


Your Online Account Guide: *Interactions with My Aged Care*

How do I get to Interactions with My Aged Care?	<p>Sign into your Online Account via myGov and select the Interactions with My Aged Care tile:</p>  <p>The screenshot shows a purple rectangular tile with a white speech bubble icon on the left. To the right of the icon, the text reads: 'Interactions with My Aged Care' in bold, followed by 'Details about your discussions with My Aged Care' in a smaller font.</p>
What is on the Interactions with My Aged Care page?	<p>View calls, emails or other interactions with My Aged Care through the Online Account.</p>
What do you want information on?	<p>Show me</p> <ul style="list-style-type: none">➤ What is in My Aged Care Interactions page, click here (page 2).

Interactions with My Aged Care Page

The screenshot shows the 'Interactions with My Aged Care' page. At the top, there is a 'View Interaction:' section with a dropdown menu set to 'Show All' and a 'GO' button. Below this, a list of interactions is displayed. The first interaction is 'Add new Representative' with ID 1-75408538080, dated 19 October 2020 at 2:39 pm. It has an attachment titled 'Appointment of Representative Form'. The second interaction is 'Assessor & Provider documents' with ID 1-75394675475, dated 16 October 2020 at 3:11 pm. It has a 'Show more' button. A 'Client portal guide' link is visible in the top right corner. A notification banner at the top states: 'You have documents that have not been submitted. Click here to view the Documents page.'

Add new Representative
(ID: 1-75408538080)

This is the ID for this interaction, which you can quote to the My Aged Care contact centre on 1800 200 422 if you wish to refer to a related matter.

19 October 2020 2:39 pm
The date of the interaction.

You are able to filter the types of interactions you want to view by selecting an option from the drop down menu and selecting the Go button.

Attachments:
[Appointment of Representative Form](#)

View any documents associated with this interaction.

Show more
Buttons to hide or reveal attachments.

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
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.

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](#)