

# Your Online Account Guide: *Navigating as a Support Person*

## What is a My 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 of events such as a Home Care Package being assigned
  - support network relationships, such as representatives, agents and primary contact person
  - current support plan
  - current care approvals
  - aged care services a client is currently receiving
  - My Aged Care interactions
  - generate or reactivate referral codes
  - view and/or submit documents
  - generate and print summary information
  - letters containing referral codes for service providers.

<b>What are the different support roles and what can they do?</b>	<b>My Aged Care recognises different support roles for a client:</b>	
	<b>Regular Representative</b>	<p>A regular representative is voluntarily appointed and 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 keep their personal My Aged Care information confidential and not disclose it to any unauthorised persons.</li></ul>
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	<b>Agent</b>	<p>An agent can support a My Aged Care client, be involved in discussions with the client, and access and update some of their information, but can't make My Aged Care decisions for them.</p> <p>An agent cannot be a family member or friend.</p> <p>They must support the person in a professional capacity and can be an individual or an organisation (such as an advocacy organisation).</p>
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How having a representative or agent changes the type of access for a client		The client is able to:	
		View info.	Update info.
	<b>With an authorised representative</b>	Yes	No
	<b>With a regular representative, but no authorised representative.</b>	Yes	Yes
	<b>With an agent, but no authorised representative.</b>	Yes	Yes


### How do I?

- Set up a My Aged Care Online Account as a support person or agent, [click here \(page 7\)](#)
- Access the accounts of people you support, [click here \(page 12\)](#)
- Remove myself as a support person or agent, [click here \(page 15\)](#)
- Sign out of my myGov account, [click here \(page 16\)](#)



## Set up a My Aged Care Online Account as a support person, representative or agent

	I am a representative, support person or agent	
1	<p>Be appointed as a support person, representative or agent for a My Aged Care client.</p> <p><b>Note:</b> Visit the <a href="#">Arranging someone to support you</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 support</li> <li>• having the person you wish to support ask the assessor to appoint you at their assessment</li> <li>• completing an <a href="#">Appointment of a support person form</a> and:             <ul style="list-style-type: none"> <li>○ uploading it to your Online Account (if you have one) by clicking on <b>SUBMIT TO MY AGED CARE</b> in <a href="#">Support networks</a>, 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></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>

2	<p> to 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 accounts of people you support</a> through your own Online Account.</p> <p><b>Note:</b> Visit the <a href="#">Access 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 **once** for your first time sign-in to your Online Account.

**Note:** Visit the [Access 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 accounts 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.

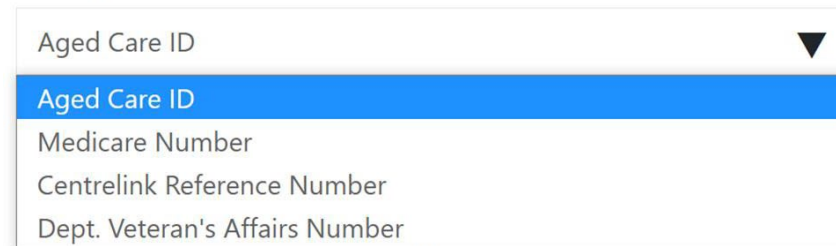


Follow the online prompts.



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 four 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 on the right side 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 has a light gray border and a white background.

This is an 8 digit number that starts with AC.

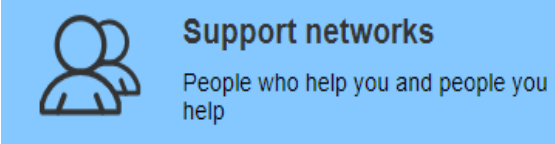

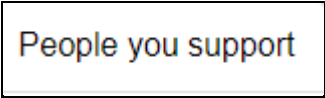
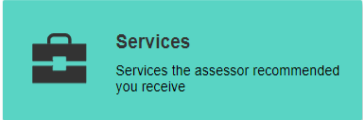
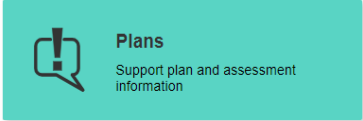
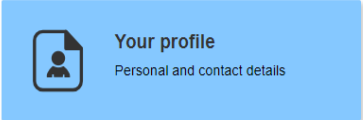
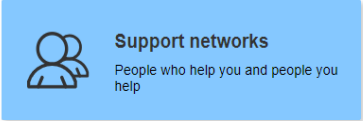
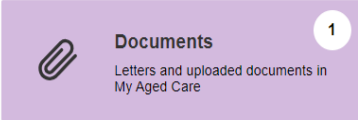
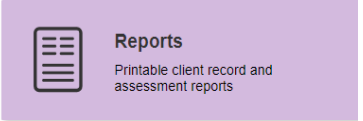
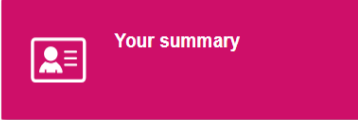
4. Finally, you will be asked to provide some additional details about yourself, to confirm we found the right account. This includes your name and way of contacting you.

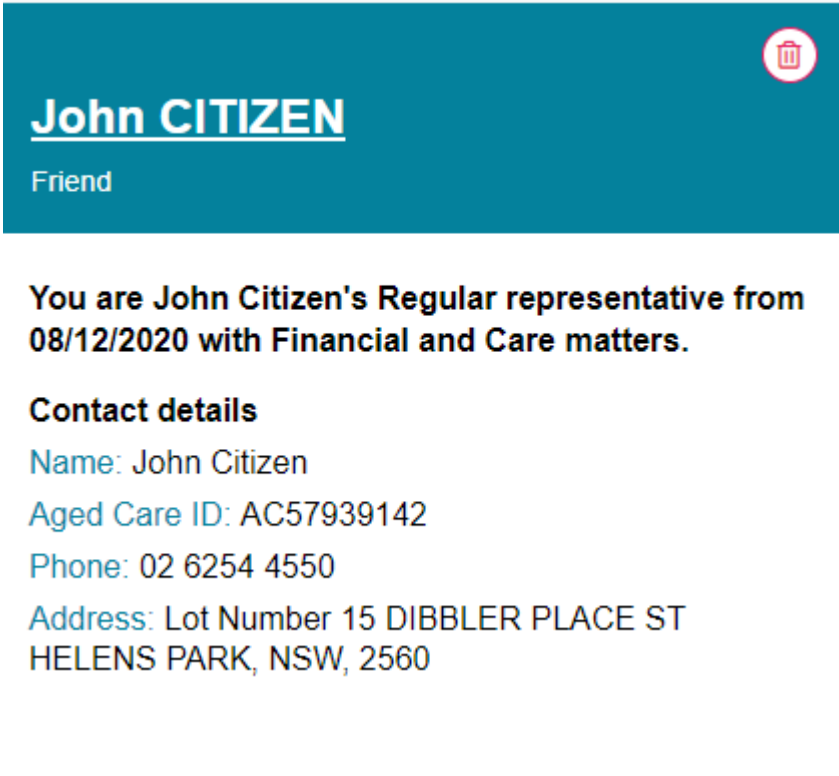



# Your Online Account Guide: Navigating as a support person or agent Sept 2023

		<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 accounts of people you support

	I am a Representative, support person or agent	
<p><b>1</b></p>	<p>From the landing page, select</p>  <p>On this page you will see tabs for</p>  <p>and</p> 	<p>Welcome WILLIAM</p> <p>Aged Care ID AC24580037</p> <p>Welcome to your Online Account. Here you can find information on your care, your details and your records.</p> <p>If you are waiting for a Home Care Package, you can find wait time information and a link to Home Care Package letters in Your Summary.</p> <p>The numbers on the tiles below represent the actions or notifications that require your attention.</p> <div style="display: flex; justify-content: space-between;"> <div data-bbox="857 676 1218 847"> <p>Your care</p>   </div> <div data-bbox="1245 676 1606 847"> <p>Your details</p>   </div> <div data-bbox="1632 676 1993 847"> <p>Your records</p>   </div> </div> 

<p><b>2</b></p>	<p>Select the name of the person's account that you want to view.</p> <p>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> <p><b>Note:</b> The table below on page 14 shows actions you are able to perform as a support person.</p>	 <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>
<p><b>3</b></p>	<p>To view other people you support, or to return to your own account, select the 'Back to your support networks page' link.</p>	 <p><b>i</b> You are viewing the record of John <a href="#">Back to your support networks page</a></p>
<p><b>END</b></p>		

# Your Online Account Guide: Navigating as a support person or agent Sept 2023

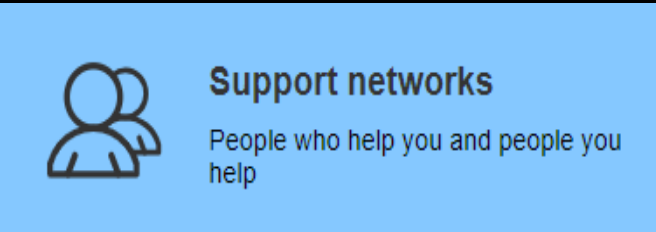


## Actions available to a support person in My Aged Care

A nominated support person can:	Regular Representative	Authorised Representative	Agent
Give information to My Aged Care including talking to assessors, the My Aged Care contact centre and service providers	✓	✓	✓
Request information about the your progress in My Aged Care	✓	✓	✓
Submit an 'Apply for Assessment Online' on your behalf	✓	✓	✓
Access client record information except assessment detail* through the contact centre or in the My Aged Care Online Account via myGov	✗	✗	✓
Only able to update your contact and service preference information^ through the My Aged Care contact centre or the My Aged Care Online Account	✗	✗	✓
Access all client record information including assessment detail through the contact centre or in the My Aged Care Online Account via myGov	✓	✓	✗
Update all your information through the contact centre or in the My Aged Care Online Account via myGov	✓	✓	✗
Be nominated as your first contact point for My Aged Care phone calls (Primary Contact)	✓	✓	✓
Receive email notifications and copies of correspondence, for example, Home Care Package letters	✓	✓	✓
Upload documents on your behalf within My Aged Care	✓	✓	✓
Provide consent and convey decisions to My Aged Care on your behalf, with your consent e.g. to commence screening, generate a referral code, request a support plan review	✓	✓	✗
Make decisions on the your behalf and provide consent to commence an aged care assessment (and complete the My Aged Care assessment consent form), support plan review and send referrals for aged care services	✗	✓	✗

## Remove myself as a representative, support person or agent

### Note:

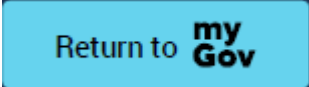
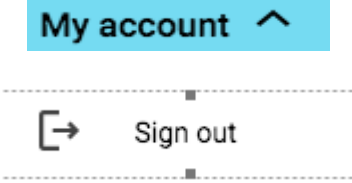
- ⚠ Removal of a support relationship will not delete a client, support person, agent or representative’s accounts. It will only “unlink” the two accounts from each other.
- ⚠ Once ‘Remove Relationship’ is selected, you will no longer have access to the other person’s record and the relationship will appear in the ‘Declined and ended tab’ in your Online Account.

	<b>I am a regular Representative, support person or agent</b>	
1	From the landing page, select the “Support networks” tile.	
2	Select the “bin” icon on the person you no longer want to support. <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.	

## Sign out of myGov account

### Note:

 To protect your privacy, **sign out of myGov** when you leave your Online Account.

	I am a Representative, support person or agent	
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>		



## 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>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](#)