



What's new?

My Aged Care

This update provides a summary of the system changes for My Aged Care systems delivered from **23 February 2026**.

- **Release 35** of the following My Aged Care systems:
 - Service and Support Portal
 - Client Online Account
 - Assessor Portal
 - Aged Care Assessor App
 - Hospital Portal
 - My Aged Care Website

A summary of these changes is also available on the [Department of Health, Disability and Ageing website](#).

Contents

My Aged Care	1
Contents.....	2
My Aged Care changes	3
Residual Support at Home and Short-Term Restorative Care Transition	3
Restorative Care Pathway Cessation Changes	3
Additional Permission Access for Service Provider Organisation Roles to the Notice of Decision (NoD) Letter	4
Urgent Refinements to Support at Home Letters	4
Notice of Decision (NoD) – Commonwealth Home Support Program (CHSP) Delegate Approval.....	4
Outlet Configuration – Support at Home Price References and Copy functions	5
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Additional My Aged Care resources	6
Further assistance.....	6

My Aged Care changes

Residual Support at Home and Short-Term Restorative Care Transition

This change provides the digital capability needed to transition clients and providers from the Short-Term Restorative Care (STRC) program into the new Support at Home program. It removes earlier workarounds and ensures all transitioned STRC clients are now consistently managed under Support at Home Restorative Care, improving the accuracy and reliability of client information across systems. These updates support a smoother, more consistent transition experience for clients and providers.

Key improvements include:

- Collaborative data remediation with Services Australia to ensure accurate and consistent approval, funding, and service information
- Removal of manual assessor workarounds used for transitioned STRC clients
- Clearer processes for providers supporting clients moving into Support at Home
- Strengthened program integrity by ensuring all transitioned clients are managed under consistent Support at Home rules

Overall, this change supports seamless service access for older Australians and reduces transition related uncertainty for providers related uncertainty for providers - related uncertainty for providers.

Restorative Care Pathway Cessation Changes

This change ensures clients can complete their full 16-week Restorative Care Pathway episode even if they are reassessed or approved for ongoing Support at Home. Previously, Restorative Care Pathway episodes were ending early after reassessment, causing service disruptions and misalignment with policy intent. The system now recalculates cessation dates using the client's actual start date and corrects the expiry date shown in client communications.

Key improvements include:

- Accurate calculation of cessation dates
- Correct expiry information in client communications
- Prevention of premature termination of Restorative Care Pathway episodes
- Avoidance of unintended lock-outs from a second Restorative Care Pathway episode

Overall, this change strengthens alignment with policy expectations and supports a consistent client experience.

For more information, please refer to the [My Aged Care Service and Support Portal resources](#).

Additional Permission Access for Service Provider Organisation Roles to the Notice of Decision (NoD) Letter

This change updates access permissions to allow provider staff (beyond those with the Team Lead role) to view and download the NoD letter in My Aged Care.

Previously only Admin users could access NoD letters. This created delays and limited providers' ability to attach the NoD and Support Plan to Service Agreements as required under program legislation. Expanding access ensures staff supporting client's day-to-day can retrieve the information they need in a timely and compliant manner.

Key improvements include:

- Reduced workflow bottlenecks and faster access to NoD letters directly
- Less reliance of Admin users for routine document retrieval
- Improved responsiveness to client queries and service agreement updates
- Strengthened privacy, security and compliance by removing informal document-sharing workarounds

Overall, this change supports efficient service delivery and helps providers meet legislative requirements.

For more information, please refer to the [My Aged Care Assessor Portal Resources](#).

Urgent Refinements to Support at Home Letters

Support at Home letters and letter functionality have been updated to ensure they remain accurate and aligned with current legislative requirements. These enhancements standardise how the Assistive Technology High Tier cap funding amount appears across all relevant letters. All references to the Assistive Technology High Tier cap now show the amount as \$15,000+ to reflect the correct funding level. Additional static content has also been added to give participants clearer information about their funding entitlements.

Letters now include wording explaining that participants who meet the eligibility criteria for the Assistive Technology-Home Modification (AT-HM) remote supplement will receive an additional amount added to their AT-HM budget.

These updates support consistent communication and help participants better understand the supports available to them.

Notice of Decision (NoD) – Commonwealth Home Support Program (CHSP) Delegate Approval

This change introduces new functionality that allows Assessors to generate and upload NoD letters for CHSP. It further provides the capability to include service recommendations. These recommendations apply to the Multi-Purpose Service Program (MPSP) and National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP).

Assessors will now be able to generate and upload approval and non-approval letters directly in the My Aged Care Assessor Portal for Home Support assessments – where they do not initiate the delegate workflow. Three new action buttons will be available after completing the Support Plan to support this workflow:

- Generate Approval Letter
- Generate Non-Approval Letter
- Upload Approval or Non-Approval Letter

Assessors recommending Undergoing Support services will also be able to generate and upload approval and non-approval letters after completing Goals and Recommendations.

Delegates will continue to see CHSP, MPS and NATSIFACP recommendations in comprehensive assessments that include multiple care types; however, CHSP items will not appear in the decision tab and cannot be actioned. To maintain continuity across related workflows:

- CHSP services included in the Support Plan will continue to appear in the NoD.
- Existing behaviour remains unchanged for reassessments and Support Plan Reviews.
- CHSP services cannot be removed during these workflows and continue to be excluded from the delegate decision tab.
- Where CHSP is the only remaining service, an approval letter can still be generated containing those CHSP items.

These updates provide a consistent and compliant approach to NoD handling while the broader CHSP delegate approval model is being implemented.

For more information, please refer to the [My Aged Care Assessor Portal Resources](#).

Outlet Configuration – Support at Home Price References and Copy functions

Support at Home outlet configuration has been updated to simplify how providers manage service pricing and reduce manual effort. These enhancements make it easier to maintain accurate pricing across multiple outlets. Providers can now capture reference pricing at the organisation level and apply it to outlets. This is referred to as ‘autofill’ and will create efficiencies as providers no longer need to enter pricing from scratch for each service item.

Key improvements include:

- Applying organisation-level reference pricing when setting up new outlets or adding services.
- Using pre-defaulted pricing based on service availability, with flexibility to tailor pricing locally for various regions.

These updates are intended to reduce administrative burden, support compliance with pricing requirements under the Act, and ensure accurate information is displayed on the My Aged Care website.

An instructional video to set organisation pricing and bulk updates to the outlet level, 'How to add a Support at Home price in the Service and Support Portal' will be available and accessible via the Department of Health, Disability & Ageing website, Your Aged Care Update platform and direct communications such as Aged Care Quality and Safety Commission (ACQSC) newsletter.

For more information, please refer to the [My Aged Care Service and Support Portal Resources](#).

Additional My Aged Care resources

Guidance material for Assessors is available on the Department of Health, Disability and Ageing Website: [My Aged Care – Assessor Portal Resources](#) and [My Aged Care Assessment Manual](#).

Guidance material for Service Providers is available on the Department of Health, Disability and Ageing Website: [My Aged Care – Service and Support Portal Resources](#).

Guidance material for Hospital Staff is available on the Health, Disability and Ageing Website: [My Aged Care – Hospital Portal resources](#).

For information on how your hospital organisation can access the hospital portal, contact us at agedcare@health.gov.au.

Further assistance

For technical support and help with any of the above changes, please contact the My Aged Care service provider and assessor helpline on 1800 836 799, Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia

The department will continue to provide updates via direct email; [Your Aged Care Update newsletter](#) and regular engagement channels such as [Sector Partners](#) and [Tech Talks](#).