




## My Aged Care Appointment of a Support Organisation Form

 <b>When to use this form</b>	 <b>Protecting you and your information</b>	 <b>For more information</b>
<p><b>This form is to appoint a support organisation to help you access My Aged Care services.</b></p> <p>If you want to access government subsidised aged care services, you need to register with My Aged Care. To do this you can either call My Aged Care yourself or someone else (a 'representative' or 'agent') can talk to My Aged Care with you.</p> <p>You can also register online as part of the assessment application process at: <a href="https://myagedcare.gov.au">https://myagedcare.gov.au</a></p> <p>A support organisation is limited to accessing information and interacting with My Aged Care. These arrangements do not extend to other government agencies.</p>	<p>Your personal information is protected by law, including the <i>Privacy Act 1988</i> and the Australian Privacy Principles.</p> <p>Your personal information is collected by My Aged Care, government funded service providers and assessors for the assessment and provision of government funded aged care services.</p> <p>More information about how My Aged Care looks after your personal information can be found at: <a href="https://www.myagedcare.gov.au/privacy">https://www.myagedcare.gov.au/privacy</a></p>	<p>To talk to someone from My Aged Care about this form:</p> <ul style="list-style-type: none"> <li>• Call My Aged Care on <b>1800 200 422</b> Monday to Friday, between 8:00am and 8:00pm, and Saturday, between 10:00am and 2:00pm.</li> <li>• In person with an Aged Care Specialist Officer (ACSO). Make an appointment by calling 1800 227 475 on weekdays from 8am to 8pm. You can visit the <a href="#">Services Australia website</a> for more information on the latest ACSO locations.</li> </ul> <p>You may also visit the My Aged Care website for more information at: <a href="https://www.myagedcare.gov.au/arranging-someone-support-you">https://www.myagedcare.gov.au/arranging-someone-support-you</a></p>

### What is a Support Organisation in My Aged Care?

A Support Organisation must be approved by the Department of Health and Aged Care to provide support to My Aged Care clients, such as an advocacy organisation. By establishing a relationship with an approved support organisation, staff at the organisation can assist you with accessing services and support in My Aged Care.

To find a list of organisations approved by the Department to support older Australians, go to:

<https://www.myagedcare.gov.au/arranging-someone-support-you>

There are three type of support relationships that you can have in My Aged Care:

#### Agent

An agent is able to support you, be involved in discussions with you, access and update some of your information, but can't make decisions about your care or services when liaising with My Aged Care. For example, an advocacy organisation.

#### Regular representative

A regular representative is able to support you and be involved in discussions with My Aged Care, access and update all of your information and convey decisions to My Aged Care with your consent.

#### Authorised representative

An authorised representative is legally appointed to act on your behalf and make My Aged Care decisions for you. For example, a Public Guardian or State Trustee.

The table on Page 7 at the end of this form provides further detail about the actions that can be completed for you by a support organisation or staff at a support organisation.

# THIS FORM IS FOR APPOINTING A SUPPORT ORGANISATION

## How to complete this form

You can complete this form on your computer or print and sign.

**PART A** – your (the client's) details (the person requesting an agent, regular or authorised representative).

**PART B** – the nominated support organisation's details.

**PART C, D or E** – the relationships details, your (the client's) consent and the support organisation's consent to the relationship.

Complete one of parts C, D, and E only, according to the support relationship being created.

## How to submit this form

After completing and signing the form according to the instructions above, send it to My Aged Care:

1. Upload to your Online Account (more information on how to access your Online Account is available on the My Aged Care website at: <https://www.myagedcare.gov.au/access-your-online-account#mygov-login>) or

2. Send a digital copy via the My Aged Care online form available at: <https://www.healthdirect.gov.au/myagedcareupload> or

3. Mail to:

My Aged Care,  
PO Box 1237,  
Runaway Bay,  
Queensland, 4216 or

4. In person by visiting a Services Australia centre where a General Service Officer can help you submit documents to My Aged Care or book an appointment with an Aged Care Specialist Officer who can upload the documents to My Aged Care. You can call Services Australia on 1800 227 475 to book a face-to-face appointment.

For authorised representatives, please make sure you have attached relevant legal documents before returning this form.

If you want to check that My Aged Care has received your form, please wait before calling (two business days for upload, six business days for mail).

## Next Steps after submitting to My Aged Care

When My Aged Care receives your completed form, they will register you with My Aged Care if required, and call your support organisation if they need extra information to process the form.

Once your support arrangement has been put in place, the nominated organisation can call My Aged Care to talk about aged care assessments and services on your behalf.

## Further information if you would like a person to support you

If you would like a professional support person to support you with My Aged Care, such as an advocate or someone who provides support within a community not affiliated with an approved support organisation, you can request a support person relationship.

The form to nominate a support person is available at:

<https://www.myagedcare.gov.au/publications/appointment-support-person-form>

# THIS FORM IS FOR APPOINTING A SUPPORT ORGANISATION

## PART A - Aged Care Client Details (Your details)

You must complete all fields marked with an asterisk (\*)

Title (select one):\*

Mr Mrs Miss Ms  
Dr Other

Last name\*

First name\*

Middle name

Preferred name

Gender (select one):\*

Male Female  
Indeterminate/Intersex/Unspecified  
Not Specified

Date of Birth\*

Phone Number\*

Home address Line 1\*

Home address Line 2

State/Territory\*

Postcode\*

Medicare Card # (including Individual Reference Number) or DVA card #\*

Aged Care (AC) ID (if known)

What type of support is required (select one)?\*

Support to make decisions (Agent)  
Complete **PART B** and **PART C**

Make decisions about care (Representative)  
Go to **NEXT QUESTION**

Does the client have capacity to provide consent to establish this representation (select one)?\*

Yes (Regular Representative)  
Complete **PART B** and **PART D**

No (Authorised Representative)  
Complete **PART B** and **PART E**

## PART B – Support Organisation Details

You must complete all fields marked with an asterisk (\*)

Organisation name\*

Phone number\*

Branch (Outlet) name\*

Scope of Representative Authority (if Representative)<sup>1</sup>  
Select from the drop down menu:

Branch (Outlet) address 1\*

If you only want to work with one person you know at the organisation, please enter their full name here:

Branch (Outlet) address 2

State/Territory\*

Postcode\*

To find a list of organisations approved by the Department to support older Australians, go to: <https://www.myagedcare.gov.au/arranging-someone-support-you>

## PART C – Appointing an agent

Please complete all fields if you are appointing an agent. An agent is an organisation or staff at an organisation who can support you, be involved in discussions with you, but can't make decisions for you regarding My Aged Care.

### Aged Care Client Consent and Declaration

I consent to my nominated agent accessing my information in My Aged Care in order to assist me to make decisions as my agent.

#### I declare that:

- I am voluntarily appointing an agent.
- The information I have provided in this form is complete and correct.

#### I authorise My Aged Care, including Commonwealth funded service providers and assessors to:

- Collect information about me from my agent.
- Discuss my progress in My Aged Care with my agent.

#### I understand that:

- This appointment is specific to interactions with My Aged Care.
- My agent may receive correspondence about me from My Aged Care.
- I can cancel this arrangement at any time by calling My Aged Care on **1800 200 422**, through my Online Account or with an Aged Care Specialist Officer.
- Giving false or misleading information is a serious offence.
- If I do not already have a record in My Aged Care, making this appointment will create one for me.

When will the relationship start (DD/MM/YYYY)?

When will this relationship end (DD/MM/YYYY or leave blank if no end date)?

Aged Care Client's full name

Aged Care Client's signature

Date signed

### Agent's Consent and Declaration

As the Aged Care Client's appointed agent, I/we consent to accessing their information in My Aged Care in order to assist them as their agent, and acknowledge the agent declaration below.

#### I declare that:

- Any information I or my organisation provide to My Aged Care about myself, staff, the organisation, or the person being assisted is complete and correct.
- Any information I or my organisation obtain from My Aged Care will be kept confidential and will not be disclosed to any unauthorised person without the permission of the person making this appointment.

#### I understand that:

- This appointment is specific to interactions with My Aged Care.
- This arrangement can be cancelled at any time by calling My Aged Care on **1800 200 422**, through my Online Account or Portal, or with an Aged Care Specialist Officer.
- My Aged Care must be informed of any changes to my organisation's address and contact details, and changes in the circumstances of the person who has appointed me.
- Giving false or misleading information is a serious offence.
- I or my organisation may receive correspondence on behalf of the Aged Care Client being assisted.

Agent's full name

Agent's signature

Date signed

# THIS FORM IS FOR APPOINTING A SUPPORT ORGANISATION

## PART D – Appointing a regular representative

Please complete all fields if you are appointing a regular representative. A regular representative can support you and be involved in discussions regarding My Aged Care and convey decisions to My Aged Care.

### Aged Care Client's Consent and Declaration

I consent to my nominated representative accessing my information in My Aged Care in order to act on my behalf as my representative.

#### I declare that:

- I am voluntarily appointing a representative.
- The information I have provided in this form is complete and correct.

#### I authorise My Aged Care, including Commonwealth funded service providers and assessors to:

- Collect information about me from my representative.
- Discuss my progress in My Aged Care with my representative.
- Take action in response to decisions my representative has made in consultation with me.

#### I understand that:

- Making this appointment will create a record for me in My Aged Care, if I don't already have one.
- This appointment is specific to interactions with My Aged Care.
- My representative may receive correspondence about me from My Aged Care.
- I can cancel this arrangement at any time by calling My Aged Care on **1800 200 422**, through my Online Account or with an Aged Care Specialist Officer.
- Giving false or misleading information is a serious offence.

#### When will the relationship start (DD/MM/YYYY)?

#### When will this relationship end (DD/MM/YYYY or leave blank if no end date)?

#### Aged Care Client's full name

#### Aged Care Client's signature

#### Date Signed

### Representative's Consent and Declaration

As the Aged Care Client's representative, I/we consent to represent them in My Aged Care, and acknowledge the representative declaration below.

#### I declare that:

- Any information I or my organisation provide to My Aged Care about myself, staff, the organisation, or the person being represented is complete and correct.
- Any information I or my organisation obtain from My Aged Care will be kept confidential and will not be disclosed to any unauthorised person without the permission of the person making this appointment.
- Any decisions made on behalf of the person I or my organisation represent will be made in consultation with the person being represented.
- I or my organisation will work and consult with other representatives (if applicable) of the represented person and any decisions made on behalf of the person being represented will be in their interests.

#### I understand that:

- This appointment is specific to interactions with My Aged Care.
- This arrangement can be cancelled at any time by calling My Aged Care on **1800 200 422**, through my Online Account or Portal, or with an Aged Care Specialist Officer.
- My Aged Care must be informed of any changes to my organisation's address and contact details, and changes in the circumstances of the person who has made the appointment.
- Giving false or misleading information is a serious offence.
- I or my organisation will receive correspondence on behalf of the Aged Care client being represented.

#### Representative's full name

#### Representative's signature

#### Date signed

## PART E – Appointment of an authorised representative

Please complete all fields if you have the appropriate legal and supporting documentation to act on the client's behalf and make My Aged Care decisions on their behalf.

To become an authorised representative in My Aged Care, legal documents are required to show that you have been legally authorised to make health, personal and/or lifestyle decisions for a client. If you only have financial decision-making authority, a My Aged Care authorised representative relationship cannot be established.

The legal documents needed to become an authorised representative are determined by your state or territory legislation. A guide to what documents are accepted by My Aged Care is outlined below and available on the My Aged Care website at:

<https://www.myagedcare.gov.au/legal-information/powers-attorney-enduring-powers-attorney-and-enduring-guardians>.


If your legal representation changes after you become an authorised representative or the person you are representing no longer needs an authorised representative, you must call My Aged Care on 1800 200 422 to cancel this appointment or become an agent or regular representative.

### Which of the following forms of legal authority do you hold on behalf of the My Aged Care Client? (only select one)\*

Enduring Guardianship **and** a letter from a Medical Practitioner that states the client cannot act on their own behalf  
Guardianship Order  
Enduring Power of Attorney (ACT, QLD and VIC only) **and** a letter from a Medical Practitioner that states the client cannot act on their own behalf

Advance Health Directive (ACT and WA not included) or similar **and** a letter from Medical Practitioner that states the client cannot act on their own behalf.

Other (e.g. statutory declaration)

 Attach a copy of the relevant authorisation(s).

*Note: The document must state that you have been legally authorised to make health, personal and/or lifestyle decisions for someone.*

When will the relationship start (DD/MM/YYYY)?

When will this relationship end (DD/MM/YYYY or leave blank if no end date)?

### Representative's Consent and Declaration

I/we consent to represent the Aged Care Client in My Aged Care, and acknowledge the representative declaration below.

#### I declare that:

- Any information I or my organisation provide to My Aged Care about myself, staff, the organisation, or the person we represent is complete and correct.
- Any information I or my organisation obtain from My Aged Care will be kept confidential and will not be disclosed to any unauthorised person.
- I or my organisation will act in accordance with the conditions contained within the legal documentation that outlines the legal authority with respect to the person being represented.
- I or my organisation will work with and consult other representatives (if applicable) of the represented person and any decisions made on behalf of the person being represented will be in their interests.

#### I understand that:

- Making this appointment will create a record for the person being represented in My Aged Care, if they don't already have one.
- This appointment is specific to interactions with My Aged Care.
- If I or my organisation am the nominated Primary Contact, I or my organisation will be the first point of telephone contact for My Aged Care for the person being represented.
- This arrangement can be cancelled at any time by calling My Aged Care on **1800 200 422**, through my Online Account or Portal, or with an Aged Care Specialist Officer.
- My Aged Care must be informed of any changes to my organisation's address and contact details, and changes in the circumstances of the person who has made the appointment.
- My Aged Care must be informed if I or my organisation are no longer a legal representative for this Aged Care Client.
- Giving false or misleading information is a serious offence.
- I or my organisation will receive correspondence on behalf of the Aged Care Client being represented.

Representative's full name

Representative's signature

Date signed

## Actions available to a My Aged Care support organisation

A nominated support organisation can:	Agent	Regular Representative	Authorised Representative
Give information to My Aged Care including talking to assessors, the My Aged Care contact centre and service providers	✓	✓	✓
Request information about your progress in My Aged Care	✓	✓	✓
Submit an 'Apply for Assessment Online' on your behalf	✓	✓	✓
Register you in My Aged Care	✓	✓	✓
Access <b>client record information except assessment detail*</b> through the contact centre or in the My Aged Care Online Account	✓	✗	✗
Only able to update your <b>contact and service preference information^</b> through the My Aged Care contact centre or the My Aged Care Online Account	✓	✗	✗
Access <b>all client record information including assessment detail</b> through the contact centre or in the My Aged Care Online Account	✗	✓	✓
<b>Update all your information</b> through the contact centre or in the My Aged Care Online Account	✗	✓	✓
Be nominated as your first contact point for My Aged Care phone calls (Primary Contact)	✓	✓	✓
Receive email notifications and copies of correspondence, for example, Home Care Package letters	✓	✓	✓
Upload documents on your behalf within My Aged Care	✓	✓	✓
Provide consent and convey decisions to My Aged Care on your behalf, with your consent e.g. to commence screening, generate a referral code, request a support plan review	✗	✓	✓
Make decisions on the your behalf and provide consent to commence an aged care assessment (and complete the My Aged Care aged care consent form), support plan review and send referrals for aged care services	✗	✗	✓

\*Agents can view most information in your record (current care approvals, current services and service recommendations, people associated with the care plan, review history, and reablement and linking support history), but cannot view your assessment history or view/print the National Screening and Assessment Form (NSAF).

^Agents can edit your contact details (phone, address, primary contact), generate a referral code, and set your seeking services preference to 'Yes'. They cannot set your seeking services preference to 'No' or decline a home care package.