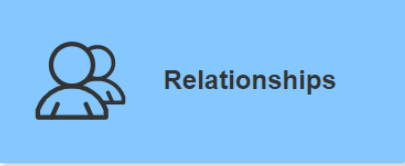


# Your Online Account Guide:

## Relationships

<p><b>How do I get to Relationships?</b></p>	<p>Log into your Online Account and select the Relationships tile:</p> 
<p><b>What is on the Relationships page?</b></p>	<ul style="list-style-type: none"> <li>➤ View who represents and looks after you.</li> <li>➤ Add or remove representatives.</li> <li>➤ Notify My Aged Care of a death.</li> <li>➤ Representatives: access to the account of a person you represent.</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 relationships page, <a href="#">click here (page 3)</a>.</li> <li>➤ How to add a representative, <a href="#">click here (page 4)</a>.</li> <li>➤ How to add documents for representative, <a href="#">click here (page 8)</a>.</li> <li>➤ How to remove a relationship, <a href="#">click here (page 11)</a>.</li> <li>➤ How to let us know of a death, <a href="#">click here (page 12)</a>.</li> </ul>

## Glossary

Term	Means
<b>Authorised Representative</b>	A person (or organisation) who is legally appointed to act on your behalf. The appropriate <a href="#">legal documents</a> need to be provided to My Aged Care before an authorised representative can be appointed. These documents show us that someone can legally make health, personal and lifestyle decisions for you.
<b>Carer</b>	A person who has an ongoing role in supporting you and your needs (e.g. a family member or friend).
<b>Emergency contact</b>	A person to be contacted in case of an emergency.
<b>Primary contact</b>	A person (which can be yourself) who will be the first point of contact for phone calls.
<b>Regular Representative</b>	A person (or organisation) who you nominate 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.

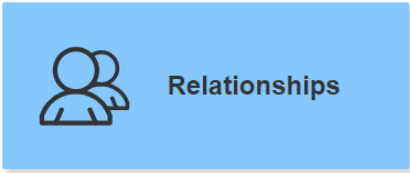

**Previous relationships**  
 These are people who no longer represent or have carer responsibilities for you.

## 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 information to 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

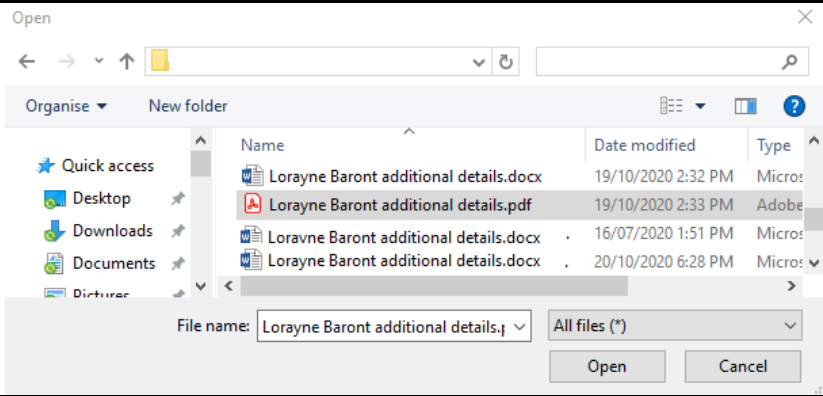

For more information on representatives, go to the My Aged Care webpage on [appointing representatives](#).

	<b>It's my account or I am an Authorised Representative</b>	
1	Navigate to "Relationships".	
2	Select the "Add Representative" button.	

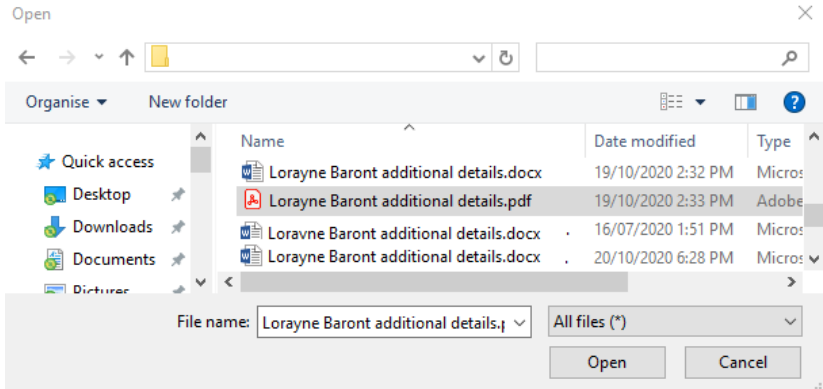
## Your Online Account Guide: Relationships (Mar 2021)

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 <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 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.” <b>Note:</b> 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>
8	Select “Choose file”.	<p>Appointment of Representative form *</p> <p><input type="button" value="Choose file"/> No file chosen</p>

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


9	Select the document you want to upload.									
10	Select "Open".									
11	Add a name that describes the document.	<p>Document name *</p> <hr/>								
12	<p><b>Note:</b> Skip to step 17 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										

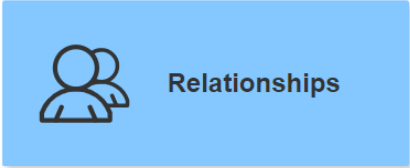
## Your Online Account Guide: Relationships (Mar 2021)

13	Select "Choose file".	<p style="text-align: center;">Legal Documentation *</p> <p style="text-align: center;">Choose file No file chosen</p>
14	<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>	
15	Select "Open".	<p style="text-align: center;">Open</p>
16	Add a name that describes the document.	<p style="text-align: center;">Document name *</p> <hr style="width: 20%; margin: auto;"/>
17	<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 style="text-align: center;"> <span style="background-color: #4a4a8a; color: white; padding: 10px 20px; border: none;">SAVE AND SUBMIT</span> <span style="border: 1px solid #4a4a8a; padding: 10px 20px; margin-left: 10px;">SAVE</span> <span style="border: 1px solid #4a4a8a; padding: 10px 20px; margin-left: 10px;">CANCEL</span> </p>
<b>END</b>		

## How to add documents for a Representative?


**Note:**

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

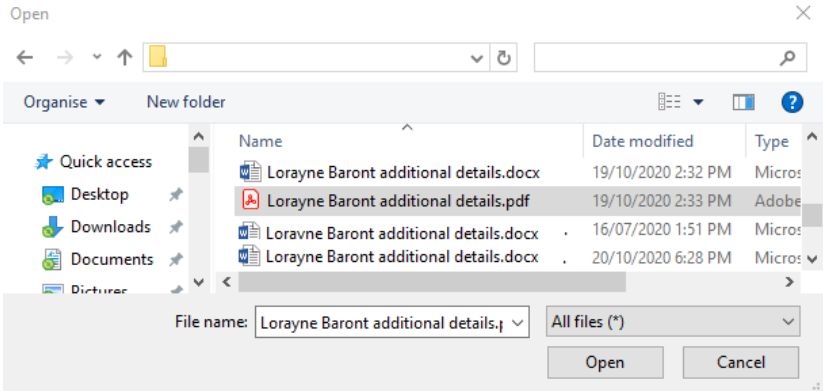
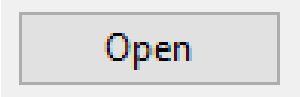

	<b>It's my account or I am an Authorised Representative</b>	
<b>1</b>	Navigate to "Relationships".	



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


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	
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<input checked="" type="checkbox"/> Legal Documentation	<input type="checkbox"/> Medical Practitioner Letter									
<input type="checkbox"/> Statutory Declaration										
5	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>								

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

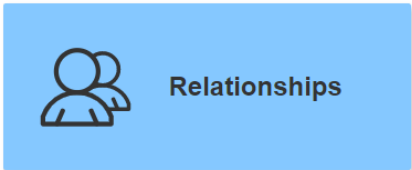
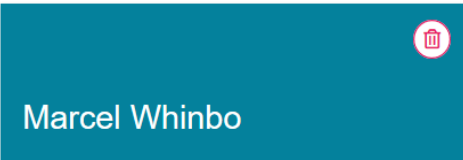

6	Select the document you want to upload.	
7	Select "Open".	
8	Add a name that describes the document.	<p>Document name *</p> <hr/>
9	Select "Save and Submit". <b>Note:</b> You can save the record and come back and finish it later. Submitting it will pass the document to us to process.	
<h3>END</h3>		

## How to remove a relationship?

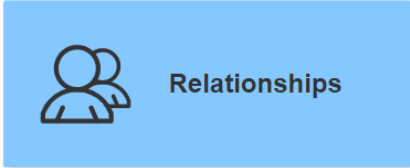

### Note:

⚠ 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.	
<b>END</b>		

## How to let us know of a death?

	It's my account or I am a 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"> <li><input checked="" type="radio"/> Lorayne Baront of 23 FURZER Street PHILLIP ACT 2606</li> <li><input type="radio"/> Marcel Whinbo of 23 FURZER Street PHILLIP ACT 2606</li> </ul>

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

<p><b>4</b></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>dd/mm/yyyy</p>
<p><b>5</b></p>	<p>Attach any relevant documents, by selecting “Choose a file”.</p>	<p><b>Add Attachments</b></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><b>6</b></p>	<p>Select “Save”.</p>	<p style="text-align: center;">   </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.