

Service and Support Portal User Guide Part 2: Team Leader and Staff Member Functions

The My Aged Care Service and Support Portal User Guide - Part 2 (Service and Support Portal User Guide) outlines how Commonwealth-funded registered providers (providers) use the My Aged Care Service and Support Portal for their organisation. This portal is previously known as the My Aged Care Service Provider Portal.

The Service and Support Portal User Guide is split into two parts as follows:

- [Part One](#) provides an overview of the portal and describes the functions that an individual with the Administrator role in the Service and Support Portal will perform.
- Part Two (this document) provides an overview of the portal and describes the functions that an individual with the Team Leader or Staff Member role in the Service and Support Portal ('you') will perform.

This guide does not cover detailed instructions on how to obtain a myID (which can be found in the user guide [Logging in to the Aged Care Systems](#)).

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1 Introduction

Use the Service and Support Portal to:

- Manage information about the services you provide.
- Manage service referrals from My Aged Care contact centre staff or assessors by accepting, rejecting, or waitlisting referrals.
- Update client records with details of the services you deliver.
- Request a support plan review by an assessor for a client.
- Report Serious Incident Response Scheme (SIRS) Priority 1 and Priority 2 incidents in residential, in-home, and Support at Home aged care services.
- Generate reports.
- Manage residential clients' classifications, reassessments, reconsiderations, and palliative care administration.

To access the Service and Support portal, each staff member must have a My Aged Care portal user account linked to a supported third-party authentication service.

For information on setting up user accounts and logging in, refer to [Logging in to the Aged Care Systems](#).

2 Staff Roles

The My Aged Care **Organisation Administrator** must be the first person in your organisation to log in to the Service and Support Portal.

The [Logging in to the Aged Care Systems](#) guide explains how to nominate your first Organisation Administrator.

The Organisation Administrator assigns roles to other staff members. They can also assign administrator roles to additional staff to help set up and maintain your organisation's information in the Service and Support Portal. Assign roles based on each staff member's responsibilities within your organisation.

! If you have more than one role, your access applies across all outlets that you can access in the Service and Support Portal.

The following tables describe the functions available for each role in the Service and Support Portal. They cover both client-focussed and organisation-focussed tasks.

Client Focused key functions

Key Functions	Organisation Administrator	Outlet Administrator	Team Leader	Staff Member
Search for a client record (for referred clients)	✓		✓	✓
View client records (for referred clients)			✓	✓
View referrals			✓	✓

Key Functions	Organisation Administrator	Outlet Administrator	Team Leader	Staff Member
Accept, reject, and revoke referrals			✓	
View tasks and notifications	✓	✓	✓	✓
Manage organisation preferences for tasks and notifications	✓			
Manage outlet preferences for tasks and notifications	✓	✓		
View My Aged Care interactions	✓	✓	✓	✓
Add client service information			✓	✓
Transfer clients between services	✓			
View list of residential care recipients and their residential funding classifications			✓	✓
View list of requests for residential funding assessments and reassessment			✓	✓
Request Residential Funding Reassessments			✓	

ORGANISATION FOCUSSED KEY FUNCTIONS

Key Functions	Organisation Administrator	Outlet Administrator	Team Leader	Staff Member
View Palliative Care recipients			✓	✓
Upload Palliative Documentation			✓	✓
Submit notifications under the Serious Incident Response Scheme	✓			
Request change to contractual information		✓		
Add outlets	✓			
Manage outlets: edit, activate, deactivate, remove	✓	✓		
Manage services: add, edit, activate, transfer (organisation administrator only) or deactivate	✓	✓		
Manage staff (organisation level): add, edit, deactivate, remove	✓			
Manage staff (outlet level): add, edit, deactivate, remove	✓	✓		
Apply, manage and view Specialisation Verification information	✓	✓		

2.1 Administrator homepage

! Go to [Service and support portal user guide – Part 1: Administrator functions](#) for more information for Administrators.

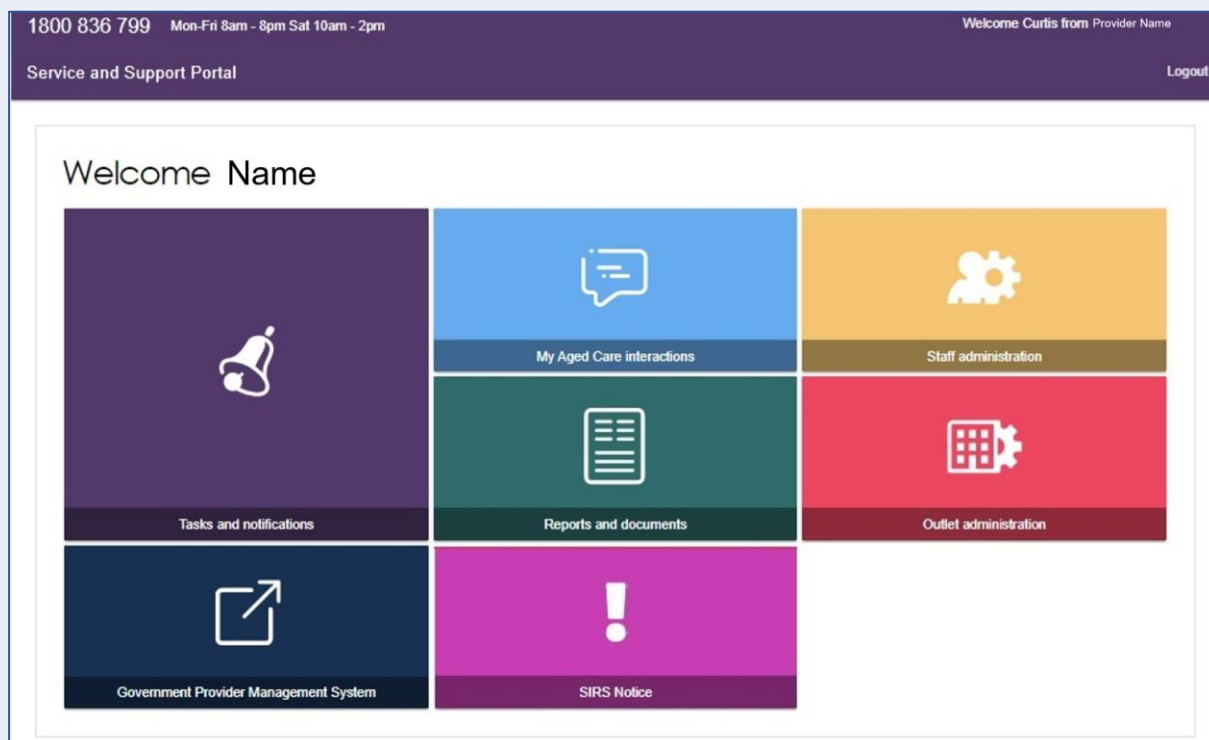
People with an administrator role at the organisation level (**Organisation Administrator**) can view and manage information for the entire organisation in the Service and Support Portal.

People with an administrator role at the outlet level (**Outlet Administrator**) can only view and manage information for the outlet or outlets assigned to them.

When you log in to the Service and Support Portal as an administrator, the following tiles appear on your home page:

- Tasks and Notifications
- My Aged Care Interactions
- Reports and Documents
- Government Provider Management System
- Outlet Administration
- Staff Administration.

If your Organisation Administrator has assigned you the **SIRS role**, you will also see the **SIRS Notice** tile on your home page.



2.2 Team Leader homepage

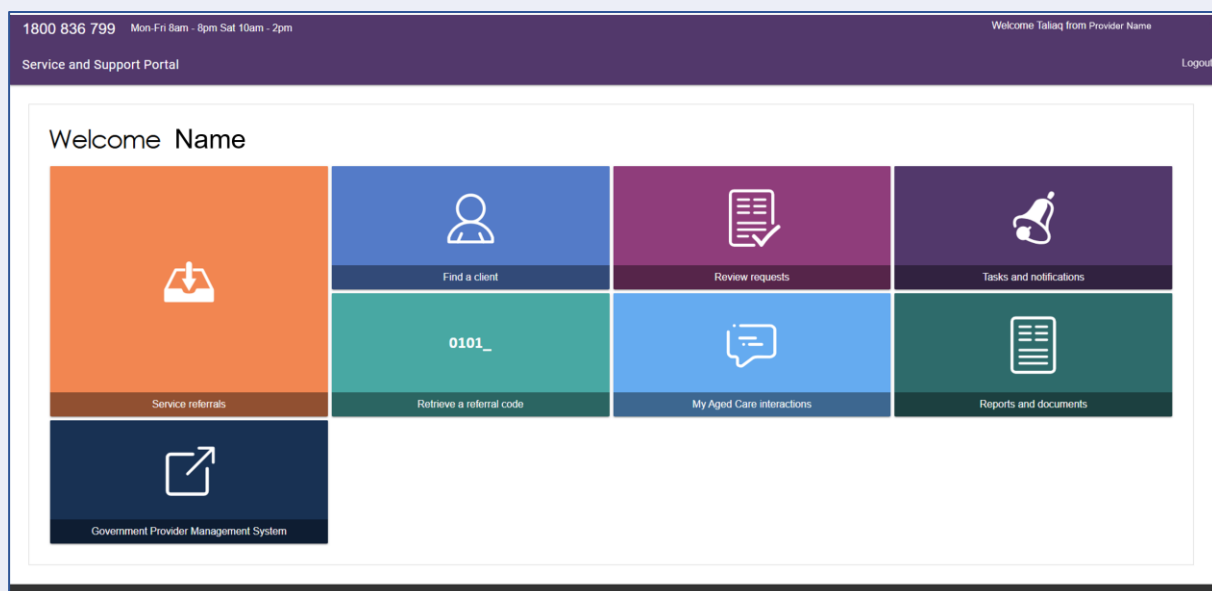
People with the **Team Leader role** can do everything available to a **Staff Member**. They are also responsible for managing service referrals and residential funding reassessment requests.

When you log in to the Service and Support Portal as a Team Leader, the following tiles appear on your home page:

- Service Referrals
- Find a Client
- Tasks and Notifications
- My Aged Care Interactions
- Reports and Documents
- Retrieve a Referral Code
- Residential Care
- Government Provider Management System.

If your Organisation Administrator has assigned you the **SIRS role**, you will also see the **SIRS Notice** tile on your home page.

For information about adding the SIRS application for staff members, refer to [Service and Support Portal user guide – Serious incident response scheme: Residential aged care services \(SIRS\) portal](#).



2.3 Staff Member homepage

People with the **Staff Member** role are responsible for adding and updating information about services provided to clients in their client records.

Your organisation may also authorise you to submit notifications under the **Serious Incident Response Scheme (SIRS)**.

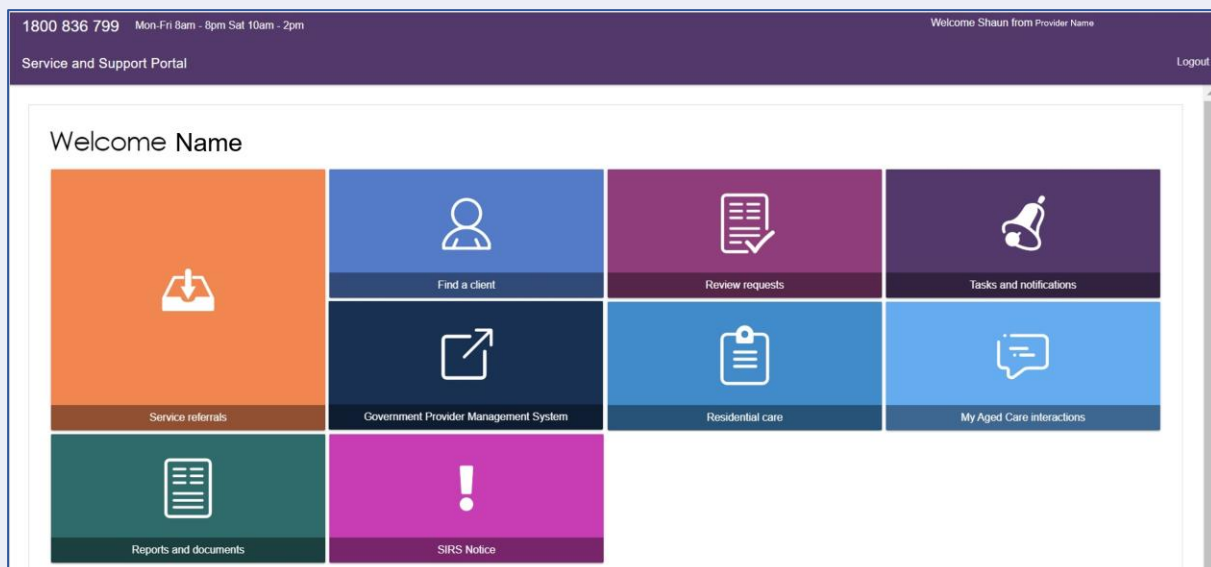
As a Staff Member, you can view clients in your residential facility and access their current and previous classifications through the **Residential Care** tile.

When you log in to the Service and Support Portal as a Staff Member, the following tiles appear on your home page:

- Service Referrals
- Find a Client
- Review Requests
- Tasks and Notifications
- My Aged Care Interactions

- Residential Care
- Government Provider Management System
- Reports and Documents.

If your Organisation Administrator has assigned you the **SIRS role**, you will also see the **SIRS Notice** tile on your home page.



2.4 Homepage for person assigned multiple roles

If you log in to the Service and Support Portal as a user with more than one role, your home page will display the tiles available for all your roles. This gives you access to all features associated with those roles.

3 Managing Referrals

! For more information about Residential Funding and Residential Respite referrals, refer to [Residential Client Classifications and Reassessments](#).

Providers can receive referrals for services via four pathways:

- Clients who already have approved care types under the Aged Care Act 2024 can contact service providers directly. These clients must be registered with My Aged Care.
- Clients can contact providers directly with a referral code issued by an assessor or the My Aged Care Contact Centre.
- Providers can receive electronic service referrals through the Service and Support Portal.
- Providers can accept electronic referrals onto their waitlist, if a waitlist is available.

The **Team Leader** is responsible for managing service referrals. Each provider outlet must have at least one staff member assigned the Team Leader role in the Service and Support Portal.

The roles involved in the referral process are outlined below:

Referral functions	Team Leader	Staff Member
View Referral	✓	✓
Accept Referral	✓	X
Accept to Waitlist	✓	X
Reject Referral	✓	X
Revoke Referral after Acceptance	✓	X
Request urgent referral	✓	X
Manage referral notifications	✓	X

All clients with valid service approvals must be registered with My Aged Care. If a client needs to be registered and already has an approved service, the provider should arrange a review or reassessment of the client's care needs. You can do this by:

- Calling the My Aged Care Contact Centre, or
- [Submitting an online referral](#) through the My Aged Care website.

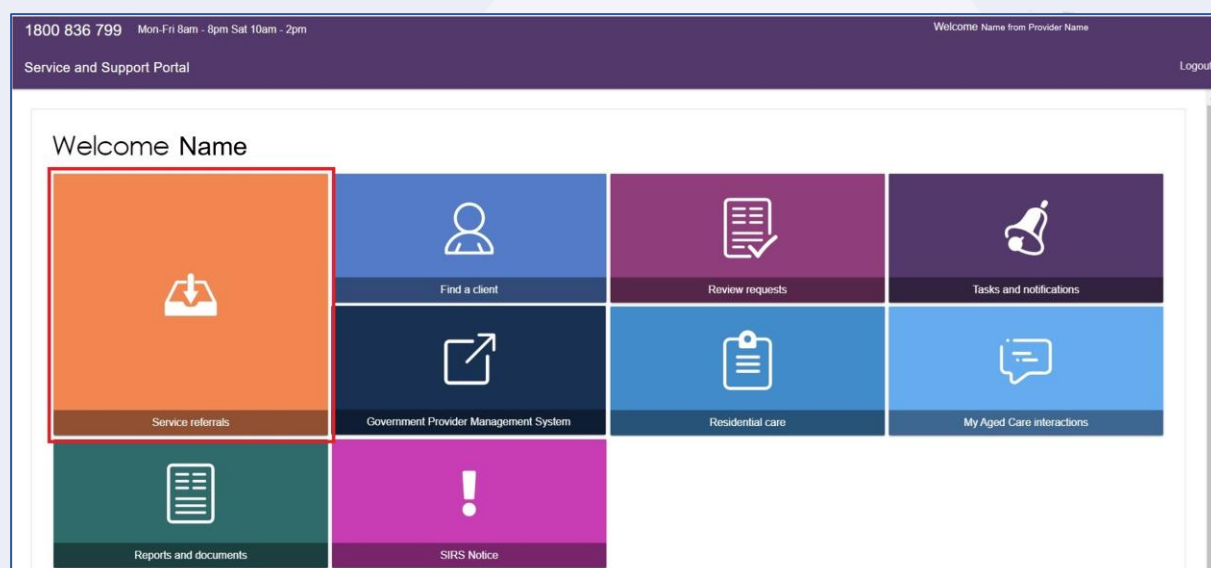
This helps ensure the client's care needs and service approvals are up to date.

! Support at Home referrals

Support at Home referrals may include multiple service types and services. Providers either receive referrals electronically or via a referral code, depending on the client's preferences, and incoming referrals have a priority status (low, medium, high).

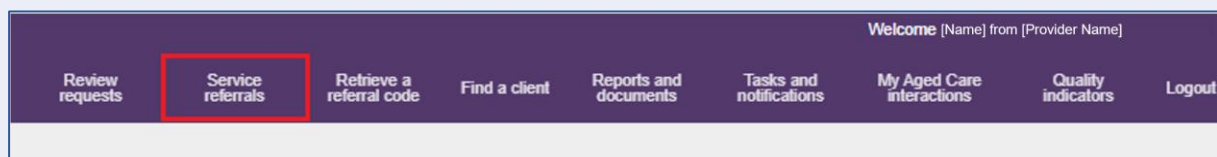
3.1 Viewing referrals

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

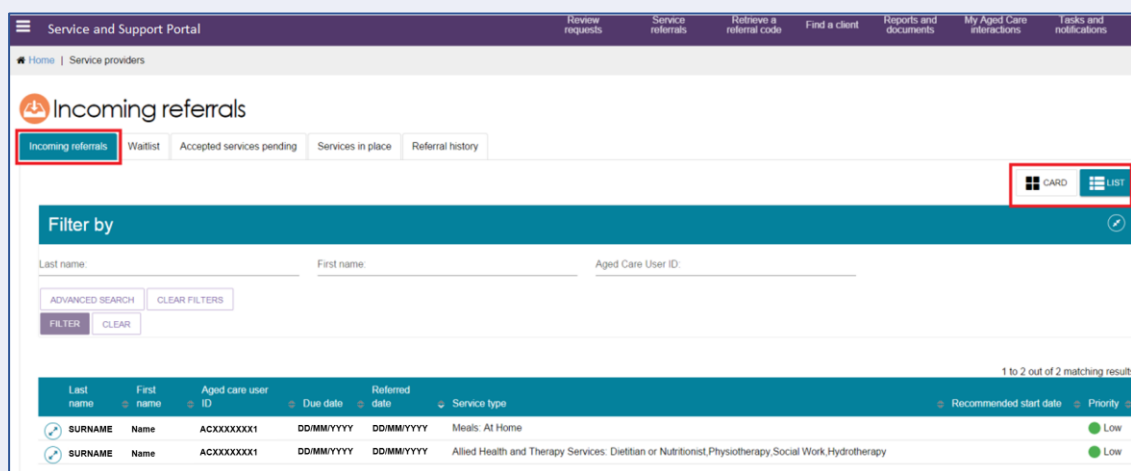


You can also access **Service Referrals** from any page in the Service and Support Portal by selecting **Service Referrals** from the toolbar at the top of the screen.

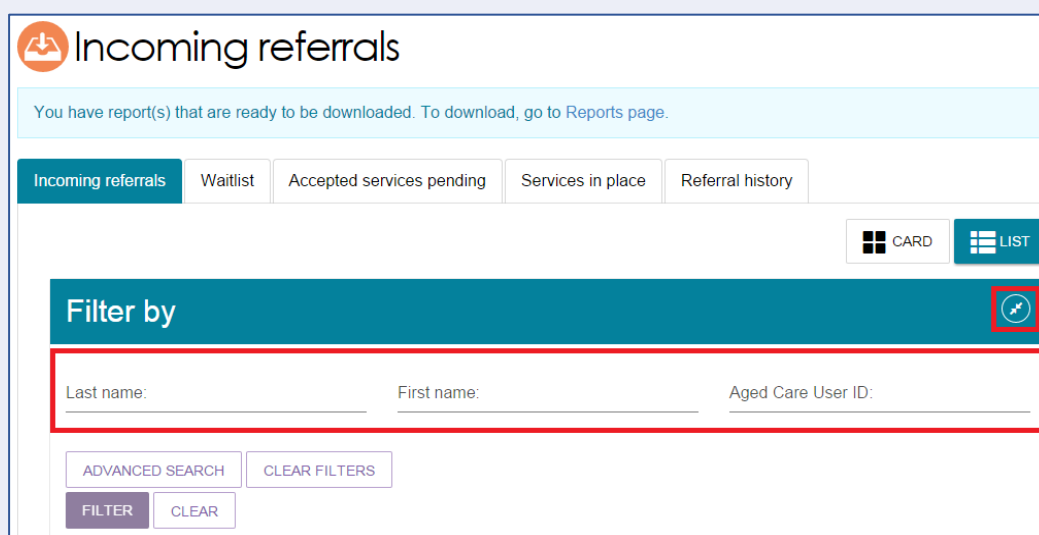
Before searching for referrals, make sure you have selected the correct outlet. To do this, select the relevant outlet name in the top-right corner of the portal, above **Logout**. This ensures you view referrals for the correct outlet.



- The **Incoming Referrals** page displays all incoming referrals that have not yet been actioned. You can switch between **card view** and **list view** using the toggle at the top of the page.



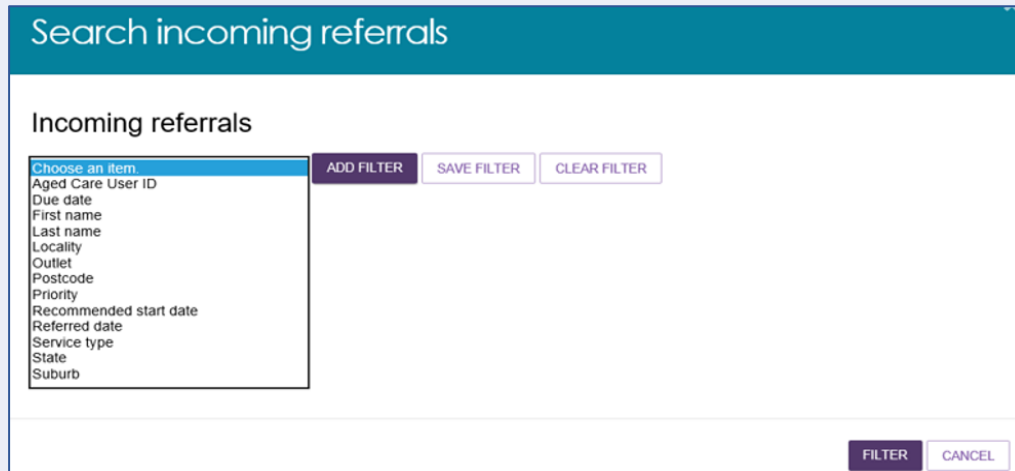
- To find a specific referral, open the **Filter by** section by selecting the expand arrows, then enter the client's **first name**, **last name**, or **Aged Care User ID**.
- To apply additional search criteria, select **Advanced Search**.



Choose a search filter from the drop-down menu, then select **Add Filter** to apply it to your search.

- Aged Care User ID
- Due date
- First name

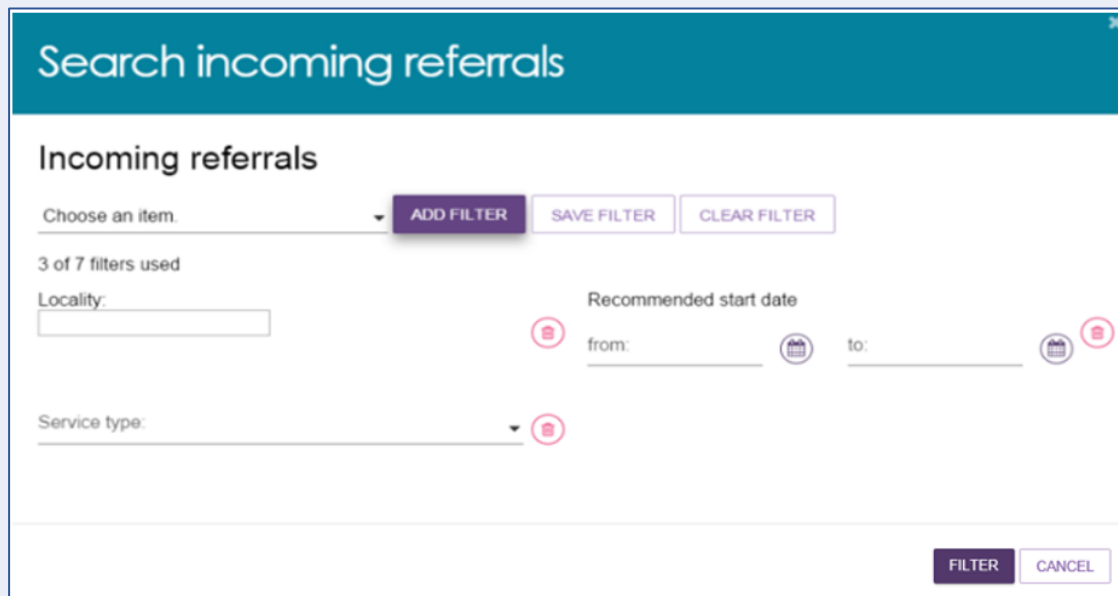
- Last name
- Locality
- Outlet
- Postcode
- Priority
- Recommended start date
- Referred date
- Service type
- State
- Suburb.



You can add multiple filters, or delete them by selecting the Bin icon.

You can save any filters that have been applied by selecting **SAVE FILTER**, so that they may be quickly used again through the **ADVANCED SEARCH** option.

Select **FILTER** to apply the filter/s.



5. You can also sort referrals by the following fields, in either ascending, descending or alphabetically:

- Client Last Name
- Client First Name
- Aged Care User ID

- Suburb
- State
- Postcode
- Locality
- Date Referred
- Due Date
- Recommended Start Date
- Priority
- Service Type.

Filter by

Last name:
First name:

ADVANCED SEARCH
CLEAR FILTERS

FILTER
CLEAR

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

Current sort order is Date Referred

3.2 Accepting or rejecting a referral for service

To accept a service referral, select **Service Referrals** from the home page, the toolbar at the top of the portal, or the sidebar menu in the top-left corner of the portal. Then follow the steps below.

For **Support at Home** services, providers can view the referral code issued to the client once funding has been allocated. Make sure you note the **take-up deadline**. You must start services with the client by this date or the funding may be withdrawn.

! Referrals are not sent as specific waitlist referrals. If a waitlist is available for the referred service, staff members or team leaders can place the referral on the waitlist, depending on their access permissions.

1. On the **Incoming Referrals** tab in Service Referrals, locate the referral you want to view.

To display the referral details:

- In card view, select the expand arrows in the top-right corner of the referral card.
- In list view, select the expand arrows to the left of the referral.

The portal will then display information about the selected referral.

Card view

Incoming referrals

Name
SURNAME

SUBURB, STATE, POSTCODE

Aged care user ID: ACXXXXXX01

Date referred: DD Month Year

Due date: DD Month Year

Outlet: Outlet Name

Referred for: Support at Home, 1265

Low

List view

Incoming referrals

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

Filter by

1 to 1 out of 1 matching result

Last name	First name	Aged care user ID	Due date	Referred date	Referred for	Recommended start date	Priority
SURNAME	Name	ACXXXXXX01	DD/MM/YYYY	DD/MM/YYYY	Support at Home, 1265		Low

When you expand a referral, you can view additional information, including:

- Comments added by the assessor or My Aged Care Contact Centre
- Whether the client has other referrals for additional service types at your outlet.

Based on the information on the referral card, you can choose to **accept**, **reject**, or **place the referral on a waitlist**.

If you need more information before making a decision, select **View Referral Summary and Client Record**. This option lets you view:

- Referral details
- The client's assessment information
- Assessment outcomes
- More detailed client information.

For Support at Home referrals, the detailed referral view also shows assigned funding information, including MSO (Minimum service offer) and FSO (Full service offer) details for both Support at Home (SaH) and Assistive Technology/Home Modifications (AT/HM) services.

If the client has two active classifications within the same service group, the portal displays details for both classifications.

Expanded referral - card view

Name SURNAME

Aged XX (DD Month Year), Gender

Suburb, State, Post Code

About this referral

Outlet:

Outlet Name

Date referred:

DD Month Year

Date due:

DD Month Year

Referral comments:

No referral comments

About this service

Referred for:

Support at Home

Service item name:

Service Item Name

NAPS service ID:

XXXX

Home Support Ongoing - SaH Classification 5

Funding assigned

Place assigned FSO

Assistive Technology Short-term - AT High

Funding assigned

Place assigned FSO

VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT REFERRAL

ACCEPT TO WAITLIST

REJECT REFERRAL

Expanded referral - list view

1800 836 799 Mon-Fri 8 am - 6 pm Sat 10 am - 2 pm

Welcome Name

Service and Support Portal

Service referrals

Find a client

Review requests

Tasks and notifications

Retrieve a referral code

My Aged Care interactions

Staff administration

Reports and documents

Outlet administration

Government provider management system

Login

Home | Service referrals

Incoming referrals

Incoming referrals

Waitlist

Accepted service pending

Service in place

Referral history

Filter by

1 to 20 out of 352 matching results

Last name	First name	Aged care user ID	Due date	Referred date	Referred for	Recommended start date	Priority
SURNAME	Name	ACXXXXXXX1	DD/MM/YYYY	DD/MM/YYYY	Support at home		Low

Aged XX (DD Month Year), Gender

Suburb, State, Post Code

About this referral

Outlet:

Ongoing

Date referred:

DD Month Year

Date due:

DD Month Year

Referral comments:

No referral comments

About this service

Service type:

Support at Home

Service item name:

Service Item Name

NAPS service ID:

XXXX

Support at Home Ongoing - Classification 5

Funding assigned

- Domestic assistance: General house cleaning, Shopping assistance
- Home maintenance and repairs: Gardening
- Meals: Meal delivery
- Transport: Direct transport
- Nursing care: Enrolled nurse clinical care
- Personal care: Continence management (non-clinical)

Place assigned FSO

Assistive Technology Short-term - High

Funding Pending

- Equipment and products: Communication and information, Self-care products

Assistive Technology Short-term - Medium

Funding assigned

Place assigned FSO

VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT REFERRAL

ACCEPT TO WAITLIST

REJECT REFERRAL

SURNAME	Name	ACXXXXXXX1	DD/MM/YYYY	DD/MM/YYYY	Support at home	Low
SURNAME	Name	ACXXXXXXX1	DD/MM/YYYY	DD/MM/YYYY	Support at home	Low
SURNAME	Name	ACXXXXXXX1	DD/MM/YYYY	DD/MM/YYYY	Support at home	Low
SURNAME	Name	ACXXXXXXX1	DD/MM/YYYY	DD/MM/YYYY	Support at home	Low

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For Support at Home services, the detailed referral view will display the recommended frequency and intensity (for example, 2 hours a week, or 3 times a month). This information is a recommendation only and is intended to support discussions with the client and assist providers when considering service options. This information is also available in the **Services** and **Referrals for my organisation** tabs in the client record.

- If you select **View Referral Summary and Client Record**, the **Referrals for My Organisation** screen opens. This screen displays all referrals that your organisation has received for the client.

The screenshot shows the 'Referral summary for Bart Sampson' page. At the top, client details are listed: Title Name SURNAME, Gender, XX years old, DD Month Year, ACXXXXXX01, XX Street Name, SUBURB, STATE, POSTCODE. Primary contact: Name SURNAME - 04X XXX XXX. No support relationships recorded.

The main section is titled 'Referral summary for Bart Sampson' and has several tabs: Client summary, Client details, Referrals for my organisation (selected), Plans, Attachments, Approvals, Services, My Aged Care interactions, Notes, Tasks and Notifications, and Residential Care.

Under the 'Referrals for my organisation' tab, there are buttons: ACCEPT REFERRAL, ACCEPT TO WAITLIST, REJECT REFERRAL, and SEE SERVICE DETAILS.

The selected referral is for 'Support at Home'. It includes sections for 'About this referral' (Issued Date, Due Date) and 'About this service' (Home Support Ongoing - SaH Classification 5, Assistive Technology Ongoing - Specified needs - Continence Products, Home Modifications Short-term - HM Medium). The priority is set to 'Priority Low'.

You can view more client information in the [Client summary](#) tab (client contact details and full address details can only be viewed once a referral has been accepted):

To accept the referral, refer to [Step 3](#).

To reject the referral, refer to [Step 4](#).

To accept the referral to waitlist, refer to [Step 5](#).

The [My Aged Care Service and Support Portal user guide – The client record](#) contains further information about navigating the client record and what information can be viewed.

- To accept the referral, select **ACCEPT REFERRAL** from the **Referral summary** page or from the expanded referral in the **Incoming referrals** tab.

! Before you accept a referral, make sure you have reviewed the referral and client information and decided that your organisation will provide services to the client.

Only accept the referral after you have confirmed that your organisation has the capacity to deliver the required services, and confirmed that the client has agreed to proceed with the service.

Incoming referrals

Filter by

1 to 1 out of 1 matching result

Last name	First name	Aged care user ID	Due date	Referred date	Referred for	Recommended start date	Priority
SURNAME	Name	ACXXXXXX1	DD/MM/YYYY	DD/MM/YYYY	Support at Home, 1265		Low

Nursing care consumables, Registered nurse clinical care
Social support and community engagement: Individual social support, Accompanied activities, Cultural support, Digital education and support, Assistance to maintain personal affairs, Expenses to maintain personal affairs
Allied health and therapy: Social work, Allied health assistance, Occupational therapy

Assistive Technology Ongoing - Specified needs - Continence Products
Assistive technology

Home Modifications Short-term - HM Medium
Home modifications

Home adjustments: Home modifications prescription and clinical support, Home modification products

VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT REFERRAL ACCEPT TO WAITLIST REJECT REFERRAL

Selected the correct **service item name** or **NAPS Service ID** (if your organisation has more than one service or NAPS Service ID available for that service type).

To complete the process, select **Accept** to confirm your decision.

Accept this referral for Name SURNAME

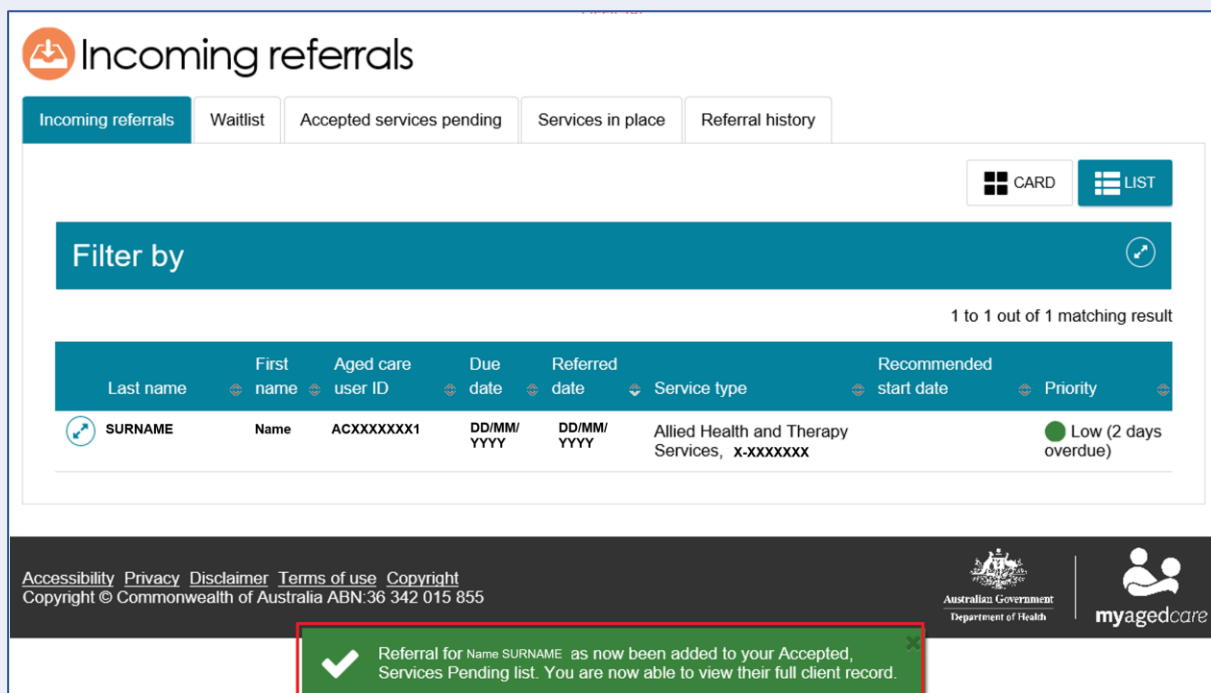
Accept this referral for Name SURNAME (Referral ID #X-XXXXXXX)

Select service item

Referred for	NAPS ID	Service Name
☒ Support at Home	XXXX	Allied health and therapy
☐ Support at Home	XXXX	BHCG Case Management Services

ACCEPT CANCEL

A confirmation message will appear at the bottom of the screen. The accepted referral will then move to the **Accepted Services Pending** tab. You will also gain access to the client's full record, including their complete address and contact details.



Incoming referrals

Waitlist Accepted services pending Services in place Referral history

Filter by

1 to 1 out of 1 matching result

Last name	First name	Aged care user ID	Due date	Referred date	Service type	Recommended start date	Priority
SURNAME	Name	ACXXXXXXX1	DD/MM/YYYY	DD/MM/YYYY	Allied Health and Therapy Services, X-XXXXXXX		Low (2 days overdue)

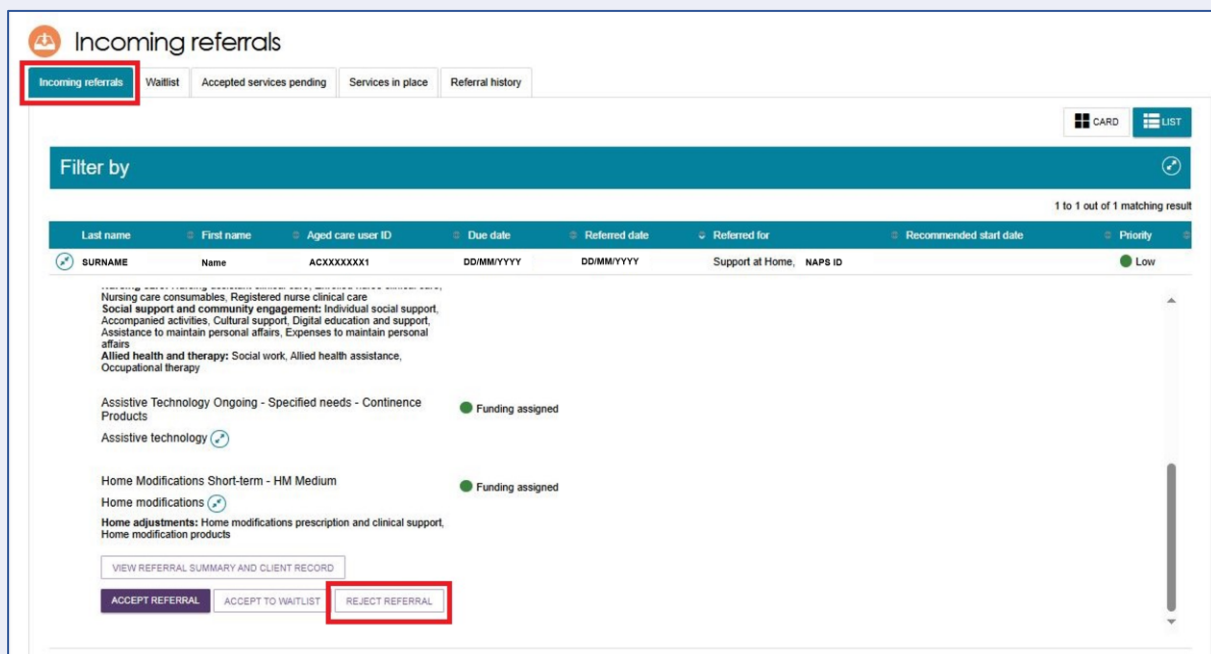
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Australian Government Department of Health myagedcare

✓ Referral for Name SURNAME as now been added to your Accepted, Services Pending list. You are now able to view their full client record.

! After accepting a referral, you must provide service delivery information within the required priority timeframes. For more information, refer to the [My Aged Care - Service and Support Portal Resources page](#) on the Department's Website.

4. To reject a referral, select **Reject Referral** on the referral card or the Referral Summary page.



Incoming referrals

Waitlist Accepted services pending Services in place Referral history

Filter by

1 to 1 out of 1 matching result

Last name	First name	Aged care user ID	Due date	Referred date	Referred for	Recommended start date	Priority
SURNAME	Name	ACXXXXXXX1	DD/MM/YYYY	DD/MM/YYYY	Support at Home, NAPS ID		Low

Nursing care consumables, Registered nurse clinical care
Social support and community engagement: Individual social support, Accompanied activities, Cultural support, Digital education and support, Assistance to maintain personal affairs, Expenses to maintain personal affairs
Allied health and therapy: Social work, Allied health assistance, Occupational therapy

Assistive Technology Ongoing - Specified needs - Continence Products
Assistive technology

Home Modifications Short-term - HM Medium
Home modifications

Home adjustments: Home modifications prescription and clinical support, Home modification products

VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT REFERRAL ACCEPT TO WAITLIST **REJECT REFERRAL**

When you reject a referral, select a reason from the drop-down list. You can also add extra details in the **Rejection Reason** text box if needed.

Other My Aged Care users can view your rejection comments, but the client cannot see them in their My Aged Care Online Account.

Providing a clear reason for rejection helps assessors and the My Aged Care Contact Centre support clients to find appropriate services.

Reject referral for Bart Sampson

X You must select a reason for rejection.

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

You are about to reject the referral for Name SURNAME (Referral ID #X-XXXXXXX)

Reason for rejecting *

Select one

Select one

- Client in respite/hospital
- Client ineligible
- Client uncontactable
- Outside service region
- Referral made in error
- Insufficient capacity
- No one accredited
- Conflict of interest
- Other
- Further info to be added
- Service no longer required
- Client deceased
- Unable to process referral

! If you reject a referral and select **Client Deceased** as the reason, the portal changes the client's status to Deceased and makes their record read-only.

When this happens, the system recalls any service referrals that have not been accepted, ends any active services, and cancels any scheduled assessments. The client can no longer access the My Aged Care client portal.

My Aged Care will also stop sending correspondence to the client, their registered supporters, and any appointed decision-makers.

If the client is in the Support at Home Priority System or has been allocated Support at Home funding, the system will remove them from the priority system and withdraw any assigned funding.

After you reject the referral, a confirmation message will appear at the bottom of the screen.



Referral for Name SURNAME has been rejected and removed from your list of incoming referrals.

! If your organisation cannot provide the service because of limited capacity, your administrator should update your service availability and service information in the portal. This is described in [My Aged Care – Service and Support Portal user guide – Part 1: Administrator functions](#).

5. If you cannot provide the service immediately and your organisation offers a waitlist, you can **ACCEPT TO WAITLIST**. The referral will then appear in your outlet's **Waitlist** tab. You can only use this option if your Organisation Administrator has configured the service to accept waitlist referrals. This process is described in [My Aged Care – Service and Support Portal user guide – Part 1: Administrator functions](#).

VIEW FULL CLIENT RECORD	ACCEPT REFERRAL	ACCEPT TO WAITLIST	REJECT REFERRAL
-------------------------	-----------------	--------------------	-----------------

! Support at Home Waitlists

Placing a client on a provider waitlist does not pause the Support at Home place take-up deadline.

If the take-up deadline passes while the client is still on the waitlist, the allocated waitlist place will expire, and the system will automatically withdraw it.

To avoid this, providers should not place clients on a waitlist after funding has been allocated. Instead, providers should accept the referral and start services as soon as possible.

3.3 Revoking a referral after acceptance

Sometimes, after you accept a service referral, circumstances may change and affect your ability to provide services to the client. For example, the client may withdraw their consent, or their care needs or personal situation may change.

You can only revoke an accepted referral if:

- You have not entered any service delivery information, and/or
- Services have not yet started.

The department monitors the use of referral revocations. If your outlet revokes 20% or more of the referrals it receives over a 12-month period, the department will notify your organisation.

When you revoke an accepted referral, the system automatically issues any other available referrals for the client, such as broadcast or preference referrals.

Follow these steps to revoke a referral after acceptance:

1. Go to the **Accepted services pending** tab in the **Service referrals** section of the Service and Support Portal and find the referral that you want to revoke.

You can:

- Use the **Filter** options to narrow your search.
- Change the **sort order** and select **Go** to reorganise the results.
- Switch between **Card View** and **List View**.

Accepted services pending

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

CARD LIST

Filter by

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

Current sort order is Accepted Date

1 to 5 out of 5 matching results

Name SURNAME	Name SURNAME	Name SURNAME	Name SURNAME
Suburb, State, Postcode Aged care user ID: ACXXXXXX01 Date accepted: DD Month Year Date referred: DD Month Year Outlet: Outlet Name Service type: Allied Health and Therapy Services, xxxx Medium	Suburb, State, Postcode Aged care user ID: ACXXXXXX01 Date accepted: DD Month Year Date referred: DD Month Year Outlet: Outlet Name Service type: Allied Health and Therapy Services, xxxx Low	Suburb, State, Postcode Aged care user ID: ACXXXXXX01 Date accepted: DD Month Year Date referred: DD Month Year Outlet: Outlet Name Service type: Social Support Group, xxxx Low	Suburb, State, Postcode Aged care user ID: ACXXXXXX01 Date accepted: DD Month Year Date referred: DD Month Year Outlet: Outlet Name Service type: Domestic Assistance, xxxx Medium

2. Open the referral by expanding its details, then select **REVOKE REFERRAL**.

Name SURNAME

Aged XX (DD Month Year), Gender Suburb, State, Post Code

Client contact details

Preferred contact number XX XXXX XXXX

About this referral

Date issued DD Month Year

Date accepted DD Month Year

Outlet Outlet Name

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 Service Item Name

Naps service Id xxxx

Recommended service frequency 3 days per week

Multiple referrals are available for this client

VIEW REFERRAL SUMMARY AND CLIENT RECORD VIEW PDF OF CLIENT RECORD

REQUEST A REVIEW **REVOKE REFERRAL** ADD SERVICE INFORMATION

3. Select a revocation reason from the drop-down list. In the **Comments** field, enter details explaining why you are revoking the referral after accepting it.
- Select **REVOKE REFERRAL** to confirm your decision.

Revoke Name SURNAME Referral

You should only accept a referral for service where you intend to provide services to a client. If the circumstances have changed and you're no longer able to provide services to a client, then you can revoke the accepted referral once you've provided a reason.

Please note that the department monitors revoked referrals as they have a direct impact on the timely delivery of aged care services to clients.

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

Please select a reason for revocation after acceptance (*)

Reason for revocation after acceptance *

Select one

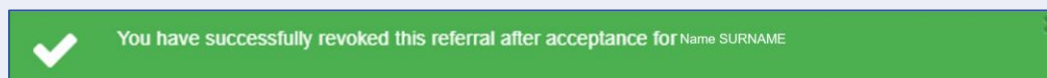
Select one

- Client deceased
- Client withdrew
- Unable to deliver service
- Other

0 / 500

REVOKE REFERRAL CANCEL

- The portal will display a confirmation message. The referral will then be removed from the **Accepted Services Pending** tab.



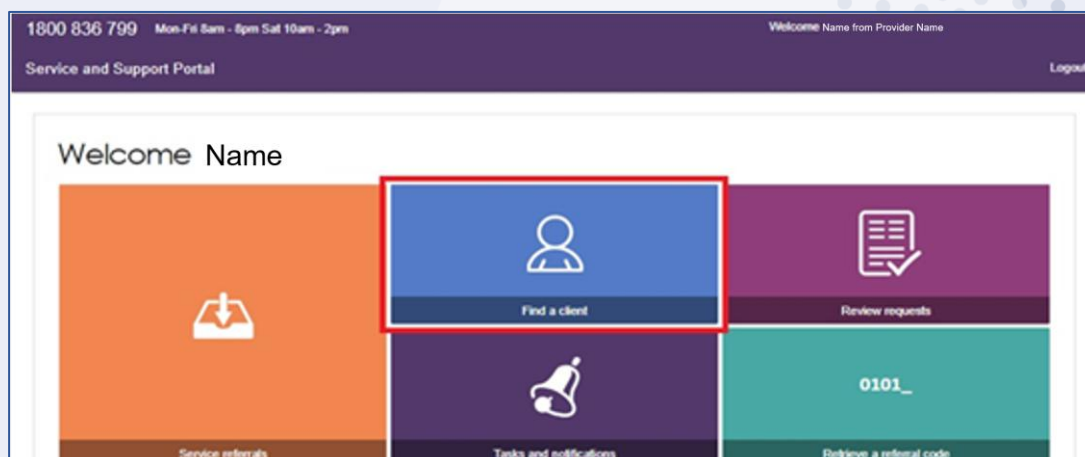
4 Clients and Services

This section explains the portal features you use to manage clients and services.

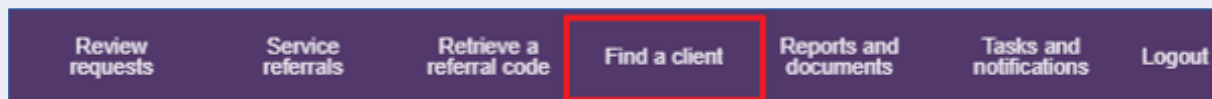
4.1 Find a client

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

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



You can also find a client's referral from any page in the Service and Support Portal by selecting **Find a Client** from the toolbar at the top of the screen.



- On the **Find a Client** page, enter the client's first name, last name, or both to search for a client.

The system will display any matching results.

Last name	First name	Aged care user ID	Address	Locality	Status	Home contact number
SURNAME	Name	ACXXXXXX1	XX Street Name	SUBURB, STATE, POSTCODE	Active	XX XXXX XXXX
SURNAME	Name	ACXXXXXX1	XX Street Name	SUBURB, STATE, POSTCODE	Active	XX XXXX XXXX
SURNAME	Name	ACXXXXXX1	XX Street Name	SUBURB, STATE, POSTCODE	Active	XX XXXX XXXX
SURNAME	Name	ACXXXXXX1	XX Street Name	SUBURB, STATE, POSTCODE	Active	XX XXXX XXXX
SURNAME	Name	ACXXXXXX1	XX Street Name	SUBURB, STATE, POSTCODE	Active	XX XXXX XXXX

- You can also select **Advanced Search** to use additional search options, including:

- Aged Care Payment Management 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
- System for the Payment of Aged Residential Care (SPARC) number.

4.2 Viewing client information

You can only view information for clients who have been referred to your organisation.

After you find a client, you can view the information in their client record.

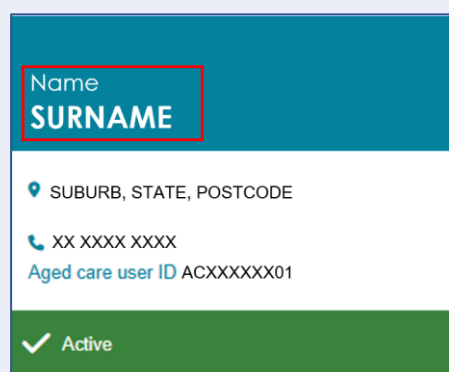
Before you accept a referral, you can view most client information, but you cannot see their full address or contact details.

Follow these steps to view client information:

1. Find the client. You can do this via the [Find A Client](#) functionality.

When you select the client's name, the [Client Summary](#) page appears.

Card view from Find a Client functionality



A card view of client information. The top section has a teal background with the text 'Name' and 'SURNAME' in white. Below this is a white section with a location pin icon and 'SUBURB, STATE, POSTCODE', a phone icon and 'XX XXXX XXXX', and 'Aged care user ID ACXXXXXX01'. The bottom section has a green background with a checkmark icon and the text 'Active'.

List view from Find a Client functionality

Last name	First name	Aged care user ID	Address	Locality	Status	Home contact number
SURNAME	Name	ACXXXXXX01	XX Street Name	SUBURB, STATE, POSTCODE	Active	XX XXXX XXXX

2. Or view a client from a new referral. Find the client's card or listing by following the [Viewing Referrals](#) procedure.

Select the expand icon at the top-right corner of the card, or on the left side of the listing.

The client card or listing opens. Select **VIEW REFERRAL SUMMARY AND CLIENT RECORD**.

The client's record opens at the [Referrals for my organisation](#) tab.

Card view from incoming referrals

Incoming referrals

[Incoming referrals](#)
[Waitlist](#)
[Accepted services pending](#)
[Services in place](#)
[Referral history](#)

[CARD](#)
[LIST](#)

Filter by

Sort Referrals by:
 Date Referred

in order of
 Earliest to Latest

GO

Current sort order is Date Referred

1 to 4 out of 4 matching results

Incoming referrals

Name
SURNAME

SUBURB, STATE, POSTCODE
 Aged care user ID: ACXXXXXX01
 Date referred: DD Month Year
 Due date: DD Month Year
 Outlet: Outlet Name
 Referred for: Social support and community engagement, XXXX

Medium (231 days overdue)

Name SURNAME

Aged XX (DD Month Year), Gender

Suburb, State, Post Code

About this referral

Outlet: Outlet Name
 Date referred: DD Month Year
 Date due: DD Month Year
 Referral comments: It was jammed in the ice, but I saw in a trice it was called the Name SURNAME XXXXXXXXXXXXXXXd rather live with a good question than a bad answerd rather live with a good question than a bad a

About this service

Referred for: Social support and community engagement
 Service sub type: No sub types
 Service item name: Service Item Name
 Naps service Id: XXXX

[VIEW REFERRAL SUMMARY AND CLIENT RECORD](#)

[ACCEPT REFERRAL](#)
[ACCEPT TO WAITLIST](#)
[REJECT REFERRAL](#)

List view from incoming referrals

Incoming referrals

[Incoming referrals](#)
[Waitlist](#)
[Accepted services pending](#)
[Services in place](#)
[Referral history](#)

[CARD](#)
[LIST](#)

Filter by

1 to 4 out of 4 matching results

Last name	First name	Aged care user ID	Due date	Referred date	Referred for	Recommended start date	Priority
SURNAME	Name	ACXXXXXXX1	DD/MM/YYYY	DD/MM/YYYY	Social support and community engagement, NAPS ID		Medium (231 days overdue)

Aged XX (DD Month Year), Gender

About this referral

Outlet Outlet Name

Date referred DD Month Year

Date due DD Month Year

Referral comments It was jammed in the ice. but I saw in a trice it was called the Name SURNAME XXXXXXXX. I'd rather live with a good question than a bad answer. I'd rather live with a good question than a bad a

Suburb, State, Post Code

About this service

Referred for Social support and community engagement

Service sub type No sub types

Service item name Baptist Village Baxter Day Centre

Naps service Id XXXX

[VIEW REFERRAL SUMMARY AND CLIENT RECORD](#)

[ACCEPT REFERRAL](#)
[ACCEPT TO WAITLIST](#)
[REJECT REFERRAL](#)

3. The client record contains several tabs. Select a tab to open and view its information. For more information about each tab, refer to the relevant section of this guide:

- [Client summary](#)
- [Client details](#)
- [Support network](#)
- [Referrals for my organisation](#)
- [Plans](#)
- [Attachments](#)
- [Approvals](#)
- [Services](#)
- [My Aged Care interactions](#)
- [Notes](#)
- [Tasks and Notifications.](#)

[Client summary](#)
[Client details](#)
[Support network](#)
[Referrals for my organisation](#)
[Plans](#)
[Attachments](#)
[Approvals](#)

[Services](#)
[My Aged Care interactions](#)
[Notes](#)
[Tasks and Notifications](#)

4.2.1 Client Summary

The **Client summary** tab contains an overview of the client's key information and their interactions with My Aged Care. The tab has two sections:

Client Journey Tracker (Client tracker): This visual tool shows where the client is in their My Aged Care journey and what steps come next. It displays above the Client Summary.

Client summary: This section provides information about the client's interactions with My Aged Care, including: Assessments, Approvals, Service recommendations, Service delivery status, Client goals, and Reablement and linking support periods (where available).

Client summary [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

Client tracker

Registered Assessment Waiting for services Receiving services

A support plan review has been completed.
Next step - If you have any questions about the support plan review, you can call the assessment organisation using the phone number in the summary table below.

Your services have started.
Next step - Call the provider for more information about services or to advise of any change in care needs. The phone number is in the summary table below.

Your referral for services has been sent to one or more providers.
Next step - A provider will be in touch to discuss services.

Client summary

Assessments

Comprehensive Assessment	Home Support Assessment	Screening
Finalised on DD Month Year Aussie Healthcare ☎ 02 1234 5678	Finalised on DD Month Year Aussie Healthcare ☎ 02 1234 5678	Complete on DD Month Year

Recommendations and approvals

Help at home - Entry level support (Commonwealth Home Support Programme)	Flexible care programs
Allied health and therapy - Other Allied Health and Therapy Services	Transition Care - After Hospital Care Approval start date: DD Month Year

Service delivery status

Started on DD Month Year	Ended on DD Month Year	Referral code
Aussie Healthcare ☎ xx xxxx xxxx	Aussie Healthcare ☎ xx xxxx xxxx	ABC123
		Ended on DD Month Year ☎ xx xxxx xxxx

Concerns ? **Goals**

I can't drive	Within 12 weeks I would like to drive independently.	Status: In Progress
---------------	--	---------------------

To print a section, select the **Print Page** button on the right side of the section heading.

Client summary [REQUEST A REVIEW](#) [VIEW CLIENT REPORT](#)

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

Tasks and Notifications | Residential Care

Client summary

[Print Page](#)

4.2.2 Client Details

The **Client details** tab contains basic demographic and contact information about the client, including:

- Personal information
- How to contact the client
- Primary contact details
- Notification preferences

- Communication requirements
- Address details
- Identity documents
- Payment details
- Health insurance
- Service information
- Consent information.



Client details

[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](#)

About Jonas

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

Personal information

Born [DD Month Year], [Nationality], born in [Country Name], [Marital Status], lives alone.

Preference for a First Nations Assessment Organisation to do their assessment: No

To contact Jonas

Contact details:

- Preferred correspondence method is Post
- XX XXXX XXXX(home) - Preferred contact number

Primary Contact

This is who My Aged Care will contact first

Name SURNAME

Supporter, Child

04xx xxx xxx (Mobile)

Notification preferences

Current preferences:

- Name SURNAME , Supporter [SMS](#)

Communication requirements

- Prefer to speak English
- Does not need help to communicate

Address details

Home address

XX Street Name, SUBURB,
STATE, POSTCODE

Service delivery address

XX Street Name, SUBURB,
STATE, POSTCODE

Send any correspondence to

XX Street Name, SUBURB,
STATE, POSTCODE

Identity documents (ID)

Aged Care ID: ACXXXXXXXX1

Medicare Card Number: XXX XXXX XXX1

Aged Care Management Payment System (ACMPS) number: ABC123

System for the Payment of Aged Residential Care (SPARC) number: ABC234

Identity Status

IHI Record status: Verified

Identity match status: Not Matched

Wallet check status: Complete

Client association status: Associated

Payment details

Receiving payments

No payments found

Health insurance

Private health insurance

No health insurance found

Service information

The following information is from the Department of Human Services claims system. It may take up to a month to be updated

Consent

Consent to share information with My Health Record: Deny by Name SURNAME (Self)

Current notes

Support plan

Services in place

The **Client Details** tab also has links to current notes, the client's current support plan, and any services that are in place.

Current notes	
Support plan	
Services in place	

Clients and their support network may automatically be opted in to receive copies of **Support at Home letters**. Refer to the [Support Network tab section](#) for more information.

Notification preferences

Current preferences:

• Name SURNAME

Supporter

SMS

If a client has passed away, you can notify My Aged Care by selecting the **NOTIFY MY AGED CARE OF A DEATH** button on this page.

Client details

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

About Name

NOTIFY MY AGED CARE OF A DEATH

! When a client's status is **Deceased**:

The client record becomes read-only, and you cannot edit any information.

You can still add notes and attachments to the client record for up to 14 days after services stop.

You will receive reminders to close or complete any outstanding tasks related to the client.

A banner will appear on all tabs of the client's record to show that the client is deceased.

If the client's status is incorrect, contact the **My Aged Care Service Provider and Assessor Helpline** on **1800 836 799**.

• The Department has been notified that this client is deceased. Please contact us on 1800-836-799 if this is incorrect.

4.2.3 Support Network

The **Support Network** tab shows information about the people who support the client, including the client's primary contact, registered supporters, appointed decision maker, agent organisations, general practitioners (GPs), carers, emergency contacts, or other support people.

This tab appears in a client's record if there are supporters registered under the Aged Care Act (2024) and recorded in My Aged Care. If this tab is not available, select the **VIEW SUPPORT NETWORK** link to open the Support network tab instead. The client's Primary Contact details always appear above this link, along with their relationship(s) to the client.

Title Name SURNAME

Gender, XX years old, DD Month Year, ACXXXXXX01
 XX Street Name, SUBURB, STATE, POSTCODE
 Sensitive note

Primary contact: Name SURNAME – 04X XXX XXX
 Carer: Name SURNAME (Friend)
[View support network](#)

Providers may report that a client's support person is now deceased using the **NOTIFY MY AGED CARE OF DEATH** button on this page.

Support network page showing two supporters

The screenshot displays the 'Support network' page. At the top, there are buttons for 'REQUEST A REVIEW' and 'VIEW CLIENT REPORT'. Below these are tabs for 'Client summary', 'Client details', 'Support network' (selected), 'Referrals for my organisation', 'Plans', 'Attachments', 'Approvals', and 'Services'. Under 'Support network', there are sub-tabs for 'My Aged Care interactions', 'Notes', and 'Tasks and Notifications'. A red box highlights the 'NOTIFY MY AGED CARE OF A DEATH' button in the top right corner. The main content area is titled 'Jonas's support network' and contains a 'Supporters' section with two supporter cards. Each card shows the supporter's name, relationship (Child), primary contact status, contact details (Aged Care ID, Address, Phone), and an 'Active' status. Below the supporters are sections for 'Supporter Organisations', 'Agents', and 'Other relationships', all showing 'No relationships'.

In the **Support Network** tab, you can do the following:

- View the client's support network, divided into the **Supporters**, **Supporter Organisations**, **Agents**, and **Other Relationships** categories. The cards show the support person's name, relationship to client, whether they are the primary contact, date of relationship, contact details, and whether the relationship is active. For information about adding support people and relationships, go to the [Registering Support People and Adding Relationships](#) guide.
- Depending on the status of the relationship/s, you could Activate the relationship, Delete the relationship, Edit relationship details, or (for Carers) start a Call Back Request from Carer Gateway and/or Dementia Australia Helpline. For more information on these functions, refer to Assessor Portal user guide on [Registering support people and adding relationships](#).
- If the client also supports other people in My Aged Care, there will be another tab called **People <Client> supports** next to the **<Client's support network>**.

Clients and their support network (including registered supporters, agents and/or appointed decision makers) may automatically be opted in to receive copies of **Support at Home letters**. At the same time, they may also receive notifications in the portal. You can configure this in the [Client Details tab](#).

The support network roles that will receive notification in the portal when a client is sent a Support at Home letter are:

- Supporter
- Supporter Manager
- Agent
- Agent Manager
- Organisation Supporter
- Organisation Agent.

Registered supporters who are Supporter Lite should not automatically receive information or documents that are given to the client under the *Aged Care Act (2024)*.

Registered supporters and Organisation agents can opt out of receiving copies of Support at Home letters by calling My Aged Care. Supporter guardians can opt the client out from receiving Support at Home letters but they themselves cannot opt out.

4.2.4 Referrals for My Organisation

The **Referrals for My Organisation** tab displays all service referrals that your organisation has received or accepted.

Client summary

Client details

Referrals for my organisation

Plans

Attachments

Approvals

Services

My Aged Care interactions

Notes

Tasks and Notifications

Referrals for my organisation

Social Support Group:

Referral Accepted on DD Month Year

About this referral

Issued Date

DD Month Year

Due Date

DD Month Year

About this service

Recommended service frequency

2 days per week

Priority Medium

Meals: At Home

Referral Accepted on DD Month Year

About this referral

Issued Date

DD Month Year

Due Date

DD Month Year

About this service

Recommended service frequency

1 days per week

Priority Medium

4.2.5 Plans

The **Plans** tab shows detailed information about the client's current and previous screenings and assessments. This includes the client's goals, recommendations, motivations, and support plans.

To view more details, select the **double-arrow icon** next to a section heading. The portal will display the information recorded during the assessment.

Providers can view read-only copies of a client's support plan, as well as any previous screenings and assessments.

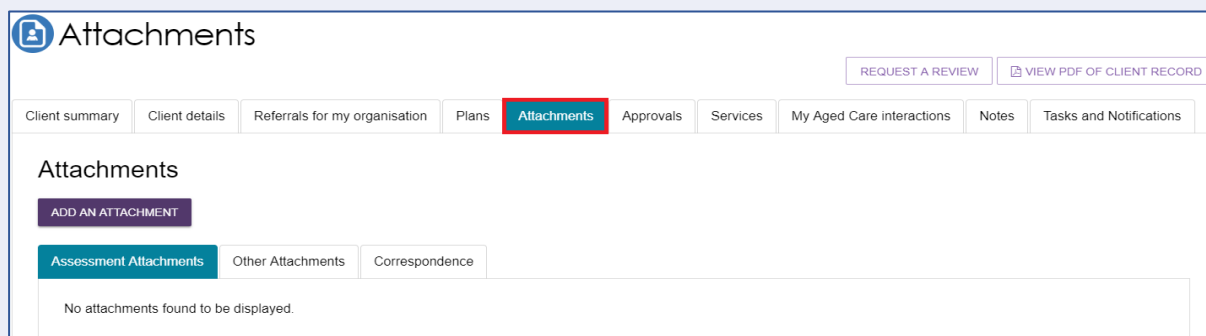
You can download or print this information if needed. To create a report, select **View Client Report** in the top-right corner of the **Plans** page. The portal will generate the report in Rich Text Format (RTF).

Lives With	Lives alone	Accommodation type	PR Client Owns/Purchasing
Phone – Home	+610 XXXXXXXXX	Phone – Mobile	+610 XXXXXXXXX
Email	Client@gmail.com	Fax	not applicable
Preferred phone	Mobile	Preferred correspondence method	not applicable
Country of Birth	Australia	Ethnicity	Australian
Preferred Language	English	Requires Help to Communicate	No
TIS Required	not applicable	NRS Required	N
Marital status	Married (registered/de facto)	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

4.2.6 Attachments

The **Attachments** tab displays all documents attached to the client's record.

To add a document, open the Attachments tab and select **Add an Attachment**. The portal will upload the document to the client's record.



You can add four types of attachments to a client's record:

- **Assessment Attachments:** Upload documents that support the client's assessment, such as clinical notes or discharge summaries. Staff Members and Team Leaders can also view Notice of Decision letters in this section.
- **Other Attachments:** Upload documents related to the client's general circumstances. Examples include support person nomination forms (including legal documents), occupational therapist drawings for home modifications, and evidence to support an extension of a home modifications approval period. You can view a client's Statement of Reasons in this section, but you cannot upload it.
- **Correspondence:** View documents and letters generated through My Aged Care for Support at Home and other programs at various stages of service delivery.
- **Sensitive Attachments:** Store documents that contain sensitive client information. If a client's record contains a Sensitive Attachment, providers who have received a referral or are delivering services to the client will see a notification that a Sensitive Attachment exists. To access the information, contact the last assessment organisation or the My Aged Care Service Provider and Assessor Helpline.

! If you uploaded an attachment by mistake, please contact the My Aged Care service provider and assessor helpline on 1800 836 799 for deletion.

4.2.7 Approvals

The **Approvals** tab shows a client's approvals for aged care services under the *Aged Care Act 2024*.

If a client has an approved aged care service or classification, the portal displays details of any pending or assigned funding under **Current Care Approvals**.

! If the client has had a previous assessment, any approved classification that is still active will also appear in the client record.

Client summary

Client details

Referrals for my organisation

Plans

Attachments

Approvals

Services

My Aged Care interactions

Notes

Tasks and Notifications

Residential Care

Approvals

The client is approved for the following care types under the Aged Care Act 2024

Current care approvals

Residential Permanent

Home support Ongoing - Transitioned HCP Level 2

VIEW HISTORY

Priority category

Standard

Approval starts

DD Month Year

Status

Committed effective DD Month Year

Place assigned

FSO

Place assigned date

DD Month Year

Take up deadline

DD Month Year

Source System

Gateway

Home support services:

Seeking services

DHS prior approvals last updated: Never

Residential Permanent Place: Allocated

You have been allocated a funded Residential Permanent place. You may now begin to look for a residential aged care home that is suitable for your care needs. For more information, please visit the My Aged Care website [here](#).

Status

Allocated effective DD Month Year

Urgency for this care type

Low

Priority category

Category 3

Place allocation date

DD Month Year

VIEW HISTORY

The below image shows an example of Home Support's Assistive technology and Home modifications classifications.

1800 836 799

Mon-Fri 8 am - 8 pm Sat 10 am - 2 pm

Welcome Name

Service and Support Portal

Service referrals

Find a client

Review requests

Tasks and notifications

Retrieve a referral code

My Aged Care interactions

Staff administration

Reports and documents

Outlet administration

Government provider management system

Logout

Home

Find a client

Name SURNAME

Title Name SURNAME

Gender, XX years old, DD Month Year, ACXXXXXX01

XX Street Name, SUBURB, STATE, POSTCODE

Prefer to speak [Language]

Primary contact: Name SURNAME

[View support network](#)

Care approvals

Client summary

Client details

Support network

Referrals for my organisation

Plans

Attachments

Approvals

Services

My Aged Care interactions

Notes

Tasks and Notifications

Residential Care

Approvals

The client is approved for the following care types under the Aged Care Act 2024

Current care approvals

Assistive Technology Ongoing - Specified needs - Assistance Dog

Home Modifications Short-term - HM Medium

Home Support Ongoing - SAH Classification 5

VIEW HISTORY

VIEW HISTORY

VIEW HISTORY

Priority category

Medium

Approval starts

8 November 2016

Status

Allocated effective DD Month Year

Place assigned

FSO

Place assigned date

DD Month Year

Take up deadline

DD Month Year

Source system

Gateway

Assistive Technology services:

Equipment and Products: Communication and information management products, Self-care products, Mobility products, Managing body functions, Domestic life products, Assistive technology prescription and clinical support

Seeking services

Priority category

Medium

Approval starts

8 November 2016

Approval stops

8 November 2017

Status

Allocated effective DD Month Year

Place assigned

FSO

Place assigned date

DD Month Year

Take up deadline

DD Month Year

Source system

Gateway

Home Modification services:

Home Adjustments: Home modification products, Home modifications prescription and clinical support

Seeking services

AccessibilityPrivacyDisclaimerTerms of useCopyright

Copyright © Commonwealth of Australia ABN 63 605 426 759

Government of Australia

Department of Health and Aged Care

myagedcare

i

For further information, go to My Aged Care | www.myagedcare.gov.au | 1800 836 799

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OFFICIAL

The **Approvals** tab also shows the client's referral and take-up deadline details. However, take-up deadlines do not appear in the Service and Support Portal for the **Restorative Care Pathway** or **End-of-Life Pathway**.

The following information may be displayed:

- **Approval starts** – The date from which the approval becomes valid.
- **Approval stops** – The date the approval ends. This date may change if services start within the take-up period. If services do not start within the take-up period, the approval will end even if the displayed date does not change.
- **Take-up deadline** – The last date by which the client must take up the service. This means a service agreement must be in place by this date.

! Clients must start services within the required **take-up period**. If services do not start within this period, the approval can no longer be used to start care, even if the **Approval Stops** date remains unchanged.

If services start within the take-up period, the **Approval Stops** date may update to reflect the length of the approved care episode.

When this happens, the client can continue to use the approval, including transferring to another provider if needed, until the updated **Approval Stops** date.

! For **Restorative Care Pathway** and **End-of-Life Pathway** referrals, check the **Take Up End Date** in the **Services Australia Provider Digital Access (PRODA)** portal.

Do not use the **Approval Stops** date to determine when the service must start. The **Approval Stops** date does not show the deadline for taking up the service. Instead, use the **Take Up End Date** in PRODA to confirm when the client must commence services.

 Home support Short-term - SaH Restorative Care Pathway

Approval starts	DD Month Year
Approval stops	DD Month Year
Source System	Gateway
Home support services:	
Not seeking services	

4.2.8 Services

The **Services** tab contains a record of:

- Services the client is currently receiving
- Services that are pending (services that have been accepted but have not yet started).
- Service referrals that are still awaiting action.
- Services the client received in the past.

The following images show Home Support services.

When they are in place, this section will also show:

- The current funding status (for example, **Pending**).
- The date funding was assigned.
- The date the service started.
- The full name of the approved service.

Services not in place

Services in place

4.2.9 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, or (for carer relationships) a history of call back requests to the [Carer Gateway](#) or [Dementia Australia Helpline](#).

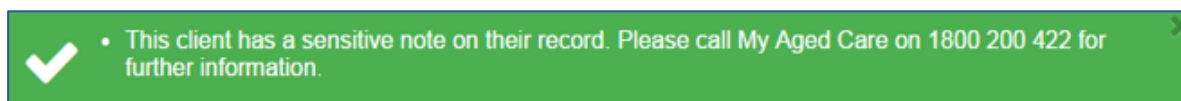
4.2.10 Notes

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

There are different types of notes in the **Notes** tab of the client record, listed in the table below:

Note type	Who can add?	Who can view?	Description	Examples
Client Story	Assessor	Client Provider Assessor	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 clients.	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, there will be a flag informing service providers that there is a sensitive note about the client and instructing them to call the My Aged Care contact centre for more information.



4.2.11 Tasks and Notifications

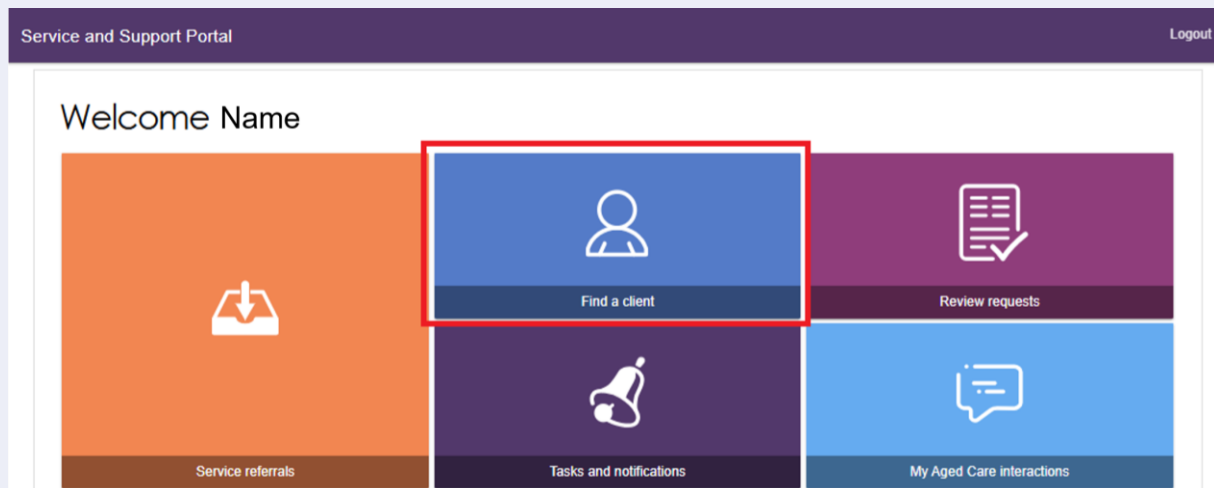
The **Tasks and Notifications** tab will display all tasks and notifications for a singular client. You can only view tasks and notifications that are associated to your outlet and for clients you are providing services to.

4.3 Completing identity verification

To complete identity verification, the first person who has contact with the client, either an assessor or a service provider, must sight the client's identification and record the details in the Assessor Portal or Services and Support Portal.

To record that you have sighted the client's identification:

1. From the Service and Support Portal homepage, select **Find a client**.



2. Search for the client using their first name, last name, or **Aged Care ID**.

 The screenshot shows the 'Find a client' search interface. At the top, there is a header bar with a person icon and the text 'Find a client'. Below this, there is a search section. The search fields are labeled 'Last name: SURNAME', 'First name: Name', and 'Aged Care User ID: ACXXXXXXX1'. These fields are highlighted with a red rectangular box. Below the search fields, there are two buttons: 'ADVANCED SEARCH' and 'CLEAR ADVANCED'. Below these buttons, there is a text input field with the placeholder 'First name is Delbert and Last name is Name'. Below this field, there are two buttons: 'SEARCH' and 'CLEAR'. Below the search section, there is a section for sorting. It has a label 'Sort Search Client by:' and a dropdown menu with 'Last name' selected. To the right of the dropdown, there is a label 'in order of' and a dropdown menu with 'Alphabetical (A-Z)' selected. Below these dropdowns, there is a 'GO' button. Below the sorting section, there is a section for the current sort order, which says 'Current sort order is Last name'. Below this, there is a list of search results. The first result is highlighted with a red rectangular box. It shows a person icon, the name 'Name SURNAME', a location pin icon, the address 'XX Street Name, SUBURB, STATE, POSTCODE', a phone icon, the phone number 'XX XXXX XXXX', the 'Aged Care ID' 'ACXXXXXXX1', and a green checkmark with the word 'Active'.

Alternatively, open the client record from the **Accepted Services Pending** tab in the **Service Referrals** section.

Accepted services pending

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

Filter by

Sort Referrals by: Date Referred | In order of: Latest to Earliest

Current sort order is Date Referred

Name SURNAME

XX Street Name, SUBURB, STATE, POSTCODE

Aged Care ID: ACXXXXXXX1

Accepted Date: DD Month Year

Referred: DD Month Year

Service Type: Residential Permanent

About this referral

Aged XX (DD Month Year), Gender

Issued Date: DD Month Year

Accepted Date: DD Month Year

Accepted By: Provider Name

About this service

Service type: Residential Permanent

Service sub type:

Recommended start date: none

Recommended review date: none

Recommended end date: none

Service commencement date: none

Referral comments

Client contact details

Preferred contact number: XX XXXX XXXX

VIEW CLIENT RECORD | **VIEW PDF OF CLIENT RECORD** | **REQUEST A REVIEW**

ADD SERVICE INFORMATION | **REVOKE REFERRAL**

To start: Medium

3. Open the client's record and select **Conduct a wallet check now**.

Client summary

REQUEST A REVIEW | **VIEW PDF OF CLIENT RECORD**

The client has not yet completed a wallet check. Conduct a wallet check now

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

Client summary

Assessments

Home Support Assessment | **Screening**

Assessment Complete on DD Month Year

Regional Assessment Service: XX XXXX XXXX

Complete on DD Month Year

Recommendations and approvals | **Service delivery status**

Help at home – Entry level support (Commonwealth Home Support Programme) | **Meals**

Started on DD Month Year – Provider Name: XX XXXX XXXX

4. In the **Wallet Check** pop-up, select the option that best applies:

- **My client has identification**
- **My client has no valid identification at this time**
- **My client will be unable to produce valid identification.**

If the client provides identification:

- Select **My client has identification**.
- Select at least two identification documents that you sighted from the list provided.
- Enter the date you completed the wallet check.
- Select **SAVE DETAILS**.

Wallet check

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

Client wallet check:*

☐ My client has identification

☒ My client has no valid identification this time

☐ My client will be unable to produce valid identification

Cannot complete wallet check

You are recording that at this time the client has no valid identification and should be asked again in the future.

SAVE DETAILS

CANCEL

- Select **My client has no valid identification at this time** or **My client will be unable to produce valid identification**
- Select **SAVE DETAILS**
- The system updates the client record with the information you entered.

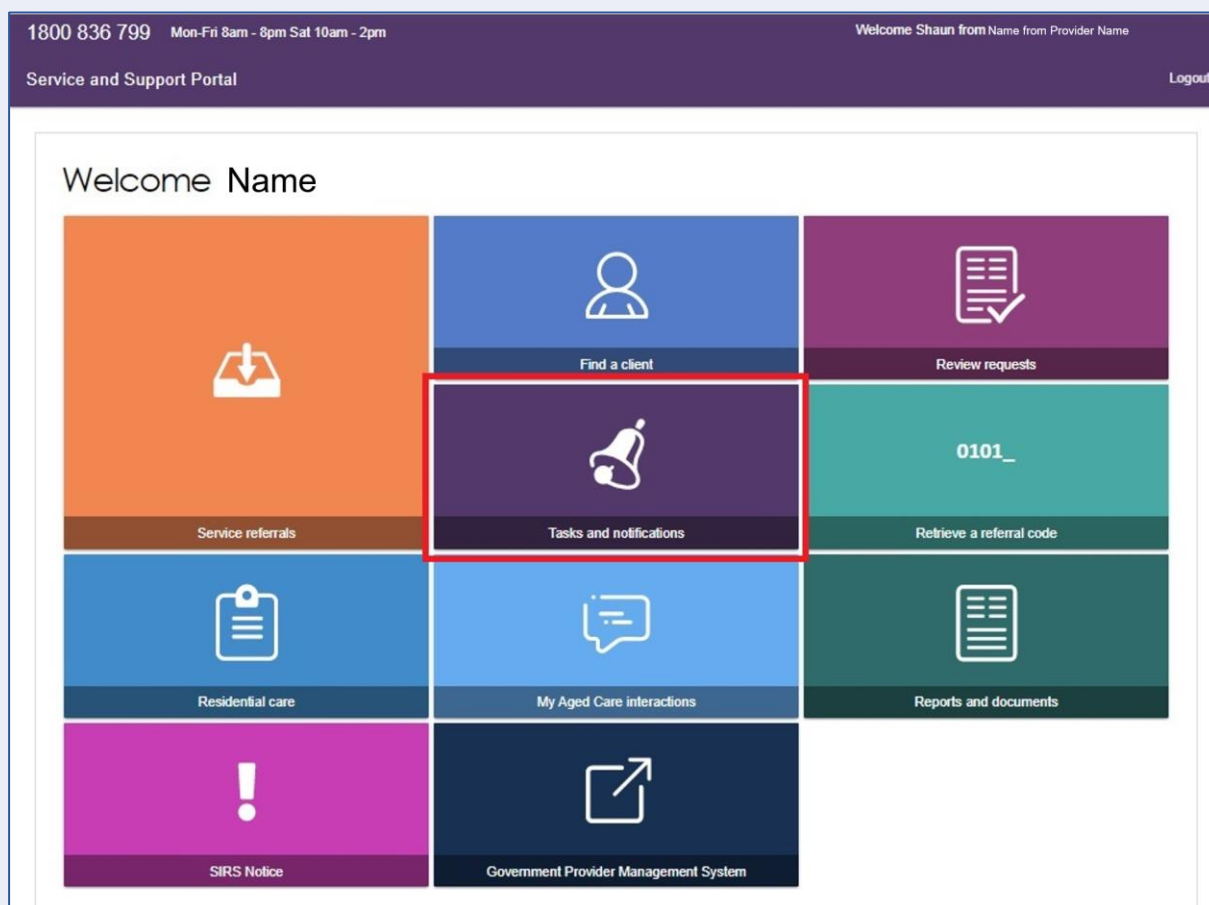
! The Wallet Check status on the client record remains Incomplete until you sight and record the client's identification documents.

4.4 Viewing tasks and notifications

You can view tasks and notifications in the Services and Support Portal.

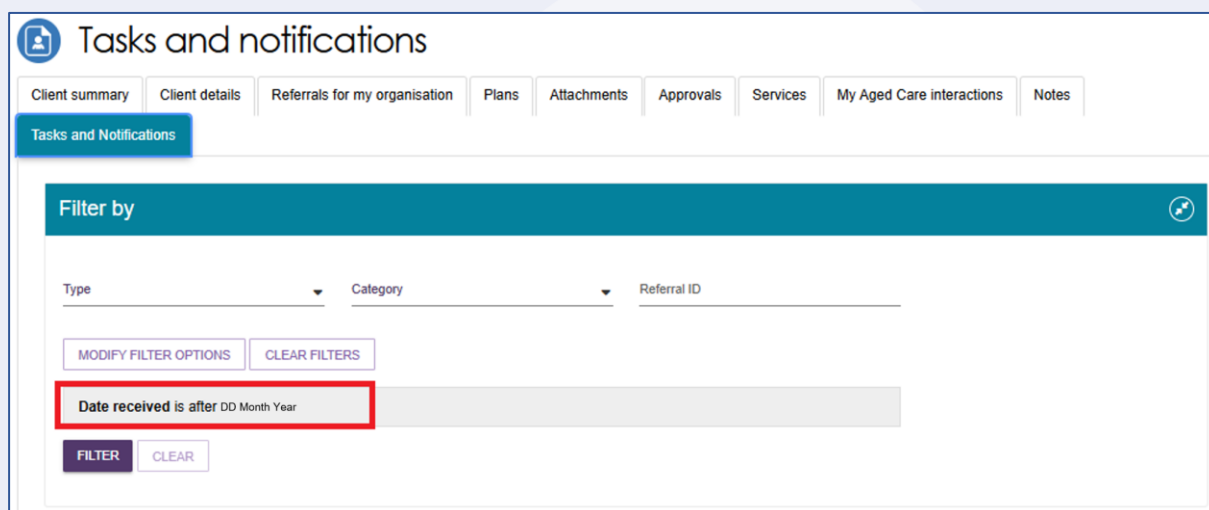
To view tasks and notifications:

1. From the Service and Support Portal homepage select **Tasks and notifications**.



2. Select the **Notifications** tab to view notifications relevant to your role from the last 30 days.

- The filter section shows the earliest date currently displayed.
- The system automatically removes notifications older than 30 days.



To view all tasks and notifications for a specific client, open the client's record and select the **Tasks and Notifications** tab.

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

Filter by							
Type	Due Date	Received Date	Category	Title/Description	Activity Id	Portal	Outlet
Notification	DD Month Year		Referrals	New Referral You have a new referral from My Aged Care. Referral created at : DD/MM/YYYY HH:MM:SS Aged Care User Id: ACXXXXXX1 Outlet Name : Outlet Name Service Type : Social Support Group Priority: Medium Go to: Incoming Referrals	X-XXXXXXX	Service Provider Portal	Provider Name
Notification	DD Month Year		Referrals	New Referral You have a new referral from My Aged Care. Referral created at : DD/MM/YYYY HH:MM:SS Aged Care User Id: ACXXXXXX1 Outlet Name : Outlet Name Service Type : Meals Priority: Medium	X-XXXXXXX	Service Provider Portal	Provider Name

3. You can only view tasks and notifications associated with your outlet and clients receiving services from your organisation.

You can sort notifications by:

- Received Date
- Category
- Title/Description
- Aged Care User ID
- Client Name.

Tasks and notifications

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

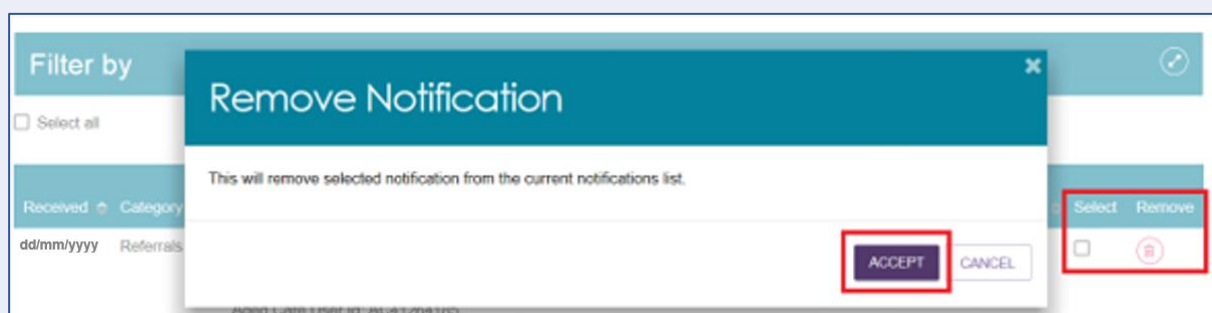
Filter by

Type	Due Date	Received Date	Category	Title/Description	Channel	Activity Id	Portal
Task	DD Month Year		Client Services	Incomplete Service Information Aged Care User Id: ACXXXXXX1 Service type: - Outlet name: Outlet Name Referral acceptance date: DD/MM/YEAR HH:MM:SS SLA information: 28 days from the Referral Acceptance Date Information missing: Next Review Date Frequency Intensity Assigned to: Name SURNAME Go to: Client Services	X-XXXXXXXXXX		Service and Support Portal

- ! Notifications that your outlet administrator marks as important for outlet will have a visual indicator.

Received	Category	Title/Description	Aged Care User ID	Client name	Select	Remove
DD Month Year	Referrals	New Referral	ACXXXXXXX1	Name SURNAME	☐	
Important		You have a new referral from My Aged Care. Referral created at : DD/MM/YYYY HH:MM:SS Aged Care User Id: ACXXXXXXX1 Outlet Name : Outlet Name Service Type : Allied Health and Therapy Services Priority: Medium Activity Id: X-XXXXXXX Incoming Referrals				

4. To remove notifications, select the **rubbish bin** icon. You can remove notifications individually or in bulk.



5. Use the filter options or **ADVANCED SEARCH** to find specific notifications.
- Select the double arrow (expand) icon to expand or collapse the filter options.
 - Filter notifications by **Date Received**.
 - Select **View Client Record** to open the related client record directly.

Tasks

Notifications

Maximum wait times

Filter by

Last name

First name

Aged Care user ID

ADVANCED SEARCH

CLEAR FILTERS

Date received is after DD Month Year

FILTER

CLEAR

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

Search notifications

Notifications

Choose an item.

ADD FILTER **SAVE FILTER** **CLEAR FILTER**

Choose an item.

- Activity ID
- Aged Care user ID
- Category
- Date received
- First name
- Last name
- Marked as important
- Outlet name
- Role
- Title

FILTER **CANCEL**

6. Select the hyperlink in the notification description to open the related record and view more information or complete any required action.

DD Month Year Referrals **New Referral** [ACXXXXXXX1](#) Name SURNAME ☐

You have a new referral from My Aged Care.
 Referral created at : DD/MM/YYYY HH:MM:SS
 Aged Care User Id: ACXXXXXXX1
 Outlet Name : Outlet Name
 Service Type : Domestic Assistance
 Priority: Medium
 Activity Id: X-XXXXXXX

[Incoming Referrals](#)

For example, selecting the **Incoming Referrals** link in a **New Referral** notification opens the **Incoming Referrals** tab, where you can review and action the referral.

Incoming referrals

Incoming referrals Waitlist Accepted services pending Services in place Referral history

Filter by

1 to 1 out of 1 matching result

Last name	First name	Aged care user ID	Due date	Referred date	Service type	Recommended start date	Priority
SURNAME	Name	ACXXXXXXX1	DD Month Year	DD Month Year	Domestic Assistance		Medium (2 days overdue)

4.5 Adding service information

Record service delivery information in the My Aged Care client record for all clients who have accepted a service. This information includes the service start date, service frequency, service intensity, and service end date (if the service has ended).

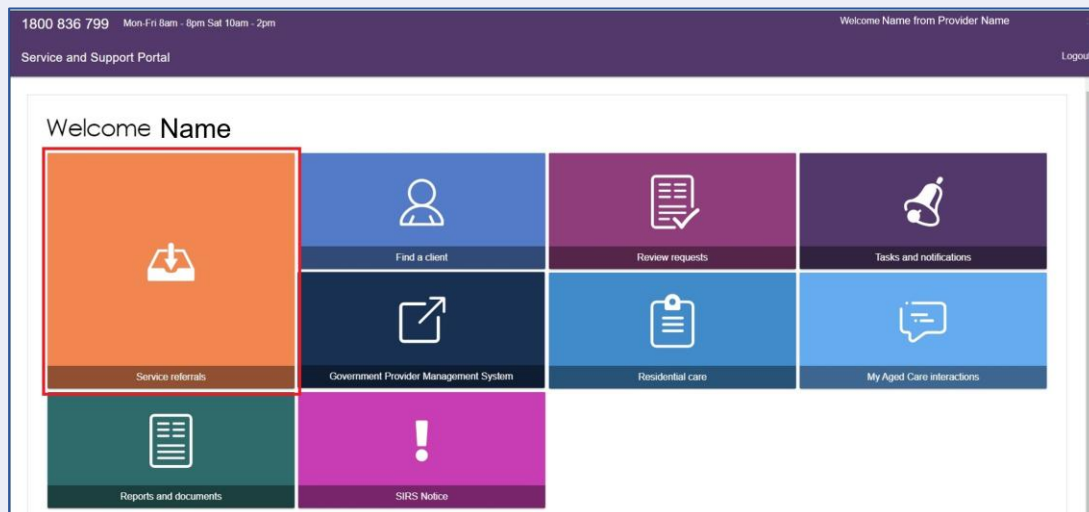
Record this information within **14 calendar days** of accepting the service. If you do not record it within this timeframe, the system will send reminder notifications.

For **Home Support** and **Permanent Residential Care** services, the system automatically populates the service start date from Services Australia records. You cannot edit this date.

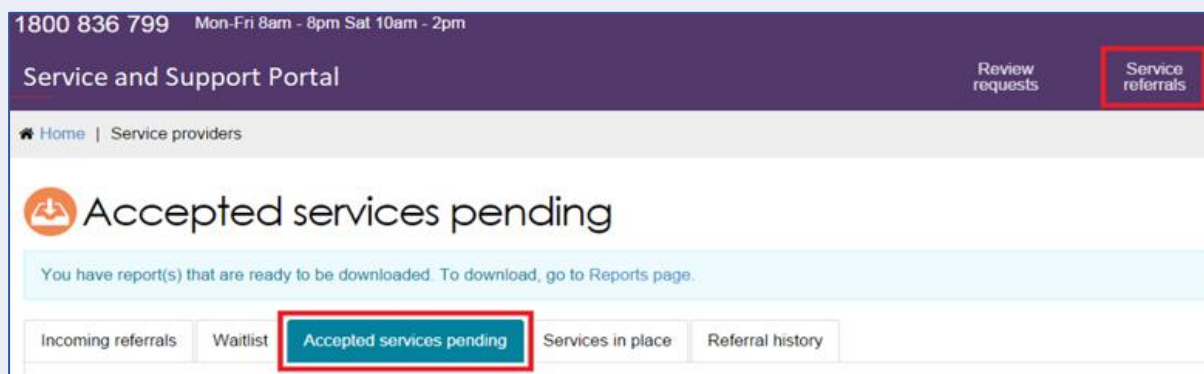
To add service delivery information:

1. From the **Services and Support Portal** home page, select **Service Referrals**.

If you know the client's name, you can also use **Find a Client**.



2. Select the **Accepted Services Pending** tab and find the client's referral:
 - In Card View, select the arrow on the client card and then select **ADD SERVICE INFORMATION**
 - In List View, expand the client record and select **ADD SERVICE INFORMATION**.



! For **Home Support service referrals**, the **Add Service Information** button is not available because the service information is recommended and approved during the assessment.

To view details of the recommended services, select the **Expand** button.

3. The **Add Service Information** screen opens.

For **Residential Respite Care**, **Transition Care**, and **Commonwealth Home Support Programme (CHSP)** services, enter:

- **Service Start Date**
- **Frequency**
- **Intensity.**

These fields are mandatory.

Enter any additional information in the remaining fields.

Add service information

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

You are about to add service information for Name SURNAME

Service type **Allied Health and Therapy Services**

Service start date *
DD Month Year

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 record specific service delivery details, select **Other – Specify** and enter the information in the free-text field.

Select **SAVE CHANGES**.

How frequently is this service provided? *

Frequency (e.g. 2) Intensity (e.g. days per month)

Other - Specify

Service intensity – Other (specify): *

0 / 100

4. After you save the information:

- The service information appears in the **Services** section of the client record.
- The system updates the service start date when it receives commencement information from Services Australia.
- The client information moves from **Accepted Services Pending** to **Services in Place**. This happens for residential care including respite, transition care, and Commonwealth home support programme services, and once a **Service start date** is available, for Home Support services.

Incoming referrals

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

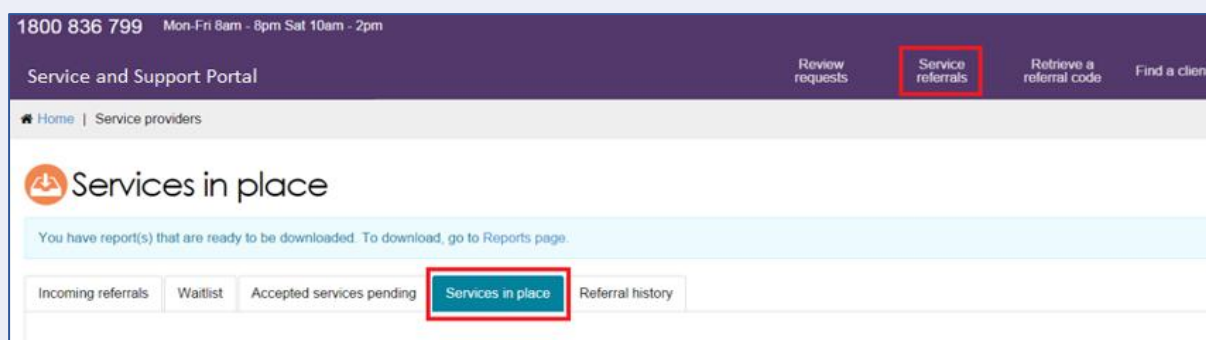
! The system automatically updates the service start date when Services Australia processes the Aged Care Entry Record (ACER). To avoid funding issues, accept the client's service referral before you submit the ACER. Once Services Australia processes the ACER, the system moves the referral from the **Accepted Services Pending** tab to the **Services in Place** tab.

4.6 Updating service information

The **Services in Place** tab in the **Service Referrals** section of the Services and Support Portal shows accepted services that include recorded service delivery information.

! For **Support at Home** services, you cannot update service information because an assessor approves the required services. If the participant's needs, goals, or circumstances change, or if they need additional services, a provider can request a **Support Plan Review (SPR)**. Refer to [Requesting a Support Plan Review \(SPR\) to meet changing needs](#) for more information.

1. Open the **Services in Place** tab by selecting **Service Referrals** from the home page, the navigation banner, or the menu in the top-left corner.



2. Find the service you want to update.
 - In List View, expand the client record and select **UPDATE SERVICE INFORMATION**
 - In Card View, expand the client card and select **UPDATE SERVICE INFORMATION**.

Update the service information and select **SAVE CHANGES**.

The system updates the information in both the **Services in Place** tab and the **Services** tab of the client record.

List view

Last name	First name	Aged care user ID	Commencement date	Referred date	Service type	Recommended start date	Priority
MOECKEL	Dock	AC15138712	15 Nov 2017	24 Oct 2016	Home maintenance, 9582: Garden Maintenance		Medium
DENAFO	Vernon	AC35415512	14 Nov 2017	24 Oct 2016	Home modifications, 9582		Medium
Aged 82 (13 August 1935), Female Client contact details Preferred contact number (02) 9506 5133 About this referral Date issued 24 October 2016 Date accepted 24 October 2016 Outlet Yass Valley Home Living Support Referral comments And I burrowed a hole in the glowing coal and stuffed in Sam McGee I was 7629A5035 Recommended service dates Recommended start date None Recommended review date None Recommended end date None YASS, NSW, 2582 About this service Service type Home modifications Service sub type No sub types Service item name Yass Council Home Naps service id 958 Service frequency 4 Days per week Service dates Start date 14 November 2017 Planned end date Planned review date None Service provider comments VIEW REFERRAL SUMMARY AND CLIENT RECORD VIEW PDF OF CLIENT RECORD REQUEST A REVIEW UPDATE SERVICE INFORMATION							

Last name	First name	Aged care user ID	Commencement date	Referred date	Service type	Recommended start date	Priority
SURNAME	Name	ACXXXXXXXX	DD Month Year	DD Month Year	Home maintenance, XXXX		Medium
SURNAME	Name	ACXXXXXXXX	DD Month Year	DD Month Year	Home modifications, XXXX		Medium

Aged XX (DD Month Year), Gender

Client contact details
Preferred contact number XX XXXX XXXX

About this referral
Date issued DD Month Year
Date accepted DD Month Year
Outlet Outlet Name
Referral comments Comments

Recommended service dates
Recommended start date None
Recommended review date None
Recommended end date None

VIEW REFERRAL SUMMARY AND CLIENT RECORD VIEW PDF OF CLIENT RECORD

REQUEST A REVIEW **UPDATE SERVICE INFORMATION**

Suburb, State, Post Code

About this service
Service type Home modifications
Service sub type No sub types
Service item name Service Item Name
Naps service Id XXXX
Service frequency 4 Days per week

Service dates
Start date DD Month Year
Planned end date
Planned review date None
Service provider comments

Card view

Name SURNAME

Aged XX (DD Month Year), Gender

Client contact details
Preferred contact number XX XXXX XXXX

About this referral
Date issued DD Month Year
Date accepted DD Month Year
Outlet Outlet Name
Referral comments Comments

Recommended service dates
Recommended start date None
Recommended review date None
Recommended end date None

VIEW REFERRAL SUMMARY AND CLIENT RECORD VIEW PDF OF CLIENT RECORD

REQUEST A REVIEW **UPDATE SERVICE INFORMATION**

Suburb, State, Post Code

About this service
Service type Home modifications
Service sub type No sub types
Service item name Service Item Name
Naps service Id XXXX
Service frequency 4 Days per week

Service dates
Start date DD Month Year
Planned end date
Planned review date None
Service provider comments

3. You can also update service information from the **Services** tab in the client record.

- Select **UPDATE SERVICE INFORMATION** next to the relevant service.
- Make the required changes and select **SAVE CHANGES**.

Client record 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 Provider Name

About this referral

Referral details
Accepted date DD Month Year HH:MM

Service provider comments
None

From the assessor

Recommended dates
Recommended start date None
Recommended end date None
Recommended review date None

Approval details
Approval start date DD Month Year
Approval end date None

From the service provider

About the service
Service frequency 7 Days per week

Service dates
Start date DD Month Year
Planned end date None
Planned review date None
Service delivery status Commenced
Grace period end date None

UPDATE SERVICE INFORMATION **REQUEST TRANSITION CARE EXTENSION**

! If you cease a client's service and select **Client Deceased** as the reason, the system changes the client's status to **Deceased** and makes the client record read-only. When you update a client's status to **Deceased**, the system will:

1. Recall any unaccepted service referrals.
2. Cease all services currently in place.
3. Cancel any assessments in progress.
4. Revoke the client's access to the client portal.

You can add notes and attachments to a client's record for up to 14 days after you cease their services.

After the status changes to **Deceased**, My Aged Care will no longer send correspondence to the client or their support network. However, service providers will receive a notification reminding them to close or finalise any activities still in progress for the client.

If the client is active in the Support at Home Priority System or has an assigned Support at Home classification, the system will remove the client from the Priority System and withdraw any assigned Support at Home funding.

4.6.1 Recording note of changes made to client service information

My Aged Care Contact Centre staff, assessors, and providers can view and add notes to a client's record in the My Aged Care portals.

If a client's service delivery information changes significantly, [update the service information](#) and add a note to the client record.

! If a client's needs or circumstances change after their last assessment, you may need to request a review of their Support Plan. To request a review, follow the process described in [Request a Support Plan Review \(SPR\) to meet changing needs](#). If the client requires a reassessment for residential aged care funding, follow the process described in [Requesting Residential Funding Reassessments](#).

Providers can add the following types of notes:

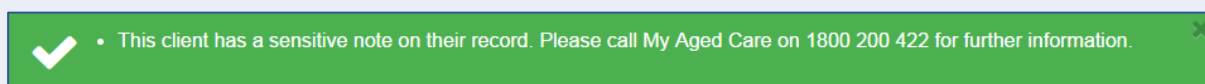
- **Observations:** Information recorded during interactions with the client by a provider or assessor. Assessors and providers can view these notes.
- **Other:** Additional information about the client. Assessors, providers, and clients can view these notes.

Providers can only view notes with the following note types:

- **Client Story**
- **Other**
- **Observations.**

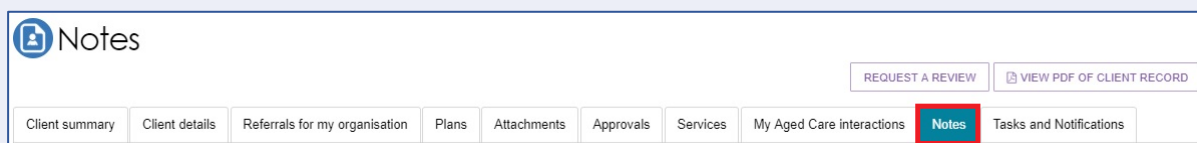
If My Aged Care Contact Centre staff or an assessor adds a **Sensitive** note to a client's record, the system displays a banner advising providers to contact the My Aged Care contact centre for more information.

The contact centre will only share information from a sensitive note when it is relevant to the provider's role in supporting the client.



To add a note to the client record:

1. Open the client record and select the **Notes** tab.
 - The client's existing notes will display.
 - For more information about accessing a client record, refer to [My Aged Care Service and Support Portal user guide – The client record](#).



2. Select **ADD A NOTE**.

- Choose the appropriate **Note Type**.
- Enter a description.
- Select **SAVE** to add the note to the client record.

Alternatively, from the **Client Details** tab, select **ADD A NOTE** in the **Current Notes** section.

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

About Name

Personal information
Born DD Month Year, Citizenship, Born in [Country Name], Marital Status

To contact Mike
Contact details

Primary contact person
Name SURNAME

Communication requirements
• Prefer to speak English

Address details
Home address
XX Street Name, SUBURB, STATE, POSTCODE
Service delivery address
XX Street Name, SUBURB, STATE, POSTCODE
Send any correspondence to
XX Street Name, SUBURB, STATE, POSTCODE

Relationships

Current notes

SEE ALL ADD A NOTE

3. You can add **Other** and **Observations** notes to the records of any clients referred to your outlet, including clients in the **Incoming Referrals** tab.

My Aged Care Contact Centre staff, assessors, and other providers supporting the client can view these notes.

Select the blue question mark icon for information about each note type and who can view it.

For more information about note types and permissions, refer to [Service and Support Portal User Guide - The Client Record](#).

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

You can request care extensions, including respite care extensions, through the Services and Support Portal. The system sends the request to a Delegate for approval.

If you cannot submit a care extension request through the portal, call the My Aged Care Service Provider and Assessor Helpline on 1800 836 799.

You can extend:

- Transition Care for up to 42 consecutive days
- Residential Respite Care for up to 21 non-consecutive days.

A care extension takes effect from the commencement date entered in the request, subject to Delegate approval. You cannot backdate extension requests unless special circumstances apply.

For more information about care extensions and eligibility requirements, refer to the [My Aged Care Assessment Manual](#).

! Submit extension requests through the My Aged Care Services and Support Portal on or before the client's entitled days expire, if they need additional care.

! You can only grant a care extension at the client's current approved level of care. If the client needs a higher level of respite care, they must receive a new Respite Classification. To arrange this, request a **Residential Respite Assessment** in the **MyAssessor app**.

To request a care extension:

1. Locate the client who requires a care extension.

- Go to the **Services in Place** tab and expand the client record in either Card View or List View.
- Select **REQUEST [CARE TYPE] EXTENSION**.

Transition care extension example

Name SURNAME

Aged XX (DD Month Year), Gender

Suburb, State, Post Code

Client contact details
Preferred contact number Not specified

About this referral
Date issued DD Month Year
Date accepted DD Month Year
Outlet Outlet Name
Referral comments No referral comments provided

About this service
Service type Transition Care
Service sub type No sub types
Service item name Transition Care
Naps service Id X-XXXXXXX
Service frequency 5 days per week

Service dates
Start date DD Month Year
Planned end date None
Planned review date None
Service provider comments No provider comments provided

VIEW REFERRAL SUMMARY AND CLIENT RECORD

VIEW PDF OF CLIENT RECORD

REQUEST A REVIEW

REQUEST TRANSITION CARE EXTENSION

UPDATE SERVICE INFORMATION

Residential respite care extension example

Title Name SURNAME

Gender, XX years old, DD Month Year, ACXXXXXX01

XX Street Name, SUBURB, STATE, POSTCODE

Primary contact: Name SURNAME - 04XX XXX XXX
Carer: Provider Name - XX XXXX XXXX
View support network

Name Client 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 Respite Care

Service provided by Aussie Aged Care

About this referral
Referral details
Accepted

From the assessor
Approval details
Approval start date DD Month Year

From the service provider
About the service
Service dates
Start date DD Month Year
Service delivery status Commenced
Grace period end date None

UPDATE SERVICE INFORMATION

REQUEST RESIDENTIAL RESPITE EXTENSION

Alternatively, use **Find a Client** to locate the client, then open the **Services** or **Approvals** tab in the client record and select **REQUEST [CARE TYPE] EXTENSION**.

Care approvals

Client summary | Client details | 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 Care Package Level 4
- Residential Permanent
- Transition Care**

2. Complete all required fields in the extension request pop-up.

- The required information varies depending on the type of care extension you are requesting.
- Include the client's **paid days balance** from the **Services Australia Aged Care Payment System** and the date you calculated the balance.
- Select **SUBMIT REQUEST**.

Transition care extension example:

Request transition care extension

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

You are about to request a transition care extension for Name SURNAME

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

DD Month Year

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

42

Goals not achieved in 12 weeks of transition care: *

Example goal

Goals for Lucas EDEN 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

Respite extension example:

Request residential respite extension

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

You are about to request a 21 day residential respite extension for Name SURNAME

Date of original Residential Respite Care approval was: DD Month Year

When should the extension start? (dd/mm/yyyy): *

DD Month Year

Reason for extension: *

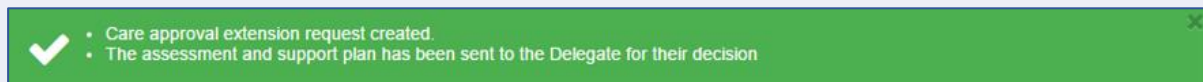
Select one

Select one

- Carer stress
- Severity of the care recipient
- Absence of the care recipient
- Any other relevant matter

SUBMIT REQUEST

- The system displays a confirmation message when it submits the request to the Delegate.



- You will also receive a notification confirming that the request has been submitted.

The system will send you an email notification after the Delegate makes a decision on the care extension request.

Client summary	Client details	Referrals for my organisation	Plans	Attachments	Approvals	Services	My Aged Care Interactions	Notes	Tasks and Notifications
Filter by									
Type	Due Date	Received Date	Category	Title/Description		Activity Id	Portal	Outlet	
Notification	DD MONTH YEAR		Client Services	Care Extension Request A request for a care extension has been submitted. Details are as follows - Aged Care User Id: ACXXXXXXX1 Service: Transition Care Requested By: BL_ZH274306 Requested by Outlet name: Outlet Name Request reason: Requested Status: Acceptance Pending Assigned to: Name SURNAME		X-xxxxxxx	Service Provider Portal	Outlet Name	

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

You can request Support at Home care extensions for Assistive technology (AT) and Home modifications (HM) for the following clients:

- Clients receiving **AT Medium Tier** or **AT High Tier** services who have a recorded progressive condition: These clients can receive an extension of up to 24 additional months, for a total approval period of 48 months,
- Clients receiving **HM High Tier** services: These clients can receive an extension of up to 12 additional months, for a total approval period of 24 months. You must provide evidence that the client's condition has progressed.

! You do not need Delegate approval for Support at Home care extension requests. When you submit the request, the system automatically applies the extension.

To request a care extension for a client receiving **AT Medium Tier** or **AT High Tier** services who has a progressive condition, follow the steps below.

- Find the client by using one of the following methods:
 - Select **Find a Client**, open the client record, go to the **Services** tab, and select **SEE SERVICE DETAILS** under the **Current Services in Place** section.

Home | **Find a client** | Name SURNAME

Title Name SURNAME

Gender, XX years old, DD Month Year, ACXXXXXX01
XX Street Name, SUBURB, STATE, POSTCODE

Primary contact: Name SURNAME – XX XXXX XXXX

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 Provider Name

About this referral

Referral details

Support at home services approved: Home support Ongoing - SaH Classification 4

Funding assigned: DD Month Year

Support at home services approved: Assistive technology Short-term - AT High

Funding assigned: DD Month Year

Support at home services approved: Home modifications Short-term - HM High

Funding assigned: DD Month Year

Accepted DD Month Year HH:MM

SEE SERVICE DETAILS

From the assessor

Recommended dates

From the service provider

About the service

Assistive Tech (Short-term)

Service commenced DD MONTH YEAR

Home modifications

Service commenced DD MONTH YEAR

- Go to the **Services in Place** tab in **Service Referrals**, then expand the client record in either Card View or List View.

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 | Support Relationship 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

Name SURNAME

SUBURB, STATE, POSTCODE

Aged care user ID: ACXXXXXX01

Date commenced: DD Month Year

Date referred: DD Month Year

Outlet: Outlet Name

Referred for: Support at Home, xxxx

Entered into: Assistive Tech (Short-term), Home modifications

To start: DD Month Year

High

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

! The **ADD ASSISTIVE TECHNOLOGY EXTENSION** button is only available for clients who have a progressive condition recorded during their assessment and who currently receive AT Medium or AT High services.

You can apply the extension only once. After you apply the extension, the system removes the button and you can no longer request another extension.

Name SURNAME

Home support Ongoing - SaH Classification 4
Place assigned FSO

Assistive technology Short-term - AT High
Place assigned FSO

Home modifications Short-term - HM High
Place assigned FSO

Funding assigned

Service in Place
Start date DD Month Year
Service provider comments

Service in Place
Start date DD Month Year
Service provider comments

VIEW REFERRAL SUMMARY AND CLIENT RECORD VIEW CLIENT REPORT

REQUEST A REVIEW ADD ASSISTIVE TECHNOLOGY EXTENSION ADD HOME MODIFICATIONS EXTENSION

3. In the **Confirm Assistive Technology Extension** pop-up, select **CONFIRM**.

Confirm Assistive technology extension

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

CONFIRM CANCEL

4. The system automatically extends the Assistive Technology approval by **24 months** and displays a confirmation message.

Home | Service referrals | Name SURNAME

Title Name SURNAME
Gender, XX years old, DD Month Year, ACXXXXXX01
XX Street Name, SUBURB, STATE, POSTCODE

Primary contact: Name SURNAME - XX XXXX XXXX
No support relationships recorded

Name SURNAME 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: DD Month Year
Support at home services approved: Assistive technology Short-term - AT High
Funding assigned: DD Month Year
Support at home services approved: Home modifications Short-term - HM High
Funding assigned: DD Month Year

From the assessor
Recommended dates

From the service provider
About the service

Assistive Tech (Short-term)
Service commenced DD Month Year
Home modifications
Service commenced DD Month Year

Accepted DD Month Year HH MM

SEE SERVICE DETAILS

✓ Name SURNAME's AT Short-term funding has been successfully extended for an additional 24 months.

5. To view the updated approval end date:

- Open the **Approvals** tab
- Expand the **Assistive Technology** approval
- View the **Approval Stops** field, which shows when the approval ends.

Approvals screen before AT Extension

Title Name SURNAME
Gender, XX years old, DD Month Year, ACXXXXXX01
XX Street Name, SUBURB, STATE, POSTCODE

Primary contact: Name SURNAME - XX XXXX XXXX
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	DD Month Year
Approval stops	DD Month Year
Status	Committed effective DD Month Year
Place assigned	FSO
Place assigned date	DD Month Year
Take up deadline	DD Month Year
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 | Name SURNAME

Title Name SURNAME
Gender, XX years old, DD Month Year, ACXXXXXX01
XX Street Name, SUBURB, STATE, POSTCODE

Primary contact: Name SURNAME - XX XXXX XXXX
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	DD Month Year
Approval stops	DD Month Year
Status	Committed effective DD Month Year
Place assigned	FSO
Place assigned date	DD Month Year

To request an extension for a Home modifications (HM High Tier) client:

- Find the client using one of the following methods:
 - Select **Find a Client**, open the client record, go to the **Services** tab, and select **SEE SERVICE DETAILS** under the **Current Services in Place** section.

Home | **Find a client** | Name SURNAME

Title Name SURNAME
Gender, XX years old, DD Month Year, ACXXXXXX01
XX Street Name, SUBURB, STATE, POSTCODE

Primary contact: Name SURNAME – XX XXXX XXXX
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 Referral details Support at home services approved: Home support Ongoing - SaH Classification 4 Funding assigned: DD Month Year Support at home services approved: Assistive technology Short-term - AT High Funding assigned: DD Month Year Support at home services approved: Home modifications Short-term - HM High Funding assigned: DD Month Year Accepted DD Month Year HHMM SEE SERVICE DETAILS	From the assessor Recommended dates	From the service provider About the service Assistive Tech (Short-term) Service commenced DD Month Year Home modifications Service commenced DD Month Year
---	--	---

- Go to the **Services in Place** tab in **Service Referrals**, then expand the client record in either Card View or List View.

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

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

Name SURNAME

SUBURB, STATE, POSTCODE
Aged care user ID: ACXXXXXX01
Date commenced: DD Month Year
Date referred: DD Month Year
Outlet: Outlet Name

Referred for: Support at Home, XXXX
Entered into: Assistive Tech (Short-term), Home modifications

To start: DD Month Year High

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

! The **ADD HOME MODIFICATIONS EXTENSION** button is only available for clients who currently receive **HM High** services. You can apply the extension only once. After you apply the extension, the system removes the button and you cannot request another extension.

Name SURNAME

Home support Ongoing - SaH Classification 4
Place assigned FSO

Assistive technology Short-term - AT High
Place assigned FSO

Home modifications Short-term - HM High
Place assigned FSO

Funding assigned

Service in Place
Start date DD Month Year
Service provider comments

Service in Place
Start date DD Month Year
Service provider comments

VIEW REFERRAL SUMMARY AND CLIENT RECORD VIEW CLIENT REPORT

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

The **Home Modifications Allocation Period Extension** pop-up opens.

Select **UPLOAD PROOF OF PROGRESSION**.

Home modifications allocation period extension

i 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.*

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

CONFIRM CANCEL

3. In the **Add Attachment** form:

- Select **CHOOSE FILE** and select the document you want to upload
- The file name will appear next to the **CHOOSE FILE** button after you attach the file
- Enter a name in the required **Attachment Name** field
- Optionally, enter a short description of the attachment
- Select **UPLOAD**.

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

4. The system displays the uploaded attachment.

- To remove an attachment, select the **bin** icon next to the file name.
- To upload additional documents, repeat Step 3.
- After uploading all required documents, 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 Name SURNAME's

Home modifications service for an additional 12 months.

CONFIRM

CANCEL

5. The system displays a confirmation message and automatically extends the **HM High** approval by **12 months**.



Title Name SURNAME
Gender, XX years old, DD Month Year, ACXXXXXX01
XX Street Name, SUBURB, STATE, POSTCODE

Primary contact: Name SURNAME - XX XXXX XXXX
No support relationships recorded

Name SURNAME 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: DD Month Year
Support at home services approved: Assistive technology Short-term - AT High
Funding assigned: DD Month Year
Support at home services approved: Home modifications Short-term - HM High
Funding assigned: DD Month Year

Accepted DD Month Year HH:MM

SEE SERVICE DETAILS

From the assessor
Recommended dates

From the service provider
About the service

Assistive Tech (Short-term)
Service commenced DD Month Year
Home modifications
Service commenced DD Month Year

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

To view the updated approval end date, open the **Approvals** tab and expand the **Home Modifications** approval.

The **Approval Stops** field shows when the approval ends.

Approvals screen before HM extension

Title Name SURNAME
Gender, XX years old, DD Month Year, ACXXXXXX01
XX Street Name, SUBURB, STATE, POSTCODE

Primary contact: Name SURNAME - XX XXXX XXXX
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

Priority category	Standard
Approval starts	DD Month Year
Approval stops	DD Month Year
Status	Committed effective DD Month Year
Place assigned	FSO
Place assigned date	DD Month Year
Take up deadline	DD Month Year
Source System	Gateway
Home modifications services:	Home Adjustments: Home modifications prescription and clinical support, Home modification products

Approvals screen after HM extension

Title Name SURNAME
Gender, XX years old, DD Month Year, ACXXXXXX01
XX Street Name, SUBURB, STATE, POSTCODE

Primary contact: Name SURNAME - XX XXXX XXXX
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](#)

Priority category	Standard
Approval starts	DD Month Year
Approval stops	DD Month Year
Status	Committed effective 23 April 2026
Place assigned	FSO
Place assigned date	DD Month Year
Take up deadline	DD Month Year
Source System	Gateway

Home modifications services: **Home Adjustments:** Home modifications prescription and clinical support, Home modification products
Seeking services

6. The system stores the uploaded documents in the **Attachments** tab under **Other Attachments** and labels them **Proof of Progression**.

Title Name SURNAME
Gender, XX years old, DD Month Year, ACXXXXXX01
XX Street Name, SUBURB, STATE, POSTCODE

Primary contact: Name SURNAME - XX XXXX XXXX
No support relationships recorded

Attachments [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

Attachments

[ADD AN ATTACHMENT](#)

Assessment Attachments **Other Attachments** Correspondence

Proof of Progression
Evidence for HM Extension [0.00KB] [HIDE FROM VIEW](#) 4 May 2026

4.6.4 Requesting a Support Plan Review (SPR) to meet changing needs

This function is available for any client receiving subsidised aged care through a referral from the Assessor Portal.

! If a residential care client's care needs have changed and they require a different residential funding classification, follow the process in [Requesting Residential Funding Reassessments](#).

A provider can request a **Support Plan Review (SPR)** through the **Service and Support Portal** when:

- the client's needs, goals, or circumstances have changed since their last assessment
- the client's support plan no longer reflects their current situation
- the client needs additional services
- a time-limited service has ended.

An assessor will review the request and the client's circumstances. This may result in a new assessment of the client's needs.

With the introduction of **Support at Home**, providers can request an SPR in a wider range of situations. In most cases, the client's provider submits the request through the **My Aged Care Service and Support Portal**, with the client's consent.

When submitting an SPR request, providers must attach supporting documents that describe the client's current care arrangements, such as a quarterly budget or care plan. Include as much relevant information as possible to help assess the client's needs and the urgency of the request.

You can find detailed assessment history information in the client's support plan on the **Plans** tab of the client record.

If the client has not previously had a My Aged Care assessment, contact the **My Aged Care service provider and assessor helpline on 1800 836 799** to request a new assessment.

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

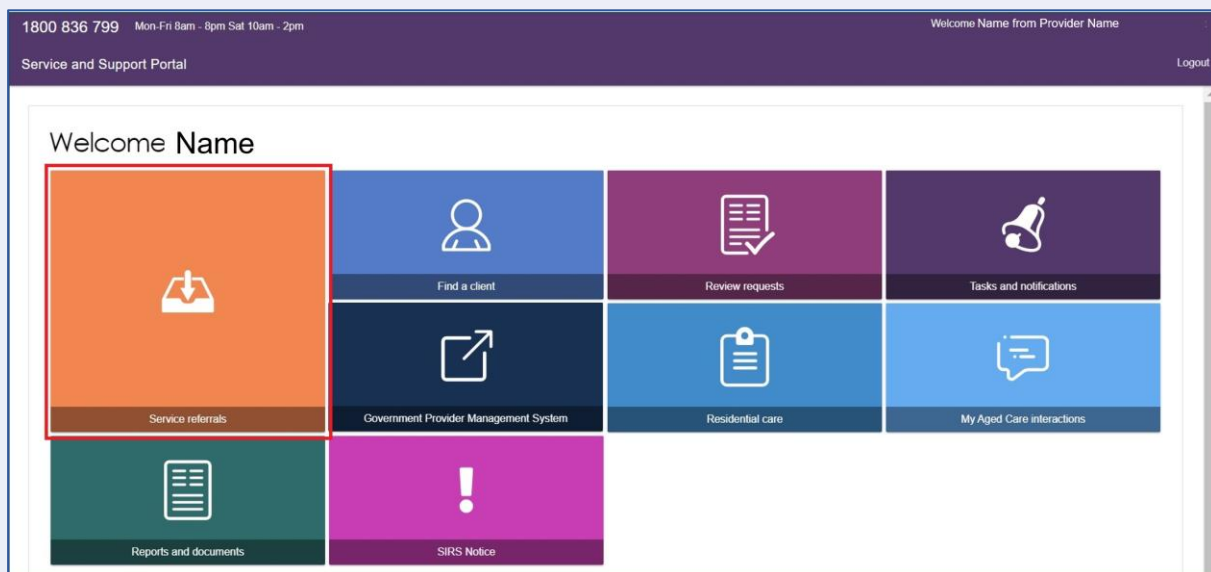
1. Review the client's assessment information. For detailed assessment history, go to the **Plans** tab in the client record.

You cannot submit a review request if the client already has an assigned review in the Assessor Portal or is currently undergoing an assessment. Check this before starting a review request.

If you have concerns, contact the assessment organisation that completed the client's most recent assessment. You can find their details in the **Plans** tab.

The screenshot displays the 'Patsy Calledge support plan' interface. At the top, there are tabs for 'Client summary', 'Client details', 'Referrals for my organisation', 'Plans' (highlighted in red), 'Attachments', 'Approvals', 'Services', 'My Aged Care interactions', 'Notes', and 'Tasks and Notifications'. Below the tabs, the 'Assessment Details' section is visible. It contains a list of assessment information, including 'Comprehensive Assessment was completed on DD Month Year by the Aged Care Assessment Service', 'Comprehensive Assessment status is Assessment Complete', and 'The review date has not been specified'. Below this, there are sections for 'Assessment summary', 'Needs identified at assessment', and 'Assessment history'. The 'Assessment history' section lists 'Comprehensive Assessment DD Month Year' and 'Screening DD Month Year'. The 'Plans' tab is highlighted in red, and the 'Assessment Details' section is also highlighted in red.

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



3. Select **Services in Place**. Find the client and select **Request a Review**.

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

CARD LIST

Filter by

1 to 1 out of 1 matching result

Last name	First name	Aged care user ID	Commencement date	Referred date	Service type	Recommended start date	Priority
 SURNAME	Name	ACXXXXXXXX	DD Month Year	DD Month Year	Residential Permanent, Naps Service ID		Medium

Aged XX (DD Month Year), Gender

Client contact details
Preferred contact number XX XXXX XXXX

About this referral
Date issued DD Month Year
Date accepted DD Month Year
Outlet Outlet Name
Referral comments No referral comments provided

About this service
Service type Residential Permanent
Service sub type No sub types
Service item name Residential Permanent - At Provider Location
Naps service id XXXX
Service frequency 7 days per week

Service dates
Start date DD Month Year
Planned end date None
Planned review date None
Service provider comments No provider comments provided

VIEW REFERRAL SUMMARY AND CLIENT RECORD | VIEW PDF OF CLIENT RECORD

REQUEST A REVIEW | UPDATE SERVICE INFORMATION

You can also select the **Request a Review** link displayed at the top of any page in the client's record.

 **Client details**

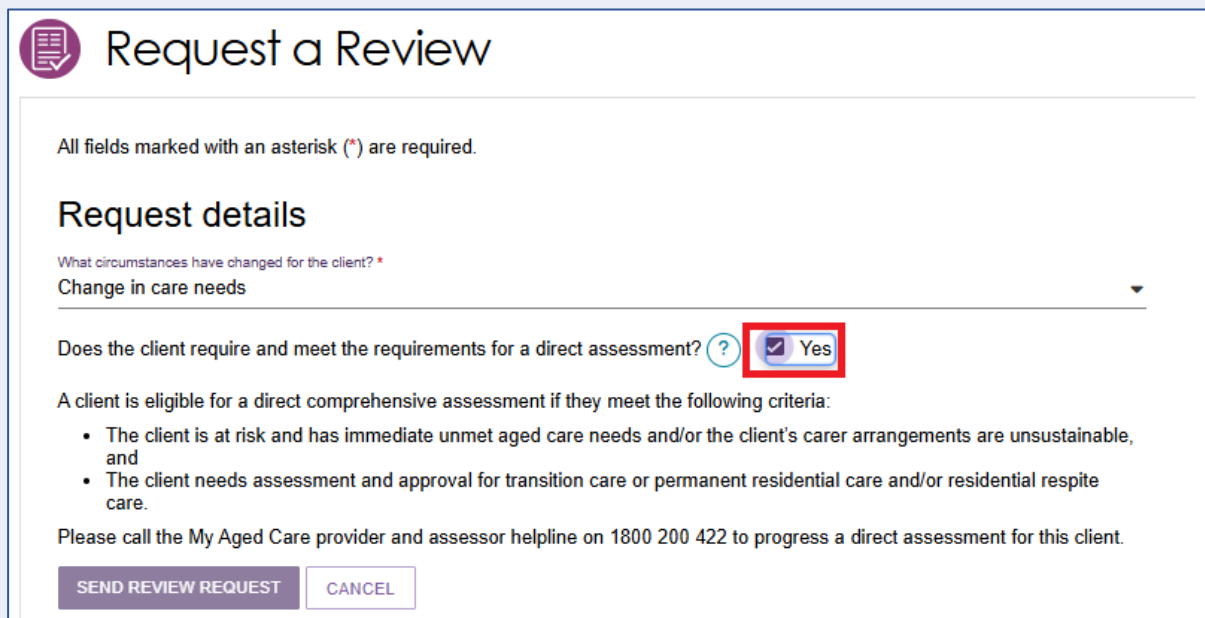
REQUEST A REVIEW | VIEW PDF OF CLIENT RECORD

 The client has not yet completed a wallet check. Conduct a wallet check now

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

4. On the **Request a Review** screen, indicate whether the client meets the criteria for a direct comprehensive assessment.

If you select **Yes**, you will be prompted to call the **My Aged Care Service Provider and Assessor Helpline** on **1800 836 799** and ask the Contact Centre to issue a direct referral. The referral will be sent to the assessment organisation for review, and a banner will appear on the client record to show that a direct referral has been issued.



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**

5. Complete all required fields in the Request Details pop-up window.

Different questions will need to be completed at this step depending on which option/s are selected.

If the client needs an urgent review, select **Yes** for **Does this request need to be actioned urgently?** and explain why. This information helps the assessor or Contact Centre prioritise the request.

The below image shows example reasons for a client's SPR request.

Title Name SURNAME
Gender, XX years old, DD Month Year, ACXXXXXX01, XX Street Name, SUBURB, STATE, POSTCODE

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

Request details

What circumstances have changed for the client? *

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

Does this request need to be actioned urgently? ? ☐ Yes

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

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

Primary reason for Support Plan Review Request*

☐ Request for additional CHSP services or changes to CHSP services for clients who are only receiving CHSP services current
☐ Request for additional CHSP services for clients who are in receipt of a HCP
☐ There is a change in 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 i

The table below outlines the circumstances that can be used to request a support plan review, as well as the circumstances in which a new assessment (instead of an SPR) will be required.

Circumstance	Definition
Hospital Discharge	Client has been discharged from hospital and requires a review of their current care needs and the type and level of support that will be required.
Fall(s) or risk of falling	Client has had a recent fall or is at risk of falling.
Change in medical condition	Client has had a recent change in a medical condition.
Change in cognition status	Client has had a recent change in their cognition status.
Change in care needs	Client has had a recent change in their care needs.
Increasing frailty	Client has increased in frailty.
Change in caring arrangements	Client has had a recent change in their caring arrangements.
Change in living arrangements	Client has had a recent change in their living arrangements.
Review service recommendations	Client is receiving Support at Home services and requires an additional service type within their current Support at Home classification.
Vulnerable client	Client is now vulnerable (e.g. experiencing or at risk of domestic or family violence or elder abuse, at risk of hospitalisation, primary carer is absent or non-existent).

Circumstance	Definition
Needs Transition Care program	If the client receiving other aged care services enters hospital and needs Transition Care program (TCP), a new assessment is required.
Needs Residential Care Permanent (N/A)	Clients needing residential care who have not had residential care added as a care type to their support plan will require a new assessment.
Needs Residential Respite (N/A)	Clients needing residential care who have not had residential respite care added as a care type to their support plan will require a new assessment.
Client has relocated	Client has moved or relocated.
Needs End-of-Life Pathway (high priority)	- Request a high priority SPR to be assessed for End-Of-Life (EoL) pathway if the person is already on Support at Home or CHSP ongoing classification - A person new to the aged care system who has not yet been assessed for aged care services will need a reassessment to be approved for the EoL pathway.
Review End-of-Life Pathway (high priority)	Request a high priority SPR to move to an ongoing SaH classification if the person need services beyond the EoL pathway funding period.
Review existing AT-HM funding tier	- To request a higher Assistive Technology-Home Modifications (AT-HM) funding tier - If participant's technology or equipment have repair or maintenance needs
Needs AT-HM funding tier	- Addition of new Assistive Technology (AT) or Home Modification (HM) funding tier for participants with restorative care or End-of-Life classifications - For existing HCP care recipients, providers can identify their AT and/or HM needs through the AT-HM scheme data collection. This is the preferred method for accessing AT-HM funding for this group. All transitioned HCP care recipients will have approval to access the AT-HM scheme without a new aged care assessment. Alternatively, you can request a support plan review by an aged care assessor.
Needs Restorative Care Pathway	If participant is already approved for a Support at Home classification and needs access to a period of restorative care in order to improve level of function, they will need a new assessment conducted.
Review Restorative Care Pathway	Approval for additional services during the restorative care period or provide evidence that additional funding is required/ request a 2 nd unit of RCP funding for an existing RCP participant.
Needs additional CHSP services (for existing CHSP participants)	To meet changing needs which may require additional CHSP services (when participant has already been approved for CHSP ongoing)
Needs CHSP ongoing	To close off a period of reablement support and/or meet changing needs which may include needing an ongoing service type after the episode of reablement has finished.

Circumstance	Definition
Ongoing Support at Home (for existing participants)	Additional services within a service type that has already been included in the individual's support plan and is within the current Support at Home classification. This will be submitted by the individual's Support at Home provider.

6. If the client receives **Support at Home** services, or a combination of **Support at Home** and **CHSP** services, you must attach a care plan and budget. The system will not allow you to submit the request without these documents.

Select **ADD CARE PLAN** or **ADD BUDGET**. Complete all required fields and select **Upload**.

☐ Support at Home and Commonwealth Home Support Programme
☐ Flexible Care
☒ Residential Care

Primary reason for Support Plan Review Request*

☐ Request for additional CHSP services or changes to CHSP services for clients who are only receiving CHSP services currently
☐ Request for additional CHSP services for clients who are in receipt of a HCP
☐ There is a change in 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 provide a copy of the client's care plan and individualised budget. (?)

Add a care plan

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.

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 *

File: *

Name of the attachment: *

Type of document: *

☒

Please provide a short description about the contents of the attachment, e.g. assessment date and time (250 characters)

0 / 250

! Web Referrals for Support at Home Support Plan Reviews

A provider may receive a request from the **My Aged Care Contact Centre** after a health professional submits a web referral requesting a clinical reassessment for an existing **Support at Home** participant.

The provider should review the client's circumstances, care plan and budget. If the client needs a change to their **Support at Home classification** or **priority level**, the provider should submit a **Support Plan Review** request to the assessor.

If the provider decides not to submit a Support Plan Review because the client's current **Support at Home classification** already meets their needs, the provider should contact the health professional and explain why the reassessment request will not proceed.

7. Uploaded documents will appear in the review request once the upload is successful.

To remove an attachment, select the **Delete** (rubbish bin) icon next to the file name. The system will delete the attachment immediately without displaying a confirmation message.

Primary reason for Support Plan Review Request*

- ☐ Request for additional CHSP services or changes to CHSP services for clients who are only receiving CHSP services currently
- ☐ Request for additional CHSP services for clients who are in receipt of a HCP
- ☐ There is a change in 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 provide a copy of the client's care plan and individualised budget. ?

Care plan: Care Plan.docx 

Individualised budget: Budget.docx 

8. After completing all required fields, select **I have reviewed the information on this page and confirm it is correct**, then select **Send Review Request**.

A confirmation message will appear when the review request has been submitted successfully.

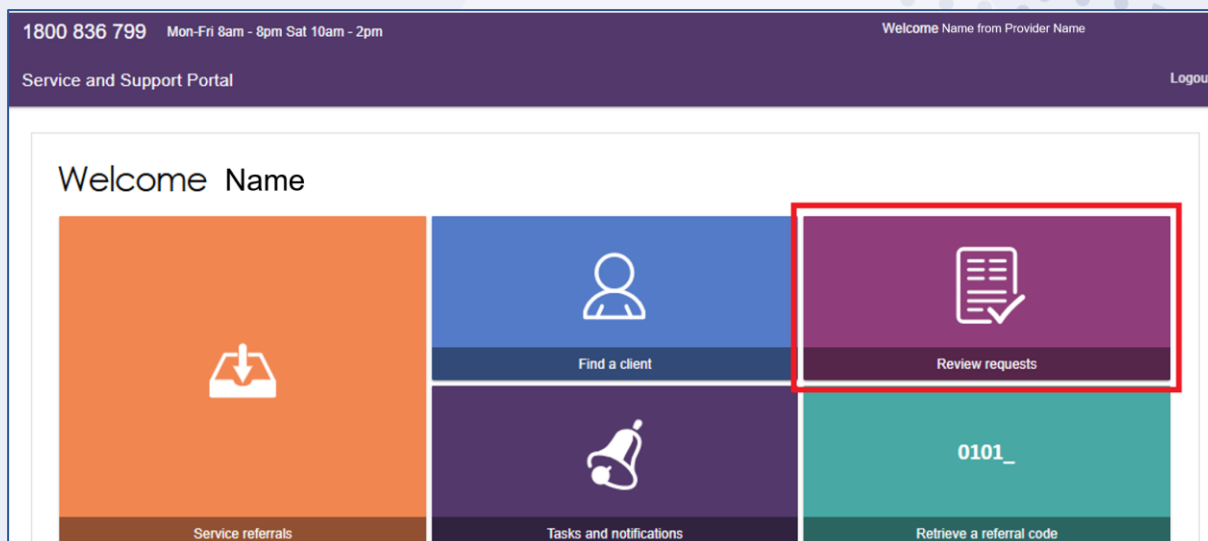
☐ I have reviewed the information on this page and I confirm that it is correct. *

SEND REVIEW REQUEST

CANCEL

4.6.5 Checking the status of a Support Plan Review

1. If a client, provider, or aged care needs assessor requests a review of a client's support plan, an aged care needs assessor will complete the review. A Team Leader can check the status of the review in the **Service and Support Portal** by selecting the **Review Requests** tile.

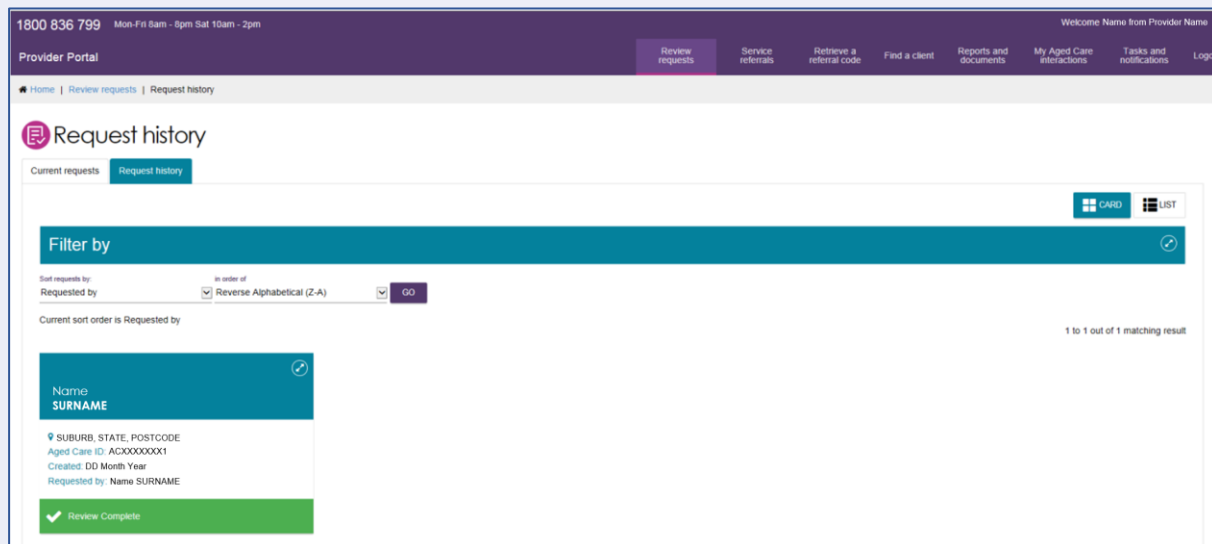


The screenshot shows the 'Service and Support Portal' interface. At the top, there is a header with the phone number '1800 836 799', operating hours 'Mon-Fri 8am - 8pm Sat 10am - 2pm', a welcome message 'Welcome Name from Provider Name', and a 'Logout' link. Below the header, the main content area is titled 'Welcome Name' and contains five tiles: 'Service referrals' (orange), 'Find a client' (blue), 'Review requests' (purple, highlighted with a red box), 'Tasks and notifications' (dark purple), and 'Retrieve a referral code' (teal). The 'Review requests' tile features a document icon with a checkmark.

- On the **Review Requests** page, select the **Request History** tab to view the status of review requests.

If a review has recently been completed, a green **Review Complete** banner will appear at the bottom of the client's record.

Select the Expand icon to view more details about the review request.



- You can then view the review outcome. Depending on the result, you may need to make changes to the services you provide.

The **client record** includes information to help you understand whether any changes are needed to better support the client.

An aged care needs assessor may determine that:

- no changes are required
- services should increase or decrease within the client's current approval
- the client requires a comprehensive assessment under the Aged Care Act 2024.

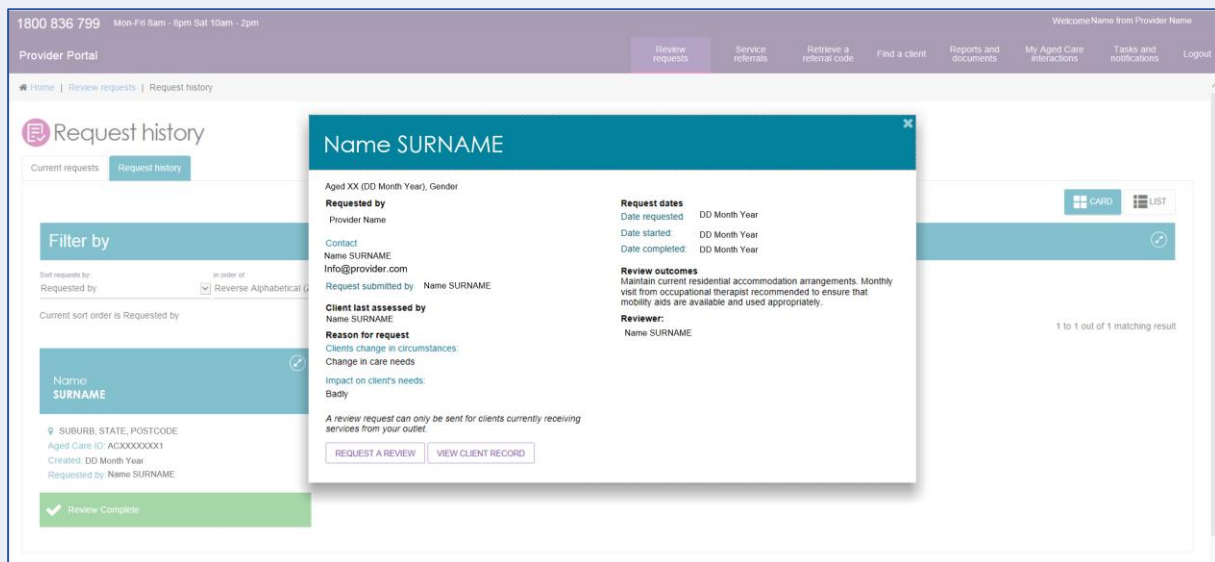
If the review outcome affects the client's current services, the assessor may contact you to discuss the review findings and any recommendations relevant to your services.

If the review results in an **increase or decrease in services**, update the service delivery information in the client record.

If the review leads to a **new assessment and approval for a different service type**, either:

- you will receive a notification of a new referral in the Portal (for **Support at Home** classifications, you must wait until a classification is assigned), or
- the client may contact you to discuss ending services with your organisation if you cannot provide the newly approved service.

Funding and classification details are assigned when services are recommended and are available in the client record.



5 Generating reports and accessing forms

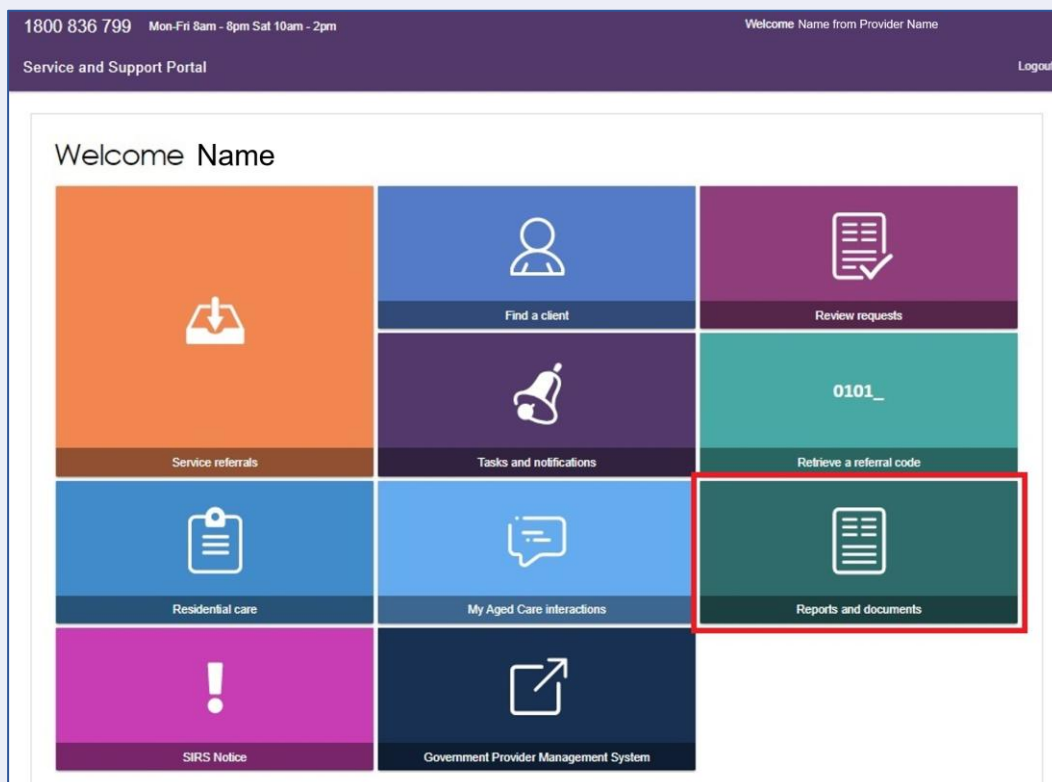
Providers can generate reports and access forms through the **Service and Support Portal**.

You can also use the **Reports** feature to generate and print documents, including completed **Integrated Assessment Tool (IAT)** PDF reports and client record PDFs.

5.1 Generating reports

Both **Team Leaders** and **Staff Members** can generate reports.

1. Select **Reports and Documents** from the home page. The **Reports and Documents** page opens.



2. The page contains three tabs:

- **Reports**
- **Forms**
- **Links.**

The **Reports** tab displays:

- **Recently Requested Reports**
- **Reports.**

The **Recently Requested Reports** section shows client record PDFs and IAT reports that you have previously generated.

You can also access the **Workload Management Report** from the **Reports** tab.

Reports and documents

Reports Forms Links

My Reports

Name	Requested Date	Status
No Records found		

Reports List

Name	Description	Formats
Service Provider Workload Management		PDF

BUSINESS INTELLIGENCE REPORTS

3. To generate a report, select the report name from the **Reports** list.

Reports and documents

Reports Forms Links

My Reports

Name	Requested Date	Status
No Records found		

Reports List

Name	Description	Formats
Service Provider Workload Management		PDF

BUSINESS INTELLIGENCE REPORTS

4. Select the **Outlet ID**, enter the **start date** and **end date**, and choose an **output format** (CSV or PDF). Then select **Request Report**.

If you do not want to generate the report, select **Cancel**.



Generate report

[Reports](#)
[Forms](#)
[Links](#)

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

Service Provider Workload Management

Outlet: 

Status: 

Start Date: 
 (e.g. dd/mm/yyyy)

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

Service Type: 

Service Sub Type: 

Priority: 

Output Type: * 

REQUEST REPORT

CANCEL

5.2 Viewing reports

Follow these steps to view a report:

1. Select **Reports and Documents** from the home page. The **Reports and Documents** page opens.

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

Welcome Name from Provider Name

Service and Support Portal

Logout

Welcome Name



Service referrals



Find a client



Review requests



Tasks and notifications

0101_

Retrieve a referral code



Residential care



My Aged Care interactions



Reports and documents



SIRS Notice



Government Provider Management System

- In the **My Reports** section, find the report you want to view and select **View** next to the report name.

Reports and documents

Reports Forms Links

My Reports

Name	Requested Date	Status
Service Provider Workload Management	DD Month Year	Ready - View

Reports List

Name	Description	Formats
Service Provider Workload Management		PDF

BUSINESS INTELLIGENCE REPORTS

5.3 Accessing forms

Follow these steps to access forms.

- Select **Reports and Documents** from the homepage.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Name from Provider Name

Service and Support Portal Logout

Welcome Name

Service referrals	Find a client	Review requests
Residential care	My Aged Care interactions	Retrieve a referral code
SIRS Notice	Government Provider Management System	Reports and documents

2. Select the **Forms** tab. The system displays a list of all available forms.



6 Serious Incident Response Scheme (SIRS)

Users with the **Staff Member** or **Team Leader** role can create, view and manage **SIRS notifications** in the Service and Support Portal, provided their **Organisation Administrator** has assigned them the **SIRS role**.

For detailed instructions on using SIRS functions, refer to the [Service and Support Portal User Guide - Serious Incident Response Scheme \(SIRS\) Portal](#)

7 Residential Client Classifications and Reassessments

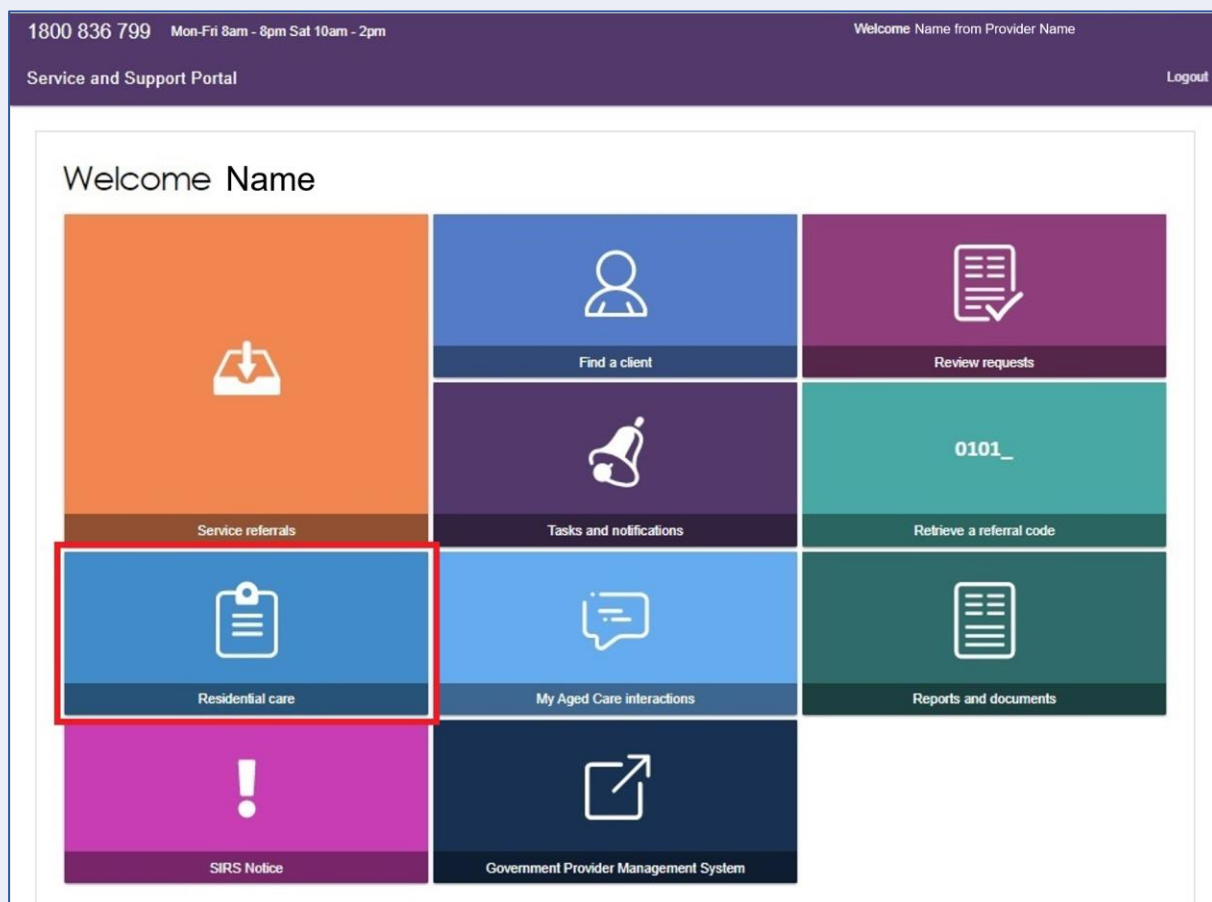
Residential care providers with the **Team Leader** or **Staff Member** role can access the **Residential Care** tile to view information related to the **Australian National Aged Care Classification (AN-ACC)** funding program.

Select the **Residential Care** tile to access the following tabs:

- **Care Recipients:** Displays all clients receiving permanent residential care or residential respite care.
- **Requests:** Displays current and historical requests for initial assessments, reassessments and reconsiderations.
- **Palliative Care:** Displays clients who entered permanent residential care under palliative care arrangements.

7.1 Viewing residential clients and their residential funding classification

1. On the **Home** screen, select the **Residential Care** tile.



The **Care Recipients** tab displays all clients receiving permanent residential care, along with details of their residential funding classification.

Home | Residential care

Residential care

Care recipients | Requests | Palliative Care

XX Street Name

Filter by

1 to 50 out of 61 matching results

Last Name	First Name	Aged Care User ID	Assessment Date	Classification	Effective Date	Status	Request type	Service
SURNAME	Name	ACXXXXXXX	DD Month Year		DD Month Year	No Classification		Provider Name
SURNAME	Name	ACXXXXXXX	DD Month Year	Class 7	DD Month Year	Active		Provider Name
SURNAME	Name	ACXXXXXXX	DD Month Year		DD Month Year	No Classification		Provider Name
SURNAME	Name	ACXXXXXXX	DD Month Year		DD Month Year	No Classification		Provider Name
SURNAME	Name	ACXXXXXXX	DD Month Year	Class 4	DD Month Year	Active	Reassessment	Provider Name
SURNAME	Name	ACXXXXXXX	DD Month Year		DD Month Year	No Classification		Provider Name
SURNAME	Name	ACXXXXXXX	DD Month Year		DD Month Year	No Classification		Provider Name
SURNAME	Name	ACXXXXXXX	DD Month Year		DD Month Year	No Classification		Provider Name
SURNAME	Name	ACXXXXXXX	DD Month Year		DD Month Year	No Classification		Provider Name
SURNAME	Name	ACXXXXXXX	DD Month Year		DD Month Year	No Classification		Provider Name

The **Request Type** column shows whether the client has an active request for a palliative care status form approval, initial assessment, reassessment, or reconsideration.

2. Select a client to view their current and previous classifications.

The screenshot shows the 'Service and Support Portal' for a client. The top navigation bar includes links like 'Review requests', 'Service referrals', 'Retrieve a referral code', 'Residential care', 'Staff administration', 'Outlet administration', 'Find a client', 'Reports and documents', 'Tasks and notifications', 'My Aged Care interactions', 'Quality indicators', and 'Logout'. The client's name is 'Name SURNAME'. Below the header, there's a section for 'Title Name SURNAME' with details: 'Gender, XX years old, DD Month Year, ACXXXXXX01' and 'XX Street Name, SUBURB, STATE, POSTCODE'. A 'Primary contact' is listed as 'Name SURNAME - XX XXXX XXXX'. The 'Residential Care' section is highlighted, showing 'Current Classification (Active)' as 'Residential Permanent' with 'ANACC Classification - Class 2' and a button to 'NOTIFY CLIENT IS NOW AVAILABLE FOR ASSESSMENT'. The 'Classification History' shows a previous 'Residential Permanent' classification with 'ANACC Classification - Class 2 (Active)'.

Residential funding classifications may appear with the following statuses:

- **Active:** The client has completed a Residential Funding Assessment and has an active classification on their record.

The 'Active Classification' card displays the client's name 'Name SURNAME' and age 'Aged XX (DD MONTH YEAR)'. It shows a house icon for 'Residential Permanent', 'Aged Care User ID: ACXXXXXXX1', 'Classification: Class 5', 'Effective Date: DD Month Year', and 'Assessment Date: DD Month Year'. A green bar at the bottom indicates 'Active Classification' with a checkmark icon.

- **Pending:** The client has completed a Residential Funding Assessment, but a classification has not yet been assigned. This status is usually displayed for one day after the assessment is completed or uploaded.

The 'Pending Assessment' card displays the client's name 'Name SURNAME' and age 'Aged Care User ID: ACXXXXXXX1'. It shows 'Care type: Residential Permanent' and 'Requested date: DD Month Year'. At the bottom, there are two buttons: 'Assessment' with a pencil icon and 'Pending Assessment' with a clock icon.

- **Default Classification:** The client has not yet completed a Residential Funding Assessment.

You can identify default classifications by their classification code:

- Most permanent residential care clients with a default classification are assigned **Class 99**.
- Clients who entered residential care for palliative care and are awaiting confirmation of eligibility are assigned **Class 98**.
- Residential respite care clients are assigned **Class 100** as their default classification.

Name SURNAME
Aged XX (DD MONTH YEAR)

Residential Permanent
Aged Care User ID: ACXXXXXXX1
Classification: Class 99
Effective Date: DD Month Year

Assessment in progress

Active Classification

7.2 Filtering the Care Recipients lists

You can filter the Care Recipients list by **Last Name**, **First Name**, **Request Type**, or **Aged Care User ID**. Select **Advanced Search** to view additional filter options, such as **Classification**.

1. Expand the **Filter by** section.

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

Home | Residential care

Residential care
Care recipients
Requests
Palliative Care

CARD
LIST

Filter by

1 to 21 out of 21 matching results

Last Name	First Name	Aged Care User ID	Care Type	Classification	Effective Date	Status	Request type	Service
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 1	DD Month Year	Active Classification	Palliative Care	Provider Name
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 5	DD Month Year	Active Classification	Reassessment	Provider Name
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 99	DD Month Year	Active Classification		Provider Name

2. Enter search criteria and select **FILTER**.

The screenshot shows the 'Residential care' search page. The 'Filter by' section is highlighted with a red box. It contains input fields for 'Last name', 'First name', and 'Aged Care user ID', a 'Request type' dropdown, and buttons for 'ADVANCED SEARCH', 'CLEAR FILTERS', 'FILTER', and 'CLEAR'. Below the filter section, a table displays search results with columns: Last Name, First Name, Aged Care User ID, Care Type, Classification, Effective Date, Status, Request type, and Service. The first row shows 'SURNAME', 'Name', 'ACXXXXXXX', 'Residential Permanent', 'Class 1', 'DD Month Year', 'Active Classification', 'Palliative Care', and 'Provider Name'.

7.3 Advanced Search

Use **Advanced Search** to find care recipients using additional search criteria. You can apply up to seven filters to refine your search results.

1. Select **ADVANCED SEARCH**.

This screenshot is similar to the previous one, but the 'ADVANCED SEARCH' button in the 'Filter by' section is highlighted with a red box. The rest of the interface, including the search fields and the results table, remains the same.

2. Select the filter you want to add, such as **Classification**, and then select **Add Filter**.

The screenshot shows a modal titled 'Search care recipients'. It has a dropdown menu labeled 'Choose an item.' with a list of filter options: 'Aged Care user ID', 'Care type', 'Classification', 'Classification status', 'First name', 'Last name', 'Request type', and 'Service'. The 'ADD FILTER' button is highlighted with a red box. Other buttons include 'SAVE FILTER', 'CLEAR FILTER', 'FILTER', and 'CANCEL'.

3. Select a value for the filter, for example **Class 4**, and then select **Filter**. The system updates the **Care Recipients** list to show only records that match the selected criteria.

4. To save the filter for future use, select **Save Filter**. To clear all filters and start a new search, select **Clear Filter**.

5. After you apply the filters, the system displays the number of clients that match the selected criteria.

Last Name	First Name	Aged Care User ID	Assessment Date	Classification	Effective Date	Status	Request type	Service
SURNAME	Name	ACXXXXXXX	DD Month Year	Class 4	DD Month Year	Active		Provider Name
SURNAME	Name	ACXXXXXXX	DD Month Year	Class 4	DD Month Year	Active		Provider Name

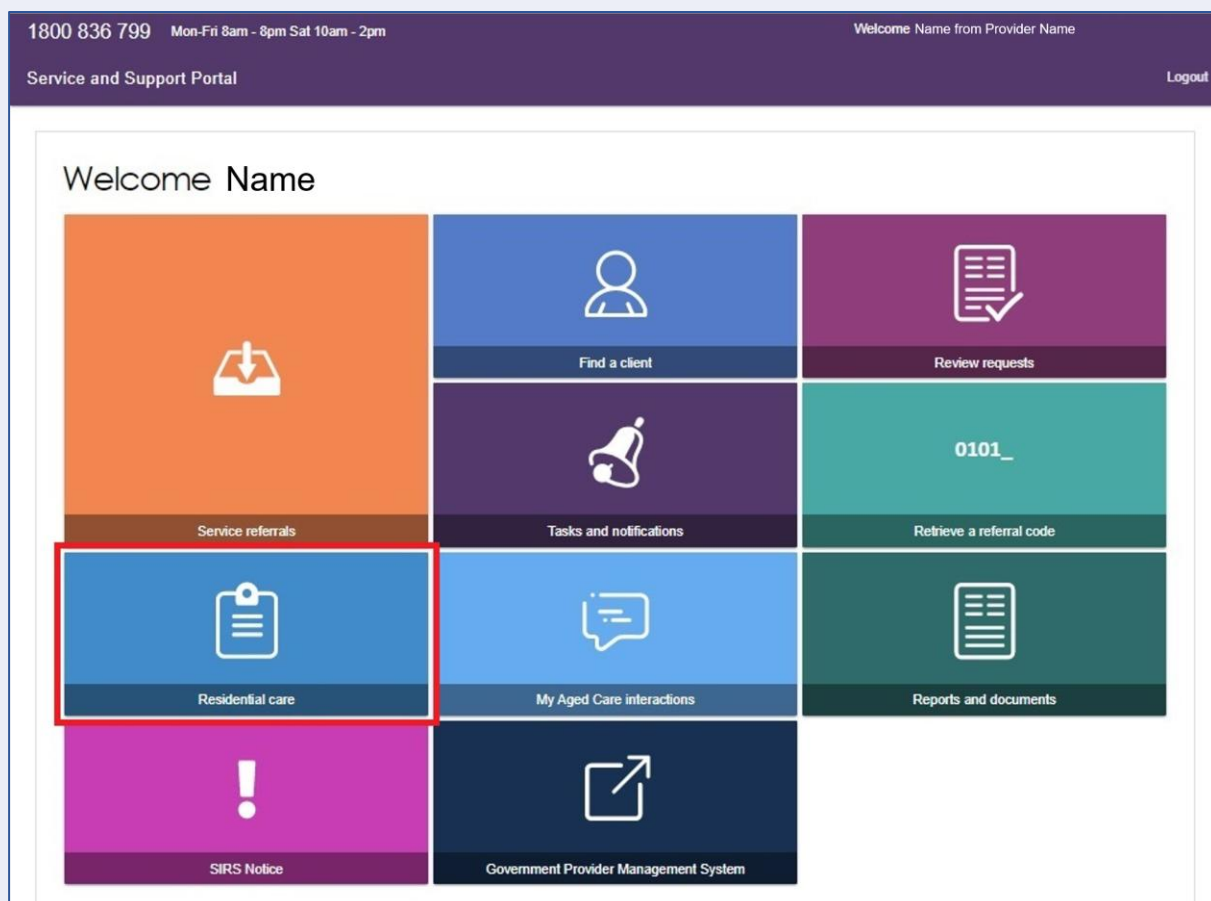
7.4 Requesting Residential Funding Reassessments

! Only request a **Residential Funding (AN-ACC) Reassessment** if the client's care needs have changed significantly.

You can only request a reassessment while the client is receiving care from your organisation.

Only users with the **Team Leader** role can submit reassessment requests.

1. On the **Home** screen, select the **Residential Care** tile.



2. On the **Care Recipients** screen, select the client who requires a reassessment.

! You cannot request a reassessment if the client already has an initial assessment, reassessment or reconsideration in progress. Check the **Requests** tab before submitting a reassessment request.

Home | Residential care

Residential care

Care recipients | Requests | Palliative Care

CARD LIST

Filter by

1 to 21 out of 21 matching results

Last Name	First Name	Aged Care User ID	Care Type	Classification	Effective Date	Status	Request type	Service
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 1	DD Month Year	Active Classification	Palliative Care	Provider Name
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 5	DD Month Year	Active Classification		Provider Name
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 99	DD Month Year	Active Classification		Provider Name
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 7	DD Month Year	Active Classification		Provider Name
SURNAME	Name	ACXXXXXXX	Residential Respite	Class 101	DD Month Year	Active Classification		Provider Name
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 3	DD Month Year	Active Classification	Client Unavailable	Provider Name

3. The client's record opens. You can view the client's current Residential Permanent and/or Respite Classification and request a reassessment for the client.

For a **Residential Permanent** reassessment, select **Request Reassessment** next to the current Residential Permanent classification.

For a **Residential Respite** reassessment, select **Request Reassessment** next to the current Residential Respite classification.

Home | Residential care | Name SURNAME

Title Name SURNAME
Gender, XX years old, DD Month Year, ACXXXXXX01
XX Street Name, SUBURB, STATE, POSTCODE
Prefer to speak [Language]

Residential Care

Client summary | Client details | Referrals for my organisation | Plans | Attachments | Approvals | Services | My Aged Care interactions | No

Current Classification (Active)

Residential Permanent DD Month Year - Present
AN-ACC Classification : Class 5

REQUEST REASSESSMENT ?

REQUEST RECONSIDERATION ?

Residential Respite DD Month Year - Present
AN-ACC Classification : Class 101

REQUEST REASSESSMENT ?

REQUEST RECONSIDERATION ?

Classification History

Residential Permanent

AN-ACC Classification : Class 5 (

AN-ACC Classification : Class 9 (

Residential Respite

AN-ACC Classification : Class 10

4. Select **Yes** if there has been a significant change in care needs.

Then, select **CONFIRM REASSESSMENT** button.

(For Residential Permanent reassessments only: You can mark the request as **Urgent** if the client is nearing end of life and has a documented care plan that has been discussed with the resident and their family and/or carers.)

Confirm reassessment request

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

Please ensure that the care recipient you are requesting a reassessment for has displayed a significant change in care needs.

Has there been a significant change in care needs?*

☒ Yes
☐ No

Is the care recipient approaching end of life with a documented care plan in place that has been communicated with the resident, their family and/or carers? Note: Evidence of a care plan with end of life care activities may be requested by an AN-ACC assessor at the time of assessment.

By selecting 'yes' you are requesting an urgent reclassification assessment and advising that the care recipient is approaching end of life.*

☒ Yes
☐ No

CONFIRM REASSESSMENT

CANCEL

5. Select the reassessment criteria that apply to the client, then select **Request Reassessment**.

For **Residential Permanent** clients, criteria that do not meet the required timeframes appear in light grey and cannot be selected.

For **Residential Respite** clients, enter the client's expected departure date from respite care.

Request reassessment - Residential Care example

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

Welcome Name from Provider Name

Service and Support Portal

Service referrals Find a client Review requests Tasks and notifications Retrieve a referral code Residential care My Aged Care interactions Staff administration Reports and documents Outlet administration ACPI reviews SIRS Notice Government provider management system Logout

Home Residential care Name SURNAME

Title Name SURNAME

Gender, XX years old, DD Month Year, ACXXXXXX01

XX Street Name, SUBURB, STATE, POSTCODE

Prefer to speak [Language]

Primary contact: Name SURNAME

[View support network](#)

Residential care

[VIEW CLIENT REPORT](#)

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

Please select relevant criteria to your reassessment request *

☐ The condition of the care recipient relating to mobility, cognitive ability, function, pressure sore risk and/or compounding factors has changed due to

☐ change in mobility, such as increased assistance in mobilising

☐ change in cognition, such as a decreased ability to communicate and/or understand direction

☐ change in function, pressure sore risk and/or compounding factors, such as an increased level of assistance required in daily care

☐ Care recipient has been an in-patient of a hospital for at least 5 days consecutively

☐ Care recipient has been an in-patient of a hospital for at least 2 days and was administered general anaesthetic during this period

☐ For a care recipient with an existing classification between 9 and 13, at least 6 months have passed since the result of the existing classification

☐ For a care recipient with an existing classification level between 2 and 8, at least 12 months have passed since the result of the existing classification

Further justification

0/1000

REQUEST REASSESSMENT CANCEL

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myagedcare

Request reassessment: Residential Respite example

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

Please select relevant criteria to your respite reassessment request *

☐ Condition of care recipient has changed from independently mobile to being mobile only with assistance

☐ Condition of care recipient has changed from independently mobile to not mobile

☐ Condition of care recipient has changed from mobile with assistance to not mobile

Further justification

0 / 1000

Expected departure date *

(e.g. dd/mm/yyyy)

REQUEST REASSESSMENT CANCEL

6. A green confirmation banner will appear when the reassessment request has been submitted successfully.

A banner at the top of the screen will also show when you can expect the new classification details to become available.

VIEW CLIENT REPORT

Classification details for clients in your care will be displayed within 1 business day(s) of a residential funding assessment being completed. If you are unable to see a classification, please check back after 1 day(s).

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 Classification (Active)

Residential Respite DD Month Year - Present

AN-ACC Classification: Class 101

REQUEST REASSESSMENT ?

REQUEST RECONSIDERATION ?

Classification History

Residential Respite

AN-ACC Classification: Class 101 (Active): DD Month Year - Present

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Reassessment has been successfully requested.

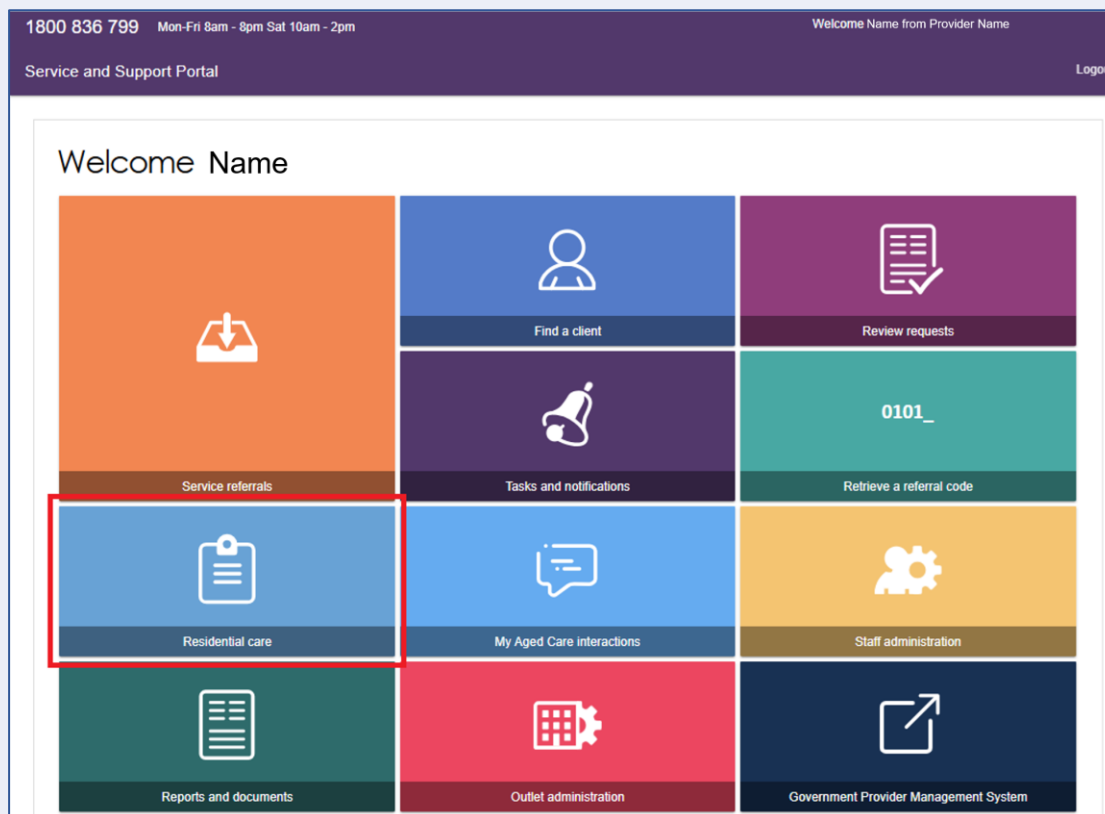
Australian Government Department of Health myagedcare

7. To track the progress of a reassessment request, go to the **Requests** tab. For more information, refer to [Request Tab and Request Status Definitions](#). The system will send notifications when a new classification decision is made after the assessment is completed. For more information, refer to [Viewing Tasks and Notifications](#).

7.5 Requesting Residential Funding Reconsiderations

- ! Only users with the **Team Leader** role can request a residential funding reconsideration. You should only request a reconsideration if you disagree with the classification resulting from an assessment or reassessment. You must submit the request within **28 days** of receiving notification of the new classification, and while the client remains in your care.

1. On the **Home** screen, select the **Residential Care** tile.



2. On the **Care Recipients** screen, select the client whose classification you want reconsidered.

- ! You cannot request a reconsideration if the client has an initial assessment, reassessment or reconsideration in-progress. Check the **Requests** tab for in-progress assessments.

Home | Residential care

Residential care

Care recipients | Requests | Palliative Care

Filter by

1 to 21 out of 21 matching results

Last Name	First Name	Aged Care User ID	Care Type	Classification	Effective Date	Status	Request type	Service
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 1	DD Month Year	Active Classification	Palliative Care	Provider Name
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 5	DD Month Year	Active Classification		Provider Name
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 99	DD Month Year	Active Classification		Provider Name
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 7	DD Month Year	Active Classification		Provider Name
SURNAME	Name	ACXXXXXXX	Residential Respite	Class 101	DD Month Year	Active Classification		Provider Name
SURNAME	Name	ACXXXXXXX	Residential Permanent	Class 3	DD Month Year	Active Classification	Client Unavailable	Provider Name

3. The client's record opens. View the client's current **Residential Permanent** and/or **Residential Respite** classification and submit a reconsideration request:
 - For a **Residential Permanent** classification, select **Request Reconsideration** next to the current classification.
 - For a **Residential Respite** classification, select **Request Reconsideration** next to the current classification.

The screenshot shows a web interface for 'Residential Care'. At the top, there's a breadcrumb trail: Home | Residential care | Name SURNAME. Below this, a teal header contains client details: Title Name SURNAME, Gender, XX years old, DD Month Year, ACXXXXXX01, XX Street Name, SUBURB, STATE, POSTCODE, and Prefer to speak [Language].

The main content area has a tabbed interface with tabs: Client summary, Client details, Referrals for my organisation, Plans, Attachments, Approvals, Services, My Aged Care interactions, and No. The 'Client details' tab is active.

Under 'Current Classification (Active)', there are two sections:

- Residential Permanent DD Month Year - Present**
AN-ACC Classification : Class 5
Buttons: REQUEST REASSESSMENT (with a question mark icon) and REQUEST RECONSIDERATION (with a question mark icon, highlighted with a red box).
- Residential Respite DD Month Year - Present**
AN-ACC Classification : Class 101
Buttons: REQUEST REASSESSMENT (with a question mark icon) and REQUEST RECONSIDERATION (with a question mark icon, highlighted with a red box).

On the right, the 'Classification History' section shows a list of past classifications:

- Residential Permanent
 - AN-ACC Classification : Class 5 (with a question mark icon)
 - AN-ACC Classification : Class 9 (with a question mark icon)
- Residential Respite
 - AN-ACC Classification : Class 10 (with a question mark icon)

4. Select **Yes** if you disagree with the current classification and select **CONFIRM RECONSIDERATION**.

(For Residential Permanent classifications only: You can mark the request as **Urgent** if the client is nearing end of life and has a documented care plan that has been discussed with the resident and their family and/or carers.)

Confirm reconsideration request

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

You are requesting a reconsideration for a care recipient who has had an assessment/reassessment within the last 28 days.

Do you disagree with the classificaton resulting from the assessment of the care recipient?*

☒ Yes
 ☐ No

Is the care recipient approaching end of life with a documented care plan in place that has been communicated with the resident, their family and/or carers? Note: Evidence of a care plan with end of life care activities may be requested by an AN-ACC assessor at the time of assessment.

By selecting 'yes' you are requesting an urgent reclassification assessment and advising that the care recipient is approaching end of life.*

☐ Yes
 ☐ No

5. Select the reason that supports your reconsideration request, then select **Request Reconsideration**. For Residential Respite clients, you must enter the client's expected departure date from respite care before submitting the request.

Home | Residential care | Name SURNAME | Request Reconsideration

Title Name SURNAME
Gender, XX years old, DD Month Year, ACXXXXXX01
XX Street Name, SUBURB, STATE, POSTCODE

Primary contact: Name SURNAME - XX XXXX XXXX
No support relationships recorded

Request reconsideration

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

Please select relevant criteria to your reconsideration request *

☐ The assessor did not complete the assessment in a satisfactory manner, resulting in an inaccurate classification
 ☐ The care recipient's condition during the assessment did not accurately reflect their usual condition or relevant information was not considered, resulting in an inaccurate classification

Further justification

0 / 1000

Expected departure date from respite care example

Request reconsideration

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

Please select relevant criteria to your reconsideration request *

☐ The care recipient's condition during the assessment did not accurately reflect their usual condition or relevant information was not considered, resulting in an inaccurate classification.
 ☐ The assessor did not complete the assessment in a satisfactory manner, resulting in an inaccurate classification.

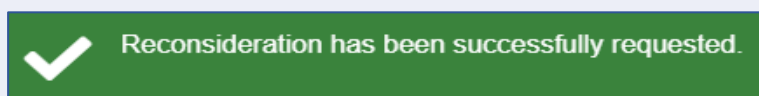
Further justification

Expected departure date *

(e.g. dd/mm/yyyy)

0 / 1000

6. A green confirmation banner appears when the reconsideration request has been submitted successfully.



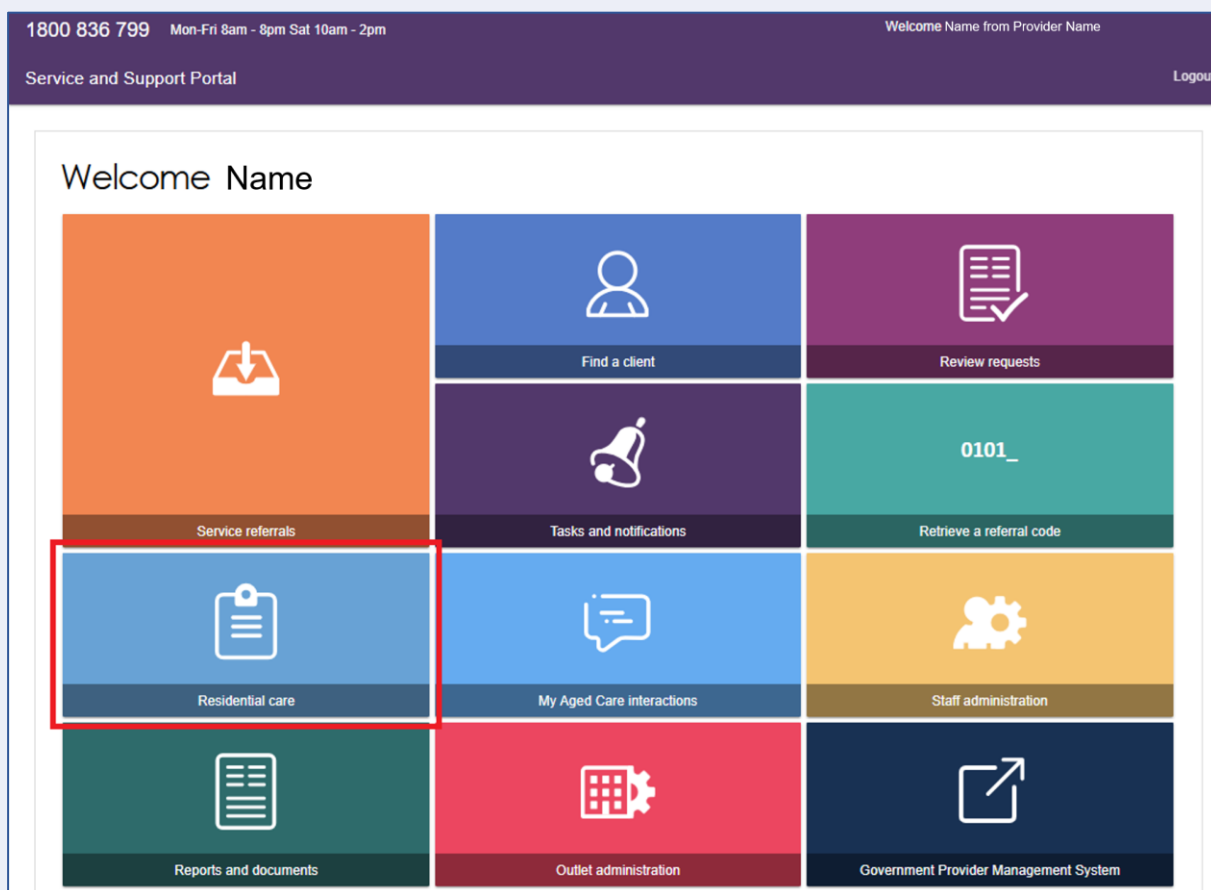
You can track the progress of the request on the **Requests** tab. For more information, refer to [Request Tab and Request Status Definitions](#).

The system will send notifications when a new classification decision is made after the assessment is completed. For more information, refer to [Viewing tasks and notifications](#).

7.6 Recalling a Residential Funding Reassessment or Reconsideration request

If you accidentally request a reassessment for a client, or if the client is no longer available for reassessment (for example, they are on social or emergency leave), you can recall the request.

1. On the **Home** screen, select the **Residential Care** tile.



- Open the **Requests** tab. Find the reassessment or reconsideration request you want to recall by scrolling through the list or using the available filters. Expand the client record.

Service and Support Portal

Home | Residential care

Provider Name

Name SURNAME Aged Care User ID: ACXXXXXXX1 Care type: Residential Permanent Requested date: DD Month Year Reconsideration Pending Allocation	Name SURNAME Aged Care User ID: ACXXXXXXX1 Care type: Residential Respite Requested date: DD Month Year Assessment Pending Assessment	Name SURNAME Aged Care User ID: ACXXXXXXX1 Care type: Residential Respite Requested date: DD Month Year Assessment Pending Assessment	Name SURNAME Aged Care User ID: ACXXXXXXX1 Care type: Residential Respite Requested date: DD Month Year Assessment Pending Assessment
Name SURNAME Aged Care User ID: ACXXXXXXX1 Care type: Residential Respite Requested date: DD Month Year Closed date: DD Month Year	Name SURNAME Aged Care User ID: ACXXXXXXX1 Care type: Residential Respite Requested date: DD Month Year	Name SURNAME Aged Care User ID: ACXXXXXXX1 Care type: Residential Permanent Requested date: DD Month Year Closed date: DD Month Year	Name SURNAME Aged Care User ID: ACXXXXXXX1 Care type: Residential Respite Requested date: DD Month Year Closed date: DD Month Year

- Select **Recall Reassessment Request** or **Recall Reconsideration Request**.

Name SURNAME

Aged XX (DD Month Year), Gender

Classification details

Care type Residential Permanent

Referral details

Referral channel Provider Initiated
Request type Reassessment
Requested by xx_XXXXXXX

VIEW RESIDENTIAL CARE AND CLIENT RECORD **RECALL REASSESSMENT REQUEST**

Name SURNAME

Aged XX (DD Month Year), Gender

Classification details

Care type Residential Permanent

Referral details

Referral channel Provider Initiated
Request type Reconsideration

VIEW RESIDENTIAL CARE AND CLIENT RECORD **RECALL RECONSIDERATION REQUEST**

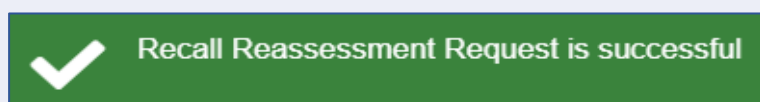
! If you select **Client Unavailable**, you can notify the Department when the client becomes available for assessment again. The system can then automatically submit a new reassessment request.

If you select **Client Deceased**, the system updates the client's status to deceased in Department records and closes the reassessment request. Make sure you have confirmed this information before submitting the request.

If you select **Other**, enter a reason for the recall. The system will then close the reassessment request.

- Choose a reason for the recall from the drop-down list, then select **Recall Reassessment Request** or **Recall Reconsideration Request** to confirm.

- A green confirmation banner appears when the reassessment or reconsideration request has been successfully recalled.

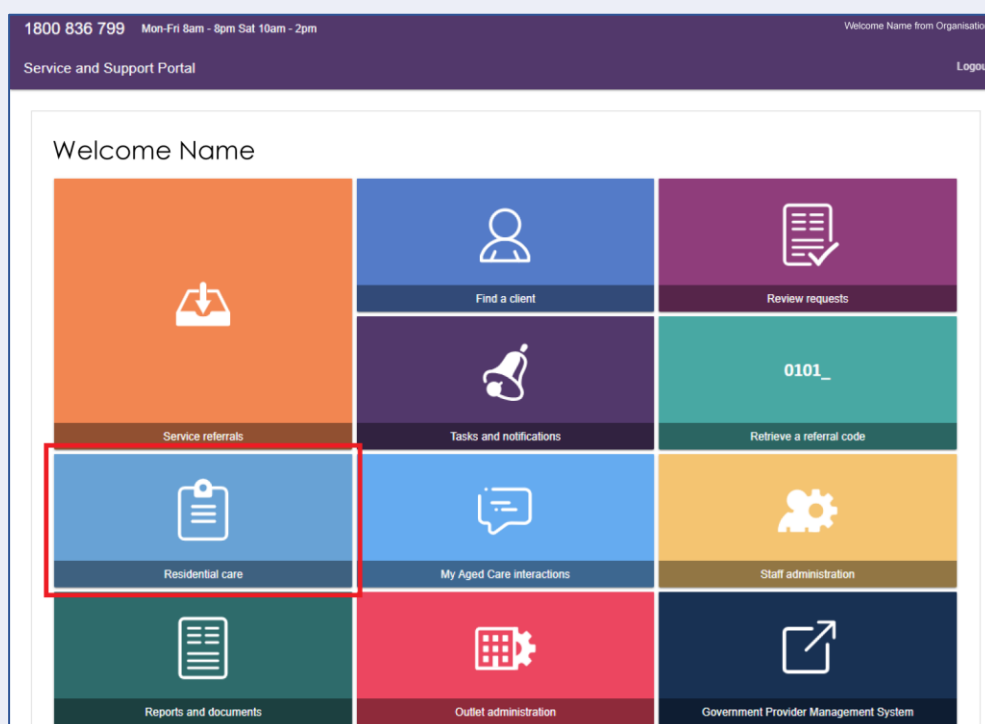


7.7 Notify client is available for assessment

Only **Team Leaders** can notify the Department when a client becomes available for assessment after returning to your residential care facility.

The **Notify Client Is Now Available for Assessment** option is available if the client's previous residential funding assessment referral was rejected or recalled with the reason **Client Unavailable**.

- On the **Home** screen, select the **Residential Care** tile.



2. On the **Care Recipients** screen, select the client who is now available for assessment.

Home | Residential care

Residential care

Care recipients Requests Palliative Care

Filter by

1 to 50 out of 239 matching results

Last Name	First Name	Aged Care User ID	Care Type	Classification	Effective Date	Status	Request type	Service
SURNAME	Name	AA00000001	Residential Permanent	Class 99	DD Month YYYY	Active Classification		Service name
SURNAME	Name	AA00000002	Residential Permanent	Class 99	DD Month YYYY	Active Classification		Service name
SURNAME	Name	AA00000003	Residential Permanent	Class 2	DD Month YYYY	Active Classification		Service name
SURNAME	Name	AA00000004	Residential Permanent	Class 99	DD Month YYYY	Active Classification		Service name
SURNAME	Name	AA00000005	Residential Permanent	Class 9	DD Month YYYY	Active Classification		Service name
SURNAME	Name	AA00000006	Residential Permanent	Class 9	DD Month YYYY	Active Classification		Service name
SURNAME	Name	AA00000007	Residential Permanent	Class 9	DD Month YYYY	Active Classification		Service name

3. In the **Residential Care** tab of the client record, select **Notify Client Is Now Available for Assessment**.

Home | Residential care | Name SURNAME

Mr Name SURNAME
Gender: XX years old, DD Month Year, AA00000001
XX Street Name, SUBURB, STATE POSTCODE

Primary contact: Name Surname (Role) - 00 0000 0000
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 **Residential Care**

Current Classification (Active)

Residential Permanent DD Month YYYY - Present
AN-ACC Classification - Class 9

REQUEST REASSESSMENT ?

REQUEST RECONSIDERATION ?

NOTIFY CLIENT IS NOW AVAILABLE FOR ASSESSMENT ?

Residential Respite DD Month YYYY - Present
AN-ACC Classification - Class 102

REQUEST REASSESSMENT ?

REQUEST RECONSIDERATION ?

Client Unavailable
Please use the "Notify client is now available for assessment" option above if the client is now available for an assessment.

Classification History

Residential Permanent

AN-ACC Classification - Class 9 (Active) DD Month YYYY - Present

Residential Respite

AN-ACC Classification - Class 102 (Active) DD Month YYYY - Present

4. A confirmation window will appear.

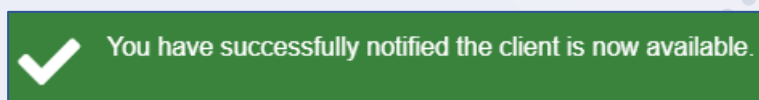
- To notify the Department and automatically submit a reassessment request, select **Request Reassessment and Confirm Client Is Available**.
- To notify the Department without submitting a reassessment request, select **Confirm Client Is Now Available for Assessment**. You can request a reassessment later if needed.

Notify client is now available for assessment

Please confirm that care recipient is now available for assessment and the referral can be reopened.

REQUEST REASSESSMENT AND CONFIRM CLIENT IS AVAILABLE CONFIRM CLIENT IS NOW AVAILABLE FOR ASSESSMENT CANCEL

5. A green confirmation banner will appear when the client has been marked as available for assessment. If you selected the automatic reassessment option, the system will also submit a reassessment request.



7.8 Request tab and request status definitions

The **Requests** tab in the **Residential Care** tile displays all residential funding assessment requests, including **initial assessments**, **reassessments** and **reconsiderations**.

The **Request Status** shows the current stage of each assessment request.

The table on the following page describes each request status in the order it typically occurs.

! In this guide, the term **assessment** refers to initial assessments, reassessments and reconsiderations.

REQUEST STATUS DEFINITIONS

Status	Description
Pending Allocation	A referral for a residential funding assessment has been created and is yet to be issued to a residential funding assessment organisation.
Pending Assessment	A referral for a residential funding assessment has been issued to a residential funding assessment organisation and the assessment is yet to be completed.
Finalised	The assessment has been completed and uploaded by the assessor.
Rejected	The request for assessment has been rejected for reasons the client is unavailable for assessment i.e., in hospital or on leave
Recalled	The request for assessment has been recalled for reasons the client is unavailable for assessment i.e., the client is deceased

7.9 Palliative Care

7.9.1 View clients marked palliative on entry

The **Palliative Care** tab displays clients who entered a residential care facility under **permanent palliative care** and shows any actions required to confirm their palliative care status.

Forms submitted through this process are reviewed by the Department, which will determine the outcome and take the appropriate action.

After the Department completes the validation process, the client's record remains available in the **Palliative Care** tab.

To view all clients who were recorded as **Palliative on Entry**, select the **Palliative Care** tab.

Service and Support Portal

Service referrals Find a client Review requests Tasks and notifications

Home | Residential care

Residential care

Care recipients Requests **Palliative Care**

Filter by

Sort by: Due Date in order of: Earliest to Latest GO

Current sort order is Due Date

7.9.2 Upload palliative care documents

For clients who were recorded as **Palliative on Entry**, the status initially displays as **Pending Upload**.

1. Expand the client record and select **Upload Palliative Documents**.

! The Palliative Care Status Form must be submitted within 14 days of notification of entry to the department via the My Aged Care Service and Support Portal.

Once the entry is processed, a notification will be generated.

Please refer to [Viewing tasks and notifications](#) for more information.

Name
SURNAME

Aged Care User ID: AA00000001
Requested date: DD Month YYYY
Due date: DD Month YYYY

! Pending Upload

Home | Residential care

Residential care

Care recipients Requests **Palliative Care**

Filter by

Sort by: Due Date in order of: Earliest to Latest

Current sort order is Due Date

Organisation/ Outlet name

Name
SURNAME

Aged Care User ID: AA00000001
Requested date: DD Month YYYY
Due date: DDMM/YYYY

! Pending Upload

Name
SURNAME

Aged Care User ID: AA00000002
Requested date: DD Month YYYY
Due date: DDMM/YYYY

! Pending Upload

Name
SURNAME

Aged Care User ID: AA00000003
Requested date: DD Month YYYY
Due date: DDMM/YYYY

! Pending Upload

Name
SURNAME

Aged Care User ID: AA00000004
Requested date: DD Month YYYY
Due date: DDMM/YYYY

! Pending Upload

1 to 5 out of 5 matching results

VIEW RESIDENTIAL CARE AND CLIENT RECORD **UPLOAD PALLIATIVE DOCUMENTS**

2. Upload the completed **Palliative Care Status Form** and submit it before the due date.

1800 836 799 Mon-Fri 8am - 6pm Sat 10am - 2pm Welcome Name from Organisation

Service and Support Portal

Home | Residential care | Upload Palliative Documentation

Name SURNAME
Gender, XX years old, DD Month Year, AA0000001 XX Street Name, SUBURB, STATE POSTCODE Primary contact: Name Surname (Role) - 00 0000 0000

Upload Palliative Documentation

All fields marked with an asterisk (*) must be completed before submission.
Palliative Care Plan must be submitted by DD Month Year

UPLOAD PALLIATIVE DOCUMENTATION

SUBMIT DOCUMENTS SAVE DOCUMENTS & EXIT CANCEL

Select **Upload Palliative Documentation** to open the upload window, then choose the form saved on your computer.

Service and Support Portal

Home | Residential care | Upload Palliative Documentation

Name SURNAME
Gender, XX years old, DD Month Year, AA0000001 XX Street Name, SUBURB, STATE POSTCODE Primary contact: Name Surname (Role) - 00 0000 0000

Add Palliative Care document

All fields marked with an asterisk (*) must be completed before submission.
Please upload your Palliative and other relevant documentation here.
A maximum of 5 documents may be uploaded.
Each individual file must not exceed the size limit of 5MB and must be of file type .jpeg, .jpg, .bmp, .png, .docx, .pdf.

PostedFile: *

CHOOSE FILE

Name of the attachment: *

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

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myagedcare

UPLOAD CANCEL

3. Enter a file name and a short description.

Use the following file naming convention for both the file name and the uploaded document:

[Client Last Name] PCSF [Date Uploaded – DDMMYY]

If the Department has requested additional supporting information, you can upload it by selecting **Upload Palliative Documentation** and repeating the steps above.

Add Palliative Care document

All fields marked with an asterisk (*) must be completed before submission.
Please upload your Palliative and other relevant documentation here.
A maximum of 5 documents may be uploaded.
Each individual file must not exceed the size limit of 5MB and must be of file type .jpeg, .jpg, .bmp, .png, .docx, .pdf.

PostedFile: *

Choose file Name PCSF 100822.pdf

Name of the attachment: *

Name PCSF 100822

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

Status form for Palliative Care Client

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UPLOAD CANCEL

- ! Only one file may be uploaded each time, as each file requires an individual name and description.

4. If you are not ready to submit the documents, select **Save Documents & Exit**. The Department will not review saved documents until you submit them.

When you have reviewed all documents and are ready to send them to the Department, select **Submit Documents**.

5. The client's status changes to **Pending Approval**, and a Department **Palliative Review Officer** will review the submitted documents.

7.9.3 Palliative Care Status Form outcomes

A submitted **Palliative Care Status Form** can have one of three outcomes:

- **More Information Requested**
- **Approved**
- **Rejected.**

7.9.3.1 More Information Requested

If the Palliative Review Officer determines that there is not enough information to assess the form, they will request additional information and explain what is required.

When this happens, you have **14 days** from the date of the request to upload the requested documents. This extension is available **once only** for each resident, so make sure you provide all information needed to confirm the resident's palliative care status.

When the Department requests more information, the system generates a notification. For more information, refer to [Viewing tasks and notifications](#).

The screenshot shows a client record interface. At the top, there's a teal header with the name 'SURNAME' and a small circular icon with a checkmark. Below the header, the text 'Aged Care User ID: AA00000001', 'Requested date: DD Month YYYY', and 'Due date: DD Month YYYY' is displayed. At the bottom, a red-bordered box contains an information icon and the text 'More Information Requested'.

1. Expand the client record and select **View More Details** to read the comments and instructions from the Palliative Review Officer.

The screenshot shows a client record interface. At the top, there's a teal header with the name 'SURNAME' and a close button. Below the header, a yellow banner with a warning icon contains the text: 'Palliative Care Plan for Name Surname has been reviewed and additional information is being requested. Please action by DD Month YYYY.' Below the banner, the text 'Aged XX (DD Month Year), Gender' is displayed. Under 'Classification details', there's a table with the following information: 'Care type: Residential Permanent', 'Classification: Class 98', 'Effective date: DD Month Year', and 'Classification status: Active'. To the right, under 'Details of requested information', there's text: 'Palliative Care Review Officer (BL_FX120737) 13/05/2022 05:09:36 PM Please provide completed Status Form: 1. Profes...'. Below this text, a red-bordered box contains the text 'VIEW MORE DETAILS'. At the bottom, there are two buttons: 'VIEW RESIDENTIAL CARE AND CLIENT RECORD' and 'UPLOAD ADDITIONAL DOCUMENTS'.

- ! After the Department requests more information, you can no longer view or edit the previously submitted document. You must upload a new version of the document. Use the following file naming convention and include the latest upload date: [Client Last Name] PCSF [Date Uploaded – DDMMYY]

2. If required, select **Add Response** to provide additional information, upload the updated documents, and resubmit the form.

Home | Residential care | Upload Palliative Documentation

Name SURNAME
Gender: XX years 06, DD Month Year, AA00000001 XX Street Name, SUBURB, STATE POSTCODE
Primary contact: Name Surname (Role) - 00 0000 0000

Upload Palliative Documentation

Warning: Palliative Care Plan for Name Surname has been reviewed and additional information is being requested. Please see detail of requested information section for required information. Please ensure that all information is included when uploading and submitting documents, as this will be your final attempt to submit the Palliative Care Plan.

Detail of requested information

Palliative Care Review Officer (BL_FK120737) 13/05/2022 05:09:36 PM

1. Client details missing in Individual's Details section
2. Signature missing in Part C
3. Medical Practitioner details missing

ADD RESPONSE

All fields marked with an asterisk (*) must be completed before submission.
Palliative Care Plan must be submitted by the DD Month YYYY

UPLOAD PALLIATIVE DOCUMENTATION

Status Form_220513170902 [pdf 36.14KB] 12 May 2022

SUBMIT ADDITIONAL DOCUMENTS **SAVE DOCUMENTS & EXIT** **CANCEL**

Add Palliative Care document

All fields marked with an asterisk (*) must be completed before submission.
Please upload your Palliative and other relevant documentation here.
A maximum of 5 documents may be uploaded.
Each individual file must not exceed the size limit of 5MB and must be of file type .jpeg, .jpg, .bmp, .png, .docx, .pdf.

PostedFile: *

Choose file Name PCSF 110822.pdf

Name of the attachment: *

Name PCSF 110822

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

Updated Status Form for Palliative Care Client

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UPLOAD **CANCEL**

7.9.3.2 Approved and Rejected Palliative Care Status Forms

If the Department approves the **Palliative Care Status Form**, you will receive a notification and the client's status will change to **Approved**. The client will be assigned **AN-ACC Class 1** and become eligible for funding at that classification level.

If the Palliative Review Officer determines that the additional documents do not provide enough evidence to confirm the client's palliative status, they will reject the request.

You will receive a notification and the client's status in the **Palliative Care** tab will change to **Rejected**. The system will also generate a referral for an **AN-ACC assessment** to determine the client's AN-ACC classification.

If you would like to appeal the decision, email myagedcare@health.gov.au and provide evidence to support your appeal.

Name SURNAME Aged Care User ID: AA00000001 Requested date: DD Month YYYY Rejected	Name SURNAME Aged Care User ID: AA00000001 Requested date: DD Month YYYY Approved
--	--