How to Access Your My Aged Care Support Plan Online Through myGov

APM
assessment services

Introduction

Thank you for completing your My Aged Care Assessment with our Regional Assessment Service (RAS).

This information is to support you to stay informed about your My Aged Care Journey through your myGov Account.

What is a myGov account?

myGov is a simple and secure way to access government services online in one place. Your myGov account gives you access to a range of government services online.

When you create a myGov account you can link to a range of government services online including your My Aged Care online account.

If you are struggling to create or use your myGOV account please seek support from a trusted family member.

You may already have set up and have access to your myGov account for your COVID Vaccination record.

What is the My Aged Care online account?

Your My Aged Care online account contains important information about your assessments, services and interactions with My Aged Care. It lets you:

- find your Aged Care ID number, which you can use to interact with My Aged Care (your ID number begins with the letters AC, followed by 8 digits)
- update your contact details (for example, home address, phone number or email)
- sign up to receive SMS and email notifications about important events in your aged care journey
- view information about a Home Care Package level and wait time if you've been approved for a package
- see any referral codes for approved services to pass on to your provider
- look up information about previous services
- read copies of letters you've received from My Aged Care.
  https://www.myagedcare.gov.au/access-your-online-account

How do I access My Aged Care online account?

To set up your online account, you will need to link your myGov account to My Aged Care. You will only need to do this once.

Step 1: Log in to myGov

If you don't have a myGov account you need to create one. You can do this online with the help of the Create a myGov account guide. If you have any trouble, call the myGov help desk on 13 23 07.

Once you have made a myGov account, you can log in to myGov using your existing username and password, and go to Step 2.

Step 2: Link your myGov account to your My Aged Care online account

Once you log in to myGov, you need to add My Aged Care as a service.

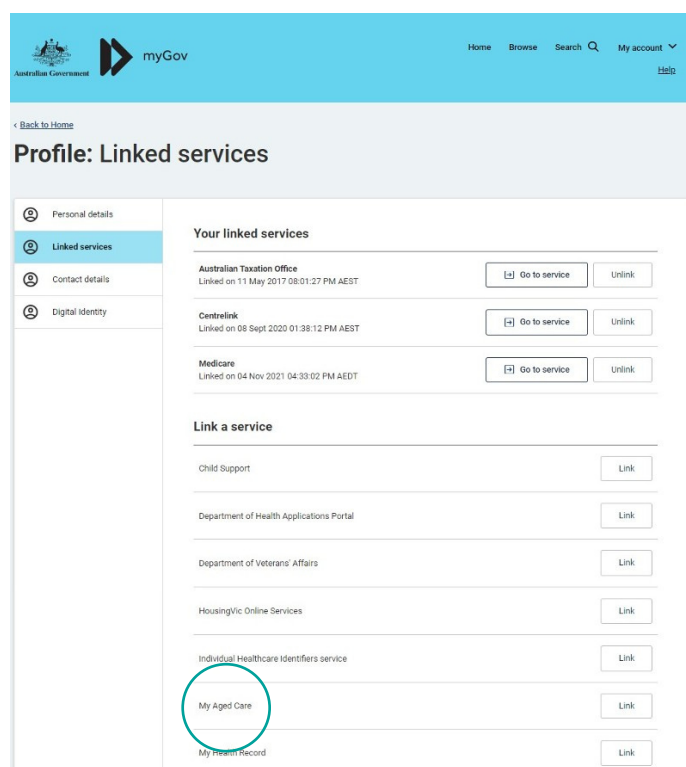To do this, choose My Aged Care from the services list (see Image 1 below). Then follow the online prompts.

Image 1: myGov services list

Three steps to link your account:

1. Confirm what kind of account you have. Tell us if you're receiving aged care or representing someone who is.
2. Provide identification so we can find your account. We recommend using your Aged Care ID or your Medicare number. You may also be able to use your Centrelink customer reference number, or your Veteran card number.
3. Confirm your contact details. You will need to provide your name and contact details as registered with My Aged Care.

After you complete the steps, you will be taken to your Online Account.

The My Aged Care Tile will also appear on your myGov homepage. This will display alongside your other linked services (as shown in Image 2 below).

The next time you want to access your Online Account, you'll just need to log in to myGov and click the My Aged Care tile.
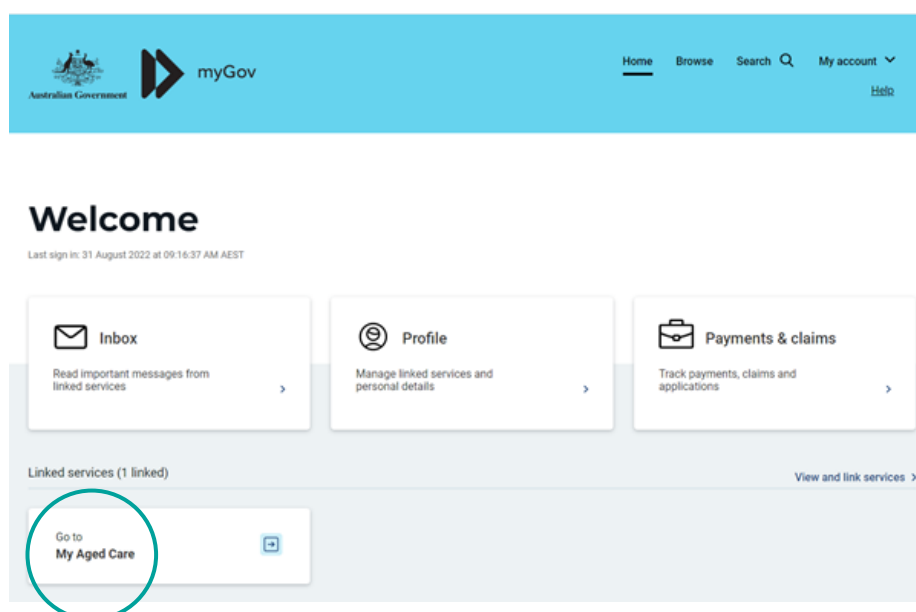

Image 2: My Aged Care logo on the myGov homepage

Once you sign in to your online account, you can learn more about how to use it on the How to use your Online Account | My Aged Care

Common Questions

What is a referral code and why do I need it?

A referral code is your unique reference number for receiving services. Your assessor will give you one referral code for each service you're eligible for. This information will be included in your My Aged Care Support plan. If you lose your code, you can log in to your My Aged Care Online Account to see it.

Once you choose an aged care provider, you will need to give them your referral code(s). With the code they can view your client record, accept the referral, and start organising services for you — if you choose to accept their services.

How do I use a referral code?

The referral code allows you to select your preferred service provider using the Find a Provider services on the My Aged Care Website.
Please quote the referral code to service providers to assist with discussions and determine the service type. You can choose the Service Provider that best suits your needs.

How do I find an Aged Care Service Provider?

Please access the My Aged Care website to find a service provider who provides services in your region and to use your referral codes:

https://www.myagedcare.gov.au/find-a-provider/