



Australian Government



myagedcare

# How do I get help to talk to My Aged Care?

If you are an older person who would like a family member, carer or someone else you trust, to help you find government subsidised aged care, setting them up as 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 set someone up as a representative for you.

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

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

A representative can do things for you 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 your information through the contact centre or on the My Aged Care client record on myGov
- be listed as your primary contact so they 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](http://www.myagedcare.gov.au)

## Do I need a regular or authorised representative?

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

If you are able to give consent for someone else to speak and act for you, you can set them up as your **regular representative**.

An authorised representative is required if you are not capable of providing consent for someone else to speak for you. Legal documentation is required to put in place an **authorised representative** so that we know that they can legally represent you.

The legal documents 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>

## Setting up a representative

If you are capable of giving consent for someone to speak and act for you, you can put a **regular representative** in place. You can set up a regular representative at any time, including when you first contact My Aged Care or after your assessment.

There are three ways for someone to become your representative:

1. **Call My Aged Care** on 1800 200 422 with your chosen representative; My Aged Care can call your representative later if they can't be with you for this call.
2. **Complete the "Appointment of Representative" form** and mail or fax it to My Aged Care (more information on next page)
3. If your representative is present at your **aged care assessment**, you can ask the assessor to add them as your representative then.

If you need an **authorised representative**, the above steps need to be followed by providing the required legal documents to the contact centre or the assessor.

My Aged Care will need to create a client record for your representative so they know they are speaking to the right person each time the representative contacts My Aged Care.



## Changing a representative

If you don't want someone to be your **regular representative** any more, you can call My Aged Care to cancel the representation.

If you no longer need an **authorised representative**, your existing authorised representative will need to call My Aged Care to make the change.

## Other options for getting help with My Aged Care

If a carer, family member or other support person can't be your representative and you would like help to talk to My Aged Care, someone else you trust can speak for you if you agree to them doing so.

### Health professionals

Health professionals, like your GP or community nurse, can make a referral to My Aged Care for you without needing to become a representative.

### 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 them 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
- homeless or at risk of becoming homeless.

If you can't talk to My Aged Care for one of the above reasons, a range of people can support you without becoming your representative including service providers and other support services.

If you don't meet the above reasons and do not want to speak to My Aged Care, you 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 your regular representative.



## Advocacy Services

Another option is to use advocacy services. Advocacy services provided by the National Aged Care Advocacy Program can help you to access and use the aged care system, understand your aged care rights and support you when talking to your aged care service provider.

If you choose, they may also speak to My Aged Care for you and help you understand aged care services, and help you make decisions about the care you 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 you and the representative to put them in place as your regular representative
- Your representative can speak to My Aged Care for you, see all your information and make decisions about your aged care
- If you are unable to provide consent for someone to be your representative, legal documents are needed to show us that they can legally be an authorised representative for you



### FURTHER INFORMATION

- The My Aged Care “Appointment of Representative” form can be found at: [https://www.myagedcare.gov.au/representative\\_form](https://www.myagedcare.gov.au/representative_form)
- The form and any legal documentation can be sent to the My Aged Care contact centre by mail at My Aged Care, PO Box 210, Balwyn, Victoria, 3103 or faxed to 1800 728 174
- The My Aged Care privacy statement outlines what information is collected and used for, and how we uphold the privacy of Australians using the My Aged Care service, its available online: <http://www.myagedcare.gov.au/privacy>

