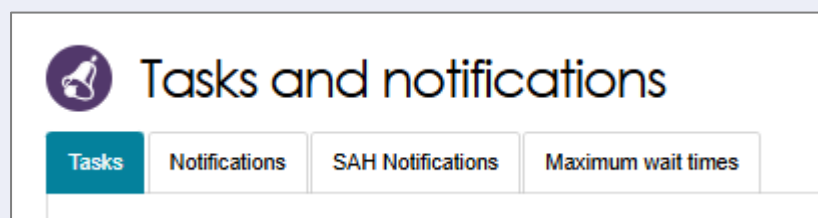
Viewing and actioning tasks

Assessors will be able to see all tasks and notifications for clients in the tasks and notifications tab, however service providers will only be able to see tasks and notifications that are associated to their outlet and for clients they are providing services to.

1. From the assessor portal homepage select **Tasks and notifications**.

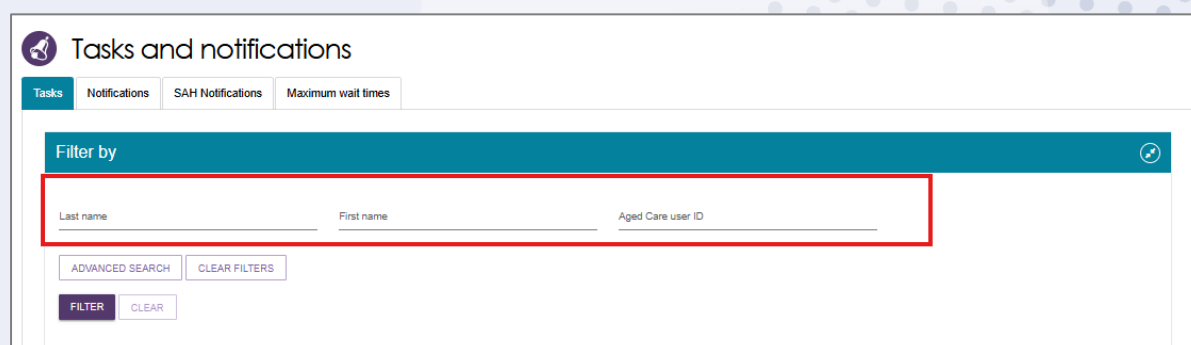


2. The **Tasks and notifications** screen will be displayed as shown below. This layout will be same for all assessor types (i.e. Clinical and Non-clinical).



3. In the **Tasks** tab, you will be able to search the tasks by typing either one of the below options.

- Last Name
- First Name
- Aged Care User ID



You can further filter the task by selecting the **ADVANCED SEARCH** button.

The screenshot shows the 'Tasks and notifications' header with tabs for 'Tasks', 'Notifications', 'SAH Notifications', and 'Maximum wait times'. Below is a 'Filter by' section with input fields for 'Last name', 'First name', and 'Aged Care user ID'. The 'ADVANCED SEARCH' button is highlighted with a red box. Other buttons include 'CLEAR FILTERS', 'FILTER', and 'CLEAR'.

4. A pop-up screen will be displayed. To sort the tasks by specific order, choose value from the dropdown list. Select **ADD FILTER** button.

The screenshot shows the 'Search tasks' pop-up. A message states 'Selected filter values have been cleared.' Below is a 'Tasks' dropdown menu with a list of filterable fields: Activity ID, Aged Care user ID, Category, Date received, Due date, First name, Last name, Marked as important, Outlet name, Overdue tasks, Role, and Title. The 'ADD FILTER' button is highlighted with a red box. Other buttons include 'SAVE FILTER', 'CLEAR FILTER', 'FILTER', and 'CANCEL'.

Below example shows the tasks to be sorted by Outlet name, Marked as important, Last Name and First Name. Select **FILTER**.

The screenshot shows the 'Search tasks' pop-up with four filters applied: 'Outlet name', 'Marked as important', 'Last name', and 'First name'. Each filter has a red 'X' icon to remove it. The 'FILTER' button is highlighted with a red box. Other buttons include 'ADD FILTER', 'SAVE FILTER', 'CLEAR FILTER', and 'CANCEL'.



A list of all the tasks as per the requested criteria will be displayed in the **TASKS AND NOTIFICATIONS** screen.

5. You can choose the order to be displayed (i.e. ascending or descending, Category, etc.) by clicking the **UP/DOWN**  arrow next to each column title.

Received	 Category	 Title/Description	
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! Certain types of tasks can be marked as important for your outlet by your outlet administrator. When these tasks are created, they will be displayed with a visual indicator. The [Managing task and notification preferences](#) section in this guide explains how to set tasks as important.

Due Date	Category	Title/Description	Aged Care User ID	Client name	Activity Id
30/06/2017	Referrals	All Referrals Rejected All referrals for this service have been rejected. Aged Care User Id: AC51687283 Service Type: Allied Health and Therapy Services Rejection Reason: Referral made in error Assigned to: BL_AJ396956 All Referrals Rejected	AC51687283	SMITH John	1-20766316044

6. Alternatively, if you want to see all tasks and notifications for a single client, navigate to the **Tasks and Notifications** tab in the client's record to see all relevant tasks and notifications for that client.

Kevin UPHILL
Male, 88 years old, 1 July 1936, AC68786557
7 LOBELIA STREET GREENWOOD, QLD, 4401

Primary contact: Kevin Uphill (self)
No support relationships recorded

Tasks and notifications

Client summary | Client details | Support network | Approvals | Plans | Attachments | Services | My Aged Care interactions | Notes | **Tasks and Notifications** | Resident

Filter by

Type	Due Date	Received Date	Category	Title/Description	Channel	Activity Id	Por
Notification	22/05/2025		Referrals	New Referral You have a new referral from My Aged Care. Referral created at : 22/05/2025 13:22 Aged Care User Id: AC68786557 Outlet name: Metro North Transition Care Program Referred For: Transition Care Priority: High		2-160080303858	Ser
Notification	08/05/2025		Delegate Decision	Delegate Decision An assessment has been submitted for Delegate Decision. Details are as follows - Aged Care User Id: AC68786557 Assessor: Africa Green Go to: Decisions		2-159879023689	Ass

7. The hyperlink under the task description will take you directly to the individual record and the section of the portal where you can action the task. Alternatively, you can navigate to the client's record by selecting the client's Aged Care ID from the tasks list.



Tasks and notifications

Tasks Notifications SAH Notifications Maximum wait times

Filter by

Last name First name

ADVANCED SEARCH CLEAR FILTERS

Date received is after 28 March 2025 and Outlet name is UAT CR910C Assessment Outlet

FILTER CLEAR

☐ Select all

Received	Category	Title/Description
26 September 2025	Delegate Decision	Formal Delegate Decision A formal Delegate Decision has been made on the approval of the Act 2024. Details are as follows - Aged Care User Id: AC28711695 Delegate Name: William Boscop Date decision made: 25/09/2025 09:00:00 AM Decision details: Care Approved for Assessment Activity Id: 2-161999349999 Go to: Match and Refer

8. Selecting the hyperlink will take you directly to the client's support plan where you can review the referral and take further action as required.

Support plan and services

REQUEST ASSESSMENT COMPREHENSIVE A

Identified needs Goals & recommendations Decisions Manage services & referrals Associated People Review

Services not yet in place

Support at Home

Support at Home

Home Support Ongoing - SAH Classification 3
 • Funding pending
 Assistive Technology Short-term - AT Medium

No associated goals
 Recommended By: Africa Green
 User Type: Assessor

Referral Code Generated

FIND PROVIDERS SEE SERVICE DETAILS

9. Once the action required from the task has been completed, the task will be removed from your task list. Certain tasks may close automatically once an action has been taken by another My Aged Care user (e.g. when a service provider accepts a referral that has triggered a task for assessor to follow up, the task is automatically closed in the assessor portal).

! If you believe you have completed a task and it has not been removed from your portal, please call the My Aged Care Service Provider and assessor helpline on 1800 836 799 who will be able to assist in completing the task.

10. Assessors can also change the client's status to deceased by opening the **Client details** tab and selecting **NOTIFY MY AGED CARE OF A DEATH**.



Mrs Isela HEFLIN
 Female, 87 years old, 1 December 1937, AC94954740
 Lot Number 18 5 STURDEE STREET WENTWORTHVILLE, NSW, 2145

Primary contact: Lesley Fryer (Supporter, Child) - 02 6624 4749
[View support network](#)

Client details [REFER THIS CLIENT FOR ASSESSMENT](#) [VIEW CLIENT REPORT](#)

Client summary **Client details** Support network Approvals Plans Attachments Services My Aged Care interactions Notes

Tasks and Notifications Residential Funding Classifications

About Isela [NOTIFY MY AGED CARE OF A DEATH](#)

11. When **NOTIFY MY AGED CARE OF A DEATH** is selected you will be taken to **Notify My Aged Care that person is deceased** screen where you will have to complete relevant information.

Notify My Aged Care that a person is deceased

All fields marked with an asterisk (*) are required.

You are about to notify the department that Isela Heflin has passed away. Their record will become read only. You will still be able to finalise outstanding assessments and support plan reviews, and add notes and attachments.

Please supply the following information:

Who, when and how were you informed that this person is deceased? * ?

0 / 500

Date of death (if known)

dd/mm/yyyy

Add Attachments

You can upload files up to 5 MB to this record. The following file types are accepted: jpeg, jpg, .bmp, .png, .docx, .xlsx, .pdf, .txt (if available)

Choose a file...

[SAVE](#) [CANCEL](#)

A dialogue box will be displayed. To confirm, select **OK**.

Confirm notification to My Aged Care

You are about to notify My Aged Care that this person is deceased. This will automatically close all active records such as assessment referrals, services, service referrals etc.

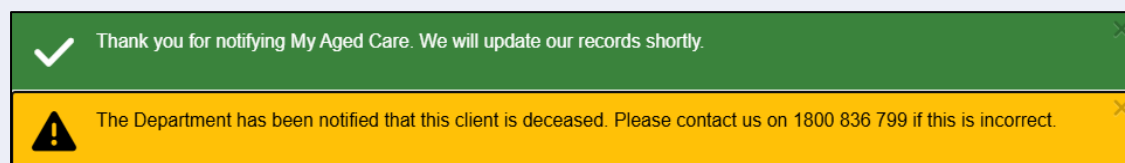
These changes cannot be reverted.

Click OK to confirm to My Aged Care that Miranda Clue is deceased and the information provided is correct. Click Cancel to update or provide additional information.

[OK](#) [CANCEL](#)



You will be directed to the **CLIENT DETAILS** page where the following banners will be displayed.



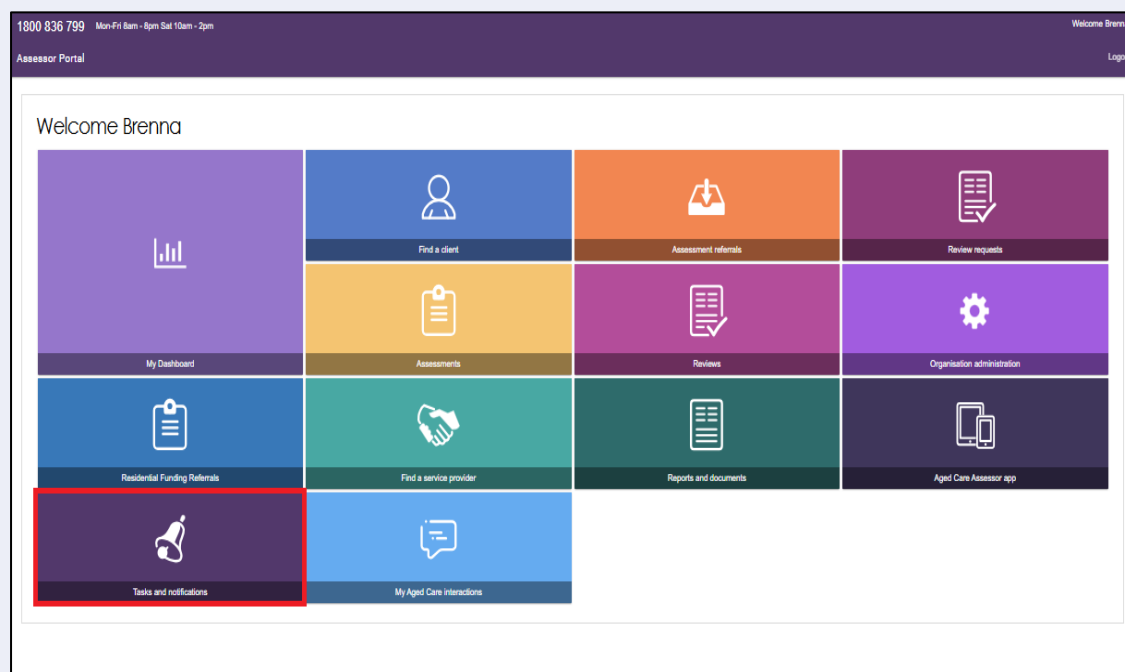
The client status will be updated to **Deceased** on the records. The client card will appear as shown in the example below. If there are any in-progress assessments for the client, a notification will be sent to the associated assessor and provider advising them to close or finalise the in-progress tasks.



Viewing notifications

Assessors will be able to see all tasks and notifications for clients, however service providers will only be able to see tasks and notifications that are associated to their outlet and for clients they are providing services.

1. From the assessor portal homepage select **Tasks and notifications** and select the **Notifications** tab.



In the **Notifications** tab, you will be able to view all notifications relevant to your role.

Tasks and notifications

Tasks **Notifications** SAH Notifications Maximum wait times

Filter by

Last name First name Aged Care user ID

ADVANCED SEARCH CLEAR FILTERS

Date received is after 28 March 2025 and Outlet name is UAT CR910C Assessment Outlet

FILTER CLEAR

☐ Select all

Received	Category	Title/Description	Channel	Aged Care User ID	Client name	Select	Remove
26 September 2025	Delegate Decision	Formal Delegate Decision A formal Delegate Decision has been made on the approved care type under the Aged Care Act 2024. Details are as follows - Aged Care User Id: AC28711695 Delegate Name:William Boscop Date decision made:25/09/2025 09:00:00 AM Decision details: Care Approved for Assessment Activity Id: 2-161999349999 Go to: Match and Refer		AC28711695	CORWINB AUTOAdrielt	☐	
26 September 2025	Delegate Decision	Formal Delegate Decision A formal Delegate Decision has been made on the approved care type under the Aged Care Act 2024. Details are as follows - Aged Care User Id: AC28711695 Delegate Name:William Boscop		AC28711695	CORWINB AUTOAdrielt	☐	

2. Alternatively, if you want to see all tasks and notifications for a single client, navigate to the **Tasks and Notifications** tab in the client's record to see all relevant tasks and notifications for that client.

Mrs Isela HEFLIN
Female, 87 years old, 1 December 1937, AC94954740
Lot Number 18-5 STURDEE STREET WENTWORTHVILLE, NSW, 2145

Primary contact: Lesley Fryer (Supporter, Child) - 02 6624 4749
[View support network](#)

Tasks and notifications

Client summary Client details Support network Approvals Plans Attachments Services My Aged Care interactions Notes **Tasks and Notifications** Residential Funding Classifications

Filter by

Type	Due Date	Received Date	Category	Title/Description	Channel	Activity Id	Portal	Outlet
Notification		21/05/2025	Delegate Decision	Delegate Decision An assessment has been submitted for Delegate Decision. Details are as follows - Aged Care User Id: AC94954740 Assessor: Africa Green Go to: Decisions		2-160064376178	Assessor Portal	
Notification		21/05/2025	Referrals	New Referral You have a new referral from My Aged Care. Referral created at 21/05/2025 11:45 for Aged Care User Id: AC94954740 Outlet name: GRAZIER AGED CARE - ACA - ACT Assessment Type: Comprehensive Assessment Priority: Low Go to: Incoming Referrals		2-160064375746	Assessor Portal	GRAZIER AGED CARE - ACA - ACT

3. In the **Notifications** tab, you can sort notifications by any of the columns on the table by selecting the **UP/DOWN**  arrow next to the column title.

Received	Category	Title/Description	Channel	Aged Care User ID
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! As with tasks, certain types of notifications can be marked as important for your outlet by your outlet administrator.

When these notifications are created, they will be displayed with a visual indicator.

The [Managing task and notification preferences](#) section in this guide explains how to set notifications as important.

Received	Category	Title/Description	Aged Care User ID	Client name	Select	Remove
28/06/2017	Client Correspondence	Home care correspondence Client is now seeking home care services Your client Andy Jorgensen (Aged Care User ID AC48007322), is now seeking home care services. Full details are contained in the client letter which will typically be available within 24 hours. The letter can be accessed from the 'Attachments' tab in their client record. Activity Id: 1-9JE2VIG Correspondence	AC48007322	JORGENSEN Andy	☐	

Home Support notifications will display in the **Notifications** tab if enabled in the client's support plan or on the **Approvals** tab in the client record.

- You can also remove individual or bulk notifications from your portal by selecting the Remove icon or **Select all** checkbox.

☐ Select all

Received	Category	Title/Description	Aged Care User ID
22 May 2025	Delegate Decision	Formal Delegate A formal Delegate Aged Care User ID Delegate Name: P Date decision made Decision Status: C Activity Id: 2-1600 Go to: Match and Refer	8106
22 May 2025	Referrals	New Referral You have a new referral from My Aged Care.	3588

Remove Notification

This will remove selected notification from the current notifications list.

- You can search for specific notifications using the filter options or using custom filters in Advanced Search. Select the arrows to the right to expand or collapse the filter options.

Tasks and notifications

Tasks Notifications SAH Notifications Maximum wait times

Filter by

Last name First name Aged Care user ID

ADVANCED SEARCH

CLEAR FILTERS

FILTER

CLEAR

- To apply custom filters, select **ADVANCED SEARCH** and choose filters from the drop-down menu and select **ADD FILTER** for each filter you want to apply.



Search notifications

Selected filter values have been cleared.

Notifications

Choose an item.

Choose an item.
 Activity ID
 Aged Care user ID
 Category
 Date received
 First name
 Last name
 Marked as important
 Outlet name
 Role
 Title

ADD FILTER

SAVE FILTER

CLEAR FILTER

FILTER

CANCEL

Below example will sort all notifications received between 01/01/2025 to 22/05/2025.

Search notifications

Notifications

ADD FILTER

SAVE FILTER

CLEAR FILTER

1 of 7 filters used

Date received

From:

01/01/2025

To:

22/05/2025

FILTER

CANCEL

- The list of all notifications meeting the above criteria will be displayed under the **NOTIFICATIONS** tab as shown in the example below.

Tasks and notifications

Tasks

Notifications

SAH Notifications

Maximum wait times

Filter by

Last name

First name

Aged Care user ID

ADVANCED SEARCH

CLEAR FILTERS

Date received is after 28 March 2025 and Outlet name is UAT CR910C Assessment Outlet

FILTER

CLEAR

☐ Select all

Received	Category	Title/Description	Aged Care Channel	User ID	Client name	Select	Remove
26 September 2025	Delegate Decision	Formal Delegate Decision A formal Delegate Decision has been made on the approved care type under the Aged Care Act 2024. Details are as follows - Aged Care User ID: AC28711695 Delegate Name: William Boscop Date decision made: 25/09/2025 09:00:00 AM Decision details: Care Approved for Assessment Activity ID: 2-161999349999 Go to: Match and Refer	AC28711695	CORWINB AUTOAdriegl	☐		
26 September 2025	Delegate Decision	Formal Delegate Decision A formal Delegate Decision has been made on the approved care type under the Aged Care Act 2024. Details are as follows - Aged Care User ID: AC28711695 Delegate Name: William Boscop	AC28711695	CORWINB AUTOAdriegl	☐		



8. The hyperlink under the notification description will take you directly to the individual record and the section of the portal where you can view more information about the notification or complete any action that may be required.

Tasks and notifications

Tasks | **Notifications** | SAH Notifications | Maximum wait times

Filter by

Last name: _____ First name: _____ Aged Care user ID: _____

ADVANCED SEARCH CLEAR FILTERS

Date received is after 28 March 2025 and Outlet name is UAT CR910C Assessment Outlet

FILTER CLEAR

☐ Select all

Received	Category	Title/Description	Channel	Aged Care User ID	Client name	Select	Remove
26 September 2025	Delegate Decision	Formal Delegate Decision A formal Delegate Decision has been made on the approved care type under the Aged Care Act 2024. Details are as follows - Aged Care User Id: AC28711695 Delegate Name: William Boscop Date decision made: 25/09/2025 09:00:00 AM Decision details: Care Approved for Assessment Activity Id: 2-161999349999 Go to: Match and Refer		AC28711695	CORWINB AUTOAdriegl	☐	
26 September 2025	Delegate Decision	Formal Delegate Decision A formal Delegate Decision has been made on the approved care type under the Aged Care Act 2024. Details are as follows - Aged Care User Id: AC28711695 Delegate Name: William Boscop		AC28711695	CORWINB AUTOAdriegl	☐	

9. For example, selecting the link in a **Formal Delegate Decision** notification will take you directly to the client's support plan where you can match and refer for the recently approved care type.

Yemini JELLY
Female, 88 years old, 1 July 1936, AC69468106
20 SMITH STREET BELLINGHAM, TAS, 7254
Prefers to speak Afrikaans

Primary contact: Yemini Jelly (self)
No support relationships recorded

Support plan and services

REQUEST ASSESSMENT | COMPREHENSIVE ASSESSMENT 22 MAY 2025 | PRINT COPY OF SUPPORT P

Identified needs | Goals & recommendations | Decisions | **Manage services & referrals** | Associated People | Review

Services not yet in place

Support at Home

Support at Home
Home Support Ongoing - Sah Classification 2
• Funding pending
Assistive Technology Short-term - AT Low

No associated goals
Recommended By: Africa Green
User Type: Assessor

Referral Code Generated

Referral code 2-160079788583 (active)

FIND PROVIDERS SEE SERVICE DETAILS

Viewing and reassigning Support at Home notifications

You must be assigned in the team leader role to view which assessor or delegate is currently receiving the client's Support at Home correspondence notifications.

You will also have the ability to reassign a client or an individual or make bulk reassignment changes to a different assessor or delegate within an outlet.

1. In the **Tasks and Notifications** tab select **SAH Notifications** tab. If you manage more than one outlet you may choose which outlet to view from the dropdown.



Select **GO** after choosing the outlet.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Yi

Assessor Portal Logout

Home | Tasks and notifications

SAH Notifications

Tasks Notifications Manage Preferences **SAH Notifications** Maximum wait times

All fields marked with an asterisk (*) are required.

Outlet: * **GO**

The outlet field is required

Please select the outlet to view the notifications.

2. The last column is a select tick box which allows the team lead to complete individual or bulk reassignments:

SAH Notifications

Tasks Notifications **SAH Notifications** Maximum wait times

With 2 selected **REASSIGN**

1 to 9 out of 9 matching results

Last name	First name	Aged care user id	Locality	Who receives the notification	Select
BANKS	Billy	AC75119917	BREMER BAY, WA, 6338	Prospect Free	☐
YINDI	Thomas KK	AC16332744	CHELSEA, VIC, 3196	Thomas silverstone	☒
ARCHERON	Nesta	AC69275808	CULCAIRN, NSW, 2660	Africa Green	☐
PETERS	Karrin	AC36358992	DONVALE, VIC, 3111	Africa Green	☐
RADECKI	Marge	AC61912416	HALLS GAP, VIC, 3381	Prospect Free	☒
MALONE	Tony	AC14193783	KEW, NSW, 2439	Africa Green	☐
HUNT	Darren	AC71451785	NORTHCOTE, VIC, 3070	Veg Kale	☐
RYAN	Delphine	AC55865695	OUYEN, VIC, 3490	Andy Flower	☐
SMITH	Eugene	AC41046889	SANS SOUCI, NSW, 2219	Africa Green	☐

By selecting the **REASSIGN** button, the **Re-assign Home Care correspondence notifications** pop up will be displayed where you can select the new recipient and finalise by clicking the **SAVE** button.

Re-assign Home Care correspondence notifications

All fields marked with an asterisk (*) are required.

Please select Home Care correspondence notification recipient

☐ Prospect Free

☐ Africa Green

☐ Veg Kale

SAVE CANCEL



Managing task and notification preferences

You must be assigned an administrator role to manage task and notification preferences for your organisation or outlet.

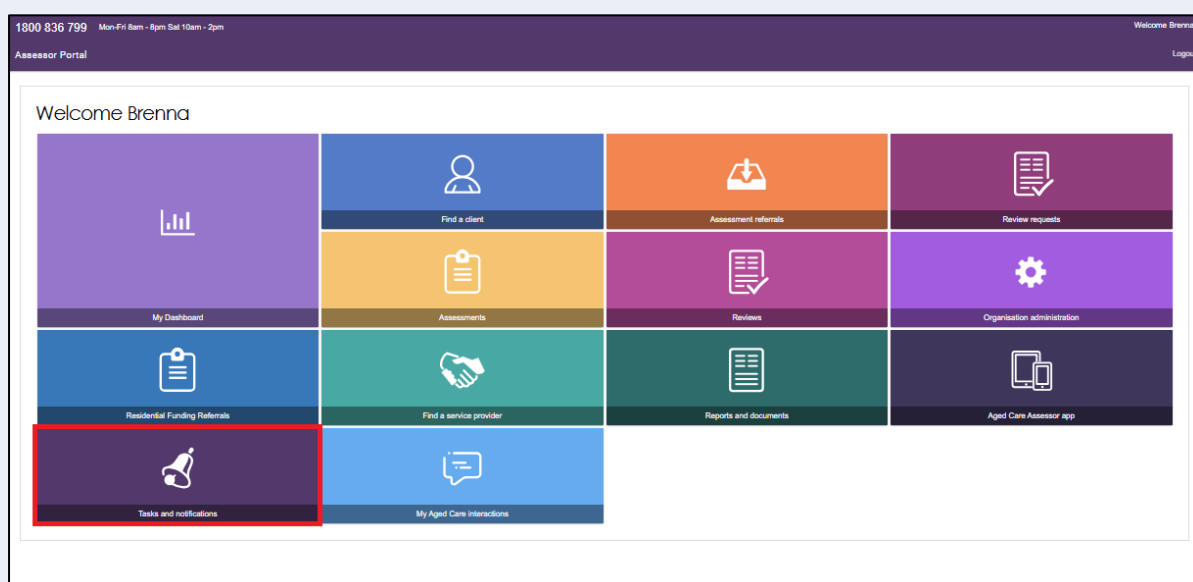
If you need to add this role to your user account, please see your organisation administrator.

As an administrator, you will be able to:

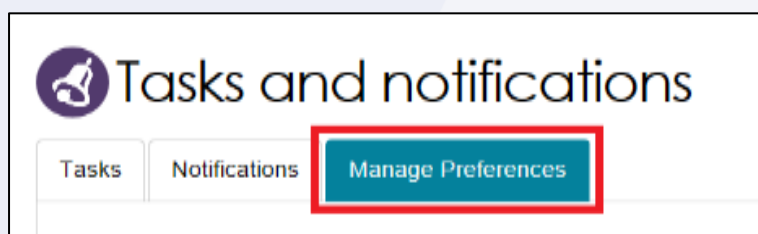
- edit email address and email frequency for new task and notifications
- turn off visibility of notifications in the assessor portal
- view description of each task and notification, including which user types will be able to see them
- edit individual task and notification preferences
- mark a task or notification as important to your outlet.

These settings will affect all staff assigned to your outlet, so please ensure all staff are made aware of any changes you make.

1. From the assessor portal homepage select **Tasks and notifications**.

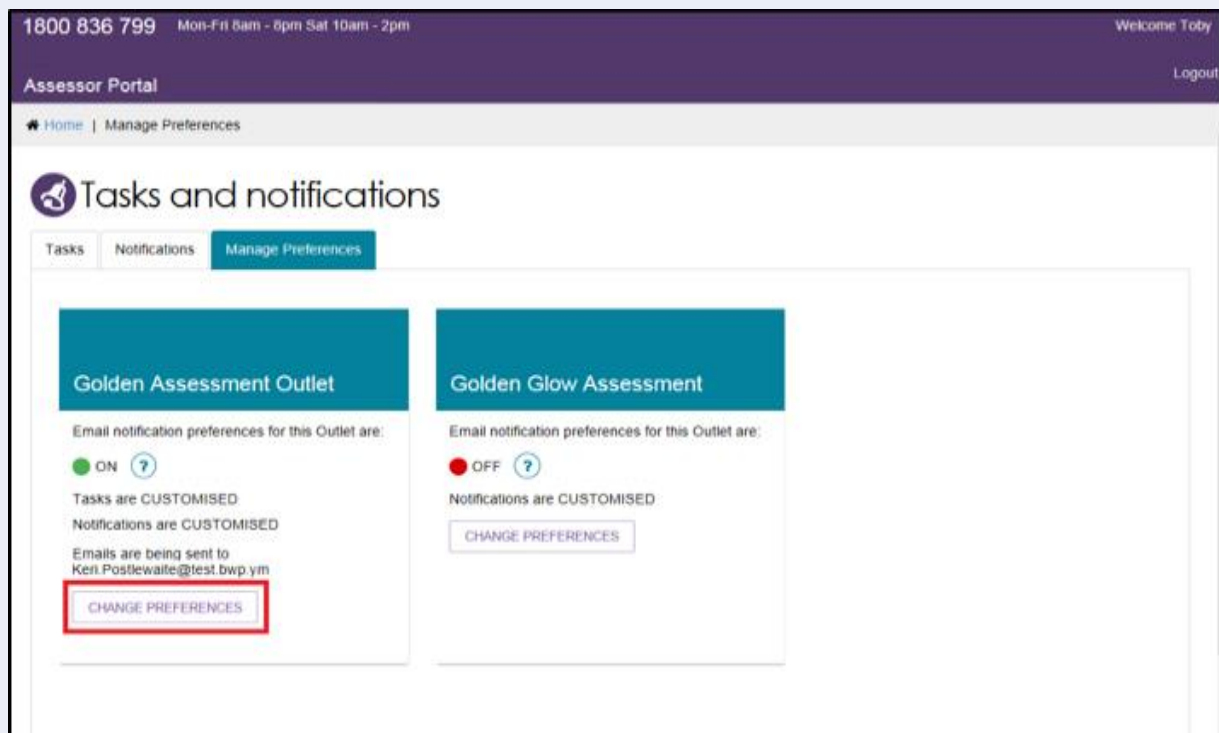


2. Select the **Manage Preferences** tab.



3. If you are the administrator for your organisation, you will be able to select which outlet you want to configure task and notification preferences for. Select **CHANGE PREFERENCES**. If you are the administrator for your outlet, you will only be able to see your outlet's preferences.





4. The preferences page for the outlet will open. At the top of the page, you can configure the overall preferences for email preference, email address, email frequency and notification visibility in the portal.

You can choose to hide all notifications or hide individual notification types for the outlet. Selecting **No** to hide all means that no notifications for the outlet will be visible to staff associated with the outlet.

Selecting **No** for an individual notification type means that only notifications of that type will be hidden for staff associated with the outlet.

Change preferences for Golden Assessment Outlet

Receive emails for new tasks and notifications ?

☒ Yes ☐ No

Send email to:
myagedcare@health.gov.au

Send emails: ? ☒

Show notifications in the portal? ?

☒ Yes ☐ No

[RESET PREFERENCES](#) ?

Assessment	
Client Correspondence	
Client Services	
Delegate Decision	



Tasks and notifications are sorted by category. Select the **Expand** (double arrow) icon to expand/collapse each category.

Assessment

Client Correspondence

Client Services

Task: Overdue Referral
A referral has not been accepted or rejected within required timeframes. Please review and action this referral as soon as possible
This task is seen by: Assessor Team Lead
Send an email when this type of task is received?

Send the email:
Immediate
Show this type of task as important?

Notification: Client Identity and Info
A client has been deactivated in the My Aged Care system. Please review and close/finalise any active assessment records.
This notification is seen by: Assessor
Send an email when this type of notification is received?

For each task or notification you will be able to view:

- Type (e.g. task or notification)
- Title and brief description of the why the task or notification has triggered
- User type who can view or action the task or notification.

For each task or notification you will be able to individually configure:

- Whether to send an email when a task or notification generates
- Frequency of email notification, if enabled
- Whether to display a task or notification as important in the portal.

! If you choose to mark a task or notification as important, staff within your outlet who can view that particular task/notification will see a visual indicator in their portal.

Received	Category	Title/Description	Aged Care User ID	Client name	Select	Remove
28/06/2017	Client Correspondence	Home care correspondence Client is now seeking home care services Your client Andy Jorgensen (Aged Care User ID AC48007322), is now seeking home care services. Full details are contained in the client letter which will typically be available within 24 hours. The letter can be accessed from the 'Attachments' tab in their client record. Activity Id: 1-9JE2VIG Correspondence	AC48007322	JORGENSEN Andy	☐	
Important						



5. Select **SAVE** when all changes have been made. You can reset the preferences by selecting **RESET PREFERENCES** at the top of the page.

Selecting the arrow in the bottom right of the screen will automatically take you to the top of the page.

Assessor Portal Logout

Show this type of notification in the portal when it is received?
Yes No

Show this type of notification as important?
Yes **No**

Notification: Request Delegate position
Request for Delegate Position has been rejected by the Department.
This notification is seen by: Assessor Team Lead

Send an email when this type of notification is received?
Yes No

Send the email:
Immediate

Show this type of notification in the portal when it is received?
Yes No

Show this type of notification as important?
Yes **No**

SAVE CANCEL

Upward arrow button

Notification of Support at Home correspondence

For those clients that a clinical assessor wishes to monitor more closely, clinical assessors can elect to be notified of Support at Home correspondence sent to the client. This notification can be enabled from any tab in the clients support plan or on the **Approvals** tab in the client record. This option is only visible if there is a recommendation for Support at Home services.

COMPLETE SUPPORT PLAN REQUEST/CHANGE NOTIFICATION OF HOME CARE/SAH CORRESPONDENCE RETURN TO CLIENT

The notification link will only be enabled if the client has been marked as **Seeking services** or a Support at Home recommendation has been made. This is also available when viewing Home Care Approvals in the client record, as shown below.

Home Support Ongoing - SaH Classification 5

✓ Delegate decision completed and submitted to DHS.

Priority category	Medium
Approval starts	8 May 2025
Status	Pending
Source System	Gateway
Home support services:	
Seeking Services	No seeking service preference selected
Notify of Support at Home correspondence	No-one selected

Use notify of support at home correspondence where there is a need for the Assessor to monitor and provide additional assistance to a client's support at home services.



Only one person from an outlet can be selected to receive this notification. The preference is shown below. All clinical assessors and assessment delegates from the assessment outlet will be displayed in a drop-down menu.

Team Leader role

In the team leader role, you can view which clinical assessor or Assessment Delegate is currently receiving the client's Support at Home correspondence notifications. You will also have the ability to reassign a client or an individual or make bulk reassignment changes to a different clinical assessor or Assessment Delegate in an outlet.

In the **Tasks and Notifications** tab select **Notifications** tab. If you manage more than one outlet you may choose which outlet to view from the dropdown.

1. Once you have chosen the outlet to view you will see the following details:

- Last Name
- First Name
- Aged Care User ID
- Locality
- Who receives the notification (First name, Last name)
- tick box which allows the team lead to complete individual or bulk reassignments.



SAH Notifications

Tasks Notifications **SAH Notifications** Maximum wait times

With 1 select **REASSIGN** 1 to 2 out of 2 matching results

Last name	First name	Aged care user id	Locality	Who receives the notification	Select
BOYLEB	AUTOKarliy	AC94527868	ZILLMERE, QLD, 4034	Rasheedo Okunevay	☒
KIRLINR	AUTODarronv	AC07699358	ZILLMERE, QLD, 4034	Erinj Kerlukea	☐

- By selecting the **REASSIGN** button, the **Re-assign Home Care correspondence notifications** pop-up will be displayed where you can select the new recipient and finalise by clicking the **SAVE** button.

Re-assign Home Care correspondence notifications

All fields marked with an asterisk (*) are required.

Please select Home Care correspondence notification recipient

☒ Alfred Catrone

☐ Gerda Chubb

☐ Will Damion

☐ Harold Decarvalho

☐ Sidney Fereday

☐ Halle Hamilton

☐ Levi Hills

SAVE **CANCEL**

! Refer to the [Support at Home correspondence sent to clients](#) section for actual letter templates.

Notification of Residential Permanent correspondence

Clients and/or their registered supporters will be notified about their Residential Permanent place allocation, including waiting for a place, and being allocated a place. These notifications are sent by email, SMS and mail.

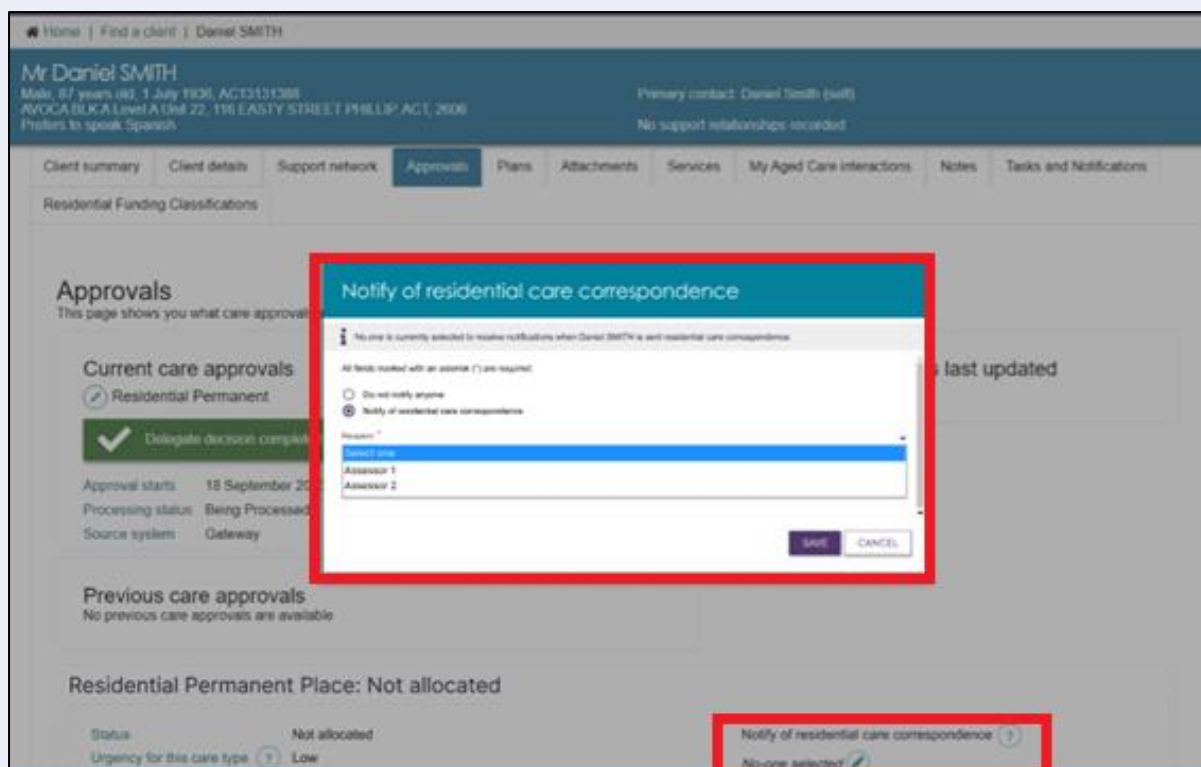
If nominated, the assessor can also receive system notifications on behalf of the client.

Notifications of residential care correspondence for assessors can be set during the Delegate Decision stage. Alternatively, go to the client's profile and select the **Approvals** tab.

For each residential care approval, select the Edit (pencil) icon under the Notify of **Residential care correspondence** section.

Select the assessor to be notified in the pop up and then select **Save**.

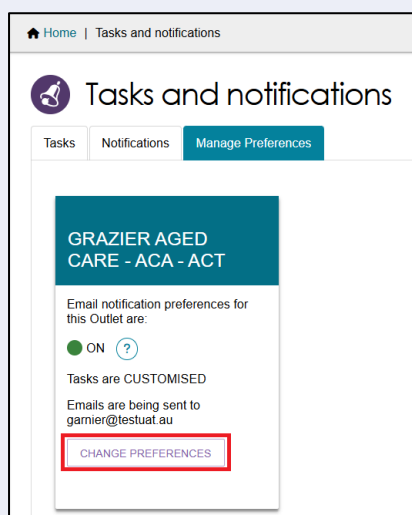




Outlet administrators can manage Residential care correspondence preferences.

To manage preferences:

1. select the outlet, then go to its Tasks and Notifications tile, then the **Manage Preferences** tab. Select **Change Preferences** inside the pop up.



2. Scroll down to the relevant section and adjust the settings by selecting the Yes/No toggles. The following shows an example of the RAC Place Restriction notification underneath the Delegate Decision heading. Toggles available are:
 - Send an email when this type of notification is received?
 - Show this type of notification in the portal when it is received?
 - Show this type of notification as important?



[Home](#) | Manage preferences

Notification: Action: RAC place restriction

This activity is a notification sent to assessor advising that their approval for place is about to expire.

This notification is seen by: Assessor Team Lead and Assessor

Send an email when this type of notification is received?

Yes

No

Send the email:

Immediate

Show this type of notification in the portal when it is received?

Yes

No

Show this type of notification as important?

Yes

No

To view Residential Permanent correspondence notification for a client, go to the Tasks and Notifications tile, then go to the **Notifications** tab.

The below screenshot shows an example of a **RAC Place Restriction** notification.

Tasks and notifications

Tasks

Notifications

Manage Preferences

HCP Notifications

Maximum HCP wait times

All fields marked with an asterisk (*) are required.

Filter by

Last name

First name

Aged Care user ID

ADVANCED SEARCH

CLEAR FILTERS

Date received is after 16 May 2023 and Outlet name is ACT ACAT

FILTER

CLEAR

☐ Select all

Outlet *

ACT ACAT

GO

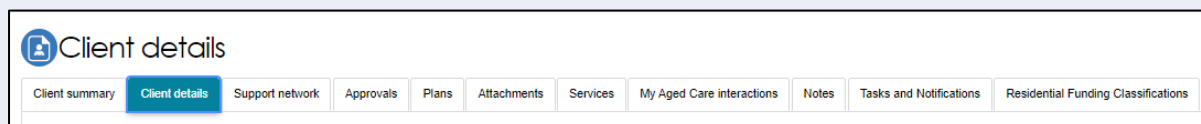
Received	Category	Title/Description	Channel	Aged Care User ID	Client name	Select	Remove
10 November 2023	Delegate Decision	Action: RAC place restriction This is to inform you that the permanent residential aged care place for Daniel SMITH, ACS3077160 is due to become restricted on 10 December 2023. This is because their approval for permanent residential aged care was time-limited and is due to expire. Please take further action and arrange a re-assessment for the client in question. If you do not take any further action, government subsidies may stop for the client. Activity Id: 2-152408719461 Go to: Approvals		ACS3077160	SMITH Daniel	☐	



Confirming client contact information is accurate

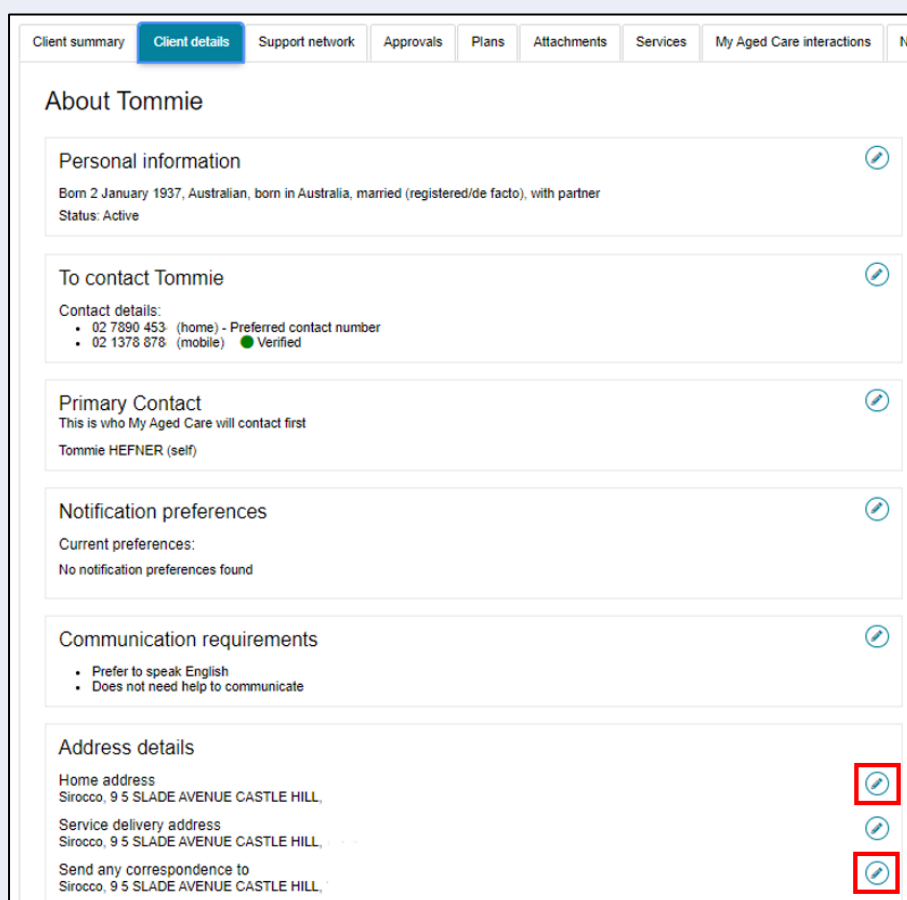
To ensure correspondence is received, the client's address details need to be correct. This is particularly important for Support at Home participants as they have 56 days in which to enter a Support at Home Service Agreement, with an additional 28 days if required. To view and edit client's contact details within the assessor portal follow the below instructions.

1. From the client card, select **Client Details**.



The screenshot shows the top of the 'Client details' page. It has a header bar with a person icon and the text 'Client details'. Below this is a row of tabs: 'Client summary', 'Client details' (which is highlighted in blue), 'Support network', 'Approvals', 'Plans', 'Attachments', 'Services', 'My Aged Care interactions', 'Notes', 'Tasks and Notifications', and 'Residential Funding Classifications'.

2. At the bottom of the client details page, select the **pencil (edit) icon** to then edit the client's home and/or correspondence address.



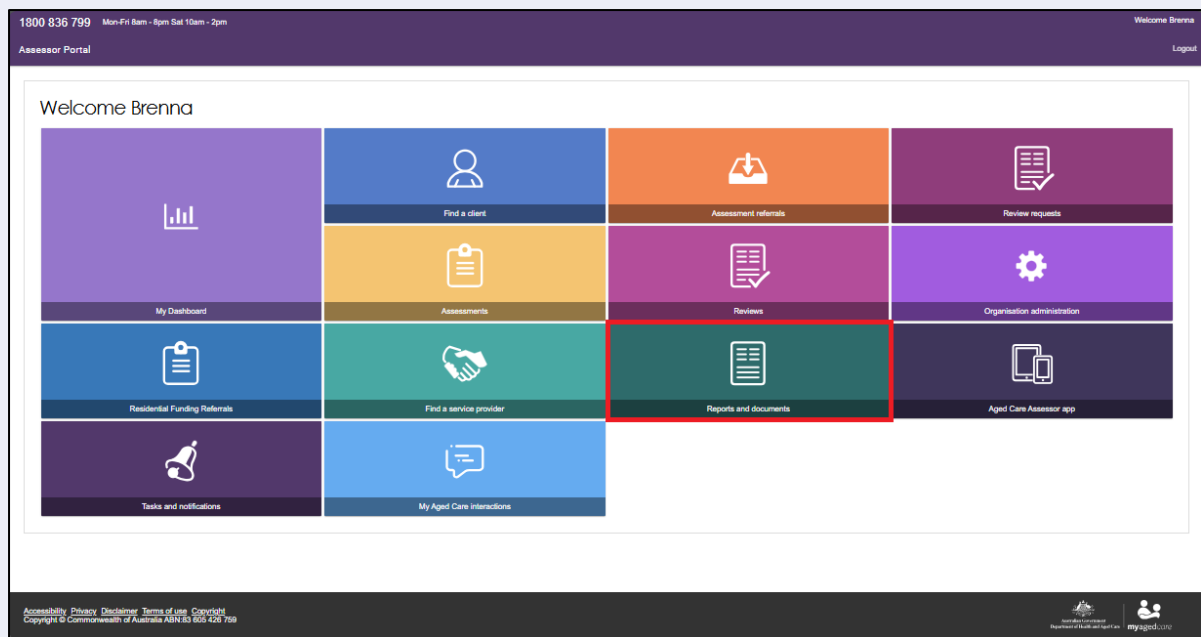
The screenshot shows the 'About Tommie' page. It has a header bar with the same tabs as the previous screenshot. The main content area is titled 'About Tommie' and contains several sections, each with a pencil icon in the top right corner: 'Personal information' (Born 2 January 1937, Australian, born in Australia, married (registered/de facto), with partner. Status: Active), 'To contact Tommie' (Contact details: 02 7890 453 (home) - Preferred contact number, 02 1378 878 (mobile) - Verified), 'Primary Contact' (This is who My Aged Care will contact first. Tommie HEFNER (self)), 'Notification preferences' (Current preferences: No notification preferences found), 'Communication requirements' (Prefer to speak English, Does not need help to communicate), and 'Address details' (Home address: Sirocco, 9 5 SLADE AVENUE CASTLE HILL, Service delivery address: Sirocco, 9 5 SLADE AVENUE CASTLE HILL, Send any correspondence to: Sirocco, 9 5 SLADE AVENUE CASTLE HILL). The pencil icons for 'Address details' are highlighted with red boxes.

Creating Reports

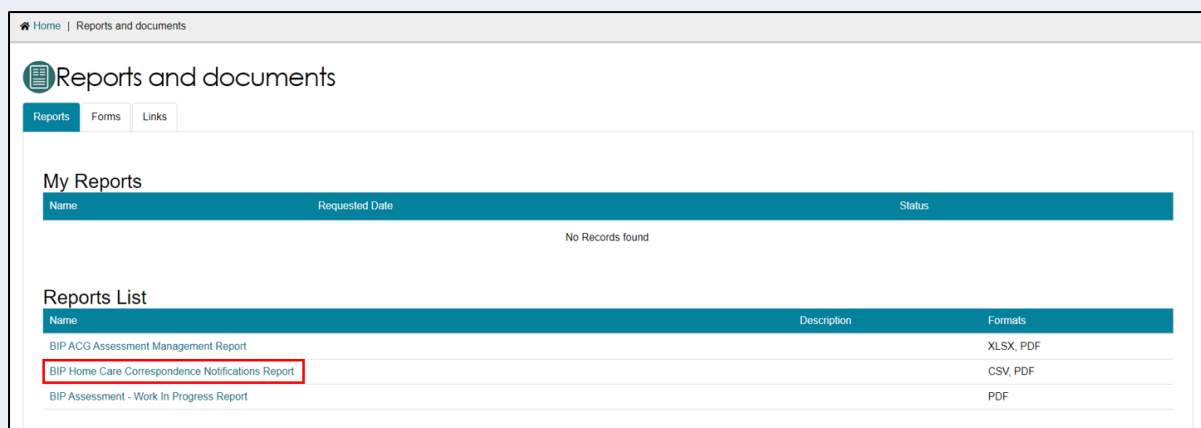
Clinical assessors and assessment delegates are able to create a report at the outlet level. The report will display the list of clients who have been nominated either by clinical assessors or assessment delegates and wish to receive notifications related to Support at Home.

1. This report is accessed in **Reports and documents** tab.





2. Select the **BIP Home Care Correspondence Notifications Report**.



Select the **Outlet**, **Recipient** and **Output Type** being either CSV file (comma separate values) or PDF (portable document format).

All fields marked with an asterisk (*) must be completed before submission

BIP Home Care Correspondence Notifications Report

Outlet: * Golden Assessment Outlet

Recipient: * Bella BLUETT

Output Type: *

REQUEST REPORT **CANCEL**



Support at Home correspondence sent to clients

There are a number of letters sent to clients related to Support at Home at different stages. Copies of these letters will also be sent to their supporter/s. Full details are contained in the client letter which will typically be available within 24 hours. The letter can be accessed from the **Attachments** tab in their client record.

Support at Home Funding Assignment Notice

Dear [name]

Home Support section –

I am pleased to advise that you have been assigned the **[Program]** classification funding below:

Classification Type: [Classification Type]

- **Classification: [Classification]**

This is based on your approval for this classification on [delegate decision date].

If you have not received your approval letter, it will arrive shortly.

For your assigned classification the Australian Government will contribute:

- A yearly funding amount of up to approximately <value as per assigned SaH classification>.
- This amount will be allocated quarterly towards the cost of your care.
- This amount is used to pay your service provider for the services you receive.

You may also be asked to pay a contribution to the cost of your care.

Full-service offer (FSO) section –

You can now choose a service provider and enter into a service agreement to start receiving services. A service agreement outlines your rights and responsibilities and what services you will receive by your service provider.

If you were previously offered sixty percent of the classification value, the remaining amount is now available for you to continue receiving services. We have notified your service provider of the change in your funding.

Minimum Funding Offer (MSO) section –

Sixty percent of the classification value (<**indicate 60% of classification amount**>) is now available for you to start to receive Support at Home services. This is lower than the approved amount allocated to your classification. While waiting for your full-service offer, this will let you choose a service provider and enter into a service agreement to start receiving services. A service agreement outlines your rights and responsibilities and what services you will receive by your service provider.

If you take up the available funding now, there will be no impact to the rest of the sum allocated to your classification. The remaining funding amount will be released as soon as it is available. We will let you know when this happens.

AT-HM1 section –

The following service/s have also been assigned to you with the corresponding government funding amount and expiry date. This funding is used to pay your service provider for the services you receive.

You may also be asked to pay a contribution to the cost of your care.

Service Group	Classification Type	Classification	Amount	Expiry Date
[AT Service Group]	[AT Classification Type]	[AT Classification]	[AT classification amount]	<Depends>



[HM Service Group]	[HM Classification Type]	[HM Classification]	[HM classification amount]	12 months from signing with a provider
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If you have a specified progressive condition noted in the Assistive Technology – Home Modifications (AT-HM) Scheme guidelines, then the expiry date is 24 months from signing with a provider.

Only AT-HM section –

I am pleased to advise that you have been assigned the following <Program> service/s below with the corresponding government funding amount and expiry date. This is based on your approval on [delegate decision date]. This funding is used to pay your service provider for the services you receive.

You may also be asked to pay a contribution to the cost of your care.

Service Group	Classification Type	Classification	Amount	Expiry Date
[AT Service Group]	[AT Classification Type]	[AT Classification]	[AT classification amount]	<Depends >
[HM Service Group]	[HM Classification Type]	[HM Classification]	[HM classification amount]	12 months from signing with a provider

If you have a specified progressive condition noted in the Assistive Technology – Home Modifications (AT-HM) Scheme guidelines, then the expiry date is 24 months from signing with a provider.

If you would like to talk through the information and next steps in this letter, I suggest that you show this letter to a family member, friend or trusted person.

If you prefer, you can talk through the information and next steps in this letter with a person who is independent from service providers and your support network. Advocates understand aged care and provide free and confidential support. You can contact the Older Persons Advocacy Network (OPAN) <https://opan.org.au/> to speak with an advocate.

Vulnerable Client section –

We have told your assessor that you have been assigned a Support at Home classification so they can help you with the next steps. You can call <Assessor Name> of the <Team Name> assessment organisation on <Outlet_Telephone_Number>.

If you don't feel you need any help from your assessor, you can follow the steps below.

To use your Support at Home classification you need to:

1. Find out what you may be asked to pay for your Support at Home services:

- If you're receiving an income tested payment e.g. aged pension or Department of Veterans' Affairs pension, you don't need to do anything for this step. You will receive a letter once you enter into a service agreement telling you about the fees you may be asked to pay.
- If you're receiving a pension that is not means tested e.g. blind pension or war widow pension or you're not receiving an income tested payment, you should call Services Australia on
- 1800 227 475 and ask if you need a formal income assessment. Services Australia answers calls Monday to Friday from 8am to 5pm.
- If you're a full pensioner or part pensioner, your Support at Home contributions will be determined by your



existing Age Pension income and assets assessment. Non pensioners will need to provide information about their income and assets to Services Australia to have their Support at Home contribution rate assessed.

2. Find service providers in your area:

- Use the Find a Provider tool on the My Aged Care website at www.myagedcare.gov.au/find-a-provider to search and compare providers, including their prices for some common services you may receive through your Support at Home classification; or
- You can call My Aged Care on 1800 200 422 or book a face-to-face appointment with an Aged Care Specialist Officer at select Services Australia centres. The person you speak to can give you a list of local service providers or send it to you in the post.

3. Talk to providers:

- You can contact as many providers as you like before you choose one.
- The checklist has questions you can ask service providers to help you choose the right provider for you.

4. Give your preferred providers your referral code:

- This lets them see information about your assessment and support plan.
- They can then discuss with you if they can meet your care needs.

Your referral code is **[referral code]**

Home Support2 section –

5. Once you've chosen a service provider you'll need to set up a service agreement by [Classification expiry date]. Use the enclosed Entering into a Service Agreement - Considerations and Checklist:

- Your provider must tell you about any fees you need to pay.
- You should read your Agreement carefully before you agree to receive services.
- You may also want to ask a family member, friend, advocate or a lawyer to read your Agreement.
- You should work with your provider to develop a care and services plan and budget to make the best use of your assigned classification funding.

Home Support3 section –

What happens if you don't enter into a service agreement with a service provider within 56 days?

- Your classification funding will be withdrawn if you haven't entered into a service agreement with a service provider by **<Classification Expiry Date>**. If you need more time to find a service provider, you can call My Aged Care before **<Classification Expiry Date>** to ask for an extension of 28 days.

Please tell us if you don't want the assigned classification funding now so someone else can use it

If you don't want your Support at Home classification funding now, call My Aged Care on 1800 200 422 or book an appointment with an Aged Care Specialist Officer at select Services Australia centres as soon as possible. You will not lose your place because the Support at Home priority system is based on when you are approved for your Support at Home classification and the priority that was assigned to you. There will be no disadvantage to you if you choose not to take it up now.

You can contact My Aged Care at any time in the future and ask for your Support at Home classification funding to be reinstated.

Accessing your information online

You and your registered support network can also access information about your Support at Home classification, including approvals and letters, through the My Aged Care Online Account via my.Gov.au. More information about creating a myGov account and accessing your My Aged Care Online Account is available at www.myagedcare.gov.au/access-your-online-account.

Not sure what to do next?

For more information about Support at Home, search Support at Home on the My Aged Care website at



www.myagedcare.gov.au.

If you have any questions about what you need to do next, you can call My Aged Care on 1800 200 422. My Aged Care answers calls between 8am and 8pm on weekdays and 10am and 2pm on Saturdays. Alternatively, you can visit www.servicesaustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services or book an appointment with an Aged Care Specialist Officer at select Services Australia centres or by calling 1800 227 475 Monday to Friday 8am to 5pm.

Support at Home Funding Assignment – Consecutive

Dear [name]

I am writing about your request to have a re-assessment of your funded aged care services. This assessment was completed by <Assessor Name> of the <Team Name> assessment organisation on <assessment date>.

If you have not received your approval letter, it will arrive shortly.

Home Support section –

Prior to this reassessment, you were previously approved for a <Program> <Classification Type> - <Classification>. However, you had not yet been assigned funding for this classification.

I am happy to tell you that a higher classification is now available to offer you more support to remain living at home. This decision was made under Section 78 of the Aged Care Act 2024 (the Act).

You have now been assigned funding for the classification below:

Classification Type: [Classification Type]

- **Classification: [Classification]**

If you have not already done so, you now have until <Classification Expiry Date> to enter a service agreement. A service agreement outlines your rights and responsibilities and what services you will receive by your service provider.

For your assigned classification the Australian Government will contribute:

- A yearly funding amount of approximately <value as per assigned SaH classification>
- This amount will be allocated quarterly towards the cost of your care.
- This funding is used to pay your service provider for the services you receive.

You may also be asked to pay a contribution to the cost of your care.

Full-service offer (FSO) section –

This is based on your approval for this classification on <delegate decision date>. You can now choose a service provider and enter into a service agreement to start receiving services.

Minimum Funding Offer (MSO) section –

Sixty percent of the classification value (<indicate 60% of classification amount>) is now available for you to start to receive services according to your needs. This is lower than the approved amount allocated to your classification, but this will let you start to choose a service provider and enter into a service agreement to start receiving services.

If you take up the available funding now, there will be no impact to the rest of the funding amount allocated to your classification. The remainder will be released as soon as it is available. We will let you know when this happens.

AT-HM1 section –

The following service/s have also been assigned to you with the corresponding government funding amount and expiry date. This funding is used to pay your service provider for the services you receive.

You may also be asked to pay a contribution to the cost of your care.



Service Group	Classification Type	Classification	Amount	Expiry Date
<Assistive Technology >	<AT Classification Type>	<AT Classification>	<AT Classification>	<Depends>
<Home Modifications >	<Home Modifications >	<HM Classification>	<HM classification amount>	12 months after signing with a provider

If you have a specified progressive condition noted in the Assistive Technology – Home Modifications (AT-HM) Scheme guidelines, then the expiry date is 24 months from signing with a provider.

Only AT-HM section –

I am pleased to advise that you have been assigned the following **<Program>** service/s below with the corresponding government funding amount and expiry date. This funding is used to pay your service provider for the services you receive.

You may also be asked to pay a contribution to the cost of your care.

Service Group	Classification Type	Classification	Amount	Expiry Date
<Assistive Technology >	<AT Classification Type>	<AT Classification>	<AT Classification>	<Depends>
<Home Modifications >	<Home Modifications >	<HM Classification>	<HM classification amount>	12 months after signing with a provider

If you have a specified progressive condition noted in the Assistive Technology – Home Modifications (AT-HM) Scheme guidelines, then the expiry date is 24 months from signing with a provider.

If you would like to talk through the information and next steps in this letter, I suggest that you show this letter to a family member, friend or trusted person.

If you prefer, you can talk through the information and next steps in this letter with a person who is independent from service providers and your support network. Advocates understand aged care and provide free and confidential support. You can contact the Older Persons Advocacy Network (OPAN) <https://opan.org.au/> to speak with an advocate.

Vulnerable Client section –

We have told your assessor that you have been assigned a Support at Home classification so they can help you with the next steps. You can call <Assessor Name> of the <Team Name> assessment organisation on <Outlet_Telephone_Number>.

If you don't feel you need any help from your assessor you can follow the steps below.

To use your Support at Home classification you need to:

1. **Find out what you may be asked to pay** for your Support at Home services:
 - If you're receiving an income tested payment e.g. aged pension or Department of Veterans' Affairs pension, you don't need to do anything for this step. You will receive a letter once you enter into a service agreement telling you about the fees you may be asked to pay.
 - If you're receiving a pension that is not means tested e.g. blind pension or war widow pension or you're not



receiving an income tested payment, you should call Services Australia on 1800 227 475 and ask if you need a formal income assessment. Services Australia answers calls Monday to Friday from 8am to 5pm.

- If you're a full pensioner or part pensioner, your Support at Home contributions will be determined by your existing Age Pension income and assets assessment. Non pensioners will need to provide information about their income and assets to Services Australia to have their Support at Home contribution rate assessed.

2. Find service providers in your area:

Use the Find a Provider tool on the My Aged Care website at www.myagedcare.gov.au/find-a-provider to search and compare providers, including their prices for some common services you may receive through your Support at Home Classification; or

- You can call My Aged Care on 1800 200 422 or book a face-to-face appointment with an Aged Care Specialist Officer at select Services Australia centres. The person you speak to can give you a list of local service providers or send it to you in the post.

3. Talk to providers:

- You can contact as many providers as you like before you choose one.
- The enclosed checklist has questions you can ask service providers to help you choose the right provider for you.

4. Give your preferred providers your referral code:

- This lets them see information about your assessment and support plan.
- They can then discuss with you if they can meet your care needs.

Your referral code is **[referral code]**

Home Support2 section –

5. Once you've chosen a service provider you'll need to set up a service agreement by [Classification expiry date]. Use the enclosed Entering into a Service Agreement - Considerations and Checklist:

- Your provider must tell you about any fees you need to pay.
- You should read your Agreement carefully before you agree to receive services.
- You may also want to ask a family member, friend, advocate or a lawyer to read your Agreement.
- You should work with your provider to develop a care and services plan and budget to make the best use of your assigned classification funding.

CHSP Client section –

What about the home care services you are currently getting?

We are aware that you are receiving care services through the Commonwealth Home Support Programme (CHSP). Your Support at Home classification will meet your care needs better because your service provider will coordinate your services. Your current service provider has been told you have been allocated a Support at Home classification.

Home Support3 section –

What happens if you don't enter into a service agreement with a service provider within 56 days?

- Your classification assignment will be withdrawn if you haven't entered into a service agreement with a service provider by **<Classification Expiry Date>**.
- If you need more time to find a service provider you can call My Aged Care before **<Classification Expiry Date>** to ask for an extension of 28 days.

Please tell us if you don't want the assigned classification funding now so someone else can use it

If you don't want your Support at Home classification now, call My Aged Care on 1800 200 422 or book an appointment with an Aged Care Specialist Officer at select Services Australia centres as soon as possible. You will not lose your place because the Support at Home priority system is based on when you were approved for



your Support at Home classification funding and the priority that was assigned to you. There will be no disadvantage to you if you choose not to take it up now.

You can contact My Aged Care at any time in the future and ask for your Support at Home classification funding to be reinstated.

Accessing your information online

You and your registered support network can also access information about your Support at Home classification, including approvals and letters, through the My Aged Care Online Account via [my.Gov.au](https://my.gov.au). Further information about creating a myGov account and accessing your My Aged Care Online Account is available at www.myagedcare.gov.au/access-your-online-account.

Not sure what to do next?

For more information about Support at Home, search Support at Home on the My Aged Care website at www.myagedcare.gov.au.

If you have any questions about what you need to do next, you can call My Aged Care on 1800 200 422. My Aged Care answers calls between 8am and 8pm on weekdays and 10am and 2pm on Saturdays. Alternatively, you can visit www.servicesaustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services or book an appointment with an Aged Care Specialist Officer at select Services Australia centres or by calling 1800 227 475 Monday to Friday 8am to 5pm.

Upgrade Notice or Upgrade Notice (consecutive)

Dear [Name]

I am writing about your re-assessment by <Assessor Name> of the <Team Name> assessment organisation.

If you have not received your approval letter, it will arrive shortly.

Home Support section –

You are receiving a <Program> <Current Classification Type – Classification> but I am happy to advise that a higher classification is now available to offer you more support to remain living at home.

If you have already been told this, but were previously offered only part of your funding, the remaining amount is now available for you to continue receiving services.

You have now been assigned the <Program> classification below:

Classification Type: [new Classification Type]

- Classification: [new Classification]

For your assigned classification the Australian Government will contribute:

- A yearly funding amount of up to approximately <value as per assigned SaH classification>
- This amount will be allocated quarterly towards the cost of your care.
- This amount is used to pay your service provider for the services you receive.

You may also be asked to pay a contribution to the cost of your care. [Full-Service Offer (FSO) section]

What has changed?

You have now been assigned a <Program> <Classification Type – Classification> allowing you to receive additional funding.

If you were previously offered sixty percent of the classification value, the remaining amount is now available for you to continue receiving services. We have notified your service provider of the change in your funding.

Minimum Service Offer (MSO) section –

What has changed?



You have now been assigned a **<Program> <new Classification Type - Classification>**.

Sixty percent of the classification amount (**<indicate 60% of the new classification amount>**) is now available for you to receive Support at Home services according to your needs.

New MSO GT current funding section –

This amount is lower than what is allocated for your new classification, but this is higher than what you are currently receiving (**<value as per current SaH classification>**) and will allow you to get services according to your needs.

New MSO LE current funding section –

You are currently receiving **<value as per current SaH classification>**, which is lower than the value offered now. You have the option to stay in your current classification until the full funding for your new classification becomes available.

If you take up the available funding now, there will be no impact to the rest of the funding amount allocated to your classification. The remaining amount will simply be released as soon as it is available. We will let you know when this happens.

AT-HM1 section –

The following service/s have also been assigned to you with the corresponding government funding amount and expiry date. This funding is used to pay your service provider for the services you receive.

You may also be asked to pay a contribution to the cost of your care.

Service Group	Classification Type	Classification	Amount	Expiry Date
<Assistive Technology >	<AT Classification Type>	<AT Classification>	<AT Classification>	<Depends>
<Home Modifications >	<Home Modifications >	<HM Classification>	<HM classification amount>	12 months after signing with a provider

If you have a specified progressive condition noted in the Assistive Technology – Home Modifications (AT-HM) Scheme guidelines, then the expiry date is 24 months from signing with a provider.

Only AT-HM section –

I am pleased to advise that you have been assigned the following **<Program>** service/s below with the corresponding government funding amount and expiry date. This funding is used to pay your service provider for the services you receive.

You may also be asked to pay a contribution to the cost of your care.

Service Group	Classification Type	Classification	Amount	Expiry Date
<Assistive Technology >	<AT Classification Type>	<AT Classification>	<AT Classification>	<Depends>
<Home Modifications >	<Home Modifications >	<HM Classification>	<HM classification amount>	12 months after signing with a provider



If you have a specified progressive condition noted in the Assistive Technology – Home Modifications (AT-HM) Scheme guidelines, then the expiry date is 24 months from signing with a provider.

What do you need to do?

If you would like to talk through the information and next steps in this letter, I suggest that you show this letter to a family member, friend or trusted person.

If you prefer, you can also talk through the information and next steps in this letter with a person who is independent from service providers and your support network. Advocates understand aged care and provide free and confidential support. You can contact the Older Persons Advocacy Network (OPAN) <https://opan.org.au> to speak with an advocate.

We will tell your service provider about this upgrade to your Support at Home classification. You need to talk to your provider about the changes you need to make to your:

- Service Agreement
- budget
- care and services plan.

This will help you make the best use of your higher classification and budget.

What if you want to change service providers?

You can change service provider at any time. You'll need to give the referral code below to any new provider you are interested in. This lets them see information about your assessment and support plan and discuss with you if they can meet your care needs.

Your referral code is **[Referral Code]**

More information about changing service providers is provided in the enclosed fact sheet Changing Providers: Considerations and Checklist.

HS section only –

What if you no longer want your approved classification?

If you find you are coping well with the current <Program> <Current Classification Type – Classification>, you may not want the approved <new Classification Type – Classification>.

If this is the case, please call My Aged Care on 1800 200 422 and let them know you don't want the higher classification at the moment.

If you change your mind about wanting a higher classification or feel you need a new assessment for home care, you can call My Aged Care on 1800 200 422 at any time and let them know.

Your place in the Support at Home priority system will not be affected, because it is based on when you were approved for your classification and the priority that was assigned to you.

Vulnerable Client section –

For more information about this change to your Support at Home classification you can call <Assessor Name> of the <Team Name> assessment organisation on <Outlet_Telephone_Number>.

Accessing your information online

You and your registered support network can also access information about your Support at Home classification, including approvals, waiting times and letters, through the My Aged Care Online Account via myGov. More information about creating a myGov account and accessing your My Aged Care Online Account is available at www.myagedcare.gov.au/access-your-online-account.

Not sure what to do next?

For more information about Support at Home, search Support at Home on the My Aged Care website at www.myagedcare.gov.au.

If you have any questions about what you need to do next, you can call My Aged Care on 1800 200 422. My Aged Care answers calls between 8am and 8pm on weekdays and 10am and 2pm on Saturdays.



Alternatively, you can visit www.servicesaustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services or book an appointment with an Aged Care Specialist Officer at select Services Australia centres or by calling 1800 227 475 Monday to Friday 8am to 5pm.

Withdrawal Notice

Dear [name 2]

We are writing to advise you that your Support at Home funding offer has been withdrawn. You were assigned the following service/s with the corresponding classification funding uptake period (where applicable):

Service Group	Classification Type	Classification	Assignment Date	Uptake Date
<Service Group=Home Support>	<SaH Classification Type>	<SaH Classification>	< SaH Classification Assignment Date>	<Classification expiry date>

Permanent Residential care section –

Why has your funding been withdrawn?

Your funding was withdrawn because you have permanently entered residential care.

What if you decide you want to re-enter Support at Home?

If you are ready to re-enter care under Support at Home, you will need to call My Aged Care on 1800 200 422 or book an appointment with an Aged Care Specialist Officer at a select Services Australia centre. Advise them that you want to re-enter Support at Home so that you can be placed in the Support at Home priority system. Your place in the priority system will be based on when you were approved for your original classification and priority for service. This means that you won't have to wait long to receive the help that you need.

Services not commenced: Full funding offer section –

Why has your funding offer been withdrawn?

You needed to have chosen a service provider and entered into a service agreement by the specified uptake date.

As we have not been told by a service provider that you have entered into a service agreement the funding offer has been withdrawn.

What if you are receiving Support at Home services?

You should call your provider immediately and tell them about this letter.

What if you are waiting for your full funding and don't want your current funding offer withdrawn?

If you are waiting for your <Program> <Classification Type – Classification> funding offer, you do not need to do anything to stay in the Support at Home priority system. You will receive a letter when the full funding is available for your assigned classification.

Services not commenced: Minimum Service Offer section –

Why has your funding offer been withdrawn?

You needed to have chosen a service provider and entered into a service agreement by the specified uptake date.

As we have not been told by a service provider that you have entered into a service agreement the funding offer has been withdrawn.

What if you are receiving Support at Home services?

You should call your provider immediately and tell them about this letter.



What if you are waiting for your full funding and don't want your current funding offer withdrawn?

If you are waiting for your <Program> <Classification Type – Classification> funding offer, you do not need to do anything to stay in the Support at Home priority system. You will receive a letter when the full funding is available for your assigned classification.]

Classification Declined: Client Not Seeking Services section

Thank you for advising My Aged Care that you no longer need a <Program> <Classification Type – Classification>. As a result:

- your <Program> <Classification Type – Classification> funding offer has been withdrawn
- you have been removed from the Support at Home priority system.

What if you decide you want your Support at Home funding offer reinstated?

If you are ready to receive care, you need to call My Aged Care on 1800 200 422 or book an appointment with an Aged Care Specialist Officer at select Services Australia centres and tell them you still want a <Program> <Classification Type – Classification> so you can be placed in the Support at Home priority system. Your place in the Support at Home priority system will be based on when you were approved for the classification and priority for service. This means you won't have to wait long to receive your classification assignment

Vulnerable Client section –

We have told your assessor about the change to your assigned Support at Home classification so they can help you with the next steps. You can call <Assessor Name> of the <Team Name> assessment organisation on <Outlet_Telephone_Number>.]

You and your nominated support network can also access information about your Support at Home classification, including approvals and letters, through the My Aged Care Online Account via my.Gov.au. Further information about creating a myGov account and accessing your My Aged Care Online Account is available at www.myagedcare.gov.au/view-your-my-aged-care-online-account.

Not sure what to do next?

For more information about Support at Home, search Support at Home on the My Aged Care website at www.myagedcare.gov.au.

If you have any questions about what you need to do next, you can call My Aged Care on 1800 200 422. My Aged Care answers calls between 8am and 8pm on weekdays and 10am and 2pm on Saturdays. Alternatively, you can visit www.servicesaustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services or book an appointment with an Aged Care Specialist Officer at select Services Australia centres or by calling 1800 227 475 Monday to Friday 8am to 5pm.

Referral code reactivation

Dear [name]

You recently asked for your referral code to be reactivated.

I am pleased to advise that your referral code has now been reactivated and can be used to change your service provider.

Your referral code is [referral code]

If you would like to talk through the information and next steps in this letter, I suggest that you show this letter to a family member, friend or trusted person.

If you prefer, you can also talk through the information and next steps in this letter with a person who is independent from service providers and your support network. Advocates understand aged care and provide free and confidential support. You can contact the Older Persons Advocacy Network (OPAN) at <https://opan.org.au> to speak with an advocate.

How do you use your referral code?

You can give your referral code to your preferred home care service providers.



- This lets them see information about your assessment and support plan.
- They can then discuss with you if they can meet your care needs.

What happens if you have a service provider, but want to change?

To change your service provider you need to:

- tell your current provider you want to end your service agreement with them.
- agree a date their services will stop.

Follow these steps to find a new service provider

1. Find service providers in your area:
 - Use the Find a Provider tool on the My Aged Care website at www.myagedcare.gov.au/find-a-provider to search and compare providers; or
 - You can call My Aged Care on 1800 200 422 or book an appointment with an Aged Care Specialist Officer at select Services Australia centres. The person you speak to can give you a list of local service providers over the phone or send it to you in the post.
2. **Read the enclosed fact sheet** 'Changing Providers – Considerations and Checklist' for tips on how to move providers.
 - You can contact as many providers as you like before you choose one.
 - The checklist has questions you can ask service providers to help you choose the right provider for you.

Accessing your information online

You and your registered supporter can also access information about your Support at Home classification, including approvals and letters, through the My Aged Care Online Account via my.Gov.au. Further information about creating a myGov account and accessing your My Aged Care Online Account is available at www.myagedcare.gov.au/view-your-my-aged-care-online-account.

Not sure what to do next?

For more information about Support at Home, search Support at Home on the My Aged Care website at www.myagedcare.gov.au.

If you have any questions about what you need to do next, you can call My Aged Care on 1800 200 422. My Aged Care answers calls between 8am and 8pm on weekdays and 10am and 2pm on Saturdays. Alternatively, you can visit www.servicesaustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services or book an appointment with an Aged Care Specialist Officer at select Services Australia centres or by calling 1800 227 475 Monday to Friday 8am to 5pm.

