

Your Online Account Guide:

Support networks

<p>How do I get to Support networks?</p>	<p>Log into your Online Account and select the Support networks tile:</p> 
<p>What is on the Support networks page?</p>	<ul style="list-style-type: none"> ➤ View who supports and looks after you. ➤ Add or remove support relationships. ➤ Notify My Aged Care of a death. ➤ Representatives: access to the account of a person you support.
<p>What do you want information on?</p>	<p>Show me</p> <ul style="list-style-type: none"> ➤ What is in the support networks page, click here (page 4). ➤ How to add a support person, click here (page 5). ➤ How to add documents for a support relationship, click here (page 8). ➤ How to remove a relationship, click here (page 11). ➤ How to let us know of a death, click here (page 12).

Glossary

Term	Means
Authorised Representative	A person (or organisation) who is legally appointed to act on your behalf. The appropriate legal documents 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.
Carer	A person who has an ongoing role in supporting you and your needs (e.g. a family member or friend).
Agent	A person or organisation who can support and assist you and be involved in discussions but <u>can't make decisions for you</u> . An agent may be either an organisation approved by the Department of Health and Aged Care to provide formal support, or a professional support person who is not affiliated with an approved support organisation.
Emergency contact	A person to be contacted in case of an emergency.
Primary contact	A person (which can be yourself) who will be the first point of contact for phone calls.

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Regular Representative	<p>A person (or organisation) who you nominate to act on your behalf (you must have their agreement before nominating them).</p> <p>For more information on representatives, go to the My Aged Care webpage on appointingrepresentatives.</p>
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Your Support Networks Page

From this page you can:

View anyone who supports you	<ul style="list-style-type: none">• People• Organisations• Other relationships
View other support relationships	<ul style="list-style-type: none">• People you support• Declined and ended relationships• Other relationships
Create a relationship	See page 5 for further information
Notify My Aged Care that a person has died	See page 12 for further information

How to add a Support Person

The basic level is an agent. They can support and assist you and be involved in discussions but can't make decisions for you.

A representative has more responsibility and can make decisions on your behalf and convey them to My Aged Care. You should discuss with your representative how you wish these decisions to be made.

For more information, see [appointingrepresentatives](#)

Navigate to:



Select the **CREATE RELATIONSHIP** button which will then give options of someone for you to support or for someone to support you.

If you choose "Someone to support me"

You can choose either a person to support you or an organisation.

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By clicking a person you will see the following:

Which type of relationship would you like to add? *

Someone to support me Support another person

What type of support? *

Support to make decisions (Agent) Make decisions about care (Representative)

Would you like to appoint a Person or an Organisation? *

Person: Someone who is not part of a support organisation (e.g. a family member) Organisation: Staff at a support organisation (e.g. an advocacy organisation)

Would you like to request the relationship by: *

Selecting a person already known to My Aged Care
You must know the person's full name and Aged Care ID.

Uploading a completed Appointment of a support person or organisation form
You may have received a hard copy or downloaded it from the My Aged Care [website](#).

Enter relationship details to submit to My Aged Care for processing
You can either submit to My Aged Care immediately or print, sign and submit later.

See page [8](#) for information on “Uploading a completed Appointment of a Support person form.”

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You can support another person by choosing *Support another person*

Which type of relationship would you like to add? *

Someone to support me

Support another person

Will you? *

Support the client to make their My Aged Care decisions (Agent)

Make My Aged Care decisions on behalf of the Client (Representative)

Will you be a? *

Regular representative

You can be involved in the Client's decision making but the Client can still interact directly with My Aged Care.

Authorised representative

The Client does not have capacity to make their own decisions and you have legal authority to act on their behalf.

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Client details

Full name: *

Note to My Aged Care

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Would you like to add 'Appointment of a support person or organisation form'? *

Yes

No

Appointment of a support person or organisation form *

Choose file No file chosen

Document name *

Note: After you click “Choose file”, select the document you want from your computer and add a name that describes the document.

Click “SAVE” and the document will be uploaded

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You can also select an agent to support you:
then search for the organisation

Which type of relationship would you like to add? *

- Someone to support me
- Support another person

What type of support? *

- Support to make decisions (Agent)
- Make decisions about care (Representative)

Would you like to appoint a Person or an Organisation? *

- Person: Someone who is not part of a support organisation (e.g. a family member)
- Organisation: Staff at a support organisation (e.g. an advocacy organisation)

Would you like to request the relationship by: *

- Choosing the organisation online in the next section
You can search for the organisation by name or suburb/postcode
- Uploading a completed Appointment of a support person or organisation form
You may have received a hard copy or downloaded it from the My Aged Care [website](#).

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Upload Appointment of support person or organisation form

Complete and upload an Appointment of support person or organisation form for processing by My Aged Care.

Support person details

Full name: *

Note to My Aged Care

Would you like to add 'Appointment of a support person or organisation form' ? *

Yes No

Appointment of a support person or organisation form *

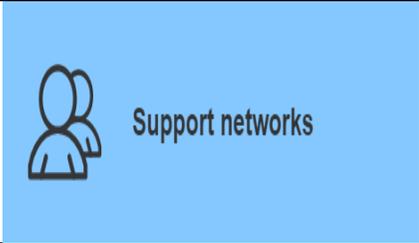
No file chosen

Document name *

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 "Support networks".	
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.	
END		

How to let us know of a death?

	It's my account or I am a representative	
1	Navigate to ““Support networks””.	
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"> <input checked="" type="radio"/> Lorayne Baront of 23 FURZER Street PHILLIP ACT 2606 <input type="radio"/> Marcel Whinbo of 23 FURZER Street PHILLIP ACT 2606

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

Contact Us

Phone (domestic)	1800 200 422 (free call)	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.