



Australian Government



myagedcare

Client summary tab

Purpose

This fact sheet outlines the purpose and benefits of the new 'Client summary' tab in the client record which is available in the Service and Support, Assessor, and Online Account portals. The 'Client summary' tab is also known as the 'Client journey dashboard'.

Overview

The 'Client summary' tab provides a snapshot view of where a client is in their aged care journey. This tab provides key information about the client in one place, which may include:

- assessment information
- approvals
- service recommendations
- service delivery information
- goals and reablement
- any periods of linking support.

Information will only be displayed where it is applicable to the client.

The screenshot shows the 'Client summary' tab for a client named Cassius CLIENT. The interface includes a header with the client's name and contact information, a navigation menu, and a main content area with a client tracker and assessment details.

Client summary

Primary contact: Cassius Client (self) - 02 1234 5678
[View support network](#)

REFER THIS CLIENT FOR ASSESSMENT | VIEW CLIENT REPORT

Client tracker

Registered (Completed) | Assessment (Pending) | Waiting for services (Pending) | Receiving services (Pending)

Client registration has been successfully completed in My Aged Care.
Next step - Call My Aged Care on 1800 200 422 to discuss eligibility for aged care services or complete care needs assessment (screening).

Client summary

Assessments

Screening (S)

Complete on 5 March 2020

Help at home - Entry level support (Commonwealth Home Support Programme) | Recommendations and approvals (Client Care Coordination) | Service delivery status (No referrals issued)

Benefits

The increased visibility of key client information will:

- improve understanding of where a client is in their My Aged Care journey; and
- improve communication and interactions between all system users with the intent to better support older people.



For further information, go to My Aged Care

1800 836 799 | www.agedcare.health.gov.au/myagedcare

Assessors and service providers can access the 'Client summary' tab through their respective portals. Clients and their nominated representatives, agents or support people can also view their own aged care information, including the 'Your summary' tab via the Online Account available through myGov.

For further information

Further information is available on the Department of Health website, including

- For providers - [Navigating and viewing information in the client record](#)
- For assessors - [Navigating and Updating the Client Record \(ACAT\)](#) and [Navigating and Updating the Client Record \(RAS\)](#)
- For clients and their support network (representatives and agents) – [How to use your Online Account](#)

Alternatively, call the My Aged Care assessor and provider helpline on **1800 836 799** for support and technical assistance. The helpline is available 8am to 8pm Monday to Friday and 10am to 2pm Saturdays, local time across Australia.

