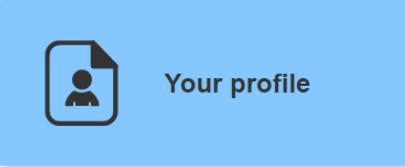


Your Online Account Guide: Profile

| | |
|--|---|
| <p>How do I get to Your Profile?</p> | <p>Log into your Online Account and select the Your Profile tile:</p>  <p>⚠ If you are a representative operating a client's Online Account, the tile will be named Profile.</p> |
| <p>What is on Your Profile page?</p> | <p>➤ View and update your personal information or contact details.</p> |
| <p>What do you want information on?</p> | <p>Show me:</p> <ul style="list-style-type: none"> ➤ What is in Your Profile page, click here (page 2). ➤ How to change my: <ul style="list-style-type: none"> ▪ home or postal address, click here (page 4). ➤ How to change how I am notified (emails and/or SMS), click here (page 5). ➤ How to change my primary contact, click here (page 8). ➤ How to add a note, click here (page 9). |

Your Profile Page (top half)

The screenshot shows the 'Your profile' page for a user named Grace. The page is divided into several sections: 'Personal details', 'Address details', 'Identity documents (ID)', 'Payment details', 'Contact details and notification preferences', and 'Primary contact person'. Each section has a pencil icon next to it, indicating that the information can be edited. There are also callout boxes with arrows pointing to specific parts of the page, explaining their function.

Notes
Select the 'Notes' tab to add notes

Personal details
Need to update personal details?
Call the Contact Centre on 1800 200 422
Your date of birth, nationality, marital status, living arrangements and your preferred language.

Identity documents (ID):
Aged Care ID: AC09024175
This ID is used to identify you when you call us.

Payment details
Details of your government payments

VIEW CLIENT REPORT
View and print a summary of your record.

To change your information, select the pencil button next to what you want to change:

- Home address
- Postal address
- Notification (contact) preference
- The first person we contact about your care and services

These arrow buttons are used to hide or reveal information.

Your Profile Page (bottom half)

Marcel Whinbo
Representative(Authorised)

Details of your representatives and other people who are supporting and care for you during your Aged Care journey.

NOTIFY MY AGED CARE THAT A PERSON HAS DIED

These are the people you have agreed to represent you

If you are able to give someone consent to speak and act for you, they can be set up as a regular representative... [read more +](#)

No relationships

You are a representative for these people

Marcel Whinbo
Representative(Authorised) For (Spouse/Partner)
02 6262 6262
100 EASTERN VALLEY WAY BELCONNEN, ACT, 2617

[read more +](#)

NOTIFY MY AGED CARE THAT A PERSON HAS DIED

You also look after

No relationships

These people also look after you

Eric Matir
Support Person (Parent)
STATION MASTERS HOUSE, Lot Number 30 DUTTON STREET YASS, NSW, 2582

Lorayne Baront
Cared For By (Neighbour)
1 STANDEN STREET MURRAY BRIDGE, SA, 5253


[PRINT RECORD](#)

NOTIFY MY AGED CARE THAT A PERSON HAS DIED

This button will allow you to notify My Aged Care of a death.

[read more +](#)

Selecting 'read more +' shows more information about the representative's responsibilities

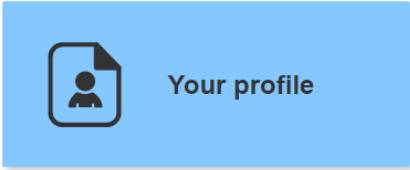







This "bin" button will remove a person from your online account. Note: authorised representatives cannot be removed this way.

[PRINT RECORD](#)

Selecting 'Print Record' will display and let you print your full online record

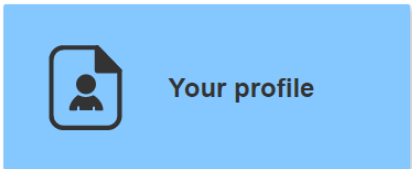


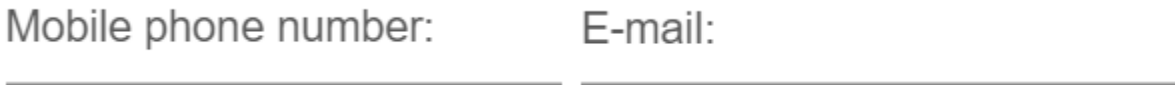
How do I change my home or postal address?


| | It's my account or I am an Authorised Representative | |
|------------|--|---|
| 1 | Navigate to "Your Profile". |  |
| 2 | Clicking the pencil  button next to the relevant address. | <p>Home address:  23 FURZER STREET PHILLIP, ACT, 2606</p> <p>Send any correspondence to:  23 FURZER STREET PHILLIP, ACT, 2606</p> |
| 3 | Enter in your new address. Note: to change the address where services are provided, you need to call the Contact Centre on 1800 200 422. | <p>Unit number or building name and level (if applicable) 2</p> <p>Street number e.g. 201 or 34-36 * Street name * 23 FURZER</p> <p>Street type * Street</p> |
| 4 | Select "Validate" to confirm that the address is valid. |  |
| 5 | Select "Save Address" to save changes. |  |
| END | | |




How do I change how I am notified?

Note:

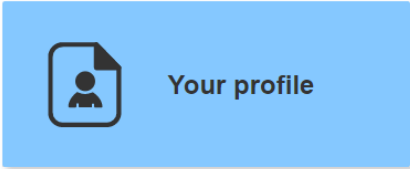

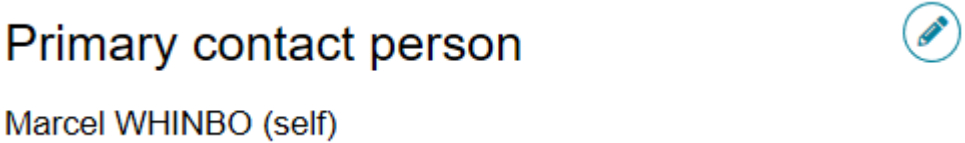
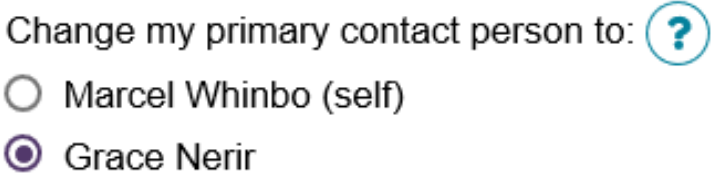

 Only regular representatives can opt out of notifications.

| | It's my Account or I am an Authorised Representative | |
|---|---|--|
| 1 | Navigate to "Your Profile". |  |
| 2 | Click on the pencil  button next to the 'Contact details and notification preferences' |  |
| 3 | Check your contact details are correct. |  |

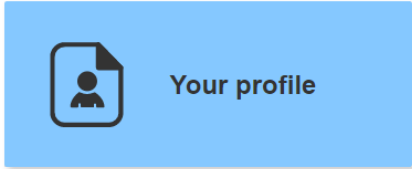
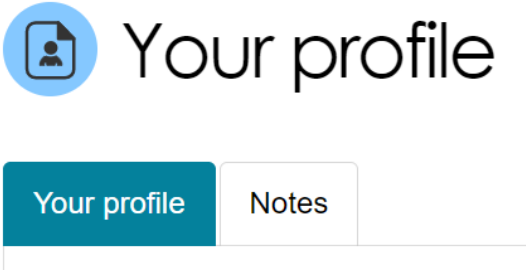

| | | |
|---|--|--|
| 4 | Select your preferred contact methods, using the drop down menus (select ▼ to open). | <p>Preferred correspondence method</p> <p>Email ▼</p> <hr/> <p>Preferred contact number * ▼</p> <hr/> |
| 5 | Use the scroll bar to go to the bottom of the form (on the right edge of the window). |  |
| 6 | To receive SMS or email notifications, you will need to give consent by ticking the consent box. | <h3>SMS and Email notification preferences</h3> <p><input checked="" type="checkbox"/> Consent to send SMS and emails about Grace Nerir</p> |
| 7 | <p>Select who you want the sent information sent to, and how it should be sent:</p> <ul style="list-style-type: none"> ➤ Email; and/or ➤ SMS | <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>Manage email notifications</p> <p><small>Email notifications won't be sent unless at least one person below is selected.</small></p> <p><input checked="" type="checkbox"/> Grace Nerir, Self</p> </div> <div style="width: 48%;"> <p>Manage SMS notifications</p> <p><small>SMS notifications won't be sent unless at least one person below is selected. SMS notifications will only be sent to verified Australian and Norfolk Island mobile numbers.</small></p> <p><input type="checkbox"/> Grace Nerir, Self</p> </div> </div> |

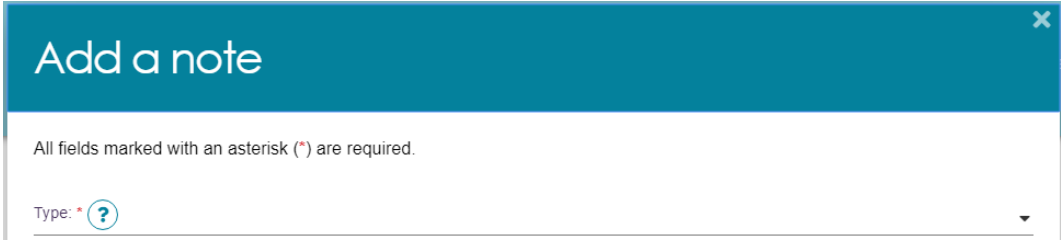


| | | |
|--|--|--|
| 8 | Select "Save changes". |  |
| Continue for SMS notifications only | | |
| 9 | <p>Verify your contact details, by clicking on the Verify button.</p> <p>A 6-digit code will be sent by SMS to your phone.</p> | <p>Contact you on:</p> <p>02 5550 4567 (home)</p> <p>0491 570 159 (mobile) - Preferred contact number ● Unverified <input type="button" value="VERIFY"/> </p> |
| 10 | Enter in the 6-digit code. | <p>Verification code: *</p> <hr/> <p>e.g. 123456</p> <p>If you didn't get the code, Click here to get another code. You can generate a new code 3 times. If you need help</p> |
| 11 | Select "Verify". |  |
| END | | |

How do I change my primary contact?

| | It's my account or I am an Authorised Representative | |
|------------|--|---|
| 1 | Navigate to "Your Profile" |  |
| 2 | Clicking the pencil  button next to Your primary contact person |  |
| 3 | Select your new primary contact person. Note: If the person's name is not on the list, contact My Aged Care . |  |
| 4 | Select Save. |  |
| END | | |

How do I add a note?

| | It's my account or I am an Authorised Representative | |
|---|--|--|
| 1 | Navigate to "Your Profile". |  <p>A blue rectangular button with a white icon of a person and a document, followed by the text "Your profile".</p> |
| 2 | Select your Notes tab. |  <p>The "Your profile" page header with a blue circular icon containing a person and document. Below it, two tabs are visible: "Your profile" (highlighted in teal) and "Notes" (white with a grey border).</p> |
| 3 | Select the "Add a Note" button. |  <p>A dark purple rectangular button with the text "ADD A NOTE" in white, uppercase letters.</p> |

| | | |
|------------|---|---|
| 4 | Select the note type. |  |
| 5 | Add in any details you want to let us know about. |  |
| 6 | Select Save. |  |
| END | | |

Contact Us

| | | |
|------------------------------|---|--|
| 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.