

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 review and update information for yourself and 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
 - letters containing referral codes for service providers

What are Representatives?	My Aged Care recognises two types of representatives:	
	Regular Representative	<p>A regular representative can speak and act for a My Aged Care client who provides their consent.</p> <p>A regular representative can speak and act for the person they represent, but must:</p> <ul style="list-style-type: none"> ➤ seek their permission before discussing their personal My Aged Care information with anyone ➤ consult with them on all decisions and actions they make on their behalf.
Authorised Representative	<p>An authorised representative is a speak and act for a person who is unable to make decisions for themselves.</p> <p>An authorised representative must provide legal documents to speak and act for someone, and must:</p> <ul style="list-style-type: none"> • ensure that decisions and actions made on their behalf are in their best interest, and • keep their personal My Aged Care information confidential and not disclose it to any unauthorised persons. 	

How having a representative changes the type of access that a client has	The client is able to:	
	View info.	Update info.
With an authorised representative	Yes	No
With a regular representative, but no authorised representative.	Yes	Yes


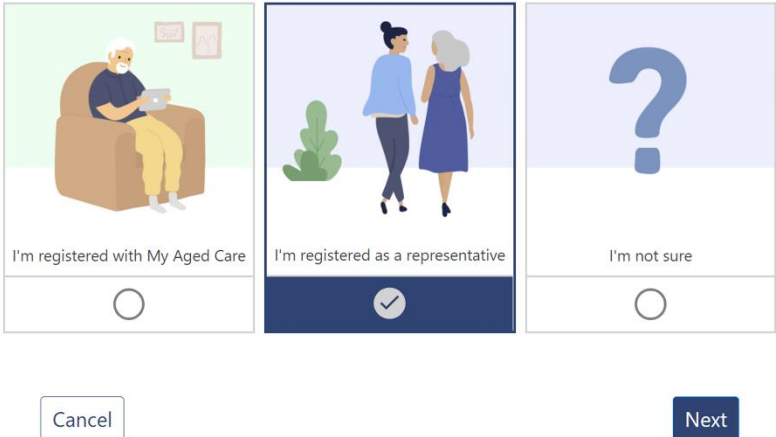
How do I?

- Set up a My Aged Care Online Account as a representative, [click here \(page 4\)](#)
- Access the account of a person you represent, [click here \(page 8\)](#)
- Log out of my myGov account, [click here \(page 9\)](#)
- Remove myself as a representative, [click here \(page 10\)](#)



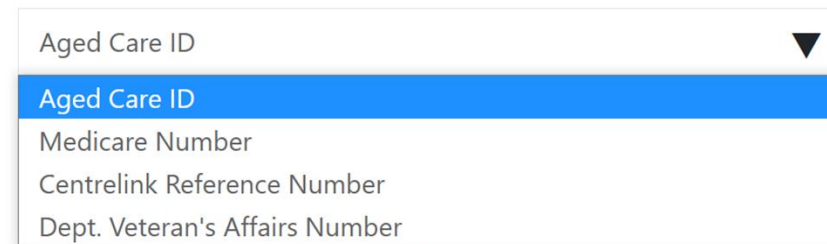
Set up a My Aged Care Online Account as a representative

	I am a representative	
1	<p>Be appointed as a representative for a My Aged Care 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 the person you wish to represent • by your person you wish to represent 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. If you are an existing representative or My Aged Care client, this will be your existing My Aged Care record.</p>
2	<p>Log in to myGov.</p> <p>Note: You will need to log in using your own myGov and My Aged Care credentials, before accessing the records of your</p>	<p>After being registered, you will also need to have a myGov account.</p> <p>If you already have a myGov account, you can log in to myGov using your existing username and password. Once you have logged in, go to Step 3.</p>

	<p>clients through your own Online Account.</p> <p>Note: Visit the View your Online Account page for more information.</p>	<p>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.</p> <p>If you need any help, call the myGov helpdesk on 13 23 07.</p>
<p>3</p>	<p>Link your myGov account to your My Aged Care Online Account.</p> <p>Note: You only need to perform this linking process for your first time log-in to your Online Account.</p> <p>Note: Visit the View your Online Account page for more information on how to set up your Online Account.</p> <p>Note: You will need to log in using your own myGov and My Aged Care credentials, before accessing the records of your clients through your own Online Account.</p>	<p>1. Choose My Aged Care from the services list in myGov (as it appears below). This will start the linking process.</p>  <p>2. Follow the online prompts. As a representative, select the "I'm registered as a representative option", then select "Next".</p> 

3. Use the drop-down menu to select the form of identification you wish to use. This can be your Aged Care ID, your Medicare number, your Centrelink customer reference number (CRN), or your Veterans card number.

Select your account ID



Aged Care ID ▼

Aged Care ID

Medicare Number

Centrelink Reference Number

Dept. Veteran's Affairs Number

This is an 8 digit number that starts with AC.

4. Type the relevant identification number in the space provided.

Aged Care ID

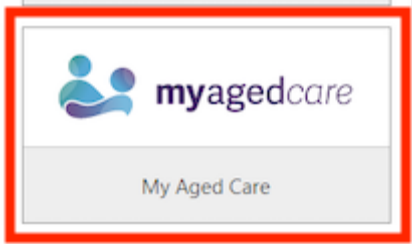


AC

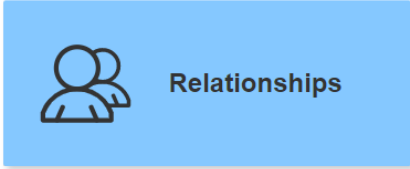
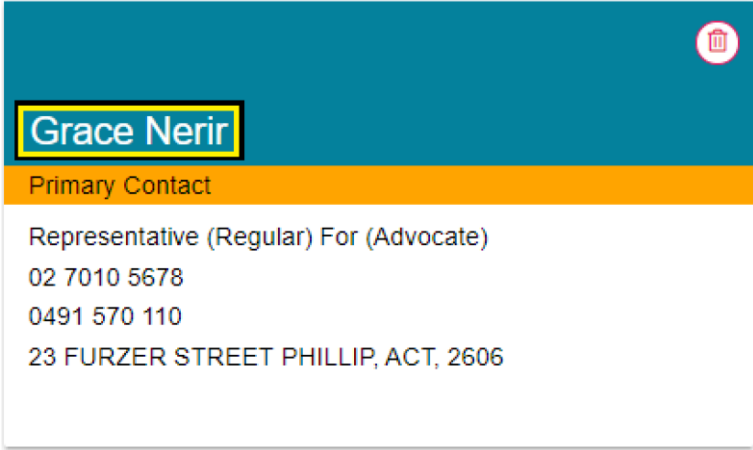
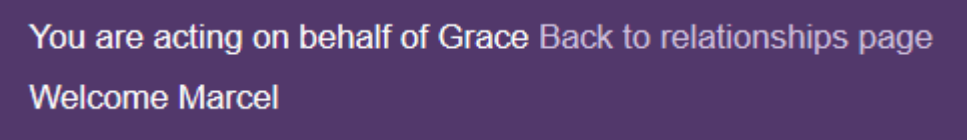
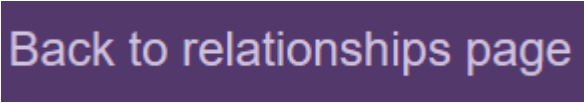
This is an 8 digit number that starts with AC.

5. Finally, you will be asked to provide some additional details about yourself, to confirm we found the right account. This includes your name and way of contacting you.

Your Online Account Guide: Services (Mar 2021)

		<p>First Name <input type="text"/> First Name on the Medicare card</p> <p>Last Name <input type="text"/> Last Name on the Medicare card</p> <p>Date of Birth Day <input type="text"/> Month <input type="text"/> Year <input type="text"/> For example, 31 3 1940</p> <p>Mobile Phone <input type="text"/> Use the format 04XX XXX XXX (Norfolk Island numbers should use 5X XXX)</p> <p>Once you successfully complete the linking process, you will be taken to your Online Account.</p>
4	<p>When you need to log in to your Online Account in the future, you can access it directly through myGov</p>	<p>In myGov, click the My Aged Care tile (as shown below).</p> 


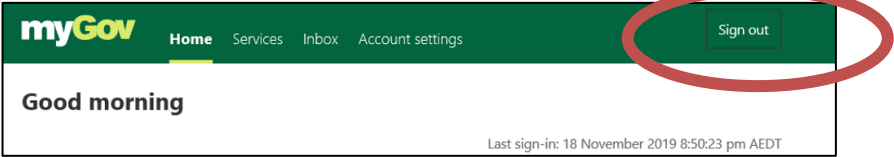
Access the account of a person you represent

I am a Representative		
1	From the landing page, select the "Relationships" tile.	 A 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		

Log out of my myGov account

Note:

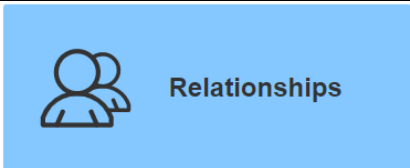


. To protect your privacy, **sign out of myGov** when you leave your Online Account.

	I am a Representative	
1	In your Online Account, select the “Return to myGov” link in the top right hand corner of the website.	
2	When you have finished using myGov, select “Sign out” in the top right hand corner of the myGov website.	
3	The message ‘You have signed out of myGov’ will be displayed	
END		

Remove myself as a representative

Note:

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

I am a regular Representative		
1	From the landing page, select the “Relationships” tile.	
2	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.	
3	Select the “Remove Relationship” button.	
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.