



Service and Support Portal User Guide - The client record

This user guide is for Staff Members or Team Leaders within the My Aged Care Service and Support Portal.

It explains how to search for and view information in the client record.

The client record contains client details, service referral details, assessment information, documents attached to the client record, care approval information, service delivery information, client interactions with My Aged Care and all notes created about the client.

A Team Leader can also perform all the functions of a Staff Member.

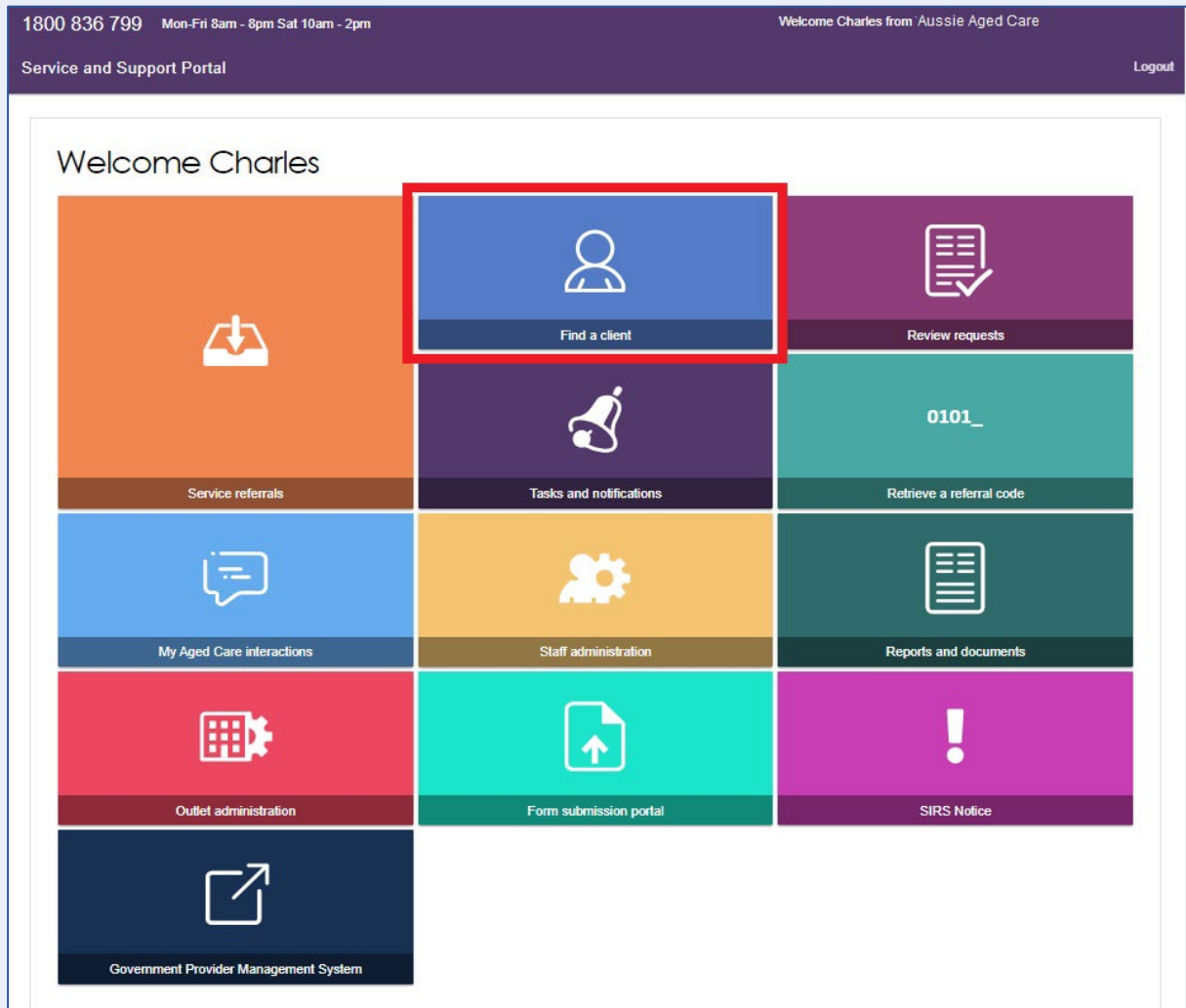
Table of contents

Finding a client	2
Viewing client information.....	4
What information is in the client record?.....	5
Client Summary.....	6
Client Details	7
Support Network.....	8
Referrals for my organisation	9
Plans.....	9
Attachments.....	11
Approvals.....	12
Services.....	13
My Aged Care interactions.....	14
Notes	14
Viewing and adding client notes.....	15
Tasks and notifications.....	16
Residential Care.....	17
For more information or support.....	17

Finding a client

Follow these steps to find a client who has been referred to or accepted to service by your organisation.

1. Select **Find a client** from the home page.



2. You can do a basic search by entering First Name, Last Name or Aged Care User ID and selecting **SEARCH**. To display more search fields, you can select **ADVANCED SEARCH**.



3. Any recently viewed clients will be displayed under the heading **Recently Viewed Persons** on the **Find a client** page. Selecting a client's name will take you directly to the client record. Any matching results will be displayed.

The screenshot shows the 'Find a client' interface. At the top left is a person icon and the text 'Find a client'. Below this is a search area with the heading 'Search by' and three input fields: 'Last name', 'First name', and 'Aged Care user ID'. There are buttons for 'ADVANCED SEARCH', 'CLEAR FILTERS', 'SEARCH', and 'CLEAR'. On the right side, there are two view options: 'CARD' and 'LIST'. A red box highlights a section titled 'Recently Viewed Persons' which contains two entries: 'Jim LAPA AC59468041' and 'John CITIZEN AC38043295'.

4. The Advanced Search allows you to search using more filters, and to combine filters.

The filters available include:

- Aged Care Management Payment System (ACMPS) number
- Centrelink Customer Reference Number (CRN)
- Client status
- Date of birth
- Department of Veterans' Affairs (DVA) card number
- Home contact number
- Locality
- Medicare Card number
- Postcode
- Preferred name
- State
- Suburb
- System for the Payment of Aged Residential Care (SPARC) number.

This screenshot shows the 'Find a client' page with the 'Advanced Search' dialog box open. The dialog box has a title 'Search clients' and a list of filter categories. A red box highlights the 'Choose an item' dropdown menu, which is expanded to show a list of filter options: 'Aged Care Management Payment System (ACMPS) number', 'Aged Care user ID', 'Centrelink Customer Reference Number (CRN)', 'Client status', 'Date of birth', 'Department of Veterans' Affairs (DVA) card number', 'First name', 'Home contact number', 'Last name', 'Locality', 'Medicare card number', 'Postcode', 'Preferred name', 'State', 'Suburb', and 'System for the Payment of Aged Residential Care (SPARC) number'. The dialog box also includes buttons for 'ADD FILTER', 'SAVE FILTER', 'CLEAR FILTER', 'FILTER', and 'CANCEL'. The background shows the 'Find a client' search interface with the 'ADVANCED SEARCH' button highlighted by a red box.

Viewing client information

Once you have located the relevant client's details, you can view information contained in the client record.

You can view all information about a client, except their contact details, prior to accepting a referral.

1. Select the client record using one of three ways.
 - a) Select the client's name from the list of search results.

Find a client

Search by

Last name: Client, First name: , Aged Care user ID:

ADVANCED SEARCH CLEAR FILTERS

Last name is Client

SEARCH CLEAR

1 to 50 out of 61 matching results

Last name	First name	Aged care user ID	Address	Locality	Status	Home contact number
CLIENT	Clara	AC50833813	1 Customer Road	PERTH, WA 6000	Active	0412 345 678
CLIENT	Clay	AC78848314	3/15 Customer Street	BRISBANE, QLD 4000	Active	07 9876 5432

- b) In the **Find a client** section by selecting the client's name when in card view.

Find a client

Search by

Last name: Client, First name: , Aged Care user ID:

ADVANCED SEARCH CLEAR FILTERS

Last name is Client

SEARCH CLEAR

Sort Search Client by: Last name, in order of: Alphabetical (A-Z), GO

Current sort order is Last name

1 to 10 out of 61 matching results

Casolius CLIENT

1 Customer Road
STONEY NSW 2000
02 9999 8888
Aged care user ID AC50833813

Active

Clara CLIENT

3 Customer Avenue
CANBERRA ACT 2600
02 6453 1236
Aged care user ID AC78848314

Active

Clay CLIENT

5/160 Customer Street
BRISBANE QLD 4000
Aged care user ID AC37890894

Active

Crosby CLIENT

7A Customer Place
MELBOURNE VIC 3000
0412 345 678
Aged care user ID AC16811804

Active

- c) By selecting **Service referrals**, selecting the expansion arrow on the client card in card view, or to the left of the expanded record in list view, and selecting **VIEW CLIENT RECORD**.

Card view

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

Service and Support Portal

Review requests Service referrals Request a referral code Residential care Find a client Reports and documents Tasks and notifications My Aged Care Publications Log out

Welcome Jordan from ABC Aged Care

Home | Service referrals

Incoming referrals

Filter by

Sort Referrals by: Date Referred, in order of: Latest to Earliest, GO

Current sort order is Date Referred

1 to 17 out of 17 matching results

Incoming referrals

Clara CLIENT

BRISBANE, QLD 4000
Aged care user ID: AC29174493
Date referred: 26 July 2019
Due date: 28 July 2019
Outlet: ABC Healthcare
Service type: Transition Care, 6297 After Hospital Care, Other Transition Services

High (741 days overdue)

List view

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

Service and Support Portal

Review requests Service referrals Referrals a referral code Residential care Find a client Reports and documents Tasks and notifications My Aged Care interactions Logout

Home | Service referrals

Incoming referrals

Incoming referrals Waitlist Accepted services pending Services in place Referral history

Filter by

1 to 17 out of 17 matching results

Last name	First name	Aged care user ID	Due date	Referred date	Service type	Recommended start date	Priority
CLIENT	Clara	AC89174483	28 Jul 2019	26 Jul 2019	Transition Care, 6297, After Hospital Care, Other Transition Services		High (747 days overdue)

Age: 93 (24 May 1929), Female

About this referral

Outlet: ABC Healthcare
Date referred: 26 July 2019
Date due: 28 July 2019
Referral comments:

About this service

Location: ASHGROVE, QLD, 4060
Service type: Transition Care
Service sub type: After Hospital Care, Other Transition Services
Service item name: ABC Healthcare
Naps service id: 6297

Approval details

Approval start date: 26 July 2019
Entry period end date: 23 August 2019

VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT REFERRAL REJECT REFERRAL

2. The **Referrals for my organisation** page will be displayed.

Referral summary for Jacquelyne Scholl

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

Referrals for my organisation

SEE SERVICE DETAILS

Support at Home

Referral Accepted on 18 June 2024

About this referral

Issued Date: 28 May 2024
Due Date: 31 May 2024

About this service

Home support Ongoing - Transitioned HCP Level 2

— Priority Medium

What information is in the client record?

The client record contains client information displayed across 12 tabs, which are described in more detail below.

The client record contains tabs with the following information:

- Client Summary
- Client Details
- Support network
- Referrals for my Organisation
- Plans
- Attachments
- Approvals
- Services
- My Aged Care interactions
- Notes
- Tasks and Notifications
- Residential Care.

Client Summary

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

The **Client summary** tab contains a dashboard of key information (Client summary) about the client's interactions with My Aged Care.

The Client summary provides information about the client's interactions with My Aged Care, including:

- Assessments.
- Recommendations and Approvals. (For Residential Care it will also include Urgency and Priority categories)
- Service recommendations.
- Service delivery status.
- Client goals.
- Reablement and linking support periods (where available).

Client summary 🔍 🔄

Assessments

Comprehensive Assessment 🔍 Update Pending on 3 July 2025 UAT Automation Outlet ☎ 02 6262 6262	Screening 🔍 Complete on 14 May 2025	Comprehensive Assessment 🔍 Assessment Complete on 24 June 2025 TSTOUT1 prhtdvor ☎ 0418 298 172
---	---	---

Support at Home ?

Home Support Ongoing - SaH Classification 6
 Assistive Technology Ongoing - Specified needs - Continence Products
 Assistive Technology Short-term - AT Low
 Home Modifications Short-term - HM Low

[View support at home letters](#)

SEE SERVICE DETAILS

Service delivery status
 Funding assigned 17 June 2025

- Referral issued on 17 June 2025 - Bendigo Health Services - Community Care Mildura - Support at Home ☎ 02 2006 6578
- Referral accepted on 17 June 2025 - Bendigo Health Services - Community Care Mildura - Support at Home ☎ 02 2006 6578

Concerns ?

test 2	test 2	Status: In Progress
test	test 1	Status: In Progress

Goals

test 2	test 2	Status: In Progress
test	test 1	Status: In Progress

The Client summary information can be printed in a similar format as it is displayed within the portal by using the print page button on the right-hand side of each heading.

The Client summary section, like any other tabs on the client record page, can be expanded using the double arrow icon to the right of the heading.

Client summary 🔍 🔄

Client Details


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

The **Client details** page contains basic demographic and contact information about the client. It is where you can view high-level details about any active support plans, services, current notes and the client's primary contact details.


The page also contains an option to notify My Aged Care when the client is deceased.

The **Primary contact** is usually the client, but can also be nominated by the client through their agent or registered supporters. This information allows assessors, My Aged Care contact centre staff, Aged Care Specialist Officers and service providers to identify the key contact details for a client. This field does not have a bearing on system generated mail correspondence the client may receive in relation to their care.

To update client details, select the pencil icon to the right of each section where editing is available.

To contact Eva 

Contact details:

- Preferred correspondence method is Post
- 0412 345 678 (mobile) - Preferred contact number
-  Unverified
- eva.m@email.com.au (email)

My Aged Care clients and their support network (except for Supporters Lite) can also receive email and/or SMS notifications when a client reaches the following key stages of their My Aged Care journey:

- d) Client registration is complete.
- e) The client's assessment is finalised.
- f) The client is approved for care after a comprehensive assessment.
- g) A client is assigned a service under the Support at Home Program, and at all stages where a Support at Home letter would be generated for a client, such as a funding allocation letter or withdrawal letter. Clients, their registered supporters who are authorised to automatically receive the client's information, and relevant support people are automatically opted in to receive copies of Home Support letters. Registered supporters can opt out of receiving these letters by calling My Aged Care. When such a letter is generated, a notification will be sent to the affected client and to the following roles in their support network:
 - Supporter
 - Supporter Manager
 - Agent
 - Agent Manager
 - Organisation Supporter
 - Organisation Agent
- h) A Support Plan Review request has been submitted.
- i) A support relationship is activated, declined, inactivated or expiring, and the submission or action of documents relating to support relationships.

! If a client's status is **Deceased**, the client's record will be read-only, and you will not be able to edit any client information.

Additional notes and attachments can be attached to the client record and assessments can be finalised after the status is changed.

A banner will be displayed on all tabs of the client record indicating the client's new deceased status. If the client's status is incorrect, please contact the Service Provider and Assessor Helpline on 1800 836 799.



Support Network

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

The **Support Network** tab contains information about current relationships between the client and people who assist them in their aged care journey.

The relationships that could be considered part of a client's **Support Network** are as follows:

- a) Registered supporters (individuals and organisations) (and supporter 'Lite')
- b) Agents (organisations)
- c) Carers
- d) Emergency Contacts
- e) GPs
- f) Support Persons

Supporter guardians are able to opt the client out from receiving letters but they themselves cannot opt out.

The **Support Network** tab also allows providers to notify My Aged Care of the death of a person with a listed relationship with the client.

Any carer relationships made in the Support Network tab are able to request call backs from the [Carer Gateway](#) and the [Dementia Australia - National Dementia Helpline](#).

Referrals for my organisation

The **Referrals for my organisation** tab display service referrals that have been issued to or accepted by your organisation.

Referral summary for Jacquelyne Scholl

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

Referrals for my organisation

Support at Home

SEE SERVICE DETAILS

Referral Accepted on 18 June 2024

About this referral

Issued Date 28 May 2024
Due Date 31 May 2024

About this service

Home support Ongoing - Transitioned HCP Level 2

— Priority Medium

Example of a referral requiring an action:

Referral summary for Wilfred GIBBINS

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

Referrals for my organisation

Residential Permanent

ACCEPT REFERRAL REJECT REFERRAL

About this referral

Issued Date 9 September 2024
Due Date 23 September 2024

— Priority Medium

Plans

The **Plans** tab contains detailed information about current and previous screening and assessments the client may have had, including client goals, recommendations and motivations, as well as the support plan.

Select the double arrow icon next to each heading to display detailed information captured during the assessment.

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



Assessment Details

- Assessment information
- Assessment summary
- Needs identified at assessment
- Assessment history

Plan Details

- Current care approvals
- Goal and recommendations
- Other recommendations
- People associated with the support plan
- Plans history
- Review history
- Reablement and linking support history

Providers will be able to access read-only versions of a client's support plan and previous screening and assessments. This information can be printed, if required.

Samantha Ruthprabhu
Aged Care ID: AC12726782
Date of Birth: 10/04/1957

Client Details

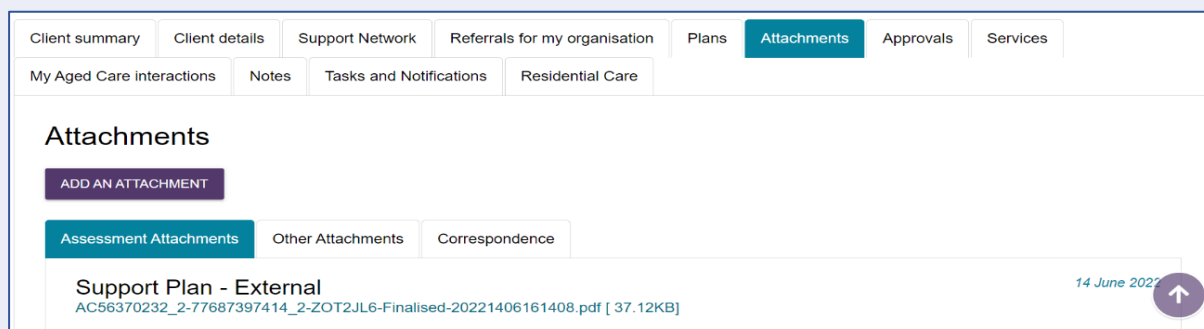
Age 70 **Gender** Female
Medicare number not applicable **DVA Card number** not applicable
Address 10784 SPRINGVALE Drive, HAWKER, ACT, 2614, Australia

Lives With	With friends	Accommodation type	PR Relation Owns/Purchasing
Phone – Home	+610285858787	Phone – Mobile	not applicable
Email	sam.rp@test.com	Fax	not applicable
Preferred phone	Home	Preferred correspondence method	not applicable
Country of Birth	India	Ethnicity	Central Asian
Preferred Language	English	Requires Help to Communicate	not applicable
TIS Required	not applicable	NRS Required	N
Marital status	Never married	Aboriginal and/or Torres Strait Islander Status	No - Neither
Veteran or War Widow/Widower	not applicable	DVA Entitlement	not applicable
Private health insurance	not applicable	Receiving payments	not applicable

Attachments

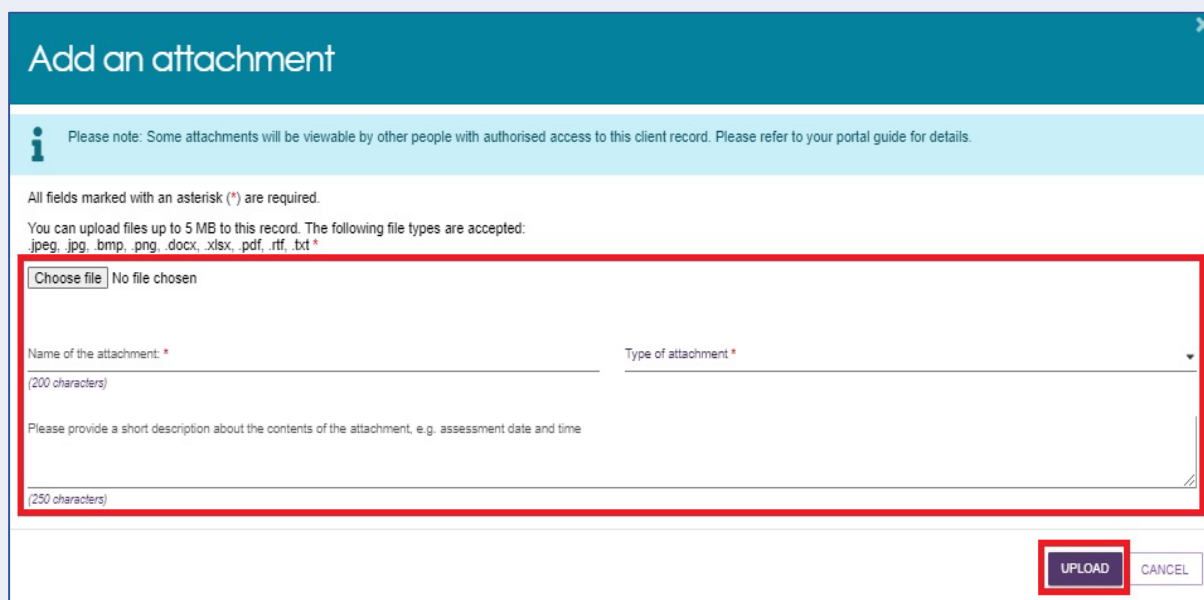
The **Attachments** tab contains documents that have been attached to the client record. This is also where service providers can add an attachment to the client record.

1. To upload an attachment to the client record, select **ADD AN ATTACHMENT** from this tab.



The screenshot shows the 'Attachments' tab selected in a client record interface. The top navigation bar includes 'Client summary', 'Client details', 'Support Network', 'Referrals for my organisation', 'Plans', 'Attachments', 'Approvals', and 'Services'. Below this, there are sub-tabs for 'My Aged Care interactions', 'Notes', 'Tasks and Notifications', and 'Residential Care'. The main content area is titled 'Attachments' and features a purple 'ADD AN ATTACHMENT' button. Below the button are three sub-categories: 'Assessment Attachments' (selected), 'Other Attachments', and 'Correspondence'. A list of attachments is shown, with one entry: 'Support Plan - External' with a file name 'AC56370232_2-77687397414_2-ZOT2JL6-Finalised-20221406161408.pdf [37.12KB]' and a date '14 June 2022'. A circular icon with an upward arrow is visible next to the date.

2. Add the attachment by selecting **Choose file**.
3. Enter the required information, including name of the attachment and the type of document.
4. Select **UPLOAD** to add it to the client record.



The screenshot shows the 'Add an attachment' form. The title bar is teal with a close button. Below the title is a light blue information banner with an 'i' icon and the text: '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.' Below the banner, there is a note: 'All fields marked with an asterisk (*) are required.' and another note: 'You can upload files up to 5 MB to this record. The following file types are accepted: jpeg, jpg, bmp, png, docx, xlsx, pdf, rtf, txt *'. The form fields are: a 'Choose file' button with 'No file chosen' text; 'Name of the attachment: *' (200 characters) and 'Type of attachment: *' (a dropdown menu); and a text area for a description (250 characters) with the prompt 'Please provide a short description about the contents of the attachment, e.g. assessment date and time'. At the bottom right, there are 'UPLOAD' and 'CANCEL' buttons.

There are many types of attachments available from the Type of attachment drop down menu:

Assessment Attachments are any documents that are relevant to the client's assessment, for example, clinical notes or a discharge summary.

Other Attachments are documents that relate to the client's general circumstances, for instance, documents related to the establishment of a support relationship (including legal documentation and the Appointment of Support Person or Organisation Form); Occupational Therapist drawings used in home modifications, proof of progression documents related to the extension of home modifications approval period etc. Please note that a client's Statement of Reasons can be viewed here but not uploaded.

Correspondence are documents or letters that are generated in My Aged Care, related to Home Support services or Residential care services. There are a number of letters sent to clients related to these services at different stages. Copies of these letters may also be sent to their registered supporter/s.

Sensitive Attachments are documents that contain client information of a sensitive nature. For example, documents about a client’s financial situation, safety concerns and legal issues that may impact provision of services.

! Where a client record has a **Sensitive Attachment**, provider(s) who have received a referral for or are providing services to a client will be notified that a Sensitive Attachment exists for the client.

Contact the assessor, or the My Aged Care provider and assessor helpline to obtain further information about the Sensitive Attachment. If an attachment has been uploaded in error, please contact the My Aged Care service provider and assessor helpline on 1800 836 799 for deletion.

Approvals

The **Approvals** tab contains a view of a client’s approvals for aged care services under the current *Aged Care Act 2024* and the previous *Aged Care Act 1997*. This includes previous approvals that existed prior to the start of My Aged Care where the record has been linked with Services Australia (DHS) systems (such as Centrelink and Medicare).

If a client has Home Support service approval, the details of approved classifications and any short-term pathways will be displayed underneath **Current care approvals**.

Below is an example of how Home Support services and non-Support at Home services display, in expanded format.

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 2024.

Current care approvals

Allied health and therapy

Delegate decision completed.

Approval start date 24 May 2026

Assistive technology Ongoing - Specified needs - Assistance Dogs

VIEW HISTORY

Home support Ongoing - SaH Classification 3

VIEW HISTORY

Priority category	Standard
Approval starts	24 May 2026
Status	Withdrawn effective 1 June 2026
Place assigned	FSO
Take up deadline	27 July 2026
Source System	Gateway
Home support services:	
Not seeking services	

Home modifications Short-term - HM Medium

VIEW HISTORY

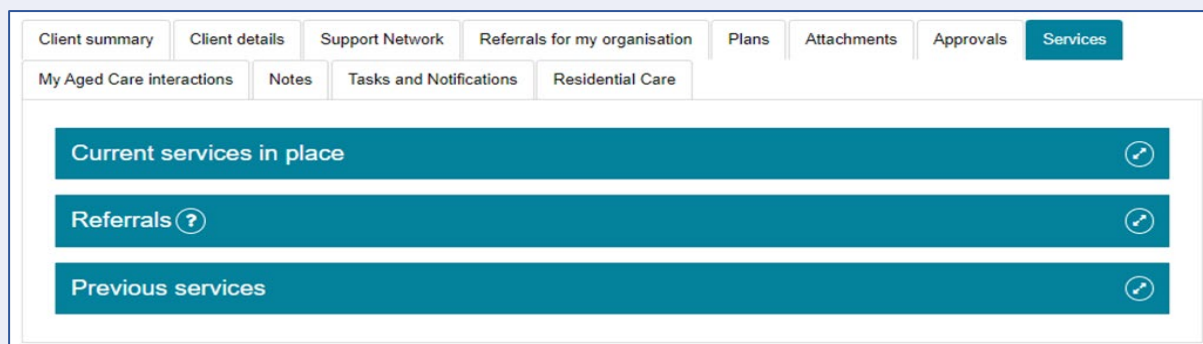
Previous care approvals

DHS prior approvals last updated: Never

Services

The **Services** tab contains a record of the following. Select the expand icon  next to each item to view the details:

- Services the client is currently receiving
- Services that are pending (Not yet in place)
- Service referrals yet to be accepted
- Previous services the client has received
- Services from other systems (not managed by My Aged Care).

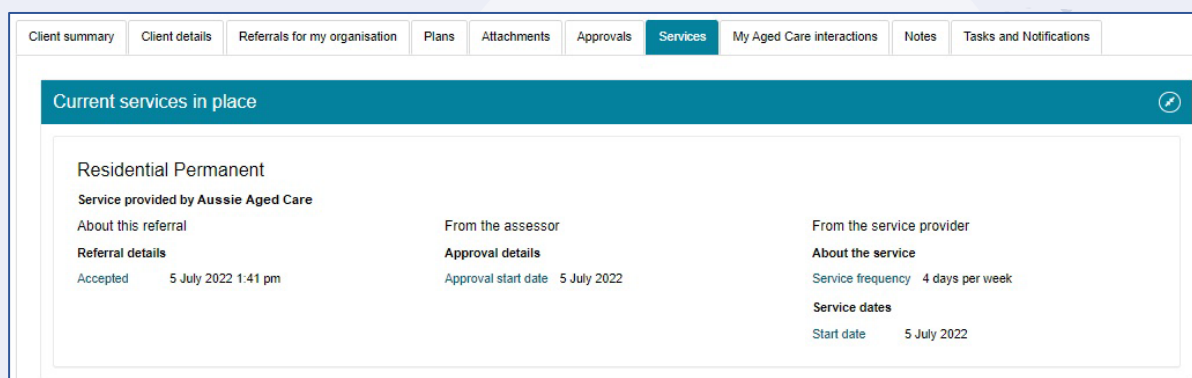


The screenshot shows the 'Services' tab selected in the top navigation bar. Below the navigation bar, there are four sub-tabs: 'My Aged Care interactions', 'Notes', 'Tasks and Notifications', and 'Residential Care'. The main content area displays three expandable items: 'Current services in place', 'Referrals', and 'Previous services'. Each item has an expand icon on the right.

! The **Update Service Information** button, which allows assessors to modify service details such as start/end dates and frequency without conducting a Support Plan Review (SPR), is no longer available for clients under the **Support at Home** program.

The following screenshots show an example of a client's Residential Permanent service in place, and a Support at Home service in place.

Residential Permanent service in place



The screenshot shows the 'Services' tab selected. The 'Current services in place' item is expanded, displaying details for a 'Residential Permanent' service. The details are organized into three columns: 'About this referral', 'From the assessor', and 'From the service provider'.

About this referral	From the assessor	From the service provider
Referral details	Approval details	About the service
Accepted 5 July 2022 1:41 pm	Approval start date 5 July 2022	Service frequency 4 days per week
		Service dates
		Start date 5 July 2022

Support at Home service in place

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

Support at Home

Service provided by Bendigo Health Services - Community Care Mildura - Support at Home

About this referral	From the assessor	From the service provider
<p>Referral details</p> <p>Home Support Ongoing - SaH Classification 4</p> <p>Assistive Technology Ongoing - Specified needs - Continence Products</p> <p>Accepted 24 June 2025 11:54 am</p>	<p>Recommended dates</p>	<p>About the service</p> <p>Assistive Technology</p> <p>Service commenced 24 June 2025</p>

SEE SERVICE DETAILS

My Aged Care interactions

The **My Aged Care Interactions** tab will show the client's history of interactions with My Aged Care, for example, a phone call to the My Aged Care contact centre.

For clients and carers, it may also show the history of interactions with the Carer Gateway and the National Dementia Helpline.

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

My Aged Care interactions Notes Tasks and Notifications Residential Care

Notes

The **Notes** tab contains notes that have been created about the client.

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

My Aged Care interactions Notes Tasks and Notifications Residential Care

Filter by

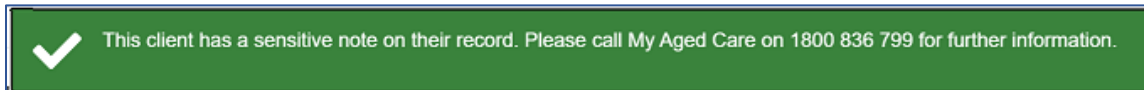
Note type Note status

ADVANCED SEARCH CLEAR FILTERS

There are different types of notes, listed in the table below.

Note type	Who can add?	Who can view?	Description	Examples
Client story	Assessor	Client Assessor Provider	A summary of the client's current circumstances.	Mrs Jones has just been discharged from hospital and is seeking help at home. Lives with her husband and has early onset dementia.
Observations	Provider Assessor	Provider Assessor	Observations from service provider and/or assessors' interactions with the client.	There is a dog on the property. Mrs Smith seems more energetic than she did during my last visit.
Other	Client Provider Assessor	Client Provider Assessor	Additional information about the client.	Jennifer has planned respite on 01/08/2017.

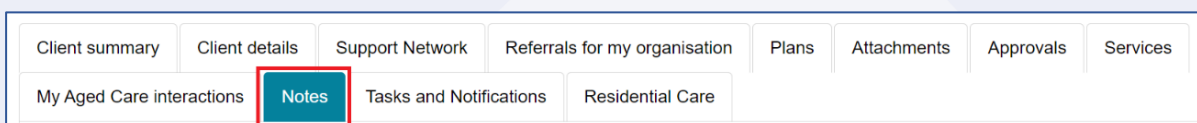
- !** When the My Aged Care contact centre staff or assessors add a Sensitive note about a client from their respective portals, all service providers who are sent a referral will see a flag informing them that there is a sensitive note about the client and instructing them to call the My Aged Care contact centre for more information.



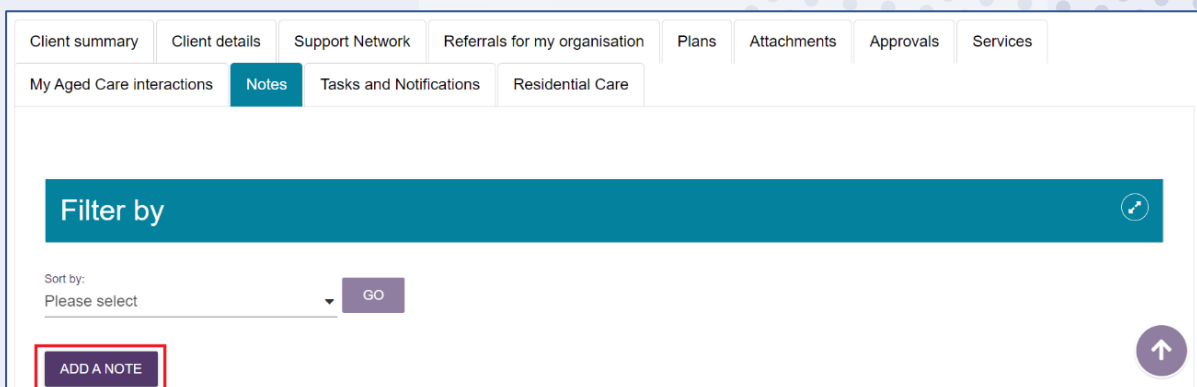
Viewing and adding client notes

Follow these steps to add client notes:


1. Navigate to the **Notes** tab from the client record.



2. From the **Notes** tabs, you can view notes about the client, and select **ADD A NOTE**.



- From the pop-up box, select a note type, and add a description of the note. Select **SAVE** once complete.

A help icon  in the pop-up box provides information about the different types of notes to help assessors and service providers select the appropriate category.

Providers, staff members and team leaders using the Service and Support Portal cannot edit, delete or inactivate notes.

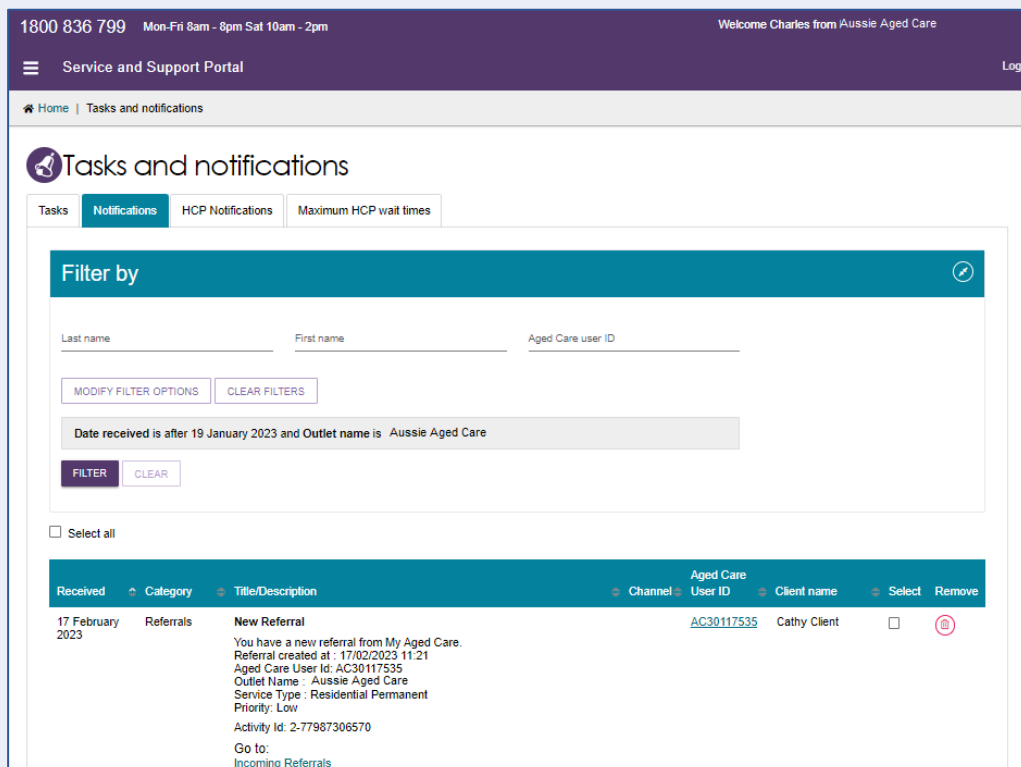


Tasks and notifications

The **Tasks and Notifications** tab will display all tasks and notifications for a single client.

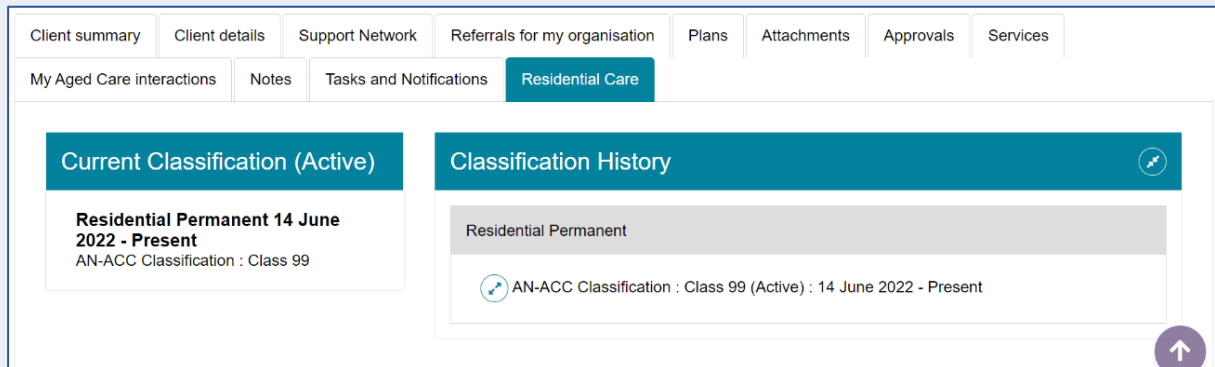
You will only be able to see tasks and notifications that are associated to your outlet and for clients you are providing services to.

Assessors will be able to see all tasks and notifications for clients. An example of a notification is of a New Referral between a client and their Service and Support outlet.



Residential Care

This section shows information for clients who are in Residential Permanent Care or Residential Respite Care and has received an Australian National Aged Care Classification (AN-ACC) assessment or is currently undergoing an AN-ACC assessment.



The screenshot displays a user interface for 'Residential Care'. At the top, there is a navigation bar with tabs: Client summary, Client details, Support Network, Referrals for my organisation, Plans, Attachments, Approvals, and Services. Below this is a secondary navigation bar with tabs: My Aged Care interactions, Notes, Tasks and Notifications, and Residential Care (which is highlighted). The main content area is divided into two sections. The left section, titled 'Current Classification (Active)', shows 'Residential Permanent 14 June 2022 - Present' and 'AN-ACC Classification : Class 99'. The right section, titled 'Classification History', shows a list of classifications, including 'Residential Permanent' and 'AN-ACC Classification : Class 99 (Active) : 14 June 2022 - Present'. A purple circular button with an upward arrow is located in the bottom right corner of the screenshot.

For more information or support

Further information is available from the [My Aged Care for service providers](#) page on the Department's website.

The My Aged Care service provider and assessor helpline is available by calling 1800 836 799 from 8 am to 8 pm Monday to Friday or 10 am to 2 pm on Saturday.