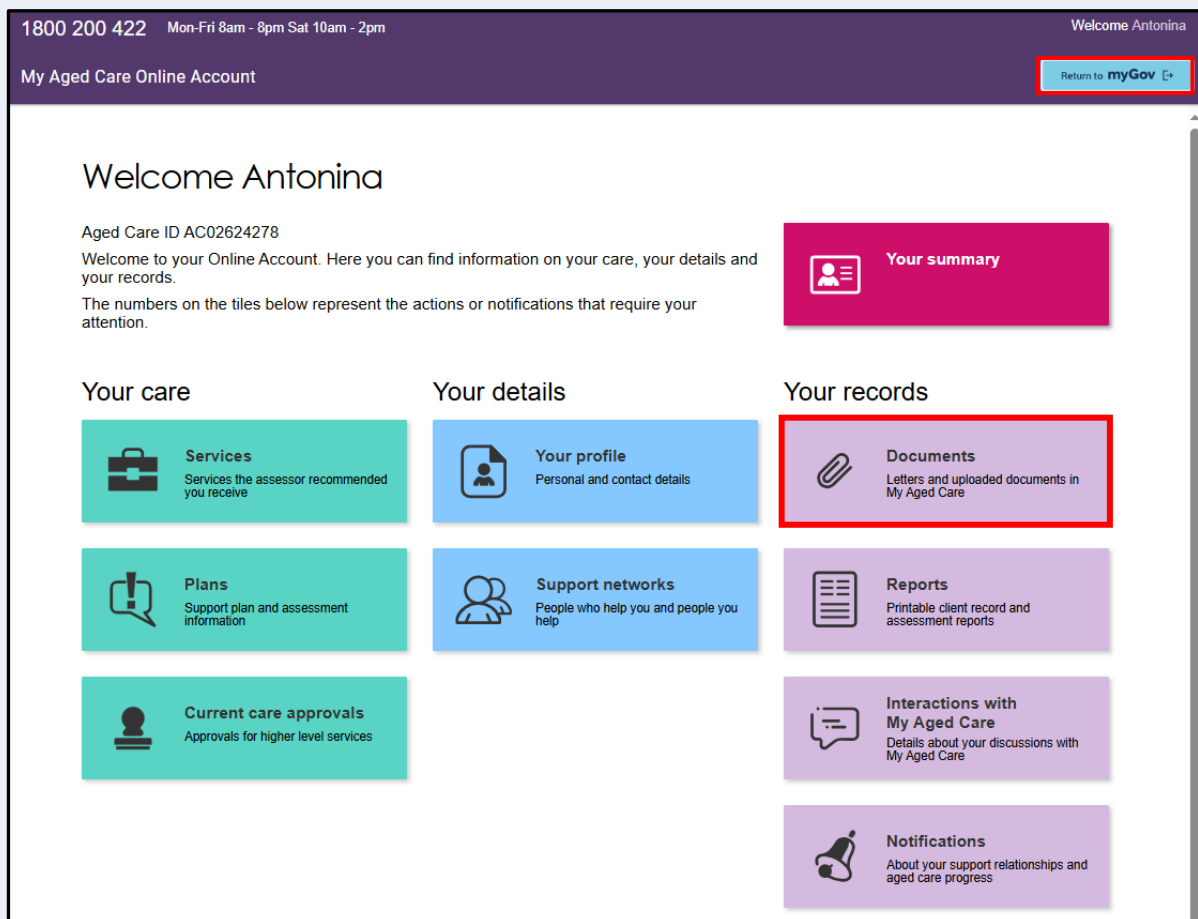


Your Online Account Guide: *Documents*

In the *Documents* section of your Online Account, you can upload and view important documents relevant to your aged care. This includes things like letters from your GP and legal documents such as your power of attorney.

Sign in to your Online Account

1. **Sign in** to your Online Account via [myGov](#) and select the **Documents** tile from the home screen:



1800 200 422 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Antonina

My Aged Care Online Account [Return to myGov](#)

Welcome Antonina

Aged Care ID AC02624278

Welcome to your Online Account. Here you can find information on your care, your details and your records.

The numbers on the tiles below represent the actions or notifications that require your attention.

Your care

- Services**
Services the assessor recommended you receive
- Plans**
Support plan and assessment information
- Current care approvals**
Approvals for higher level services

Your details

- Your profile**
Personal and contact details
- Support networks**
People who help you and people you help

Your records

- Documents**
Letters and uploaded documents in My Aged Care
- Reports**
Printable client record and assessment reports
- Interactions with My Aged Care**
Details about your discussions with My Aged Care
- Notifications**
About your support relationships and aged care progress

! When you are done using your Online Account, remember to select 'Return to myGov' in the top right corner and then click on the 'Sign out' button in myGov. Doing this keeps your information safe and protects your privacy.

Your documents page

The Your documents page contains:

- Pending documents
- Letters and Attachments.

In this section you can view and upload documents such as:

- Legal documents
- Medical information or diagrams
- Other relevant documents.

Pending Documents

This tab lists documents that you either need to provide more information for or that have not yet been processed by My Aged Care.

 Your documents My Aged Care Online Account guide

 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

Letters and Attachments

UPLOAD ASSESSOR & PROVIDER DOCUMENTS

Pending Documents ?

1 to 6 out of 6 matching results

Name	Status	My Aged Care feedback ?	Note to My Aged Care	Action	Updated Date
Ezra Walsh Add new Agent	Submitted to My Aged Care		Suspension response		23 September 2025
Noah America Add new Supporter	Submitted to My Aged Care				19 August 2025
Noah America Add new Supporter	Submitted to My Aged Care				12 August 2025
Noah America Add new Supporter	Submitted to My Aged Care				11 August 2025
Asher Wall Add new Supporter	Submitted to My Aged Care				07 August 2025
Noah America Add new Supporter	Submitted to My Aged Care				07 August 2025



Letters and Attachments

This tab lists documents that have been processed and finalised.

 Your documents My Aged Care Online Account guide

 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 **Letters and Attachments**

UPLOAD ASSESSOR & PROVIDER DOCUMENTS

Letters and Attachments 

1 to 6 out of 6 matching results

Document name	Document type	Uploaded by 	Description	Uploaded date
SAH Funding Assignment Notice_2-22CQOH8D_20250917151208 [pdf 186.11KB]	SAH Funding Assignment Notice			17 September 2025
SAH Funding Assignment Notice_2-22CQOH05_20250917151156 [pdf 185.53KB]	SAH Funding Assignment Notice			17 September 2025
SAH Funding Assignment Notice_2-22CQNUY6_20250917151155 [pdf 185.52KB]	SAH Funding Assignment Notice			17 September 2025
SAH Funding Assignment Notice_2-22CQOH1H_20250917151155 [pdf 200.78KB]	SAH Funding Assignment Notice			17 September 2025
Welcome Pack_2-227B7PEV_20250826230351 [pdf 135.72KB]	Welcome Pack			26 August 2025
AC23949662_AUTOTaniah MILLERF_Screening_26082025_164659.pdf [39.25KB]	Other			26 August 2025

 The Home Care Packages Program (HCP) Program is now the Support at Home program. On 1 November 2025, the HCP Program transitioned to the Support at Home program. Learn more at: www.myagedcare.gov.au/support-home-program.

Upload a document for my Service Provider or Assessor

1. 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 and notices](#), when disclosing information about yourself or someone else. Click on the **Upload Assessor & Provider documents** button at top right of screen.
2. Select who you are uploading documents for and press **continue**:

 Your documents My Aged Care Online Account guide

 Upload assessor & provider documents 

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

Who are you uploading documents for?*

☒ Yourself as a client

☐ A client you represent

CONTINUE

CANCEL

Name

Status

feedback 

Note to My Aged Care

Action

Updated Date



If you are a registered supporter and are uploading documents for someone you support, select **a client you represent**. Choose the name of the person you are uploading the document for and click **Continue**. The rest of the steps are the same.

3. Select **Information for My Aged Care Assessor** or **Information for Aged Care Provider**, depending on who the document is for. If you choose information for an assessor, select the option that describes the document.

Upload assessor & provider documents

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

Who is the document for?*

☒ Information for My Aged Care Assessor

☐ Information for My Aged Care Provider

What document are you uploading?*

☐ Allied Health Assessment

☐ Clinical Notes

☐ Discharge Summary

☐ Relevant Medical Summary

☐ Other

☐ End-of-Life Form

☐ End-of-Life - other

Note to Aged Care

0 / 200

Document to upload *

CHOOSE FILE No file chosen

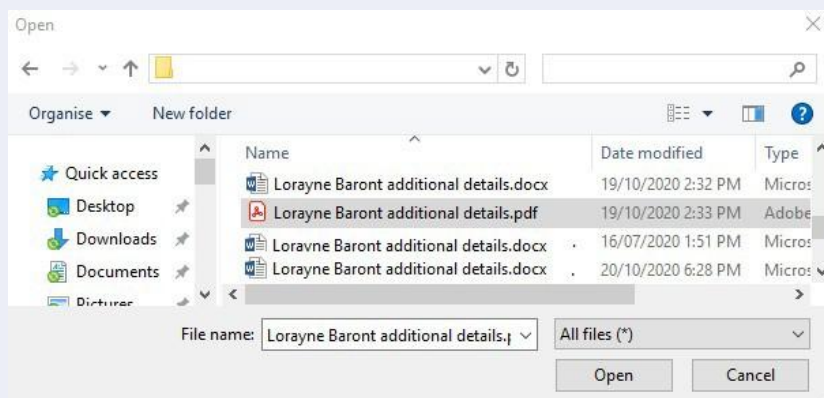
Document name *

SUBMIT CANCEL

! 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.

4. **Note to Aged Care** - Write any additional information to provide context for the document.
5. Click **Choose file** and select the document you want to upload.
6. Select **Open** then add a name that describes the document.





! Only upload PDF documents that are relevant to My Aged Care providers and assessors. The system supports a maximum of 5MB. Do not upload other documents (e.g. for Services Australia).

Document to upload *

CHOOSE FILE

JC014960...f Form.pdf

Document name *

SUBMIT

CANCEL

7. Select **Submit**. This will pass the document to My Aged Care to process.

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.

More Information

For information on how to set up your Online Account, visit [Access your information online.](#)

Learn more about [How to use your Online Account.](#)

For further assistance, you can contact My Aged Care:

<i>Phone (domestic)</i> 1800 200 422 (free call)	My Aged Care is open: Monday to Friday: 8am - 8pm Saturdays: 10am - 2pm Closed: Sundays and national public holidays
<i>Phone (international)</i> +61 2 6289 1555	Monday to Friday: 8.30am - 5.30pm AEST Ask for the My Aged Care
<i>In Person</i> Services Australia service centres	Visit any Services Australia service centre for general My Aged Care support Book an appointment with an Aged Care Specialist Officer in selected locations or calling 1800 227 475 (free call) Monday to Friday: 8am - 5pm AEST

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](#).

Updated November 2025

