



Australian Government



myagedcare

How to become a representative for someone in My Aged Care

If you are looking to help a family member, friend or someone else you know, find government subsidised aged care, becoming a representative with My Aged Care might be a good option for you.

This fact sheet outlines what a representative is and the necessary steps and information you will need to become a representative.

What does it mean to be a representative in My Aged Care?

Agreeing to be a representative for someone in My Aged Care allows you to speak and act for them without them needing to agree to this each time you talk to My Aged Care.

A representative can do things for an older person like:

- give information to My Aged Care including talk to assessors, the My Aged Care contact centre and service providers
- make decisions about aged care assessment and referrals for aged care services
- see and update aged care and personal information through the contact centre or on the My Aged Care client record on myGov
- be listed as the primary contact so you can be the first contact point for My Aged Care



For further information, go to My Aged Care
1800 200 422 | www.myagedcare.gov.au

If you need to be a representative for someone, My Aged Care will create a client record for you so they know they are speaking to the right person each time you contact My Aged Care.

Do I need to be a regular or authorised representative?

There are two types of representative: a regular representative and an authorised representative.

If the older person you are helping is capable of providing consent for you to speak and act for them, you can be set up as a **regular representative**.

If the older person cannot give consent for you to speak for them, you will need to become an **authorised representative** for them. To do this you will need to provide My Aged Care with legal documents to show us that you can legally act in this role.

The legal documents you require could include a guardianship or enduring power of attorney. More information can be found at: <https://www.myagedcare.gov.au/legal-information/powers-attorney-enduring-powers-attorney-and-enduring-guardians>

If you are an authorised representative, you will be the primary contact for the client with My Aged Care which means you will receive all correspondence on behalf of the client.

How do I become a representative?

You can become a representative at any time, including when the older person first contacts My Aged Care or after they have been assessed.

There are three ways to do this:

1. Call My Aged Care on 1800 200 422

If you are becoming a **regular representative**, the older person you are helping can get on the phone at the same time and tell the contact centre they would like you to be their representative. The older person can also be called separately if they are not able to be with you for this call.

If you are becoming an **authorised representative**, the contact centre can start the set-up process and then finalise this when they receive the required legal documentation.

2. Complete the “Appointment of Representative” form and mail or fax it to My Aged Care (more information on next page)



3. If you are with the older person at the **aged care assessment**, the assessor can add you as a representative then. You will need to provide the assessor with any legal documents to become an authorised representative.

Changing a representative

If you don't want to be a **regular representative** any more, you can call My Aged Care to cancel the representation. The person you are helping can also My Aged Care to change or remove you as their regular representative.

If the older person no longer needs an **authorised representative**, the authorised representative will need to call My Aged Care to make the change. A new or additional authorised representative can be added as long as they have the correct legal documents.

Other options for getting help with My Aged Care

If a carer, family member or other support person is not able to act as a representative for an older person, someone else they trust can contact My Aged Care on their behalf.

Health professionals

Health professionals, like a GP or community nurse, can make referrals for their patients to My Aged Care without needing to become a representative. To do this they need to have their patient's consent or the patient's legal representative's consent.

Aged Care Service providers

Some older people who can't talk with My Aged Care over the phone for various reasons may be able to go direct to an aged care assessment without speaking directly to the contact centre. This includes an older person who:

- has a medical condition that means they can't talk on the phone,
- is Aboriginal or Torres Strait Islander and who due to past experience doesn't feel comfortable talking on the phone,
- has poor hearing or is deaf and doesn't have the technology to use the National Relay Service,
- lives in a remote community and does not have phone access or reception,
- doesn't speak English and their language isn't available on the Translating and Interpreting Service, or



- is homeless or at risk of becoming homeless.

If the older person you are helping can't talk to My Aged Care for these reasons, a range of people can support them without becoming their representative. This includes service providers and other support services.

If the older person does not meet one of the above reasons and does not want to talk to My Aged Care, they will need to put in place a representative. Any individual such as a family member, carer or a staff member from a service provider can agree to be their regular representative.

Advocacy services

Another option is to consider the use of advocacy services. Advocacy services provided by the National Aged Care Advocacy Program can help you and the older person you are supporting to access and use the aged care system, understand a person's aged care rights and provide support when talking to aged care service providers.

They can also speak to My Aged Care on behalf of older people, help them understand aged care services, and help them make decisions about the care they receive. Additional information on these services can be found at:

<https://www.myagedcare.gov.au/quality-and-complaints/advocacy-services>



KEY POINTS TO REMEMBER

- My Aged Care requires the permission from both the representative and the person needing care to put in place a regular representative
- As a representative, you can speak to My Aged Care for the person you are representing, see all their information and make decisions about their aged care
- If the person needing care is unable to provide their consent, to become an authorised representative you will need additional legal documentation to show us that you can legally act in this role



FURTHER INFORMATION

- The My Aged Care "Appointment of Representative" form can be found at: https://www.myagedcare.gov.au/representative_form



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