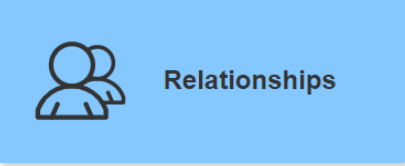


Your Online Account Guide:

Relationships

<p>How do I get to Relationships?</p>	<p>Log into your Online Account and select the Relationships tile:</p> 
<p>What is on the Relationships page?</p>	<ul style="list-style-type: none"> ➤ View who represents and looks after you. ➤ Add or remove representatives. ➤ Notify My Aged Care of a death. ➤ Representatives: access to the person you represents account.
<p>What do you want information on?</p>	<p>Show me</p> <ul style="list-style-type: none"> ➤ What is in the relationships page, click here (page 3). ➤ How to add a representative, click here (page 4). ➤ How to add documents for representative, click here (page 7). ➤ How to remove a relationship, click here (page 10). ➤ How to let us know of a death, click here (page 11).

Glossary

Term	Means
Authorised Representative	A person (or organisation) appointed under a legal basis to act on your behalf. The legal documents need to be provided to My Aged Care in order to become an authorised representative and shows us that someone can legally make health, personal and lifestyle decisions for you.
Carer	A person who has an ongoing role in supporting you and your needs (e.g. a family member or friend).
Emergency contact	A person to be contacted in case of an emergency.
Primary contact	A person (which can be yourself) who will be the first point of contact for phone calls.
Regular Representative	A person (or organisation) who is nominated by you by providing consent for the representative to act on your behalf (you must have their agreement before nominating them).

Relationships Page

These are the people you have agreed to represent you
These are your representatives. Clients with Authorised Representatives cannot make changes to your account.

You are a representative for these people
You are either a Regular or Authorised Representative for any people listed here.
Representatives: click on the name of a client to access that person's account. Go back to the 'Relationships' page to get back to your own account).

You also look after
These are people who have you listed as their carer.

These people also look after you
These are people who are your carer/s.

ADD REPRESENTATIVE
This button will take you to a form where you can upload documents that are required to appoint a new representative.


NOTIFY MY AGED CARE THAT A PERSON HAS DIED
This button will allow you to notify My Aged Care of the death of someone who you have a representative or care relationship with.

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

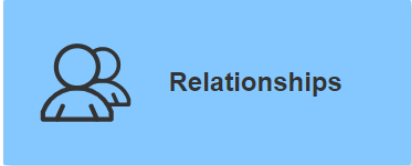
Previous relationships
These are people who no longer represent or have carer responsibilities for you.

How to add a Representative?


Note:

-  In My Aged Care, if you agree for someone to be your regular representative, they can speak and act for you. A representative can do things for you like:
- give and receive information from My Aged Care
 - make decisions about aged care assessment and referrals
 - see and update details about you in My Aged Care
 - be listed as your primary contact
 - receive copies of your letters from My Aged Care

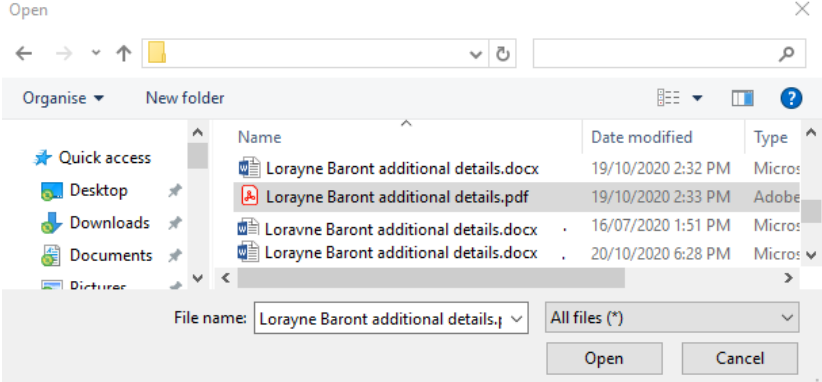
For more information on representatives, go to the My Aged Care webpage on [appointing representatives](#).

	It's my account or I am an Authorised Representative	
1	Navigate to "Relationships".	

Your Online Account Guide: Relationships (Oct 2020)


2	Select the “Add Representative” button.	
3	Select to “Add new representative”.	<p>What do you want to do?*</p> <p><input checked="" type="radio"/> Add new representative</p>
4	Select if you want to add an Authorised representative or a Regular representative .	<p>What kind of representative do you want to add?*</p> <p><input type="radio"/> Authorised representative <input type="radio"/> Regular representative</p>
5	Add in their name.	<p>Full name: *</p> <p>_____</p>
6	Let us know any additional information.	<p>Note to Aged Care</p>
7	Select “Yes” to the “Do you want to add an appointment of Representative form. Note: You must add this document.	<p>Would you like to add an 'Appointment of Representative' form?*</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>

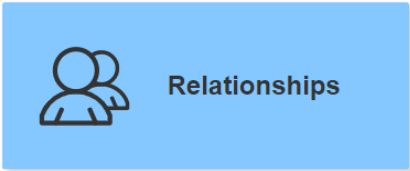
Your Online Account Guide: Relationships (Oct 2020)

8	Select "Browse".	<div style="text-align: center;"> <h3>Appointment of Representative form *</h3> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin: 10px 0;">Browse...</div> </div>
9	Select the document you want to upload.	
10	Select "Open".	<div style="text-align: center;"> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin: 10px 0;">Open</div> </div>
11	Add a name that describes the document.	<div style="text-align: center;"> <h3>Document name *</h3> <hr style="width: 100px; margin: 0 auto;"/> </div>
12	Select "Save and Submit" for processing. Note: You can save the record at any time and submit it at a later time.	<div style="text-align: center; margin-top: 20px;"> <div style="display: flex; justify-content: space-around; gap: 20px;"> <div style="background-color: #4b4b8b; color: white; padding: 10px 20px; border-radius: 5px;">SAVE AND SUBMIT</div> <div style="border: 1px solid #ccc; padding: 10px 20px; border-radius: 5px;">SAVE</div> <div style="border: 1px solid #ccc; padding: 10px 20px; border-radius: 5px;">CANCEL</div> </div> </div>
<h2 style="margin: 0;">END</h2>		


How to add documents for a Representative?

Note:

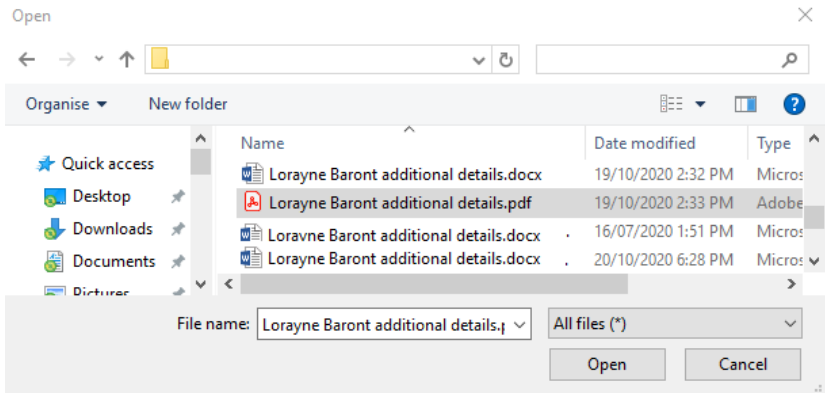
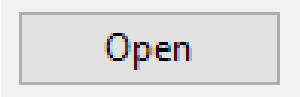

 For more information on representatives, go to the My Aged Care webpage on [appointing representatives](#).

	It's my account or I am an Authorised Representative	
1	Navigate to "Relationships".	

Your Online Account Guide: Relationships (Oct 2020)


2	Select to “Add documents” on that person’s tile.									
3	Let us know any additional information.	<p style="text-align: center;">Note to Aged Care</p>								
4	Select the type of document/s you want to upload.	<p>Add supporting document/s (select one or more)</p> <table border="0"> <tr> <td><input type="checkbox"/> Advance Health Directive</td> <td><input type="checkbox"/> Appointment of Enduring Guardian</td> </tr> <tr> <td><input type="checkbox"/> Enduring Power of Attorney</td> <td><input type="checkbox"/> Guardianship Order</td> </tr> <tr> <td><input checked="" type="checkbox"/> Legal Documentation</td> <td><input type="checkbox"/> Medical Practitioner Letter</td> </tr> <tr> <td><input type="checkbox"/> Statutory Declaration</td> <td></td> </tr> </table>	<input type="checkbox"/> Advance Health Directive	<input type="checkbox"/> Appointment of Enduring Guardian	<input type="checkbox"/> Enduring Power of Attorney	<input type="checkbox"/> Guardianship Order	<input checked="" type="checkbox"/> Legal Documentation	<input type="checkbox"/> Medical Practitioner Letter	<input type="checkbox"/> Statutory Declaration	
<input type="checkbox"/> Advance Health Directive	<input type="checkbox"/> Appointment of Enduring Guardian									
<input type="checkbox"/> Enduring Power of Attorney	<input type="checkbox"/> Guardianship Order									
<input checked="" type="checkbox"/> Legal Documentation	<input type="checkbox"/> Medical Practitioner Letter									
<input type="checkbox"/> Statutory Declaration										
5	Select “Browse”.	<p style="text-align: center;">Legal Documentation *</p> <div style="text-align: center;"> <input type="text"/> <input type="button" value="Browse..."/> </div>								


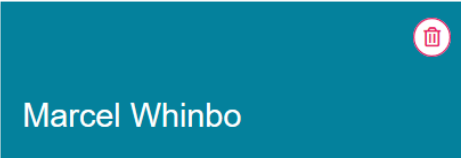

Your Online Account Guide: Relationships (Oct 2020)

6	Select the document you want to upload.	
7	Select "Open".	
8	Add a name that describes the document.	<p>Document name *</p> <hr/>
9	Select "Save and Submit". Note: You can save the record and come back and finish it later. Submitting it will pass the document to us to process.	
END		

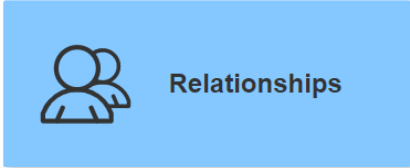

How to remove a relationship?

Note:






- ⚠ If you have authority to end a relationship, you will be able to select a  button in the top right corner.
- ⚠ If you no longer need an authorised representative, your **authorised representative** will need to call My Aged Care to make the change.

It's my account or I am an Authorised Representative		
1	Navigate to "Relationships".	
2	Select the "rubbish bin" icon on the tile for the relationship you wish to remove.	
3	Select "Remove Relationship" to confirm you wish to end the relationship.	
END		

How to let us know of a death?

	It's my account or I am an Authorised Representative	
1	Navigate to "Relationships".	
2	Clicking the "Notify us of a Death" button.	
3	Select the person who has died.	<p>Select the deceased person*</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Lorayne Baront of 23 FURZER Street PHILLIP ACT 2606 <input type="radio"/> Marcel Whinbo of 23 FURZER Street PHILLIP ACT 2606

Your Online Account Guide: Relationships (Oct 2020)

<p>4</p>	<p>Provide us with as much information as you can.</p>	<p>Please supply the following information:</p> <p>Who, when and how were you informed that this person is deceased? </p> <hr/> <p style="text-align: right;">0 / 500</p> <p>Date of death (if known) </p> <hr/> <p><i>dd/mm/yyyy</i></p>
<p>5</p>	<p>Attach any relevant documents, by selecting “Choose a file”.</p>	<p>Add Attachments</p> <p>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 (if available)</p> <p> Choose a file...</p>
<p>6</p>	<p>Select “Save”.</p>	<p style="text-align: center;">   </p>
<p>END</p>		

Contact Us

Phone (domestic)	1800 200 422 (free call)	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.