

Your Online Account Guide: Support networks

How do I get to Support networks?	Sign into your Online Account via myGov and select the Support networks tile: Support networks People who help you and people you help		
What is on the Support networks page?	 Information and opt-out steps for new supporter roles from 1 July 2025. View who supports and looks after you. Add or remove support relationships. Notify My Aged Care of a death. 		
What do you want	Show me		
information on?	What is in the support networks page, <u>click here (page 4)</u> .		
	How to opt-out of new supporter roles from 1 July 2025, <u>click here (page 5)</u> .		
	How to add a support person, <u>click here (page 10).</u>		
	How to add documents for a support relationship, <u>click here (page 15).</u>		
	How to remove a relationship, <u>click here (page 19).</u>		
	How to let us know of a death, <u>click here (page 20).</u>		



Glossary

Term	Means
Authorised Representative	A person (or organisation) who is legally appointed to act on your behalf. The appropriate <u>legal document</u> needs to be provided to My Aged Care before an authorised representative can be appointed. The document shows 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 (for example, 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. A family member or friend cannot be an agent. *From 1 July 2025, agent relationships with individual support people will no longer be available within My Aged Care.
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.

Your Online Account Guide: Support networks Aug 2023

Regular Representative	A person (or organisation) who you nominate to act on your behalf (you must have their agreement before nominating them).
	For more information on support persons, go to the My Aged Care webpage
	on <u>appointing concerte coupport you</u> .
Supported Decision-	The Aged Care Act 2024 will introduce a new supporter role from 1 July 2025, replacing the existing My Aged Care model of regular and authorised representatives.
Making	See the My Aged Care webpage for more information about <u>Upcoming changes to</u> support roles and relationships.
Supporter	Supporter will replace the regular representative from 1 July 2025.
	A supporter is a person who, with the client's consent, can assist them in making their own decisions about aged care or do things under the Aged Care Act 2024.
Supporter-	Supporter - guardian will replace the authorised representative from 1 July 2025.
guardian	A supporter - guardian is a person who is registered by the System Governor as a supporter but who also has decision-making authority for the client by virtue of a state or territory appointment.

Your Support Networks Page

From this page you can:

Trensition to new comporter value from 4 July 2005	
i ransition to new supporter roles from 1 July 2025	 See <u>page 5</u> for further information
	 No action is required to transition to new
	supporter arrangements
	 Opt-out option
View anyone who supports you	People
	 Organisations
	 Other relationships
View other support relationships	 People you support
	 Declined and ended relationships
	 Other relationships
Create a relationship	See for further information
How to remove a relationship	See page 19 for further information
Notify My Aged Care that a person has died	See page 20 for further information

Transition to new supporter roles

The Aged Care Act 2024 will introduce a new supporter role from 1 July 2025, replacing the existing My Aged Care model of regular and authorised representatives. See the My Aged Care webpage for more information about <u>Upcoming changes to support roles and relationships</u>.

When you log into your Online Account, a pop-up will be visible in the My Aged Care Online Account of clients, regular representatives, and authorised representatives notifying asking you to update and review current relationships.

Aged Care ID AC30238729	
Nelcome to your Online Account. Here you can find information on your care, your details and rour records.	Your summary
f you are waiting for a Home Care Package, you can find wait time information and a link to fome Care Package letters in Your Summary.	
he sumbers on the tiles below represent the actions or patifications that require your	
Support network relationships	
The Aged Care Act 2024 will introduce a new supported decision-making relationship model that will replace the ex	isting representative relationships. This may affect
The Aged Care Act 2024 will introduce a new supported decision-making relationship model that will replace the ex your current support relationships. Any relationship that will not before the implementation date will not be affected by this change.	isting representative relationships. This may affect
The Aged Care Act 2024 will introduce a new supported decision-making relationship model that will replace the ex your current support relationships. Any relationship that will end before the implementation date will not be affected by this change. Please review and update your support network ahead of the Aged Care Act 2024 implementation on 8 March 202	isting representative relationships. This may affect
The Aged Care Act 2024 will introduce a new supported decision-making relationship model that will replace the ex your current support relationships. Any relationship that will end before the implementation date will not be affected by this change. Please review and update your support network ahead of the Aged Care Act 2024 implementation on 8 March 202 For more information please visit here.	isting representative relationships. This may affect 5.
The Aged Care Act 2024 will introduce a new supported decision-making relationship model that will replace the ex- your current support relationships. Any relationship that will end before the implementation date will not be affected by this change. Please review and update your support network ahead of the Aged Care Act 2024 implementation on 8 March 202 For more information please visit here.	5. My Aged Care Defails about your discussions with My Aged Care

- No action is required if both parties are happy to transition to the new supporter arrangements on 1 July 2025.
- If either party decides not to transition their current relationship to the new supporter role, they have the ability to opt-out from 17 March 2025.

Opt-out of transition to supporter relationship

If you don't want to transition your current relationship to the new supporter arrangements starting 1 July 2025, you can opt-out in your Online Account.

- 1. Navigate to the People you Support or Your support network tab
- 2. Click on the OPT-OUT button on the relationship card you wish to opt out of



(i) For further information, go to My Aged Care | <u>www.myagedcare.gov.au</u> | 1800 200 422

3. Select a reason for opting-out of the new supporter relationship and click the OPT-OUT button

Opt-out of relationship
Please select the reason for opting-out of this relationship
All fields marked with an asterisk (") are required. You are about to opt-out of a relationship with AUTOBiancat AUTOKLINGR.
Please select the reason for opting-out of this relationship: * Select one
Selectione
One of the narties is doreased
Relationship not required
Unable to perform duties
Unaware of relationship
Opt-out of relationship

If a person opts-out and enters the reason 'One of the parties is deceased', a message will prompt you to use the 'NOTIFY MY AGED CARE' button or to contact My Aged Care.

See <u>page 20</u> for information on how to notify My Aged Care that a person has died in the Online Account.

Contact us information for My Aged Care is on page 22.

You are about to opt-out of a relationship with Haydeny AUERM.

Please select the reason for opting-out of this relationship: * Relationship not required

All fields marked with an asterisk (*) are required.

End this relationship now.



(i) For further information, go to My Aged Care | <u>www.myagedcare.gov.au</u> | 1800 200 422

Haydeny AUERM Spouse/Partner

You are Haydeny Auerm's Regular representative from 28/01/2025 with Financial and Care matters.

Contact details

Active

notified.

Name: Haydeny Auerm Phone: No phone number provided

Opt-out details Opt-out by: Harmonyu Hopped Opt-out date: 07/02/2025

You have successfully opted-out of the relationship. Haydeny AUERM will be

Once successfully completed, 'Opted out' will display on the relationship card with the details of the change.

This relationship will not transition to the new supporter roles from 1 July 2025.

NOTE: once a person has opted-out of the new arrangements in the system, the decision is locked in. If you change your mind, a new relationship must be established and consent from both parties provided again.



Dopted-out

If you also want to <u>end</u> the current relationship now tick the checkbox End this relationship now box and then the OPT-OUT AND REMOVE button





An ended relationship will no longer be active and the card will move to Declined and Ended relationships tab.



How to add a Support Person

If you are creating a new representative relationship between **March and 30 June 2025**, you will be informed of the new supporter role to commence from 1 July. You are able to place an end date for the relationship of 30 June 2024 or you are able to opt-out prior to the commencement of the supporter relationships.

See <u>page 5</u> for further information.

The basic level is an agent. They can support and assist you and be involved in discussions but can't make decisions for you. This role will be decommissioned on 30 June 2025 and all relationships of this type will be ended. After this time, this relationship option will no longer be available. See the My Aged Care webpage for more information about Upcoming changes to support roles and relationships.

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 <u>arranging someone to support you.</u>



Navigate to:



Select the 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" and would like them to be able to make decisions about care you will see:

Which type of relationship would you like to add? *	
Someone to support me	O Support another person
What type of support? *	
O Support to make decisions (Agent)	 Make decisions about care (Representative)

You can choose either a person to support you or an organisation. By clicking "Person" you will see the following:

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)

How would you like to request the relationship? *

- O Select a person already known to My Aged Care You must know the person's full name and Aged Care ID.
- O Upload 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 <u>website</u>.

O 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.

If you select a person already known to My Aged Care you will be asked to enter the details of the support person and then click on

SUBMIT TO MY AGED CARE



Staff at a support organisation (e.g. an advocacy organisation)

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)

Would you like to request the relationship by: *

- O Selecting a person already known to My Aged Care You must know the person's full name and Aged Care ID.
- O 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 <u>website</u>.
- O 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.

SEND RELATIONSHIP REQUEST

CANCEL

See <u>page 15</u> for information on "Uploading a completed Appointment of a Support person" form.

- i
- For further information, go to My Aged Care | <u>www.myagedcare.gov.au</u> | 1800 200 422

 Organisation: Staff at a support organisation (e.g. an advocacy organisation)

You can support another person by choosing Support another person.



Client details	
Full name: *	
Note to My Aged Care	
	0 / 200
Would you like to add 'Appointment of a support person or organisation form'?*	
● Yes	O 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

SUBMIT TO MY AGED CARE

and the document will be uploaded.

i For further information, go to My Aged Care | <u>www.myagedcare.gov.au</u> | 1800 200 422

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
- What type of support? *
- Support to make decisions (Agent)

O Support another person

Organisation:

Make decisions about care (Representative)

Staff at a support organisation (e.g. an advocacy organisation)

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

O Person:

Someone who is not part of a support organisation (e.g. a family member)

How would you like to request the relationship? *

Choose the organisation online in the next section You can search for the organisation by name or suburb/postcode

O Upload 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 <u>website</u>.

(*i*) For further information, go to My Aged Care | <u>www.myagedcare.gov.au</u> | 1800 200 422

Search for your support organisation A directory of approved support organisations is available on My Aged Care website
 Enter organisation name Enter suburb/postcode
Enter organisation name *
SEARCH CLEAR
SEND RELATIONSHIP REQUEST CANCEL



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.

Organisation name: *	
Note to My Aged Care	
Would you like to add an 'Appointment of a support pers	on or organisation form'? *
Would you like to add an 'Appointment of a support pers	on or organisation form'? * O No
Would you like to add an 'Appointment of a support pers Yes Appointment of a support person or organisation form *	on or organisation form'? * O No
Would you like to add an 'Appointment of a support pers Yes Appointment of a support person or organisation form * Choose file No file chosen	on or organisation form'? * O No
Would you like to add an 'Appointment of a support pers Yes Appointment of a support person or organisation form * Choose file No file chosen	on or organisation form'? * O No
Would you like to add an 'Appointment of a support pers Yes Appointment of a support person or organisation form * Choose file No file chosen Document name *	on or organisation form'? * O No

How to remove a relationship?

Note:

▲ If you have authority to end a relationship, you will be able to select a ⁽¹⁾ 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".			Support networks People who help you and people you help	
2	Select the "rubbish bin" icon on the tile for the relationship you wish to remove.			m Marcel Whinbo	
3	Select "Remove Relationship" to confirm you wish to end the relationship.		REI	MOVE RELATIONS	HIP
		END			

How to let us know of a death?

	It's my account or I am a representative	
1	Navigate to "Support networks".	Support networks People who help you and people you help
2	Clicking the "Notify us of a Death" button.	NOTIFY MY AGED CARE THAT A PERSON HAS DIED
3	Select the person who has died.	Select the deceased person* Lorayne Baront of 23 FURZER Street PHILLIP ACT 2606 Marcel Whinbo of 23 FURZER Street PHILLIP ACT 2606

4	Provide us with as much information as you can.	Please supply the following information: Who, when and how were you informed that this person is deceased?		
		0 / 500 Date of death (if known)		
		dd/mm/yyyy		
5	Attach any relevant documents, by selecting "Choose a file".	Add Attachments 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)		
6	Select "Save".	SAVE CANCEL		
END				

Phone (domestic)	1800 200 422 (free call)	 The call centre is open: 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	
In Person	1800 227 475 (free call)	Visit any Services Australia service centre for general My Aged Care support. Book an appointment with an Aged Care Specialist Officer in selected locations Monday to Friday: 8am - 5pm AEST	
Post	PO Box 1237 Runaway Bay QLD 4216		

Contact Us

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 "<u>Accessible for all</u>" 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 <u>Contact us</u>.