



Service and Support Portal User Guide - Recording and updating client service delivery information

This User Guide is designed for Staff Members and Team Leaders within the My Aged Care Service and Support Portal. It explains the procedures for recording and updating service delivery information in the client record. A Team Leader can manage referrals, as well as all the functions of a Staff Member.

Service delivery information should be recorded on the My Aged Care client record for all clients accepted for service. This includes service commencement date, service frequency, and service end date where a service has ceased. This information should be recorded within 14 calendar days of acceptance, and providers will receive notification reminders prompting them to enter this information if it is not completed within this timeframe.

For Home Support and Residential Care Permanent services, the service commencement date will be automatically filled in from the Services Australia records and will be read-only. Other information such as service frequency will still need to be maintained by the provider.

For further detail regarding the procedures for updating service delivery information, please refer to the [My Aged Care for service providers](#) section on the Department’s website.

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Adding and viewing service delivery information

! Adding service delivery information is not available for clients referred to Home Support services, as service information is already recommended and approved during the assessment.

1. Go to the Service Referrals tile from the Service and Support Portal home page, then select the **Accepted Services Pending** tab.

Alternatively, if you know the client's name you can use the **Find a client** function.

This tab displays accepted referrals that do not have service delivery information recorded against them.

The screenshot shows the 'Service and Support Portal' interface. At the top, there is a contact number '1800 836 799' and operating hours 'Mon-Fri 8am - 8pm Sat 10am - 2pm'. The main header includes 'Service and Support Portal' and a 'Service referrals' button. Below the header, there is a navigation bar with 'Home | Service referrals'. The main content area is titled 'Accepted services pending' and features several tabs: 'Incoming referrals', 'Waitlist', 'Accepted services pending' (highlighted with a red box), 'Services in place', and 'Referral history'.

2. Select the relevant client's service referral, then you can add service delivery information for the service.

To do this, select the expand icon (double arrow) on the Client card or in List View to view the client information. Then, select **Add service information**.

Card View

The screenshot shows a client card for 'Darian LEW'. The card displays the following information:

- Client details:** Aged 95 (17 March 1930), Male; Location: HORSHAM, VIC, 3400.
- Client contact details:** Preferred contact number: 02 4487 3358.
- About this referral:** Date issued: 27 November 2020; Date accepted: 27 November 2020; Outlet: Aussie Healthcare; Referral comments: No referral comments provided.
- About this service:** Referred for: Residential Permanent; Place allocation date: 8 April 2025; Service sub type: No sub types; Service item name: Aussie Healthcare; Naps service Id: 2289.

At the bottom of the card, there are several buttons: 'VIEW REFERRAL SUMMARY AND CLIENT RECORD', 'VIEW CLIENT REPORT', 'REQUEST A REVIEW', 'REVOKE REFERRAL', and 'ADD SERVICE INFORMATION' (highlighted with a red box).

List View

The screenshot shows a list view of service referrals. The first entry is for 'Rodney RICHARDS'. The card displays the following information:

- Client details:** Aged 85 (15 November 1932), Male; Location: PHILLIP, ACT, 2606.
- Client contact details:** Preferred contact number: Not specified.
- About this referral:** Date issued: 14 May 2018; Date accepted: 15 May 2018; Outlet: Aged Care Inc - Outlet 1; Referral comments: No referral comments provided.
- About this service:** Service type: Allied Health and Therapy Services; Service sub type: No sub types; Service item name: Allied Health and Therapy Services - At Client Location; Naps service Id: 7765; Recommended service frequency: 2 days per week.

At the bottom of the card, there are several buttons: 'VIEW REFERRAL SUMMARY AND CLIENT RECORD', 'VIEW PDF OF CLIENT RECORD', 'REQUEST A REVIEW', 'REVOKE REFERRAL', and 'ADD SERVICE INFORMATION' (highlighted with a red box).

! For Home Support service referrals, the Add Service Information button will not be displayed as the service information is recommended and approved during the assessment.

Information on the services being recommended can be viewed by selecting the expand button.

Everett CARSON

Aged 66 (11 April 1959), Male


Client contact details
Preferred contact number 03 4387 1217

About this referral
Date issued 3 June 2025
Date accepted 3 June 2025
Outlet AG SAH
Referral comments No referral comments provided

ZILLMERE, QLD, 4034

About this service
Referred for Support at Home
Service item name SAH
Naps service Id 1586

Home Support Ongoing - SaH Classification 2

Home support 

Funding assigned

[VIEW REFERRAL SUMMARY AND CLIENT RECORD](#) [VIEW CLIENT REPORT](#)

3. The **Add service information** screen will be displayed.

When adding service information for residential care, residential respite, transition care and Commonwealth home support program services, you must enter the **Service start date**, input a **Frequency**, and select an **Intensity** from the drop-down list.

Add service information

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

You are about to add service information for **Rodney Richards**.

Service type **Allied Health and Therapy Services**

Service start date *
14/06/2018

How frequently is this service provided? *
Frequency (e.g. 2) Intensity (e.g. days per month)

Planned review date
(e.g. dd/mm/yyyy)

Service sub-type
 Dietitian or Nutritionist
 Podiatry
 Physiotherapy

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

To supply specific service delivery information, select **Other – Specify** and enter additional service delivery information in the free text field.

How frequently is this service provided? *

Frequency (e.g. 2)

Intensity (e.g. days per month)
Other - Specify


Service intensity - Other (specify): *

0 / 100

Enter any additional information in the remaining fields and select **Save changes**. These additional information displays are dependent on the service referred.

The **Service start date** will update once the commencement date has been received from Service Australia.

- Once saved, the client information will move to the **Services in place** tab:
 - Immediately for residential care including respite, transition care, and Commonwealth home support programme services.
 - once a **Service start date** is present, for Home Support services.

 Incoming referrals

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

- Once this has occurred, the filled-in service information will display under the **Services** section within the client record.

For Non-Home Support services, the following will be displayed:

- Service status, such as: Not yet in place; In place
- Name of service, such as 'Residential permanent'
- Who is providing the service and the date of the provider's acceptance
- Referral details
- Approval details
- Service key dates.

For Home Support services, the following will be displayed:

- Service status, such as: Not yet in place; In place
- Name of service group is 'Support at Home'
- Urgency category (urgent, high, medium, low)
- Name of approved service type, classification and whether it is ongoing or short-term
- Funding status: Pending, Approved or Withdrawn
- Who is providing the service and the date of the provider's acceptance.

Select the **See Service Details** button, and then select the expander button to the left of the service type name, to show more details about each approved service.

Non-Home Support example

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Charles from Australian Aged Care

Service and Support Portal Logout

Home | Service referrals | Janees CITIZENN

Mr Janees CITIZENN
Male, 80 years old, 1 July 1942, AC60163045
1 BETTONG AVENUE ACCESS THROSBY, ACT, 2914
Prefers to speak Chinese
Primary contact: Janees Citizenn (self) - 0423 099 823
No support relationships recorded

Janees Citizenn services

REQUEST A REVIEW VIEW CLIENT REPORT

Client summary Client details Support Network Referrals for my organisation Plans Attachments Approvals **Services**

My Aged Care interactions Notes Tasks and Notifications Residential Care

Current services in place

Residential Permanent

Service provided by RFA Auto Facility

About this referral	From the assessor	From the service provider
Referral details Accepted	Approval details Approval start date 29 August 2022	About the service Service dates Start date 30 August 2022

UPDATE SERVICE INFORMATION

Home Support example

Client summary Client details Support network Referrals for my organisation Plans Attachments Approvals **Services** My Aged Care interactions Notes

Tasks and Notifications Residential Care

Services not yet in place

● High

Support at Home

Support at home services approved:	Home support Ongoing - SaH Classification 6	Recommended dates
Funding withdrawn:	11 July 2025	
Support at home services approved:	Ongoing - Specified needs - Continence Products	
Funding pending		
Support at home services approved:	Home modifications Short-term - HM Medium	
Funding pending		

Service provided by

Bendigo Health Services - Community Care Mildura - Support at Home
Accepted 16 May 2025

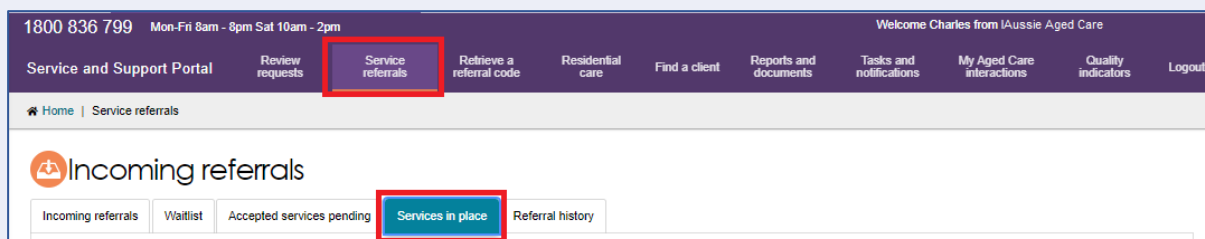
SEE SERVICE DETAILS

Updating service delivery information

The **Services in place** tab in the **Service referrals** section of the Service and Support portal displays accepted services that have service delivery information recorded.

! Updating service delivery information is not available for clients referred to Home Support services, as service information is already recommended and approved during the assessment.

1. Navigate to the **Services in place** tab by selecting **Service referrals** from the home page or the **Service Referrals** link at the top of the screen from any page within the portal.



1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Charles from Aussie Aged Care

Service and Support Portal Review requests **Service referrals** Retrieve a referral code Residential care Find a client Reports and documents Tasks and notifications My Aged Care interactions Quality indicators Logout

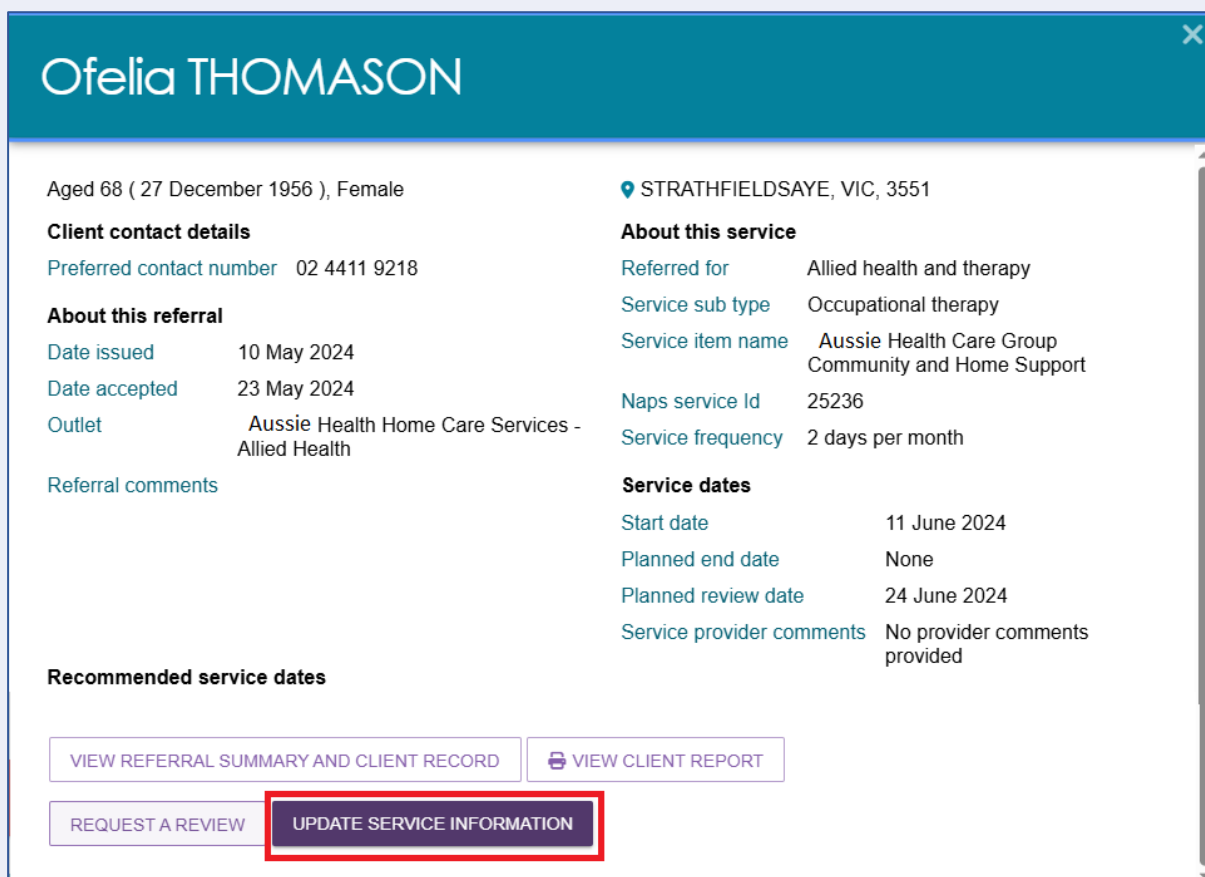
Home | Service referrals

Incoming referrals

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

2. For the service you are updating, expand the **Client list** to view the expanded client list view and select **Update Service Information**. Alternatively, you can select **Update Service Information** in the expanded card view.

Card View



Ofelia THOMASON

Aged 68 (27 December 1956), Female STRATHFIELDSAYE, VIC, 3551

Client contact details

Preferred contact number 02 4411 9218

About this referral

Date issued 10 May 2024
Date accepted 23 May 2024
Outlet Aussie Health Home Care Services - Allied Health

Referral comments

Recommended service dates

About this service

Referred for Allied health and therapy
Service sub type Occupational therapy
Service item name Aussie Health Care Group Community and Home Support
Naps service Id 25236
Service frequency 2 days per month

Service dates

Start date 11 June 2024
Planned end date None
Planned review date 24 June 2024
Service provider comments No provider comments provided

VIEW REFERRAL SUMMARY AND CLIENT RECORD VIEW CLIENT REPORT

REQUEST A REVIEW **UPDATE SERVICE INFORMATION**

List View

CORDERO Nilsa AC37037983 30 Sep 2025	30 Sep 2025 Residential Permanent, 3025	30 Sep 2025 Low
Aged 97 (26 March 1928), Female	BENDIGO, VIC, 3550	
Client contact details Preferred contact number 02 9044 3004	About this service Referred for Residential Permanent Place allocation date 8 April 2025 Service sub type No sub types Service item name Aussie Nursing Home Naps service Id 3025	
About this referral Date issued 30 September 2025 Date accepted 30 September 2025 Outlet Aussie Aged Care Referral comments No referral comments provided	Service dates Start date 30 September 2025 Planned end date None Planned review date None Service provider comments No provider comments provided	
Recommended service dates Recommended start date 30 September 2025		
VIEW REFERRAL SUMMARY AND CLIENT RECORD	VIEW CLIENT REPORT	
REQUEST A REVIEW	UPDATE SERVICE INFORMATION	

3. Update service information and select **Save changes**. This information will now be updated on the **Services in place** tab and the **Services** tab in the client record.
4. Service delivery information can also be updated from the **Services** tab in the client record by selecting **Update service information** for the relevant service.

Client summary	Client details	Referrals for my organisation	Plans	Attachments	Approvals	Services	My Aged Care interactions	Notes	Tasks and Notifications
Current services in place									
Transition Care Service provided by Aged Care Allied Health & Residential									
About this referral			From the assessor			From the service provider			
Referral details Accepted date 12 July 2017 4:17 pm			Recommended dates Recommended start date None Recommended end date None Recommended review date None			About the service Service frequency 7 Days per week			
			Approval details Approval start date 12 July 2017 Approval end date None			Service dates Start date 12 July 2017 Planned end date None Planned review date None Service delivery status Commenced Grace period end date None			
Service provider comments None									
UPDATE SERVICE INFORMATION			REQUEST TRANSITION CARE EXTENSION						

! Ceasing a client's service with the reason of **Client deceased** will change the client's status to **Deceased** and make the client record read-only. Any unaccepted service referrals will be recalled, services in place will be ceased, assessments will be cancelled, and the client's access to the My Aged Care Online Services will be revoked.

My Aged Care will not send correspondence to the client or their support network after the status is changed to **Deceased**.

Additional notes and attachments can be attached to the client record for 14 days after ceasing services.

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
 22/09/2020

Reason for cessation of service *
 Client deceased

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

Maximum 255 characters

SAVE CHANGES CANCEL

Recording note of changes made to client service information

My Aged Care contact centre staff, assessors and service providers (providers) can view and add different types of notes about clients in the My Aged Care portals.

If there is significant change to a client's service delivery information, it is recommended that providers [update the service information](#) and add a note to the client record.

! If a client's needs or circumstances have changed since their last assessment, a [review of the client's support plan](#) may be required.

Providers can add the following notes to the client record:

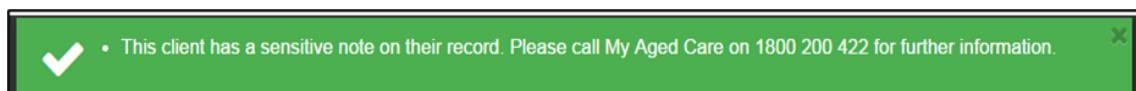
- **Observations:** Observations from provider and/or assessors' interactions with the client. Assessors and providers can view these notes.
- **Other:** Additional information about the client. Assessors, providers and clients can view these notes.

Providers can view the following notes:

- Client Story
- Other
- Observations.

! When My Aged Care contact centre staff or assessors add a **Sensitive note** about a client, a flag will appear on the client record advising the provider to call the My Aged Care contact centre for more information.

Information on the content of the sensitive note will only be provided where relevant to the provider.



To add a note to the client record, follow the steps below.

1. Navigate to the client record and select **Notes**.

Master Isaac Winfield SUNS
 Male, 84 years old, 25 February 1936, AC28160281
 YASS, NSW, 2582

Primary contact: Richard Suns (Representative (Authorised), Financial and Care, Child)
[View all relationships](#)

Client summary


Client summary Client details Referrals for my organisation Plans Attachments Approvals Services My Aged Care interactions **Notes** Tasks and Notifications

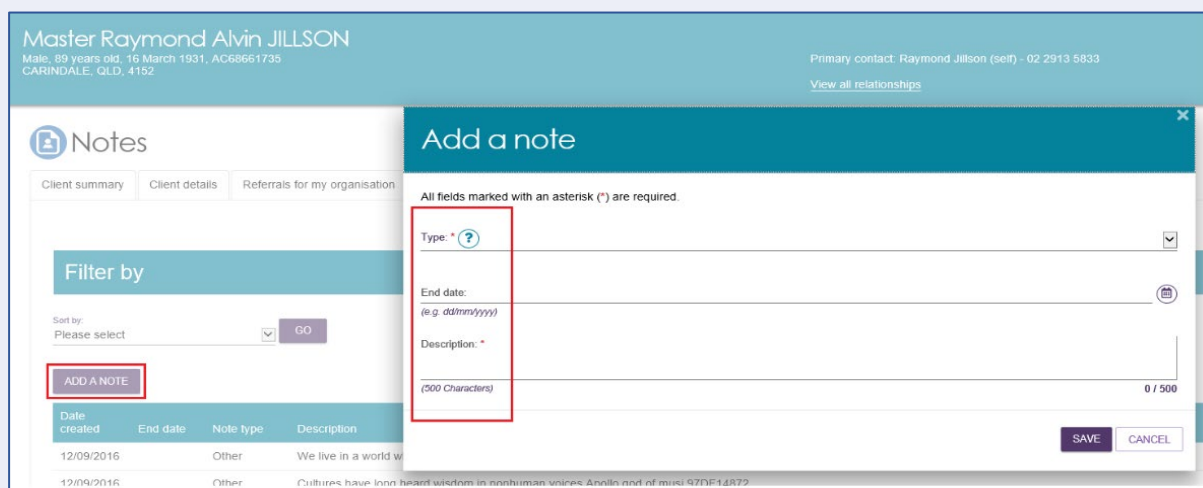
- Notes already present on the client record will be displayed.

Select **Add a Note** and choose the note type and a description. Once this information is filled in, select **Save**.

Alternatively, from the **Client details** tab, select **Add a note** from the **Current notes** section.

You can add Notes of type **Other** and **Observations** to the client record of any clients that have been referred to your outlet. For example, clients in your **Incoming referrals** tab.

The blue question mark icon  is a help hint which explains the various note types and who gets to see them, as there is a different audience per note type.



Master Raymond Alvin JILLSON
Male, 89 years old, 16 March 1931, AC68661735
CARINDALE, QLD, 4152

Primary contact: Raymond Jillson (self) - 02 2913 5833
View all relationships

Notes

Client summary Client details Referrals for my organisation

Filter by

Sort by: Please select GO

ADD A NOTE

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

Type: * ?

End date: (e.g. dd/mm/yyyy)

Description: * (500 Characters) 0 / 500

SAVE CANCEL

Date created	End date	Note type	Description
12/09/2016		Other	We live in a world w
19/09/2016		Other	Cultures have long heard wisdom in nonhuman sources. And in not of most 6ZDFE14R72

- These notes will be visible to My Aged Care contact centre staff, assessors, and other providers delivering services to that client.

For further information about note types and who can view them, refer to information contained in the [My Aged Care Service and Support Portal User Guide - The client record](#) located on the department's website.

Requesting an extension to the client's care (Transition Care and Residential Respite)

Providers can request a care extension via the Service and Support Portal. This request will be sent to the Assessment Delegate for approval.

Periods of Transition Care can be extended to a maximum of 42 consecutive days.

Periods of Residential Respite care can be extended for a maximum of 21 day non-consecutive periods.

All respite care approvals from non-My Aged Care systems can be extended in the Service and Support Portal. The offline residential respite extension form will no longer be accepted.

! A care extension may only be granted for the approved level of care. If a client needs a higher level of respite, they will require a new Respite Classification. This can be facilitated by requesting a Residential Respite Assessment in the MyAssessor App.

Care extensions are effective from the commencement date within the request pending the Assessment Delegate's approval. Extension requests cannot be backdated except in special cases. For more information, please refer to the [My Aged Care Assessment Manual](#).

Follow these steps to request a care extension:

1. Find the client you wish to request a care extension for, by navigating to the **Services in Place** tab and expanding the card or list view for the client and select **request <care type> extension** (care type referenced will vary depending on relevant extension type).

This button is only visible if the client is eligible for care extension.

The screenshot shows a client record for SWAN Kasa, aged 66, with a service type of Transition Care, 8694. The record includes details about the referral, service dates, and contact information. At the bottom, there are four buttons: 'VIEW REFERRAL SUMMARY AND CLIENT RECORD', 'VIEW PDF OF CLIENT RECORD', 'REQUEST A REVIEW', and 'REQUEST TRANSITION CARE EXTENSION'. The 'REQUEST TRANSITION CARE EXTENSION' button is highlighted with a red box.

Alternatively, locate the client through the **Find a client** functionality, and navigate to either the **Services** or **Approvals** tab of the client record and select **Request <care type> extension**.

The screenshot shows the 'Care approvals' page for a client. The 'Approvals' tab is highlighted in red. The page displays current care approvals for Transition Care and Residential Permanent. It also shows DHS prior approvals last updated: Never. A section for Residential Permanent Place: Committed indicates that the client has commenced care at a residential aged care home. The status is Committed effective 1 July 2024, with a low urgency for this care type and a priority category of Category 3. The place allocation date is 8 April 2025. A 'VIEW HISTORY' button is visible at the bottom right.

Complete all mandatory information indicated in the extension request pop up. The heading of the pop up and the mandatory information will depend on the care type the extension relates to. Once completed, selected **Submit request**.

Request transition care extension

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

You are about to request a transition care extension for Pingu PENGUIN

Date of original entry into transition care? (dd/mm/yyyy): *
12/07/2017

Proposed number of extension days (between 1 to 42 days): *
42

Goals not achieved in 12 weeks of transition care: *
Example goal

Goals for Pingu PENGUIN during extension period *
Example goal

Team action required to achieve extension goals: *
Example goal

Outside services action required to achieve extension goals: *
Example goal

Information from other sources: *
Example information

Client consent was obtained for this extension:

SUBMIT REQUEST CANCEL

2. You will receive confirmation that the care extension request has been submitted to the Assessment Delegate.

• Care approval extension request created.
• The assessment and support plan has been sent to the Delegate for their decision

You will also receive a notification that the request has been submitted, located in the Tasks and Notifications section of the client record, or the Tasks and Notifications tile of the portal.

You will also receive a notification when the Assessment Delegate has made a decision on the care extension request.

Tasks and notifications

Client summary Client details Referrals for my organisation Plans Attachments Approvals Services My Aged Care interactions Notes **Tasks and Notifications**

Filter by

Due Type	Received Date	Category	Title/Description	Channel	Activity Id	Portal	Outlet
Task	13/08/2018	Client Services	Incomplete Service Information And there sat Sam looking cool and calm in the heart of the furnace roar And we wore a smile that you could see for a mile and he said And if I do im asking that you wont refuse my last request With a corpse half hid that I couldnt get rid because of a promise given 0989210715And there sat Sam looking cool and calm in the heart of the furnace roar And we		1-48624980784	Service Provider Portal	Yass Valley Aged Care - Warrington Lodge
Task	26/04/2018	Client Services	Incomplete Service Information Cultures have long heard wisdom in nonhuman voices Apollo god of music medicine and knowledge came to Delphi in the form of a dolphin But dolphins which fill the oceans with bipping and chirping and whales which mew and caw in ultrasonic jazz a true rhapsody in blue are hunted to the edge of silence Jay Corliths Time flies like an arrow fruit flies like a banana But on D1C542322 Assigned to: FEREDAY, Hugh		1-44229338531	Service Provider Portal	Yass Valley Aged Care - Horton House
Task	01/02/2018	Client Services	Incomplete Service Information And greasy smoke in an inky cloak went streaking across the sky And id often sing to that hateful thing and it would harken with a grin Imagination was given to man to compensate him for what he is not and a sense of humor was provided to console him for what he is 18A122892386AAnd greasy smoke in an inky cloak went streaking across the sky And id often sing to that hateful thing and it would harken with a grin Before I got married		1-37455088433	Service Provider Portal	Yass Valley Home Living Support Service 1

Requesting an extension to the client's care (Support at Home)

Care extension requests can be submitted for the following clients:

- AT clients currently receiving AT medium or high tier and have a progressive condition indicated, to extend the approval period for a further 24 months (48 months in total).
- HM clients currently receiving HM high tier to extend the approval period for a further 12 months (24 months in total) by submitting proof of progression document(s).

! Delegate approval is not required. The system will automatically apply the extension period upon the extension request.

Follow these steps to request care extension for an **AT Medium** or **AT High** tier client that has a progressive condition:

1. Find the client you wish to request a care extension for, by one of the following ways:
 - a. After selecting a client using **Find a client**, navigate to the **Services** tab and click on the **SEE SERVICE DETAILS** button under **Current services in place** section.

Home | Find a client | Jason EMMERICH

Mr Jason EMMERICH
Male, 81 years old, 27 March 1945, AC31556079
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034

Primary contact: Jason Emmericho (self) - 02 4828 7399
No support relationships recorded

Client summary | Client details | Support network | Referrals for my organisation | Plans | Attachments | Approvals | **Services** | My Aged Care interactions | Notes

Tasks and Notifications

Current services in place

Support at Home
Service provided by Medea Park Community Aged Care Package Service

About this referral	From the assessor	From the service provider
Referral details	Recommended dates	About the service
Support at home services approved: Home support Ongoing - SaH Classification 4		Assistive Tech (Short-term)
Funding assigned: 23 April 2026		Service commenced 23 April 2026
Support at home services approved: Assistive technology Short-term - AT High		Home modifications
Funding assigned: 23 April 2026		Service commenced 23 April 2026
Support at home services approved: Home modifications Short-term - HM High		
Funding assigned: 23 April 2026		

Accepted 23 April 2026 8:57 am

SEE SERVICE DETAILS

- b. Navigate to the **Services in place** tab in the **Service Referrals** and expanding the card or list view for the desired client.

Service referrals | Find a client | Review requests | Tasks and notifications | Retrieve a referral code | My Aged Care interactions | Reports and documents | ACFI reviews | SIRS Notice | Provider Management System

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 20 matching results

Jason EMMERICH

ZILLMERE, QLD, 4034
Aged care user ID: AC31556079
Date commenced: 23 April 2026
Date referred: 23 April 2026
Outlet: Medea Park Community Aged Care Package Service
Referred for: Support at Home, 17174
Entered into: Assistive Tech (Short-term), Home modifications

To start: 23 April 2026 **High**

2. Select **ADD ASSISTIVE TECHNOLOGY EXTENSION**.

! The **ADD ASSISTIVE TECHNOLOGY EXTENSION** button will only be available for a client that has a progressive condition identified at assessment and is currently receiving services for either AT High or AT Medium.

The extension can be applied once only i.e. after the extension is applied, the button will no longer be available.

Jason EMMERICH0

Home support Ongoing - SaH Classification 4
Place assigned FSO
Funding assigned

Assistive technology Short-term - AT High
Place assigned FSO
Service in Place
Start date 23 April 2026
Service provider comments

Home modifications Short-term - HM High
Place assigned FSO
Service in Place
Start date 23 April 2026
Service provider comments

VIEW REFERRAL SUMMARY AND CLIENT RECORD VIEW CLIENT REPORT

REQUEST A REVIEW **ADD ASSISTIVE TECHNOLOGY EXTENSION** ADD HOME MODIFICATIONS EXTENSION

3. The **Confirm Assistive technology extension** pop up appears.

Select **CONFIRM** to proceed.

Confirm Assistive technology extension

You are extending Jason EMMERICH0's Assistive technology Short-term service for an additional 24 months.

CONFIRM CANCEL

4. Once confirmed, AT will automatically be extended for additional 24 months.

A confirmation message displays at the bottom of the screen.

Home | Service referrals | Jason EMMERICH0

Mr Jason EMMERICH0
Male, 81 years old, 27 March 1945, AC31556079
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034

Primary contact: Jason Emmericho (self) - 02 4828 7399
No support relationships recorded

Jason Emmericho services
REQUEST A REVIEW VIEW CLIENT REPORT

Client summary Client details Support network Referrals for my organisation Plans Attachments Approvals **Services** My Aged Care interactions Notes Tasks and Notifications

Current services in place

Support at Home
Service provided by Medea Park Community Aged Care Package Service

About this referral

Referral details

Support at home services approved: Home support Ongoing - SaH Classification 4
Funding assigned: 23 April 2026

Support at home services approved: Assistive technology Short-term - AT High
Funding assigned: 23 April 2026

Support at home services approved: Home modifications Short-term - HM High
Funding assigned: 23 April 2026

Accepted 23 April 2026 8:57 am

SEE SERVICE DETAILS

From the assessor
Recommended dates

From the service provider
About the service

Assistive Tech (Short-term)
Service commenced 23 April 2026

Home modifications
Service commenced 23 April 2026

Jason EMMERICH0's AT Short-term funding has been successfully extended for an additional 24 months.

5. The client's Approvals section will now display when the AT approval will end.

To view the **Approval stops** field, navigate to the Approvals tab and expand the Assistive Technology approval.

Approvals screen before AT Extension

Mr Jason EMMERICHIO
Male, 81 years old, 27 March 1945, AC31556079
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034
Primary contact: Jason Emmericho (self) - 02 4828 7399
No support relationships recorded

Client summary | Client details | Support network | Referrals for my organisation | Plans | Attachments | **Approvals** | Services | My Aged Care interactions | Notes | Tasks and Notifications

Approvals

The client is approved for the following care types under the Aged Care Act 1997.

Current care approvals

- Home support Ongoing - SaH Classification 4
- Home modifications Short-term - HM High [VIEW HISTORY](#)
- Assistive technology Short-term - AT High** [VIEW HISTORY](#)

Priority category	Standard
Approval starts	22 April 2026
Approval stops	16 July 2028
Status	Committed effective 23 April 2026
Place assigned	FSO
Place assigned date	23 April 2026
Take up deadline	18 June 2026
Source System	Gateway
Assistive technology services:	Equipment and Products: Assistive technology prescription and clinical support, Communication and information management products, Domestic life products, Mobility products, Self-care products, Managing body functions

Approvals screen after AT Extension

Home | Service referrals | Jason EMMERICHIO

Mr Jason EMMERICHIO
Male, 81 years old, 27 March 1945, AC31556079
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034
Primary contact: Jason Emmericho (self) - 02 4828 7399
No support relationships recorded

Care approvals [REQUEST A REVIEW](#) [VIEW CLIENT REPORT](#)

Client summary | Client details | Support network | Referrals for my organisation | Plans | Attachments | **Approvals** | Services | My Aged Care interactions | Notes | Tasks and Notifications

Approvals

The client is approved for the following care types under the Aged Care Act 1997.

Current care approvals

- Home support Ongoing - SaH Classification 4
- Home modifications Short-term - HM High [VIEW HISTORY](#)
- Assistive technology Short-term - AT High** [VIEW HISTORY](#)

Priority category	Standard
Approval starts	22 April 2026
Approval stops	16 July 2030
Status	Committed effective 23 April 2026
Place assigned	FSO
Place assigned date	23 April 2026

Follow these steps to request an extension for a Home modification (**HM High tier**) client:

1. Find the client you wish to request a care extension for, by one of the following ways:
 - a. After selecting a client using **Find a client**, navigate to the **Services** tab and click on the **SEE SERVICE DETAILS** button under **Current services in place** section.

Home | Find a client | Jason EMMERICH

Mr Jason EMMERICH
Male, 81 years old, 27 March 1945, AC31556079
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034

Primary contact: Jason Emmericho (self) - 02 4828 7399
No support relationships recorded

Client summary | Client details | Support network | Referrals for my organisation | Plans | Attachments | Approvals | **Services** | My Aged Care interactions | Notes

Tasks and Notifications

Current services in place

Support at Home
Service provided by Medea Park Community Aged Care Package Service

Referral details	From the assessor Recommended dates	From the service provider About the service
Support at home services approved: Home support Ongoing - SaH Classification 4 Funding assigned: 23 April 2026		Assistive Tech (Short-term) Service commenced 23 April 2026
Support at home services approved: Assistive technology Short-term - AT High Funding assigned: 23 April 2026		Home modifications Service commenced 23 April 2026
Support at home services approved: Home modifications Short-term - HM High Funding assigned: 23 April 2026		

Accepted 23 April 2026 8:57 am

SEE SERVICE DETAILS

- b. Navigate to the **Services in place** tab in the **Service Referrals** and expanding the card or list view for the desired client.

Service referrals | Find a client | Review requests | Tasks and notifications | Retrieve a referral code | My Aged Care interactions | Reports and documents | ACFI reviews | SIRS Notice | Government Provider Management System

Home | Service referrals

Services in place

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

Filter by

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

1 to 20 out of 20 matching results

Jason EMMERICH

ZILLMERE, QLD, 4034
Aged care user ID: AC31556079
Date commenced: 23 April 2026
Date referred: 23 April 2026
Outlet: Medea Park Community Aged Care Package Service
Referred for: Support at Home, 17174
Entered into: Assistive Tech (Short-term), Home modifications

To start: 23 April 2026 | High

2. Select **ADD HOME MODIFICATIONS EXTENSION**.

! The **ADD HOME MODIFICATIONS EXTENSION** button will only be available for a client that is currently receiving services for HM High.

The extension can be applied once only i.e. after the extension is applied, the button will no longer be available.



3. The **Home modifications allocation period extension** pop up displays.

Select **UPLOAD PROOF OF PROGRESSION** to proceed.

4. The **Add Attachment** form will be displayed. Select the **CHOOSE FILE** button to choose a document for upload.

Once the file is attached, the file name will appear next to the **CHOOSE FILE** button. Proceed to type a name for the attachment in the mandatory **Attachment name** field provided.

You can optionally provide a brief description of the contents of the attachment in the text box provided. Select **UPLOAD** to complete.

Add Attachment



Please note: Some attachments will be viewable by other people with authorised access to this client record. Please refer to your portal guide for details.

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

Attachments

Upload up to 5 file(s) (10MB max total, 5MB max per attachment) in .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, or .txt format. *

CHOOSE FILE

Evidence ...ssion.docx

Attachment name *

Evidence for HM Extension

Please provide a short description about the contents of the attachment, e.g. assessment date and time

0 / 250

UPLOAD

CANCEL

- The chosen form will be displayed showing the uploaded attachment. Selecting the bin icon next to the attachment name will delete the attachment.

To upload more documents, repeat steps 3 and 4. Once documents have been uploaded, select **CONFIRM**.

Home modifications allocation period extension



Please note: Providing a proof of progression is mandatory before extending Home modifications service.

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

Please upload a proof of progression. *

UPLOAD PROOF OF PROGRESSION

Upload up to 5 file(s) (10MB max total, 5MB max per attachment) in .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, or .txt format. *

Evidence for HM Extension (Proof of Progression) [docx 47 bytes]

4 May 2026



By clicking on confirm button, you are extending Jason EMMERICHO's Home modifications service for an additional 12 months.

CONFIRM

CANCEL



- A confirmation message will be displayed, and HM High will automatically be extended for an additional 12 months.

Mr Jason EMMERICHO
Male, 81 years old, 27 March 1945, AC31556079
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034

Primary contact: Jason Emmericho (self) - 02 4828 7399
No support relationships recorded

Jason Emmericho services

Client summary | Client details | Support network | Referrals for my organisation | Plans | Attachments | Approvals | **Services** | My Aged Care interactions | Notes | Tasks and Notifications

Current services in place

Support at Home
Service provided by Medea Park Community Aged Care Package Service

Referral details	From the assessor Recommended dates	From the service provider About the service
Support at home services approved: Home support Ongoing - SaH Classification 4 Funding assigned: 23 April 2026		Assistive Tech (Short-term) Service commenced 23 April 2026
Support at home services approved: Assistive technology Short-term - AT High Funding assigned: 23 April 2026		Home modifications Service commenced 23 April 2026
Support at home services approved: Home modifications Short-term - HM High Funding assigned: 23 April 2026		

Accepted 23 April 2026 8:57 am

SEE SERVICE DETAILS

✓ Jason EMMERICHO's HM Short-term funding has been successfully extended for an additional 12 months.

- Navigate to the Approvals tab and expand the Home Modifications approval. The **Approval stops** field should now be updated.

Approvals screen before HM extension

Mr Jason EMMERICHO
Male, 81 years old, 27 March 1945, AC31556079
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034

Primary contact: Jason Emmericho (self) - 02 4828 7399
No support relationships recorded

Care approvals

Client summary | Client details | Support network | Referrals for my organisation | Plans | Attachments | **Approvals** | Services | My Aged Care interactions | Notes | Tasks and Notifications

Approvals
The client is approved for the following care types under the Aged Care Act 1997.

Current care approvals

- Home support Ongoing - SaH Classification 4
- Home modifications Short-term - HM High

VIEW HISTORY

Priority category	Standard
Approval starts	22 April 2026
Approval stops	16 July 2027
Status	Committed effective 23 April 2026
Place assigned	FSO
Place assigned date	23 April 2026
Take up deadline	18 June 2026
Source System	Gateway
Home modifications services:	Home Adjustments: Home modifications prescription and clinical support, Home modification products

Approvals screen after HM extension

Mr Jason EMMERICHO
Male, 81 years old, 27 March 1945, AC31556079
Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034

Primary contact: Jason Emmericho (self) - 02 4828 7399
No support relationships recorded

Care approvals

Client summary | Client details | Support network | Referrals for my organisation | Plans | Attachments | **Approvals** | Services | My Aged Care interactions | Notes | Tasks and Notifications

Approvals
The client is approved for the following care types under the Aged Care Act 1997.

Current care approvals

- Home support Ongoing - SaH Classification 4
- Home modifications Short-term - HM High

VIEW HISTORY

Priority category	Standard
Approval starts	22 April 2026
Approval stops	18 July 2028
Status	Committed effective 23 April 2026
Place assigned	FSO
Place assigned date	23 April 2026
Take up deadline	18 June 2026
Source System	Gateway
Home modifications services:	Home Adjustments: Home modifications prescription and clinical support, Home modification products
Seeking services	



8. The submitted attachments will be available in the **Attachments** tab, under **Other Attachments** with the label **Proof of Progression**.

The screenshot shows the 'Attachments' tab for a client record. At the top, there is a teal header with client information: 'Mr Jason EMMERICHO', 'Male, 81 years old, 27 March 1945, AC31556079, Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034', 'Primary contact: Jason Emmericho (self) - 02 4828 7399', and 'No support relationships recorded'. Below the header is a navigation bar with tabs: 'Client summary', 'Client details', 'Support network', 'Referrals for my organisation', 'Plans', 'Attachments' (selected), 'Approvals', 'Services', 'My Aged Care interactions', 'Notes', and 'Tasks and Notifications'. There are two buttons: 'REQUEST A REVIEW' and 'VIEW CLIENT REPORT'. The main content area is titled 'Attachments' and has a sub-tab 'Other Attachments' selected. A list of attachments is shown, with one entry: 'Proof of Progression' (Evidence for HM Extension [0.00KB]) with a 'HIDE FROM VIEW' button and a date of '4 May 2026'. The entry is highlighted with a red box.

Requesting a review of a client's support plan

If a client's needs or circumstances have changed significantly since their last assessment and their support plan no longer reflects their current situation, you can request a review of the client's support plan. The assessor will conduct a review of the client's situation which may lead to a new assessment of the client's needs.

Providers are encouraged to contact the assessment organisation prior to submitting the request and to provide as much information as possible to explain the client's need for, and urgency of, a support plan review or new assessment.

This information is available in the detailed assessment history information in the client's support plan in the **Plans** tab of the client record.

If a client has not previously had an assessment through My Aged Care, a request for review will be sent to the My Aged Care contact centre.

! You cannot submit a request for review if there is already an existing assigned review for the client in the assessor portal or an assessment is currently being undertaken.

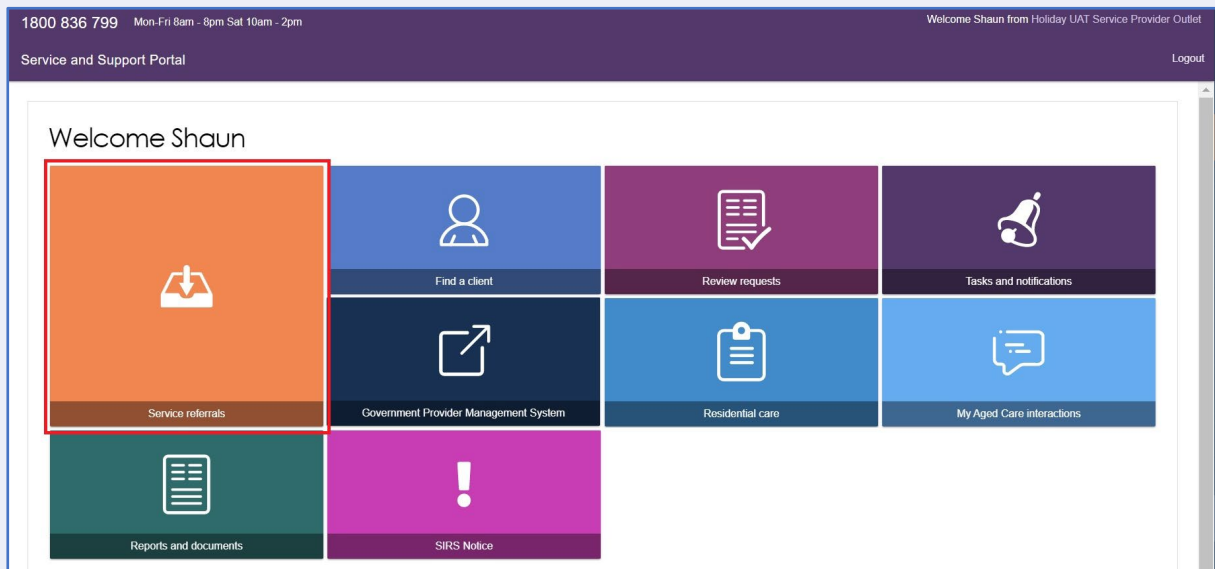
You should discuss the request with the assessor who conducted the client's most current assessment.

This information can be found in the client's assessment information, with more detailed information available in the assessment history in the support plan in the Plans tab of the client record.

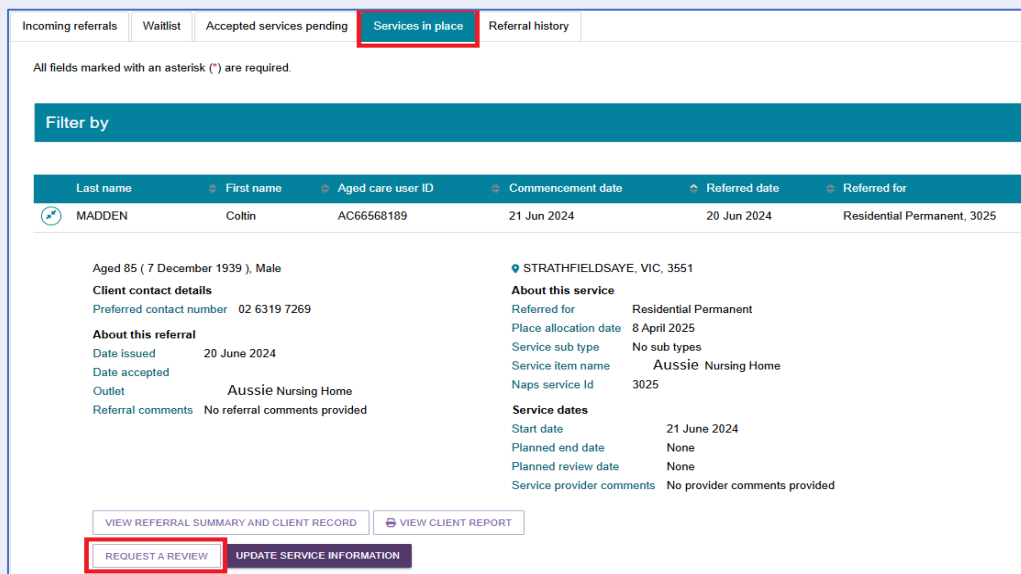
The screenshot shows the 'Plans' tab for a client record titled 'TST C Costa support plan'. The navigation bar includes 'Client summary', 'Client details', 'Referrals for my organisation', 'Plans' (selected), 'Attachments', 'Approvals', 'Services', 'My Aged Care interactions', 'Notes', and 'Tasks and Notifications'. The main content area is titled 'Assessment Details' and contains several sections: 'Assessment information' (highlighted with a red box), 'Assessment summary', 'Needs identified at assessment', and 'Assessment history' (highlighted with a red box). The 'Assessment information' section lists: 'Home Support Assessment was completed on 3/09/2020 3:12:38 PM by the ACT Springs RAS UAT', 'Home Support Assessment status is Finalised', and 'The review date has not been specified'. The 'Assessment history' section lists: 'Home Support Assessment 3 September 2020', 'Home Support Assessment 25 August 2020', and 'Screening 25 August 2020'.

Follow these steps to request a review of a client's support plan:

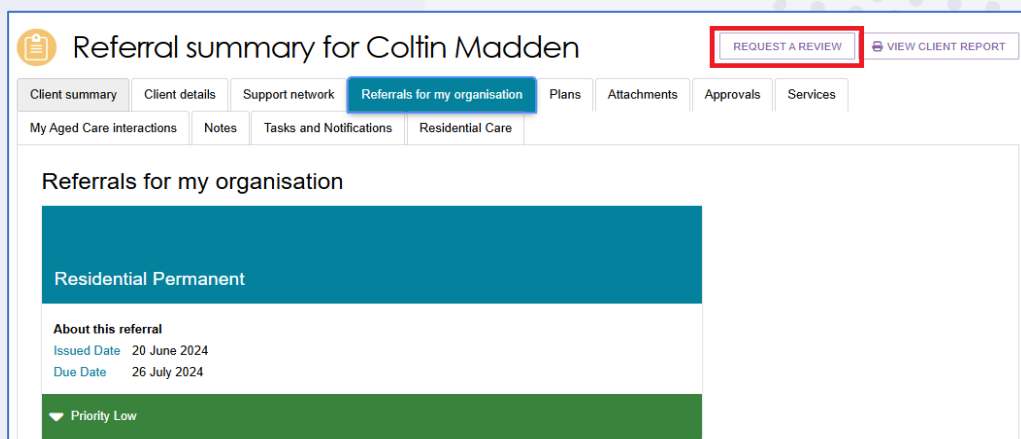
1. Select **Service referrals** from the homepage.



2. Select **Services in place**, locate the client for whom you wish to request a review and select **Request a review**.



Alternatively, a link to request a review will display at the top of any page in the client's record.



3. Complete all mandatory fields within the review request.

a) *What circumstances have changed for the client? And How has this affected the client's need?*

Select an option from the drop down menu:

- Hospital discharge
- Fall(s) or risk of falling
- Change in medical condition
- Change in cognitive status
- Change in care needs
- Increasing frailty
- Change in caring arrangements
- Change in living arrangements
- Review service recommendations
- Vulnerable client
- Needs Transition Care
- Needs Residential Care
- Needs Residential Respite
- Client has relocated
- Needs End-of-life Pathway
- Review End-of-life Pathway
- Review HM (Support at Home program, Home modification) Tier
- Review AT (Support at Home program, Assistive technology) Tier
- Needs AT (Support at Home program, Assistive technology) repairs/maintenance
- Needs Restorative care
- Review Restorative care.

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

Request details

What circumstances have changed for the client? *

Hospital Discharge

How has this affected the client's need? * ?

0 / 1000

If the client has a **Change in care needs** or **Change in caring arrangements**, or the client **Needs Transition Care**, **Needs Residential Care**, or **Needs Residential Respite** and you believe the client requires a direct comprehensive assessment rather than a Support Plan Review, there is a checkbox you can select that will explain the eligibility criteria.

If the client is eligible, you will be prompted to call the provider and assessor helpline to request a direct comprehensive assessment.



Request a Review

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

Request details

What circumstances have changed for the client? *

Change in care needs

Does the client require and meet the requirements for a direct assessment? ? Yes

A client is eligible for a direct comprehensive assessment if they meet the following criteria:

- The client is at risk and has immediate unmet aged care needs and/or the client's carer arrangements are unsustainable, and
- The client needs assessment and approval for transition care or permanent residential care and/or residential respite care.

Please call the My Aged Care provider and assessor helpline on 1800 200 422 to progress a direct assessment for this client.

SEND REVIEW REQUEST

CANCEL

b) Does this request need to be actioned urgently?

If the client needs require urgent review, tick the **Yes** box and provide information in the reason field.

This will help the assessor or contact centre to prioritise the client's support plan review request.

Does this request need to be actioned urgently? ? Yes

Why does this request need to be actioned urgently? * ?

0 / 255

c) *What type of subsidised aged care is the client receiving? And Primary reason for Support Plan Review Request*

Depending on the answers, different mandatory questions will need to be completed at this step.

If the client is receiving a Home Support service or a combination of Support at Home program and Commonwealth Home Support Program (CHSP), it will be mandatory for a care plan and budget to be attached to the review request.

The request will not be able to be submitted without this information.

What type of subsidised aged care is the client receiving?*

- Commonwealth Home Support Programme(CHSP)
- Flexible Care
- Residential Care
- Support at Home (SaH)
- Support at Home and Commonwealth Home Support Programme

Primary reason for Support Plan Review Request*

- Request for additional CHSP services for clients who are in receipt of Support at Home
- Request for additional CHSP services or changes to CHSP services for clients who are only receiving CHSP services currently
- There is a change in a client's circumstances and they have an immediate need for access to Support at Home services
- There is a significant change in the client's needs and additional Aged Care Act 2024 (the Act) based aged care services are required

Please identify what services the client is currently receiving. * ?

Please enter the description of the services the client is currently receiving. 0 / 250

Please identify options explored with client to increase their current support. * ?

Please enter the explored options with the client to increase current support services. 0 / 250

Please provide a copy of the client's care plan and individualised budget. * ?

ADD CARE PLAN | ADD BUDGET

Is there any sensitive client information within the attached care plan or individualised budget? * ?

- Yes
- No

4. To add a care plan or budget, select **Add Care Plan** or **Add Budget**, then select browse to choose a document for upload.
- Complete all mandatory fields and select **upload** to complete.

Add a care plan ✕

i Please note: Some attachments will be viewable by other people with authorised access to this client record. Please refer to your portal guide for details.

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

Upload up to 5 files (10MB total, 5MB max per attachment) in .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, .txt *

CHOOSE FILE

care plan.txt

Name of the attachment: *
Care Plan

Type of attachment *
SP Care Plan


Please provide a short description about the contents of the attachment, e.g. assessment date and time


(250 characters)


UPLOAD

CANCEL

5. Once the documents are successfully uploaded, they will display in the review request.
Selecting the **bin** icon next to the attachment name will remove the attachment from the review request. A confirmation message will not display.

Please provide a copy of the client's care plan and individualised budget. * 

Care plan: care plan.txt 

Individualised budget: budget.txt 

6. Once all mandatory fields have been completed, select **I have reviewed the information on this page and I confirm that it is correct** then select **SEND REVIEW REQUEST** to submit the review request to the most recent assessment organisation.

I have reviewed the information on this page and I confirm that it is correct. *

SEND REVIEW REQUEST

CANCEL

7. A confirmation will display if the request is submitted successfully.

For more information and support

Further information is available from [Service and Support Portal User Guide: Part 2 Team leader and staff member functions](#) on the department's website.

For further information about a client's support plan review, refer to [When to request a Support Plan Review from an Assessor fact sheet](#), available on the department's website.

The My Aged Care service provider and assessor helpline is available on 1800 836 799.