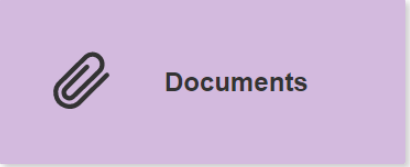






# Your Online Account Guide:


## 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 Online Account, 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 10)</a>.</li> <li>➤ How to upload a document for my Service Provider or Assessor, <a href="#">click here (page 13)</a>.</li> </ul>


### Icons

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


### Notes:

 The following documents can be uploaded when appointing a representative:

- 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.

 The following documents can be uploaded for assessors:

- Allied Health Assessment
- Clinical Notes
- Discharge Summary
- Relevant Medical Summary
- Other

 Documents uploaded for providers will be classified as 'Other'.

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
<b>Authorised Representative</b>	<p>If you are no longer able to make decisions for yourself, an authorised representative will need to be appointed. This person must provide <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>
<b>Regular Representative</b>	<p>If you consent to let someone 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 your assessor directly if you wish.</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.

**Actioned Documents** ?

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

**Medical history for Grace**

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

**My Aged Care feedback** ?

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

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

UPLOAD REPRESENTATIVE DOCUMENTS

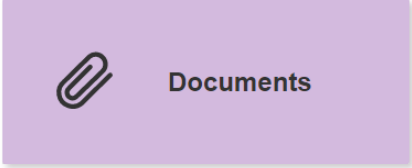


Here you can open a form where you can upload documents relating to a representative of the client (e.g. Power of Attorney).

UPLOAD ASSESSOR & PROVIDER DOCUMENTS

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

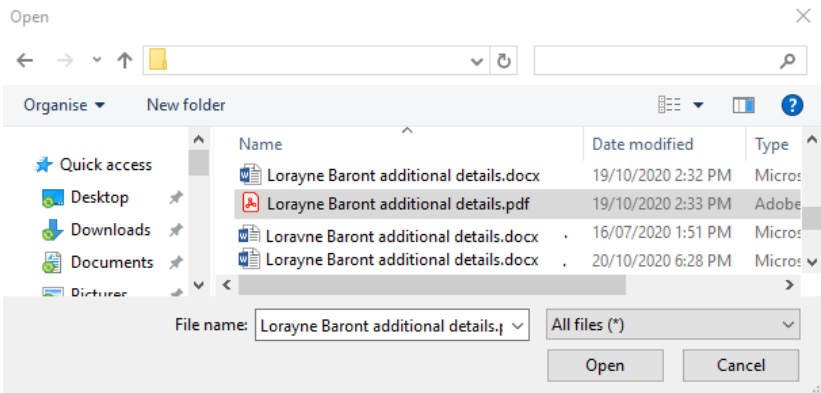
These are options to edit, withdraw or view pending documents. Actioned documents can only be viewed.

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

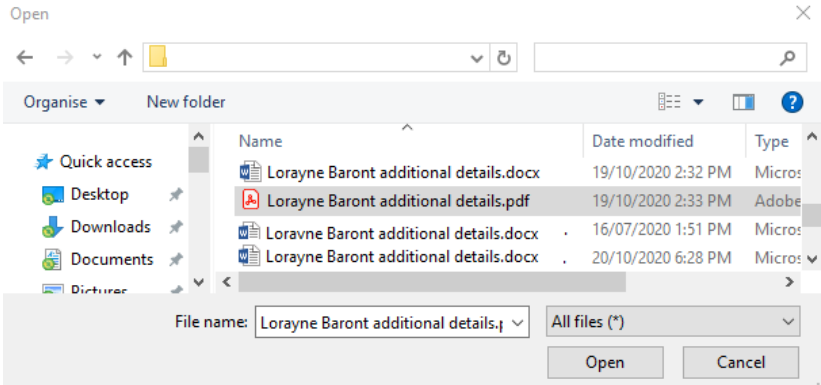
	It's my account or I am an Authorised Representative	
1	Navigate to "Documents".	
2	Click on the "Upload representative document" button.	
3	<p><b>Note:</b> If you are not a representative, go to step 5.</p> <p>If you represent a client, you will be asked who you are uploading documents for.</p>	<p>All fields marked with an asterisk (*) are required.</p> <p>Who are you uploading documents for?*</p> <p><input checked="" type="radio"/> Yourself as a client</p> <p><input type="radio"/> A client you represent</p>
4	Once your selection for step 3 is made, select continue.	

## Your Online Account Guide: Documents (Mar 2021)

5	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>
6	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>
7	Add in their name.	<p>Full name: *</p> <p>_____</p>
8	Let us know any additional information.	<p>Note to Aged Care</p>
9	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>

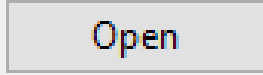
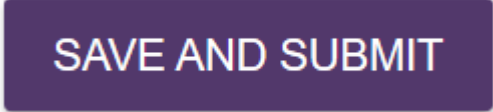


<p>10</p>	<p>Select "Choose file".</p>	<p>Appointment of Representative form *</p> <p>Choose file No file chosen</p>
<p>11</p>	<p>Select the document you want to upload.</p> <p><b>Note:</b> This must be a PDF file of the Appointment of a Representative Form.</p>	
<p>12</p>	<p>Select "Open"</p>	<p>Open</p>
<p>13</p>	<p>Add a name that describes the document.</p>	<p>Document name *</p> <hr/>

## Your Online Account Guide: Documents (Mar 2021)

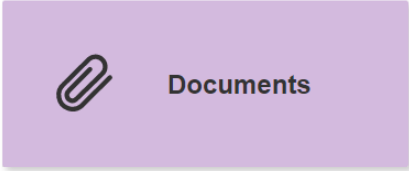


<p>14</p>	<p><b>Note:</b> Skip to step 19 if not uploading additional supporting documents.</p> <p><b>Note:</b> These supporting documents are only required for appointment of an authorised representative.</p> <p>Select the type of document/s you want to upload (if any).</p>	<p>Add supporting document/s (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										
<p>15</p>	<p>Select “Choose file”.</p>	<p>Legal Documentation *</p> <p>Choose file No file chosen</p>								
<p>16</p>	<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>									



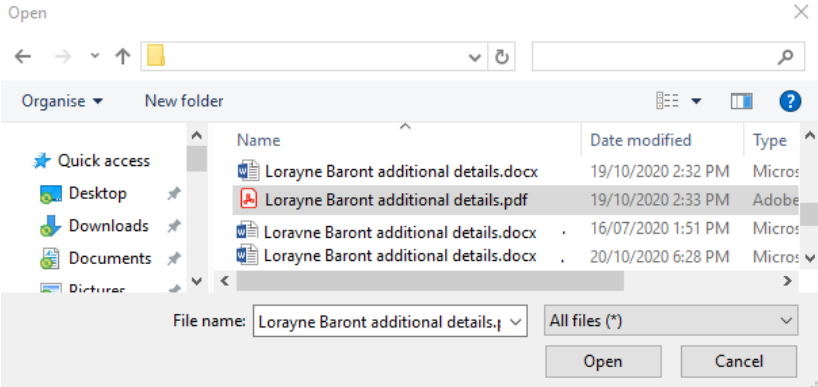
## Your Online Account Guide: Documents (Mar 2021)

17	Select "Open".	
18	Add a name that describes the document.	<p>Document name *</p> <hr/>
19	<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>	  
<b>END</b>		


## 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	<p><b>Note:</b> If you are not a representative, go to step 5.</p> <p>If you represent a client, you will be asked who you are uploading documents for.</p>	<p>All fields marked with an asterisk (*) are required.</p> <p>Who are you uploading documents for?*</p> <p><input checked="" type="radio"/> Yourself as a client</p> <p><input type="radio"/> A client you represent</p>
4	Once your selection for step 3 is made, select continue.	
5	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>

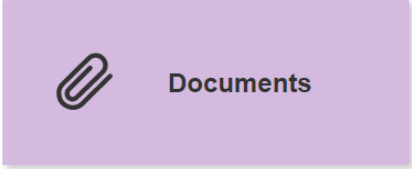


## Your Online Account Guide: Documents (Mar 2021)

6	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>								
7	Let us know any additional information.	<p style="text-align: center;">Note to Aged Care</p>								
8	Select the type of document/s you want to upload.	<p>Add supporting document/s (select one or more)</p> <table style="width: 100%; border: none;"> <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										
9	Select "Choose file".	<p style="text-align: center;">Legal Documentation *</p> <p style="text-align: center;"> <input type="button" value="Choose file"/> No file chosen         </p>								
10	<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>									
11	Select "Open".	<p style="text-align: center;"><input type="button" value="Open"/></p>								

## Your Online Account Guide: Documents (Mar 2021)

12	Add a name that describes the document.	Document name * _____
13	Select "Save and Submit". <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.	
<b>END</b>		

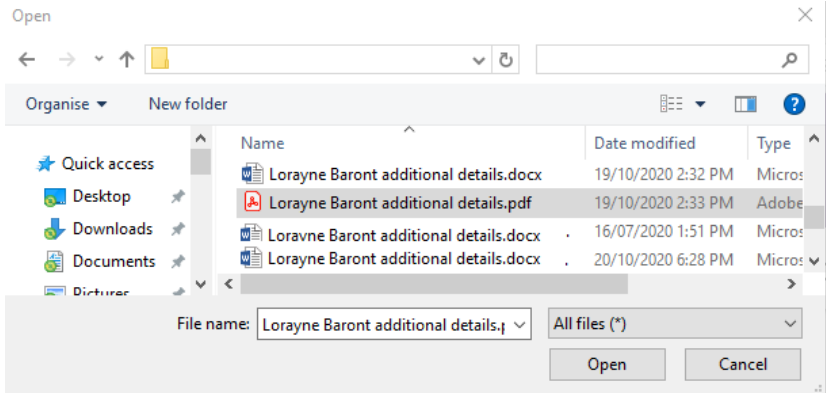
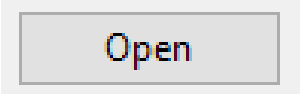
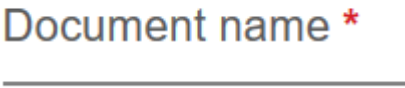

## How to upload a document for my Service Provider or Assessor?

	It's my account or I am an Authorised Representative	
1	Navigate to "Documents".	
2	Click on the "Upload Assessor & Provider documents" button.	
3	<p><b>Note:</b> If you are not a representative, go to step 5.</p> <p>If you represent a client, you will be asked who you are uploading documents for.</p>	<p>All fields marked with an asterisk (*) are required.</p> <p>Who are you uploading documents for?*</p> <p><input checked="" type="radio"/> Yourself as a client</p> <p><input type="radio"/> A client you represent</p>
4	Once your selection for step 3 is made, select continue.	

## Your Online Account Guide: Documents (Mar 2021)

5	<p>Select “Information for My Aged Care Assessor” or “Information for Aged Care Provider”, depending on who you intend the document for.</p>	<p>Who is the document for?*</p> <p><input type="radio"/> Information for My Aged Care Assessor</p> <p><input checked="" type="radio"/> Information for My Aged Care Provider</p>
6	<p><b>Note:</b> Skip to step 7 if providing information for a service provider.</p> <p>Select an option that describes the document.</p> <p><b>Note:</b> Allied Health Assessments, Clinical Notes, Discharge Summaries, and Relevant Medical Summaries are treated as sensitive documents. These can be viewed by assessors, but not by service providers.</p>	<p>What document are you uploading?*</p> <p><input type="radio"/> Allied Health Assessment</p> <p><input checked="" type="radio"/> Clinical Notes</p> <p><input type="radio"/> Discharge Summary</p> <p><input type="radio"/> Relevant Medical Summary</p> <p><input type="radio"/> Other</p>
7	<p>Write any additional information to provide context for the document.</p>	<p>Note to Aged Care</p>
5	<p>Select “Choose file”.</p>	<p>Document to upload *</p> <p><input type="button" value="Choose file"/> No file chosen</p>

## Your Online Account Guide: Documents (Mar 2021)

<p>6</p>	<p>Select the document you want to upload.</p> <p><b>Note:</b> Only upload PDF files. Only upload <a href="#">documents that are relevant to My Aged Care providers and assessors</a>. Do not upload other documents (e.g. for Services Australia).</p>	
<p>7</p>	<p>Select "Open".</p>	
<p>8</p>	<p>Add a name that describes the document.</p>	
<p>9</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.