



Australian Government



myagedcare

## Navigating the My Aged Care Client Portal as a Representative

If you have been added as a Representative (Regular or Authorised) for a client in My Aged Care, you can access their client record using the My Aged Care client portal.

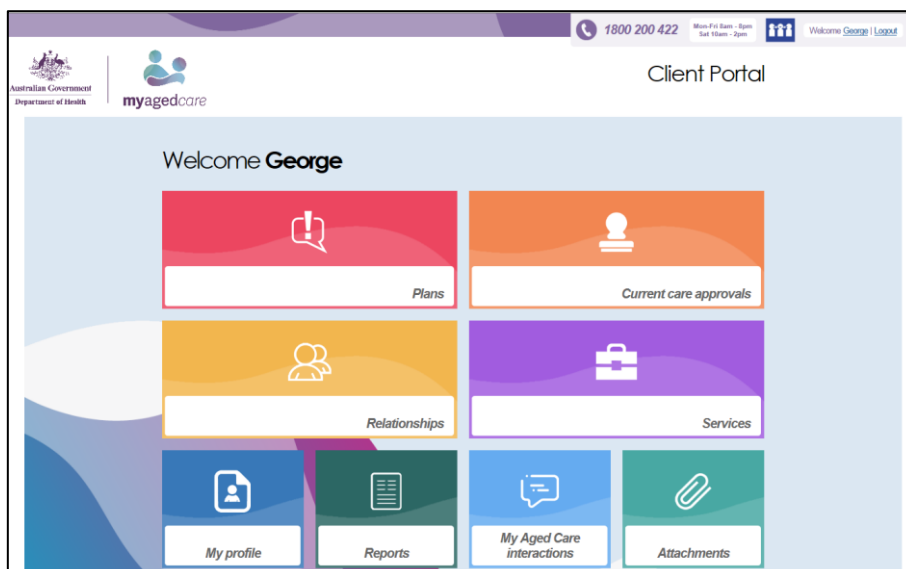


To access the My Aged Care client portal, you will first need a record created in My Aged Care. This can be done by calling the My Aged Care contact centre on 1800 200 422. You must provide the email address that you use to access myGov.

### What is the client portal used for?

The client portal is the key tool representatives can use to view aged care services for clients that they represent. You can use the portal to:

- View and update a client's personal profile;
- View and update a client's relationships including representatives and primary contact person;
- View a client's current support plans;
- View a client's current care approvals;
- View the aged care services a client is currently receiving;
- View a client's interactions with My Aged Care;
- View and upload attachments; and
- View and print client information e.g. Referral Code letter or client record PDF

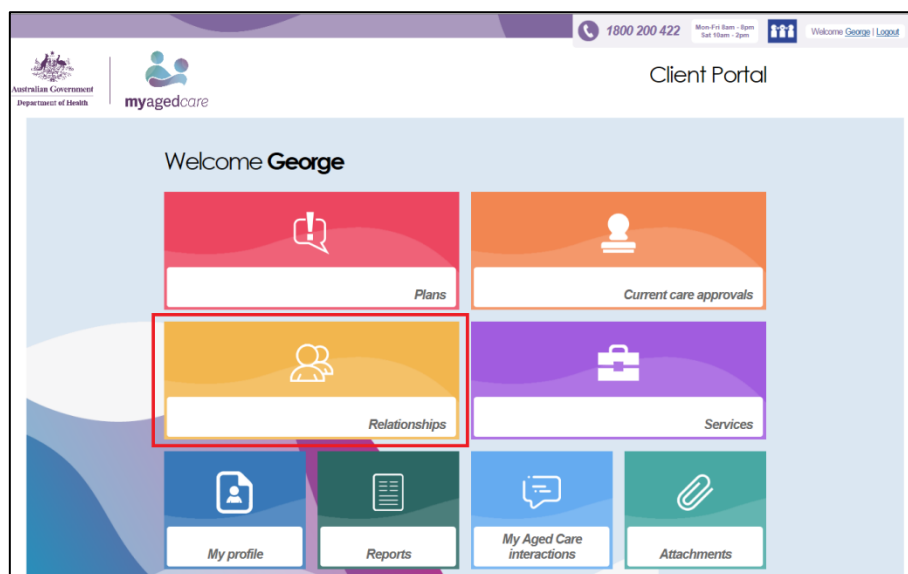


You can access the following functions from the client portal homepage:

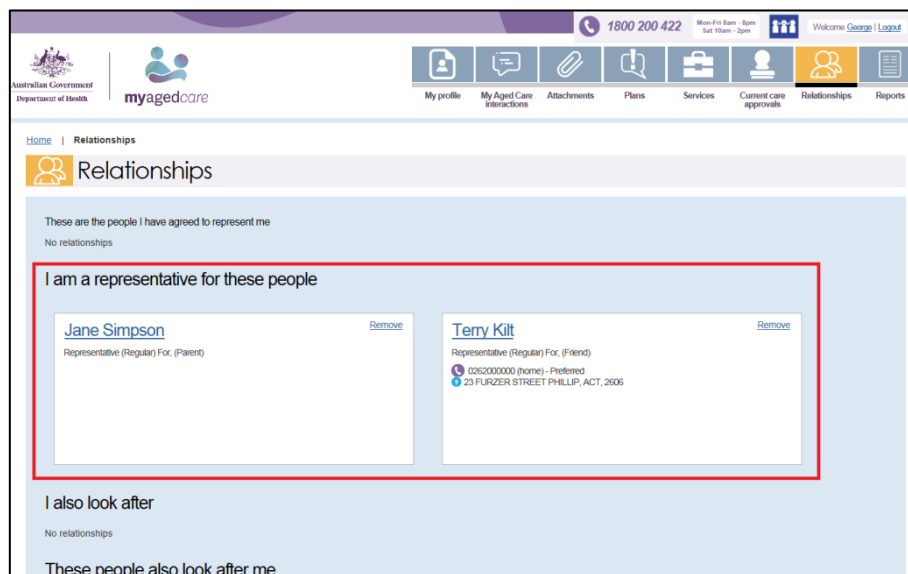
1. The “Plans” function shows the plans that have been created based on a client’s care needs, including the client’s current support plan.
2. The “Relationships” function shows people who are involved in a client’s care needs.
3. The “My Profile” function shows client contact information and personal details. You can also print a PDF version of the client record.
4. The “Current care approvals” function shows what care types a client is currently approved to receive. This is where you will be able to view expected home care package wait times for a client waiting on the National queue, and indicate whether a client is seeking or not seeking home care services.
5. The “Services” function shows what services a client is currently receiving, or has previously received.
6. The “Attachments” function allows you to add important documents to the client’s record.
7. The “My Aged Care interactions” function shows contact a client has had with My Aged Care.
8. The ‘Reports’ function allows you to view and print previously generated client information.

## How do I view clients that I represent?

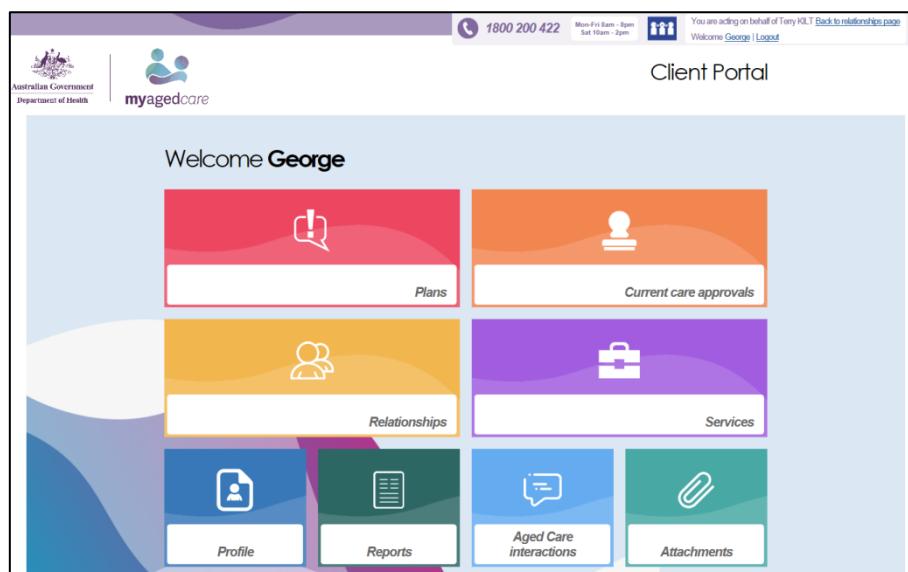
To view clients (one or multiple) that you represent, select the ‘Relationships’ tile from your home page.



Any clients that you represent and other relationships you have with other people (e.g. emergency contact) will be displayed.



Select the name of the client that you wish to view. The client's record will be displayed.



As you are logged in from your myGov account, your name will still display on the home page. You will be able to determine which client record you are viewing by looking at the top right corner of the page.

You are acting on behalf of Terry KILT [Back to relationships page](#)  
 Welcome [George](#) | [Logout](#)

To view other clients you are representing or return to your record, select 'Back to relationships page'

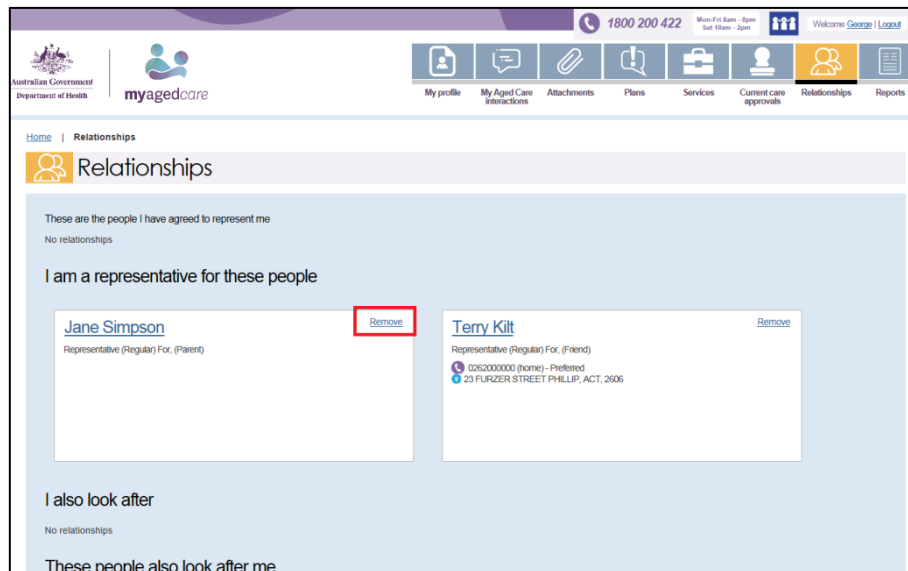
## How do I cease being a representative?

If you wish to remove your link with any clients that you represent or relationships that you have in My Aged Care, select 'Remove'.

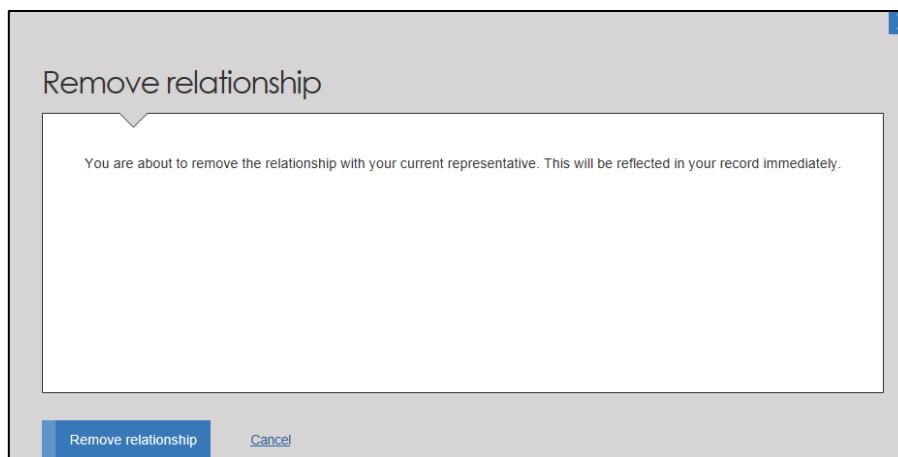
A client is able to remove a Regular Representative from their portal, but cannot remove an Authorised Representative.



Removal of a relationship will not delete a client or representative's record. It will only remove the link between the two records.



You will be asked to confirm the removal of the relationship.



The representative will no longer have access to the client's record.



To regain access to the client's record, you will need to re-establish the representative relationship via the My Aged Care contact centre. This can be done with the consent of the client over the phone, or using the 'Appointment of Representative' form.