

# 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 support, 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

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



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 \(page 5\)](#)
- Access the account of a person you support, [click here \(page 10\)](#)
- Sign out of my myGov account, [click here \(page 12\)](#)
- Remove myself as a representative, [click here \(page 13\)](#)



## 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><b>Note:</b> Visit the <a href="#">Appointing a representative</a> page for more information.</p> <p><b>Note:</b> 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>For information on how to create relationships, see <a href="#">Support networks</a></p>	<p>You can be appointed by:</p> <ul style="list-style-type: none"> <li>• calling My Aged Care on 1800 200 422 with the person you wish to represent</li> <li>• having the person you wish to represent ask the assessor to appoint you at their assessment</li> <li>• completing an <a href="#">Appointment of a Representative Form</a> and:             <ul style="list-style-type: none"> <li>○ uploading it to your Online Account (if you have one) through the <a href="#">Support networks</a> tile, or</li> <li>○ sending a digital copy via the My Aged Care online form(once you have downloaded it) available at <a href="http://www.healthdirect.gov.au/myagedcareupload">www.healthdirect.gov.au/myagedcareupload</a>, or</li> <li>○ faxing to: 1800 728 174, or</li> <li>○ mailing to: My Aged Care, PO Box 1237, Runaway Bay, Queensland, 4216.</li> </ul> </li> </ul> <p>Once processed, you will be registered with <a href="#">My Aged Care</a></p>

<b>2</b>	<p>Sign into myGov.</p> <p><b>Note:</b> You will need to sign in using your own myGov and My Aged Care credentials, before <a href="#">accessing the records of people you support</a> through your own Online Account.</p> <p><b>Note:</b> Visit the <a href="#">View your Online Account</a> page for more information.</p>	<p>After being registered, you will also need to have a <a href="#">myGov</a> account.</p> <p><b>If you already have a myGov account,</b> you can <a href="#">sign in to myGov</a> using your existing username and password. Once you have signed in, go to Step 3.</p> <p><b>If you don't have a myGov account:</b> you will need to create one. You can do this online with the help of the <a href="#">Create a myGov account</a> guide.</p> <p>If you need any help, call the myGov helpdesk on 13 23 07.</p>
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Link your myGov account to your My Aged Care Online Account.

**Note:** You only need to perform this linking process for your first time sign-in to your Online Account.

**Note:** Visit the [View your Online Account](#) page for more information on how to set up your Online Account.

**Note:** You will need to sign in using your own myGov and My Aged Care credentials, before [accessing the records of people you support](#) through your own Online Account.

1. Choose My Aged Care from the services list in myGov (as it appears below). This will start the linking process.

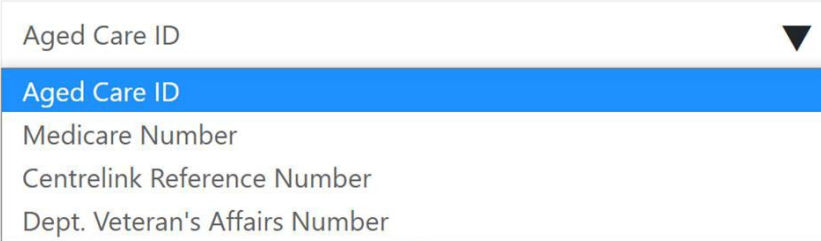


Follow the online prompts.



2. 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



A screenshot of a web form showing a dropdown menu. The menu is open, displaying five options: 'Aged Care ID', 'Medicare Number', 'Centrelink Reference Number', and 'Dept. Veteran's Affairs Number'. The 'Aged Care ID' option is highlighted with a blue background. A small black triangle icon is visible at the end of the dropdown box.

This is an 8 digit number that starts with AC.

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

Aged Care ID



A screenshot of a text input field. The field contains the text 'AC'. The field is rectangular with a thin border.


This is an 8 digit number that starts with AC.

4. 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.








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		<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 Month Year <input type="text"/> <input type="text"/> <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 where you can manage the accounts of people you support.</p>
4	When you need to sign into your Online Account in the future, you can access it directly through <a href="#">myGov</a>	In myGov, click the My Aged Care tile (as shown below).  Go to <b>My Aged Care</b> 

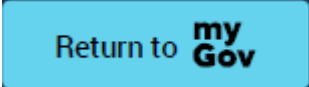
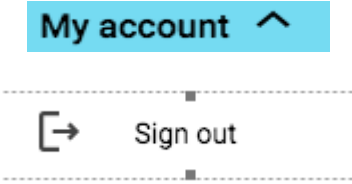
## Access the account of a person you support

I am a Representative		
1	From the landing page, select the “Support networks” tile.	
2	Select the name of the person you want to review.  The name of the person you support will now display in the top right hand side of your Online Account, and you can now review and navigate through their account.	 <p><b>John CITIZEN</b> Friend</p> <p>You are John Citizen's Regular representative from 08/12/2020 with Financial and Care matters.</p> <p><b>Contact details</b>                      Name: John Citizen                      Aged Care ID: AC57939142                      Phone: 02 6254 4550                      Address: Lot Number 15 DIBBLER PLACE ST                      HELENS PARK, NSW, 2560</p>
3	To view other people you support, or to return to your own account, select the ‘ <a href="#">Back to your support networks page</a> ’ link.	 You are viewing the record of John <a href="#">Back to your support networks page</a>
<b>END</b>		

## Sign out of 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	
<b>END</b>		

## Remove myself as a representative

### Note:

- ⚠ Removal of a support 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 “Support networks” tile. 
2	Select the “bin” icon on the person you no longer want to represent. <b>Note:</b> 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. 
<b>END</b>	

## Contact Us

<b>Phone (domestic)</b>	<b>1800 200 422</b> (freecall)	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.

