

Your Online Account Guide: *Navigating as a Representative*

What is an Aged Care Online Account

The My Aged Care Online Account can be used to get and amend information for the person you represent, including:

- View and/or change
 - personal details including notifications
 - relationships including representatives and primary contact person
 - current support plans
 - current care approvals
 - aged care services a client is currently receiving
 - My Aged Care interactions
- View and/or provide
 - documents
- Generate and print
 - summary information
 - referral Code letters

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| What are Representatives | There are two types of representatives: | | |
| | Represented (Regular) | <p>If the person you represent can give someone consent to speak and act for them, a regular representative can be appointed.</p> <p>A regular representative can speak and act for the person you represent, but must:</p> <ul style="list-style-type: none"> ➤ seek the person you represents' permission before discussing their personal My Aged Care information with anyone ➤ consult the person you represent on all decisions and actions they make on their behalf. | |
| | Represented (Authorised) | An authorised representative is where you represent a person who is unable to speak and make decisions for themselves. | |
| How having a representative changes the type of access that a client has | | The client is able to: | |
| | | View info. | Update info. |
| | One or more Authorised rep | Yes | No |
| Only Regular Rep. | Yes | Yes | |

What do you want information on?

Show me:

- What do I need to set up a My Aged Care Online Account as a representative, [click here \(page 4\)](#)
- How to access the account of a person you represent, [click here \(page 6\)](#)
- How to log out of your myGov account, [click here \(page 7\)](#)
- How to remove yourself as a representative, [click here \(page 8\)](#)



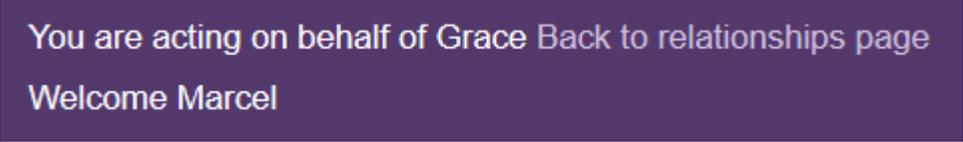
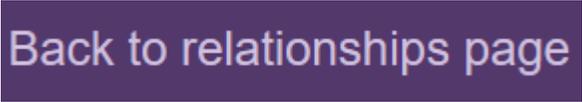
How to set up a My Aged Care Online Account as a representative?

| | I am a representative | |
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| 1 | <p>Be appointed as a representative for your client.</p> <p>Note: Visit the Appointing a representative page for more information.</p> <p>Note: To be appointed as an authorised representative you will need to provide legal documents to show that you have been legally authorised to make health, personal and/or lifestyle decisions for your client.</p> | <p>You can be appointed by:</p> <ul style="list-style-type: none"> • calling My Aged Care on 1800 200 422 with your client • by your client asking the assessor to appoint you at their assessment • by sending a complete Appointment of a Representative Form either by: <ul style="list-style-type: none"> ○ fax to: 1800 728 174, or ○ mail to: My Aged Care, PO Box 1237, Runaway Bay, Queensland, 4216. <p>Once processed, you will be registered with My Aged Care.</p> |
| 2 | <p>Set up your Online Account.</p> <p>Note: You need to be registered with My Aged Care before setting up an Online Account. You do not need to register again if you have already done so previously.</p> | <p>After being registered, you can set up your Online Account by:</p> <ol style="list-style-type: none"> 1. Activating your Online Account by calling My Aged Care on 1800 200 422. 2. Create or log in to your myGov account: |

Your Online Account Guide: Services (Oct 2020)

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| | <p>Note: Visit the View your Online Account page for more information.</p> | <ul style="list-style-type: none"> • If you already have a myGov account: you can log in to myGov using your existing username and password. Once you have logged in, you can go to the next step. • If you don't have a myGov account: you will need to create one. You can do this online with the help of the Create a myGov account guide. |
| 3 | <p>Connect your My Aged Care Online Account to your myGov account.</p> <p>Note: You only need to perform this linking process for your first time log-in.</p> | <p>Choose My Aged Care from the services list in myGov (as it appears below). Then follow the online prompts, as instructed.</p>  |
| 4 | <p>After your first log-in, you can access your Online Account through myGov</p> | <p>In myGov, click the My Aged Care button (as shown below).</p>  |

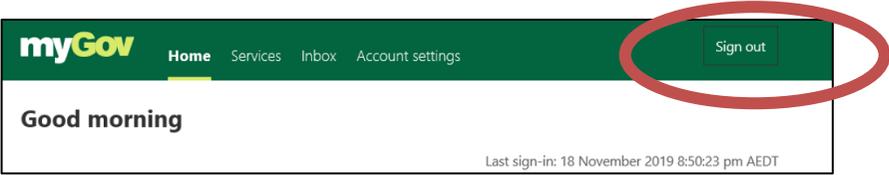
How to access the account of a person you represent

| I am a Representative | | |
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| 1 | From the landing page, select the “Relationships” tile. |  A light blue rectangular button with a white icon of two people and the text "Relationships" to its right. |
| 2 | Select the name of the person you want to review. |  A screenshot of a person's profile card. The name "Grace Nerir" is highlighted with a yellow box. Below the name, it says "Primary Contact", "Representative (Regular) For (Advocate)", "02 7010 5678", "0491 570 110", and "23 FURZER STREET PHILLIP, ACT, 2606". |
| 3 | The name of the person you represent will now display in the top right hand side of your Online Account, and you can now operate their account. |  A dark purple rectangular box containing the text "You are acting on behalf of Grace Back to relationships page" and "Welcome Marcel" below it. |
| 4 | To view other people you represent, or to return to your own account, select the ‘ Back to relationships page ’ link. |  A dark purple rectangular button with the text "Back to relationships page" in white. |
| END | | |

How to log out of your myGov account

Note:

⚠. To protect your privacy, **sign out of myGov** when you leave the Client Portal. Logging out or leaving the Client Portal will not automatically sign you out of myGov.

| I am a Representative | | |
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| 1 | Go to my.gov.au | |
| 2 | Select 'Sign out' in the top right hand corner of the myGov website. |  <p>The screenshot shows the myGov website header with a green navigation bar. The 'Sign out' button is highlighted with a red oval. Below the header, the text 'Good morning' and 'Last sign-in: 18 November 2019 8:50:23 pm AEDT' are visible.</p> |
| 3 | The message 'You have signed out of myGov' will be displayed | |
| END | | |

How to remove yourself as a representative

Note:

- ⚠ Removal of a relationship will not delete a client or representative’s accounts. It will only “unlink” them.
- ⚠ Once ‘Remove Relationship’ is selected, you will no longer have access to the client’s record.

| I am a regular Representative | |
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| 1 | <p>From the landing page, select the “Relationships” tile.</p>  |
| 2 | <p>Select the “bin” icon on the person you no longer want to represent. Note: If your client does not have an authorised representative, they can also remove you as a representative using the same method as shown here.</p>  |
| 3 | <p>Select the “Remove Relationship” button.</p>  |
| END | |

Contact Us

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|-------------------------------|---|--|
| Phone (domestic) | 1800 200 422 (freecall) | The call centre is open: <ul style="list-style-type: none"> • Monday to Friday: 8am - 8pm • Saturdays: 10am - 2pm • Closed: Sundays and national public holidays. |
| Phone (international)) | +61 2 6289 1555 | Monday to Friday: 8.30am - 5.30pm AEST |
| Online enquiry | Go to Contact us , and complete the form. | |
| Post | PO Box 1237 Runaway Bay QLD 4216 | |

If you have difficulty speaking or understanding English, have a hearing or speech impairment, or want support from someone who understands your situation, go to “[Accessible for all](#)” website page.