



Australian Government



myagedcare

Service and Support Portal: An update to your client records in My Aged Care Service

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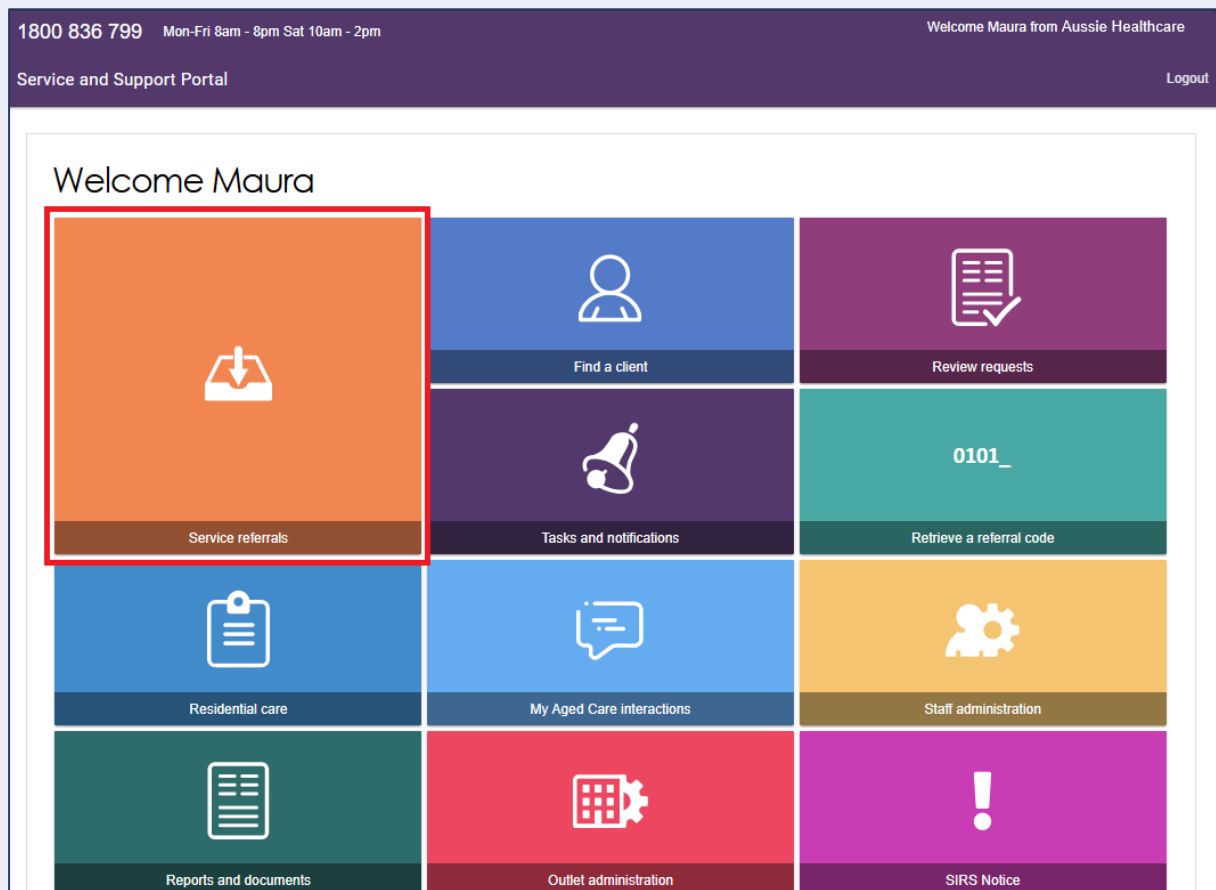


1 Update client's service information

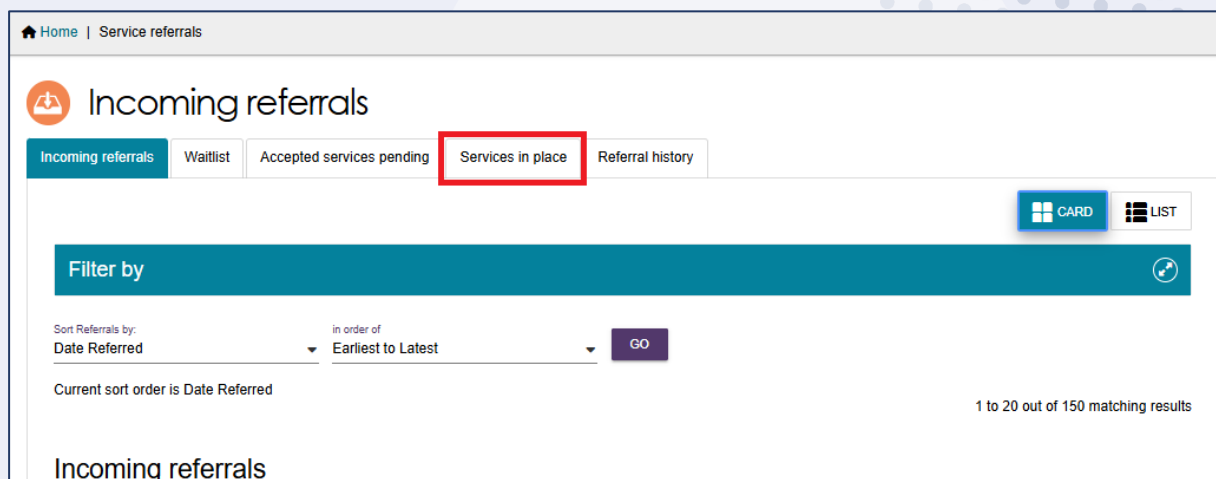
If you log into My Aged Care after 1 July 2026 and notice a client record that is incorrect or no longer applies to your service, you can update it yourself through the system.

Follow these steps to update the client's **Service End Date** and **Reason for cessation of service**.

1. Log in to the Service and Support Portal as an Administrator, Team Lead, or Staff Member.
2. Select the Service Referral tile.



3. Select the Services in place tab, to show all referrals for your outlet.



- Find the client you wish to update and select the expander icon (double arrows) to view the detail for that client. This is located at the top right of the client card in Card view, and on the left side of the client's listing in List view.

CARD VIEW

Home | Service referrals

Services in place

Incoming referrals | Waitlist | Accepted services pending | **Services in place** | Referral history

CARD | LIST

Filter by

Sort Referrals by: Last Name | in order of: Reverse Alphabetical (Z-A) | GO

1 to 20 out of 103 matching results

Giselher NICHOLA

THROSBY, ACT, 2914
Aged care user ID: AC12345678
Date commenced: 15 February 2026
Date referred: 15 February 2026
Outlet: Aussie Healthcare
Referred for: Residential Permanent, 3701

To start: 15 February 2026 | High

Dye GRONW

FAIRFIELD, NSW, 2165
Aged care user ID: AC23456789
Date commenced: 15 February 2026
Date referred: 15 February 2026
Outlet: Aussie Healthcare
Referred for: Residential Permanent, 3701

To start: 15 February 2026 | High

Burcu YVAN

NORTH MACKAY, QLD, 4740
Aged care user ID: AC34567890
Date commenced: 24 September 2025
Date referred: 3 September 2025
Outlet: Aussie Healthcare
Referred for: Residential Permanent, 3701

To start: 24 September 2025 | Medium

LIST VIEW

Home | Service referrals

Services in place

Incoming referrals | Waitlist | Accepted services pending | **Services in place** | Referral history

CARD | **LIST**

Filter by

1 to 50 out of 103 matching results

Last name	First name	Aged care user ID	Commencement date	Referred date	Referred for	Recommended start date	Priority
NICHOLA	Giselher	AC12345678	15 Feb 2026	15 Feb 2026	Residential Permanent, 3701		High
GRONW	Dye	AC23456789	15 Feb 2026	15 Feb 2026	Residential Permanent, 3701		High
YVAN	Burcu	AC34567890	24 Sep 2025	03 Sep 2025	Residential Permanent, 3701		Medium



- Select UPDATE SERVICE INFORMATION. This is located at the bottom of the client's card or listing.

CARD VIEW

Giselher NICHOLA

Aged 79 (16 August 1946), Female

Client contact details
Preferred contact number 0411 234 567

About this referral
Date issued 15 February 2026
Date accepted 15 February 2026
Outlet Aussie Healthcare
Referral comments No referral comments provided

THROSBY, ACT, 2914

About this service
Referred for Residential Permanent
Place allocation date 15 February 2026
Service sub type No sub types
Service item name Aussie Healthcare
Naps service Id ABCD

Service dates
Start date 15 February 2026
Planned end date None
Planned review date None
Service provider comments No provider comments provided

VIEW REFERRAL SUMMARY AND CLIENT RECORD

VIEW CLIENT REPORT

REQUEST A REVIEW

UPDATE SERVICE INFORMATION

LIST VIEW

Home | Service referrals

Services in place

Incoming referrals
Waitlist
Accepted services pending
Services in place
Referral history

CARD
LIST

Filter by

1 to 50 out of 103 matching results

Last name	First name	Aged care user ID	Commencement date	Referred date	Referred for	Recommended start date	Priority
NICHOLA	Giselher	AC12345678	15 Feb 2026	15 Feb 2026	Residential Permanent, 3701		High

Aged 79 (16 August 1946), Female

Client contact details
Preferred contact number 0411 234 567

About this referral
Date issued 15 February 2026
Date accepted 15 February 2026
Outlet Aussie Healthcare
Referral comments No referral comments provided

THROSBY, ACT, 2914

About this service
Referred for Residential Permanent
Place allocation date 15 February 2026
Service sub type No sub types
Service item name Aussie Healthcare
Naps service Id ABCD

Service dates
Start date 15 February 2026
Planned end date None
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Service provider comments No provider comments provided

VIEW REFERRAL SUMMARY AND CLIENT RECORD

VIEW CLIENT REPORT

REQUEST A REVIEW

UPDATE SERVICE INFORMATION



6. The client's Update service information pop up appears. Here you can update the services and dates.

To end a service, scroll down (if required) and update the **Service End Date** and **Reason for cessation of service**. The **Reason for cessation of service** field will only appear when you have entered a service end date.

Update service information

Service sub-type

- Ongoing Allied Health and Therapy Services
- Other Allied Health and Therapy Services
- Restorative Care Services
- Podiatry
- Occupational therapy
- Physiotherapy

Recording a service end date
Entering a service end date will end this service for your client at that date. If you need to reinstate this service after that date, please call the Contact Centre on 1800 836 799.

Service end date
24/06/2026

Reason for cessation of service *

Add a reason for changes or other comments
For example, 'frequency was changed because client condition has deteriorated'.

Maximum 255 characters

SAVE CHANGES CANCEL

7. Ensure that all mandatory fields (marked with a red asterisk) are completed. Make sure to save your changes by selecting the SAVE CHANGES button.

Reason for cessation of service *

Service Completed

Add a reason for changes or other comments
For example, 'frequency was changed because client condition has deteriorated'.

Enter the reason here

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SAVE CHANGES CANCEL