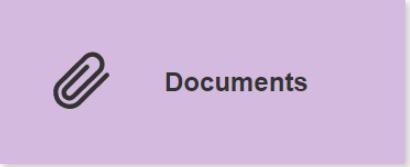







# Your Online Account Guide: *Documents*

<p><b>How do I get to Documents?</b></p>	<p>Log into your Online Account and select the Documents tile:</p> 
<p><b>What is on the Documents page?</b></p>	<p>View and upload attachments in the client portal, such as:</p> <ul style="list-style-type: none"> <li>➤ legal documents,</li> <li>➤ an <a href="#">Appointment of a Representative Form</a></li> <li>➤ medical information or diagrams</li> <li>➤ other relevant documents.</li> </ul>
<p><b>What do you want information on?</b></p>	<p>Show me</p> <ul style="list-style-type: none"> <li>➤ What is in the documents page, <a href="#">click here (page 4)</a>.</li> <li>➤ How to upload a document to appoint a new representative, <a href="#">click here (page 5)</a>.</li> <li>➤ How to upload a document for an existing representative, <a href="#">click here (page 8)</a>.</li> <li>➤ How to upload a document for my Service Provider or Assessor, <a href="#">click here (page 10)</a>.</li> </ul>

## Icons

Icon		Icon	
	Show more information.		Create Report that can be saved or printed.
	Show less information.		View details or report.

### Note:

 You should only upload documents that are relevant to My Aged Care, including:

- Appointment of a Representative Form
- Advance Health Directive
- Appointment of Enduring Guardian
- Enduring Power of Attorney
- Guardianship Order
- Legal Documentation
- Medical Practitioner Letter
- Statutory Declaration.
- Other documents that were asked for by an assessor or service provider

My Aged Care only accepts PDF files. Please convert your files to PDF for them to be processed.

Please be aware of our [Privacy Policy](#), when disclosing information about yourself or someone else.

## Glossary

Term	Means
<p><b>Authorised Representative</b></p>	<p>If you are no longer able to make decisions for yourself, an authorised representative will be needed. This person need <a href="#">legal documents</a> to speak and act for you, and must:</p> <ul style="list-style-type: none"> <li>• ensure that decisions and actions made on your behalf are in your best interest, and</li> <li>• keep your personal My Aged Care information confidential and not disclose it to any unauthorised persons.</li> </ul> <p>When an authorised representative is set up, the person receiving care can no longer make their own decisions or discuss their care needs independently. For this reason, clients who have an authorised representative cannot make changes in the Online Account.</p>
<p><b>Regular Representative</b></p>	<p>If you are able to give someone consent to speak and act for you, they can be set up as a regular representative. This person can speak and act for you, but must:</p> <ul style="list-style-type: none"> <li>• seek your permission before discussing your personal My Aged Care information with anyone</li> <li>• consult you on all decisions and actions they make on your behalf.</li> </ul> <p>When you have a regular representative, you can still communicate directly with My Aged Care and the assessor directly if you want.</p>

# Your Documents Page

**Pending Documents** ?

This list shows documents that you either need to provide more information for, or have not yet been processed by My Aged Care.

**My Aged Care feedback** ?

If you are missing information in the request, My Aged Care will add a comment here.

UPLOAD REPRESENTATIVE DOCUMENTS

Here you can open a form where you can upload documents relating to a representative of the client (e.g. Power of Attorney).

**Actioned Documents** ?


This list shows documents that have been processed and finalised by My Aged Care.

UPLOAD ASSESSOR & PROVIDER DOCUMENTS

Here you can open a form where you can upload documents relating to assessors and service providers.

**Medical history for Grace**

You can download documents by clicking on links to them here.



These are options to edit, withdraw or view pending documents. Actioned documents can only be viewed.

Your documents

You have documents that have not been submitted. [Click here to view the Document](#)

UPLOAD REPRESENTATIVE DOCUMENTS    UPLOAD ASSESSOR & PROVIDER DOCUMENTS

**Pending Documents** ?

1 to 2 out of 2 matching results

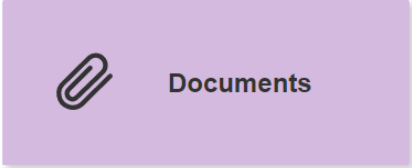

Pending documents	Status	My Aged Care feedback ?	Note to My Aged Care	Action	Updated Date
<a href="#">Medical history for Grace</a> Assessor & Provider documents	Withdrawn		Medical records		16 October 2020
<a href="#">Additional details re: Lorayne Barton</a> Assessor & Provider documents	Returned by My Aged Care	Incomplete	Details of representative for providers		19 October 2020

**Actioned Documents** ?

1 to 2 out of 2 matching results

Document name	Document type	Uploaded by ?	Description	Uploaded date
<a href="#">Customer File for Grace</a>	Other	Staff		19 October 2020

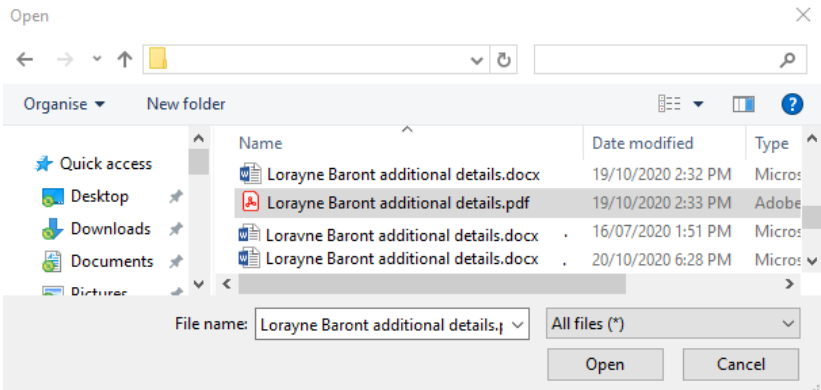
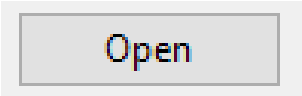

## How to upload a document to appoint a new representative?

	It's my account or I am an Authorised Representative	
1	Navigate to "Documents".	
2	Click on the "Upload representative document" button.	
3	Click on the option to "Add new representative".	<p>What do you want to do?*</p> <p><input checked="" type="radio"/> Add new representative    <input type="radio"/> Add to existing representative</p>
5	Select if you want to add an <a href="#">Authorised representative</a> or a <a href="#">Regular representative</a> .	<p>What kind of representative do you want to add?*</p> <p><input type="radio"/> Authorised representative    <input checked="" type="radio"/> Regular representative</p>

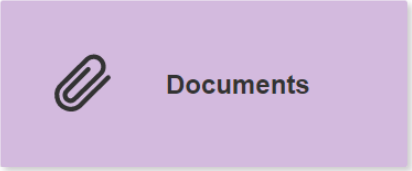
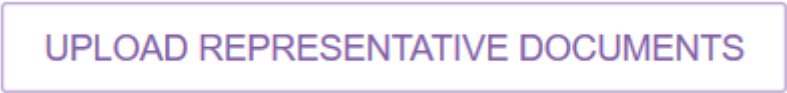
## Your Online Account Guide: Documents (Nov 2020)

6	Add in their name.	<p style="text-align: center;">Full name: *</p> <p style="text-align: center;">_____</p>
7	Let us know any additional information.	<p style="text-align: center;">Note to Aged Care</p>
8	Select “Yes” to the “Do you want to add an appointment of	<p>Would you like to add an 'Appointment of Representative' form?*</p> <p><input checked="" type="radio"/> Yes   <input type="radio"/> No</p>
9	Select “Browse”.	<p style="text-align: center;">Appointment of Representative form *</p> <p style="text-align: center;"> <input type="text"/> <input type="button" value="Browse..."/> </p>

# Your Online Account Guide: Documents (Nov 2020)

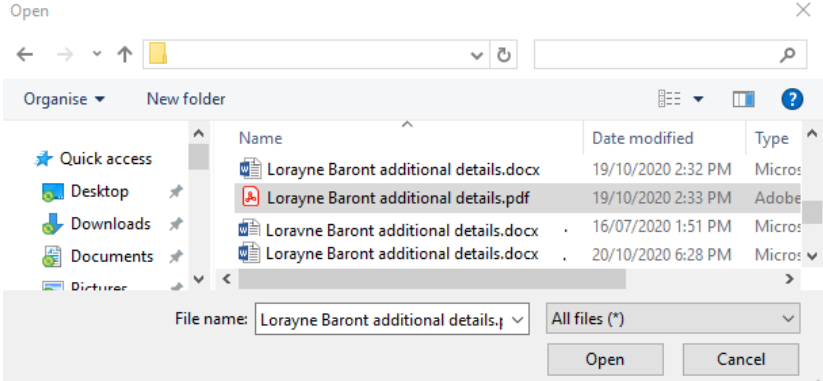
<p><b>10</b></p>	<p>Select the document you want to upload.</p> <p><b>Note:</b> This must be a PDF file of the Appointment of a Representative Form.</p>	
<p><b>11</b></p>	<p>Select "Open"</p>	
<p><b>12</b></p>	<p>Add a name that describes the document.</p>	<p>Document name *</p> <hr style="width: 20%; margin-left: auto; margin-right: auto;"/>
<p><b>13</b></p>	<p>Select "Save and Submit" for processing.</p> <p><b>Note:</b> You can save the record at any time and submit it at a later time.</p>	
<p><b>END</b></p>		

## How to upload a document for an existing representative

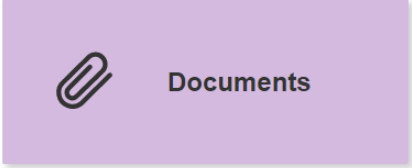

	It's my account or I am an Authorised Representative	
1	Navigate to "Documents".	
2	Click on the "Upload representative document" button.	
3	Click on the option to "Add to existing representative".	<p>What do you want to do?*</p> <p><input type="radio"/> Add new representative    <input checked="" type="radio"/> Add to existing representative</p>
4	Select the representative you wish to add documents for.	<p>Select a representative*</p> <p><input checked="" type="radio"/> Marcel Whinbo - Regular representative (Active)</p>
5	Let us know any additional information.	<p>Note to Aged Care</p>
6	Select the type of document/s you want to upload.	<p>Add supporting document/s (select one or more)</p> <p><input type="checkbox"/> Advance Health Directive                      <input type="checkbox"/> Appointment of Enduring Guardian</p> <p><input type="checkbox"/> Enduring Power of Attorney                      <input type="checkbox"/> Guardianship Order</p> <p><input checked="" type="checkbox"/> Legal Documentation                                      <input type="checkbox"/> Medical Practitioner Letter</p> <p><input type="checkbox"/> Statutory Declaration</p>



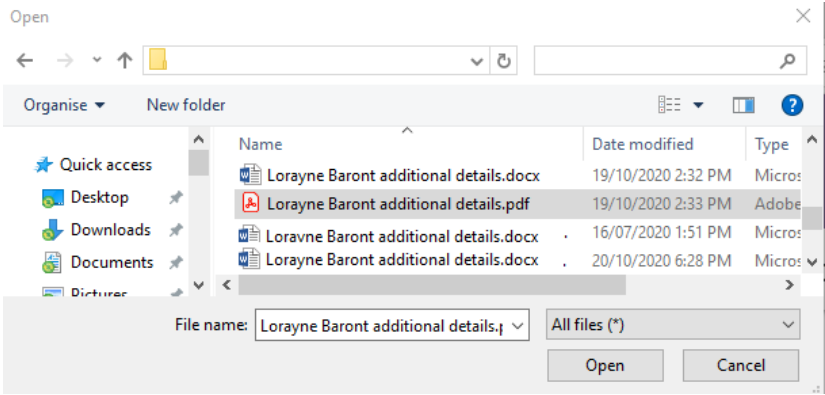
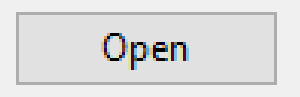

## Your Online Account Guide: Documents (Nov 2020)

7	Select "Browse".	<p style="text-align: center;">Legal Documentation *</p> <div style="text-align: right; margin-right: 50px;"> <input type="button" value="Browse..."/> </div>
8	<p>Select the document you want to upload.</p> <p><b>Note:</b> This must be a PDF file. Only upload <a href="#">documents that are relevant to the appointment of representatives.</a></p>	
9	Select "Open".	<div style="text-align: center; margin: 10px 0;"> <input type="button" value="Open"/> </div>
10	Add a name that describes the document.	<p style="text-align: center;">Document name *</p> <hr style="width: 20%; margin: 0 auto;"/>
11	<p>Select "Save and Submit".</p> <p><b>Note:</b> You can save the record and come back and finish it later. Submitting it will pass the document to us to process.</p>	<div style="text-align: center; margin: 10px 0;"> <input type="button" value="SAVE AND SUBMIT"/> <input type="button" value="SAVE"/> <input type="button" value="CANCEL"/> </div>
<p><b>END</b></p>		

## How to upload a document for my Service Provider or Assessor?

	It's my account or I am an Authorised Representative	
1	Navigate to "Documents".	
2	Click on the "Upload Assessor & Provider documents" button.	
3	Write who the documents relate to.	<p>Who is this document for: *</p> <p>Grace Nerir</p> <hr/>
4	Let us know any additional information.	<p>Note to Aged Care</p>
5	Select "Browse".	<p>Document to upload *</p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;"> <input style="flex-grow: 1;" type="text"/> <input style="margin-left: 10px;" type="button" value="Browse..."/> </div>

Your Online Account Guide: Documents (Nov 2020)

<p><b>6</b></p>	<p>Select the document you want to upload.</p> <p><b>Note:</b> Only upload PDF files. These documents must relate to My Aged Care. Do not upload other documents (e.g. for Services Australia).</p>	
<p><b>7</b></p>	<p>Select "Open".</p>	
<p><b>8</b></p>	<p>Add a name that describes the document.</p>	<p>Document name *</p> <hr style="width: 20%; margin-left: auto; margin-right: auto;"/>
<p><b>9</b></p>	<p>Select "Save and Submit".</p> <p><b>Note:</b> You can save the record and come back and finish it later. Submitting it will pass the document to us to process.</p>	
<p><b>END</b></p>		

## Contact Us

<b>Phone (domestic)</b>	<b>1800 200 422</b> (free call)	The call centre is open: <ul style="list-style-type: none"> <li>• Monday to Friday: 8am - 8pm</li> <li>• Saturdays: 10am - 2pm</li> <li>• Closed: Sundays and national public holidays.</li> </ul>
<b>Phone (international))</b>	+61 2 6289 1555	Monday to Friday: 8.30am - 5.30pm AEST
<b>Online enquiry</b>	Go to <a href="#">Contact us</a> , and complete the form.	
<b>Post</b>	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.