


# Your Online Account Guide:

## Documents

<p><b>How do I get to Documents?</b></p>	<p>Sign into your Online Account via <a href="#">myGov</a> 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>➤ 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 3)</a>.</li> <li>➤ How to upload a document for my Service Provider or Assessor, <a href="#">click here (page 5)</a>.</li> </ul>

### Notes:

 The following documents can be uploaded for assessors:

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

## Your documents



This page shows the processing status of documents you have already uploaded to My Aged Care. To create or activate a new relationship please go to [Support networks](#). To upload documents for your assessor or service provider please use the upload documents button on this page.

Pending documents

Actioned documents

UPLOAD ASSESSOR & PROVIDER DOCUMENTS

### Pending Documents



1 to 2 out of 2 matching results

Name	Status	My Aged Care feedback 	Note to My Aged Care	Action	Updated Date
<a href="#">John Citizen</a> Add new Representative	Withdrawn		HCP Confirmation		21 December 2020
<a href="#">Alice Citizen</a> Add new Representative	Submitted to My Aged Care		I would like to appoint Alice as my representative		23 March 2021

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

Document type	Uploaded by 	Description	Uploaded date 
HCP Reinstatement Notice			18 February 2022
HCP Withdrawal Notice			22 August 2021
HCP Withdrawal Notice			21 August 2021
HCP Package Reminder			31 July 2021
HCP Package Assignment Notice			25 June 2021
Support Plan - External			04 March 2021
HCP Withdrawal Notice			03 March 2021
Support Plan - External			03 March 2021
HCP Withdrawal Notice			02 March 2021
HCP Withdrawal Notice			02 March 2021

These are documents that have been processed and finalised.

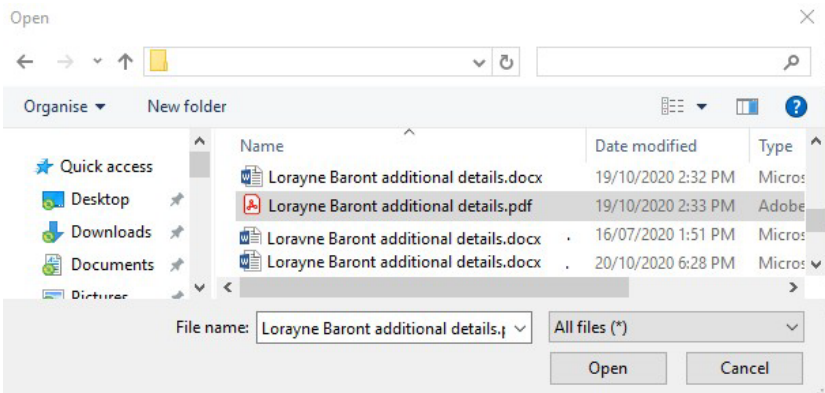
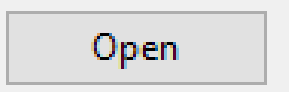


## How to upload a document for my Service Provider or Assessor?

	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.	

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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>

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<p><b>6</b></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><b>7</b></p>	<p>Select “Open”.</p>	
<p><b>8</b></p>	<p>Add a name that describes the document.</p>	
<p><b>9</b></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>		

**Note:** If you have difficulty uploading documents via your Online Account, you can visit any Services Australia service centre where you can get face-to-face help to upload your documents into My Aged Care.

### 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>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.

If you would like more information on contact details, support services for contacting us, tips on how to share documents with My Aged Care, and important things to keep in mind to help you protect your personal information go to [Contact us](#).