Australian Government
Department of Social Services

myagedcare

How to use the My Aged Care Client Portal

July 2015

Contents

1 What can I find in this guide?

The My Aged Care Client Portal User Guide (Client Portal User Guide) outlines how clients (you) and representatives (such as carers or others who may act on your behalf) will use the My Aged Care client portal (the client portal).

This user guide will provide you and/or your representatives with information on how to access the client portal, view and maintain your personal details and who you can contact for further assistance.

1.1 What is the client portal used for?

The client portal is the key tool for you and/or your representatives to view your aged care information. You can use the portal to:

- view your personal profile
- update your contact details
- view and print reports, letters and forms
- view your relationships, including representatives
- remove your nominated representative(s)
- view your current support and action plans
- view your current aged care approvals
- view the aged care services you are currently receiving
- view your interactions with My Aged Care
- view and upload attachments such as legal or medical documents.

If you would prefer not to register for access to the client portal, you can call the My Aged Care contact centre, who are able to manage your information and services on your behalf.

1.2 How can I access the client portal?

In order to access the client portal, you should call the My Aged Care contact centre on **1800 200 422**. Following your initial conversation with the contact centre, you can access your client portal via myGov (www.myGov.au). A link to the client portal is also available from My Aged Care (www.myagedcare.gov.au).

For more information or assistance with using myGov please go to the myGov website and click on ‘need help?’ in the top right corner of the screen.

1.3 Key terms

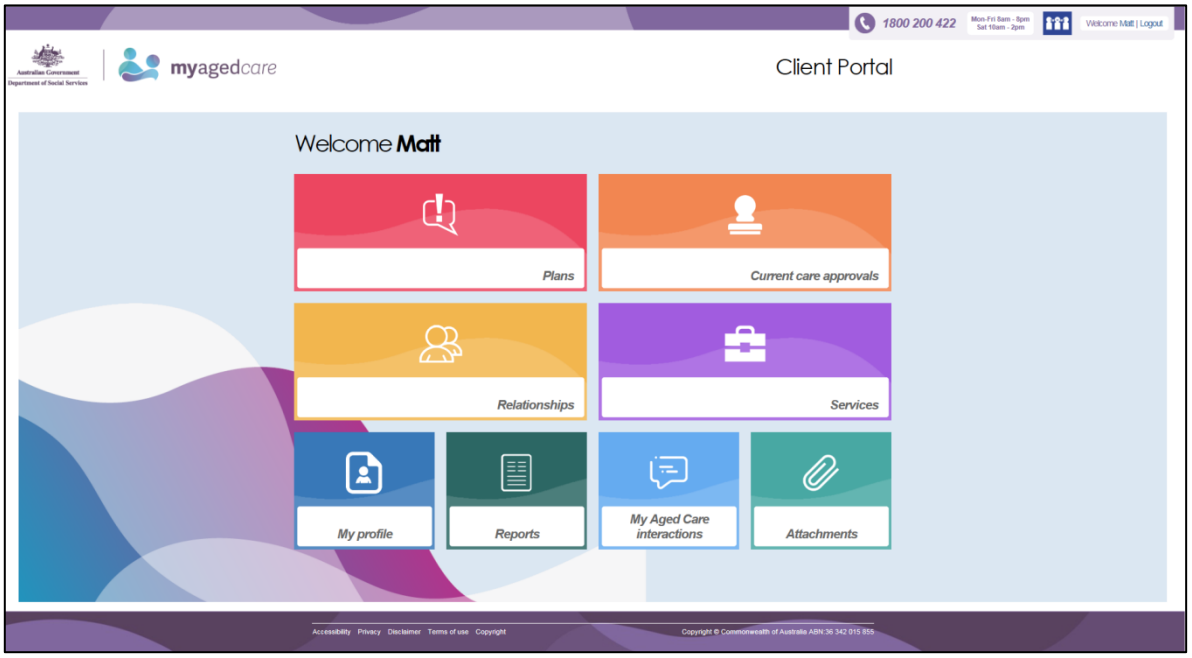
Key Term	Description
ACAT	Aged Care Assessment Teams (ACATs) conduct face-to-face comprehensive assessments to determine a client's eligibility for care types under the *Aged Care Act 1997*, with approval subject to a decision by an ACAT Delegate.
Action Plan	A summary of the outcomes of screening conducted by the My Aged Care contact centre staff. An action plan includes information about activities that will facilitate appropriate assessment or service referral. Assessors, providers and clients will be able to view a client's action plan via the My Aged Care portals.
Client Record	People seeking access to aged care services will have a client record created by My Aged Care contact centre staff. The client record will include client details (and carer or representative details), details about assessments and support plan, and information about service(s) received. Clients will be asked to provide consent to enable their client record to be shared with assessors and service providers. Assessors and service providers will update information on the client record, and clients and their representatives will be able to view this information on the client portal, via myGov.
Consumer	People without a client record.
Client	People who have registered with My Aged Care and have a client record.
Representative	People who may support or act on behalf of clients through nomination or legal authority. These people may also be consumers or clients themselves.
Client service information	Information about services that a provider delivers to a client. The provider is required to enter this information into the client record via the My Aged Care provider portal. Clients and their representatives will be able to view this information on the My Aged Care client portal, via myGov.
RAS	The My Aged Care Regional Assessment Service (RAS) will conduct a face-to-face home support assessment for clients seeking to access Commonwealth Home Support Programme (CHSP) services.
Referral for assessment	A referral sent by My Aged Care contact centre staff requesting an assessment (home support or comprehensive) for a client.
Referral for service	A referral sent by either My Aged Care contact centre staff or assessors requesting services for a client. Referrals can be sent electronically, or a client can be issued a referral code.

Key Term	Description
Service finders	A search function available on the My Aged Care website that allows an individual to view service information.
Support plan	A plan developed by the home support assessor or comprehensive assessor with the client. The support plan identifies the client's needs, goals and service preferences. Assessors and providers will be able to view a client's support plan via the My Aged Care portals. Clients and their representatives will be able to view this information on the client portal, via myGov. A copy can also be provided to the client by the assessor.

2 Your homepage

You can access the following functions from the client portal homepage, (shown below in the image):

1. The “My Profile” function shows your contact information and personal details.
2. The “Reports” function allows you to view and print the letters and forms associated with your record.
3. The “Relationships” function shows people and representatives who are involved in your care needs, such as your nominated representative or authorised representative.
4. The “Plans” function allows you to view your support and action plans.
5. The “Current care approvals” function shows what care types you are currently approved to receive.
6. The “Services” function shows the services that you are currently receiving, or those that will be put in place.
7. The “My Aged Care interactions” function shows your contact history with My Aged Care, for example, phone calls and letters.
8. The “Attachments” function allows you to add and view important documents such as your power of attorney.

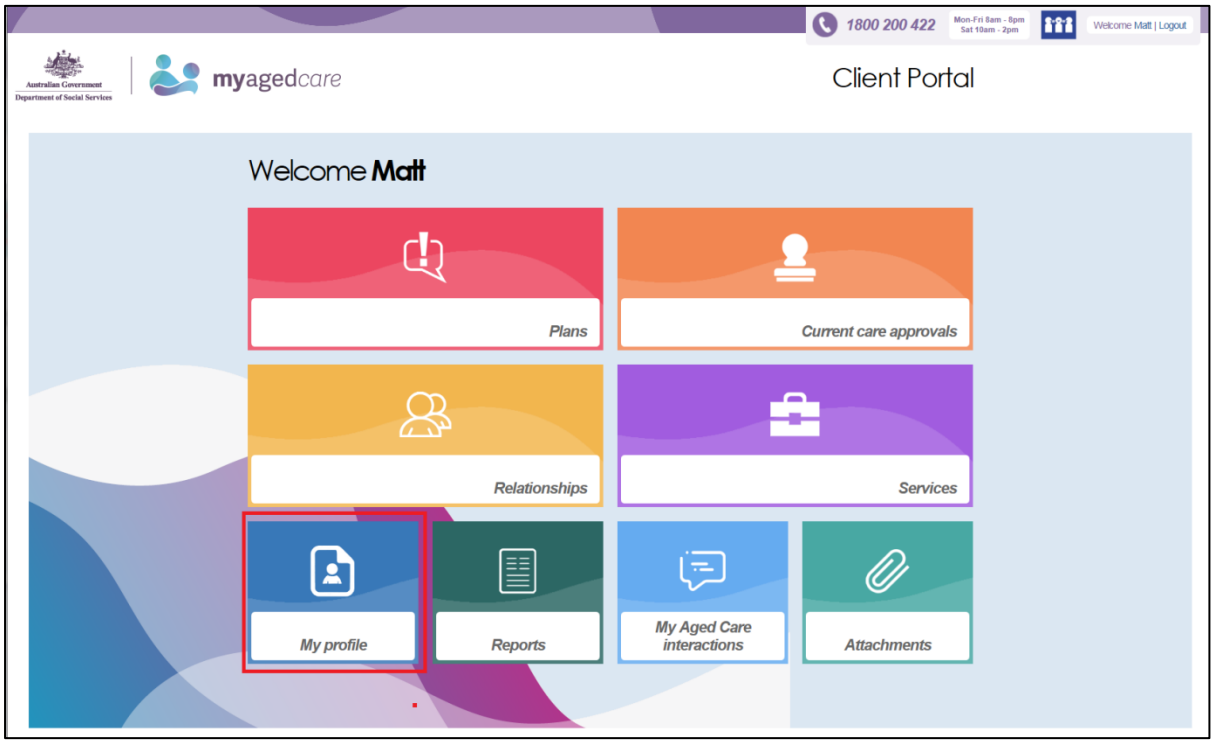


3 How do I view my personal information?

You can view your personal information in the client portal.

This will enable you to check your personal information at any time. You can also update your details (see information below).

Step One: Select the 'My Profile' icon from the client portal home page.



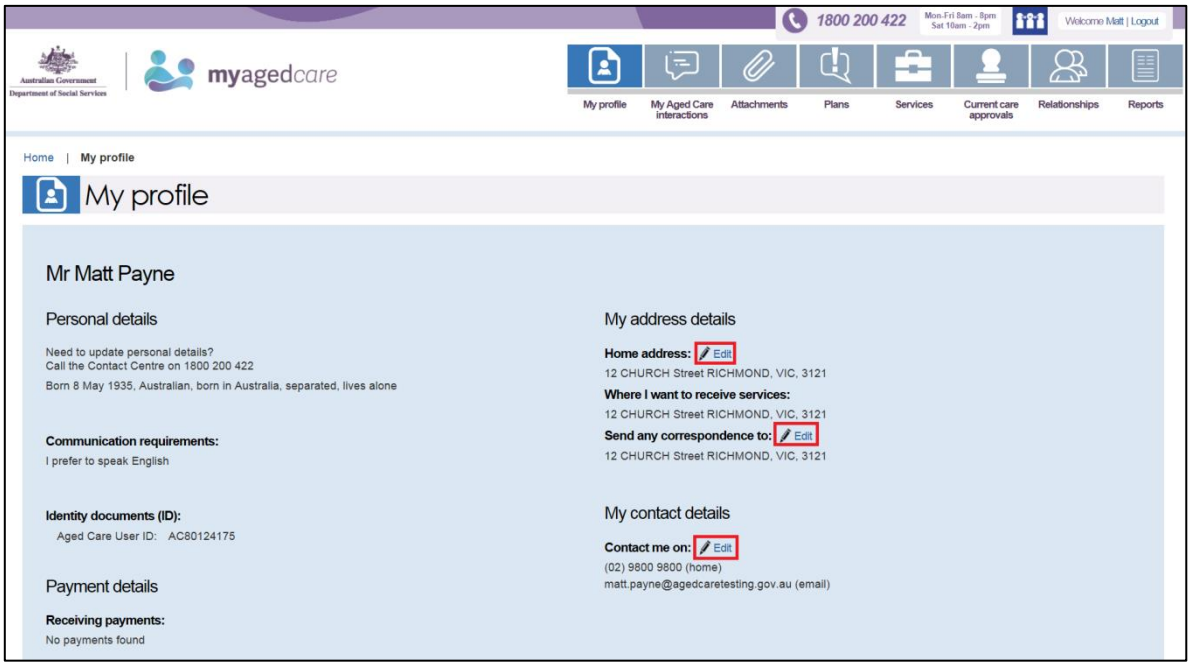
This will bring you to the 'My Profile' page, where you can view the following information:

- personal details
- communication requirements (for example, your preferred language)
- payment details (for example, your aged pension details if you provided this information)
- address details
- contact details.

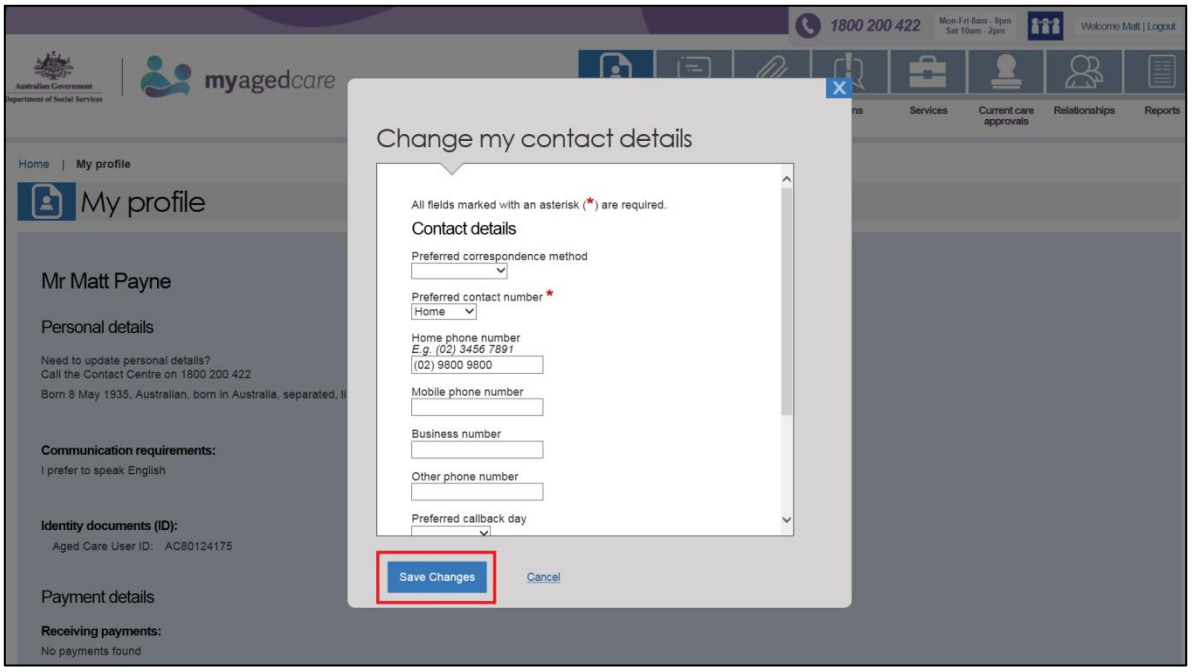
4 How do I update my contact details?

On the 'My Profile' page, you can edit your home address and contact details. To update any other personal information you need to call the contact centre on **1800 200 422**.

Step One: Select 'Edit' next to the field that you want to update.



Step Two: Select 'Save Changes' once you have completed editing your information.

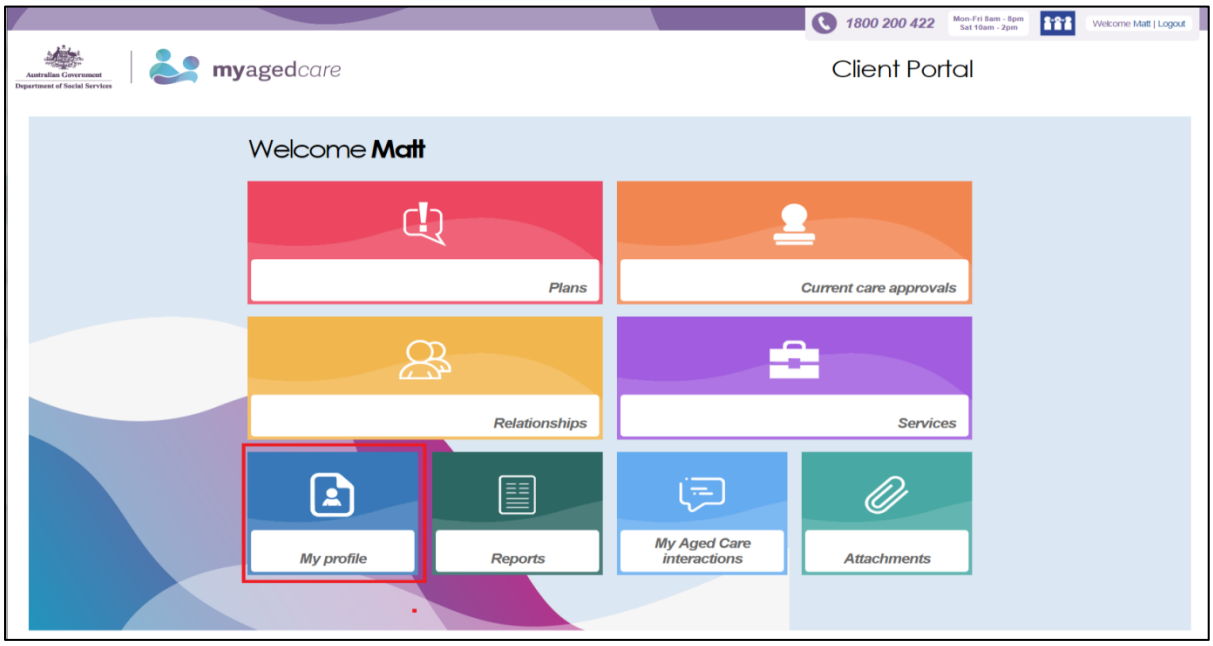


This will update your contact details in your client record, which will be viewed by the contact centre, providers and assessors.

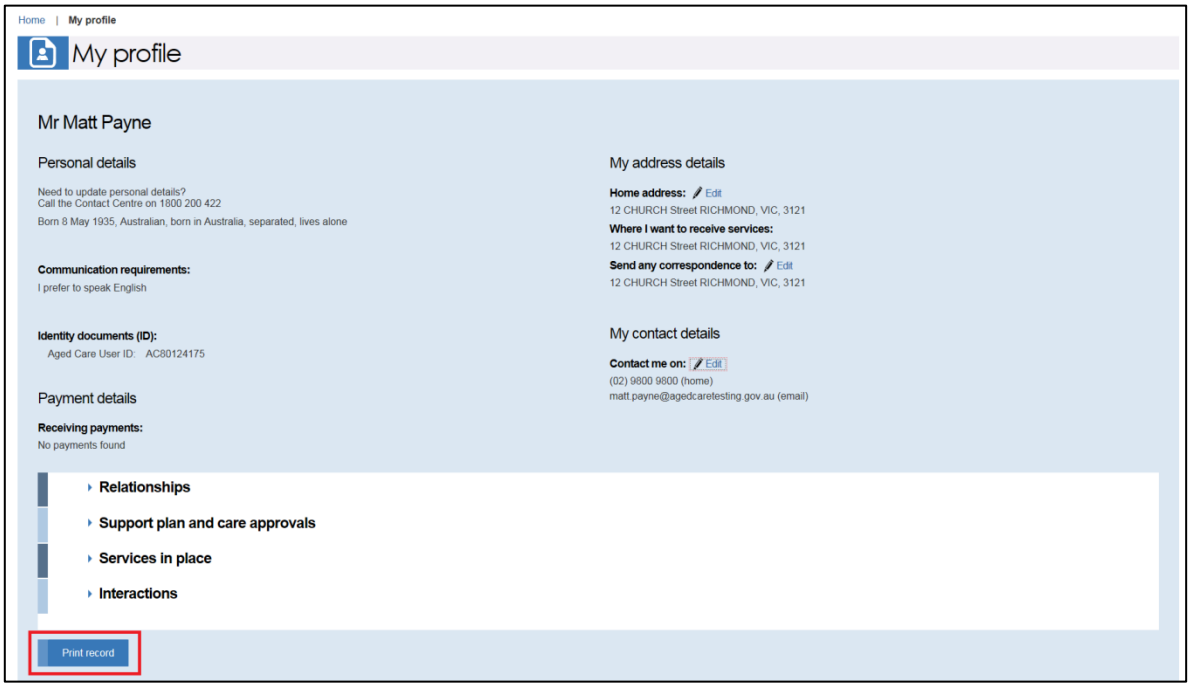
5 How do I view my record, reports, letters and forms?

You can view and print out a copy of your client record, as well as letters and forms in the client portal.

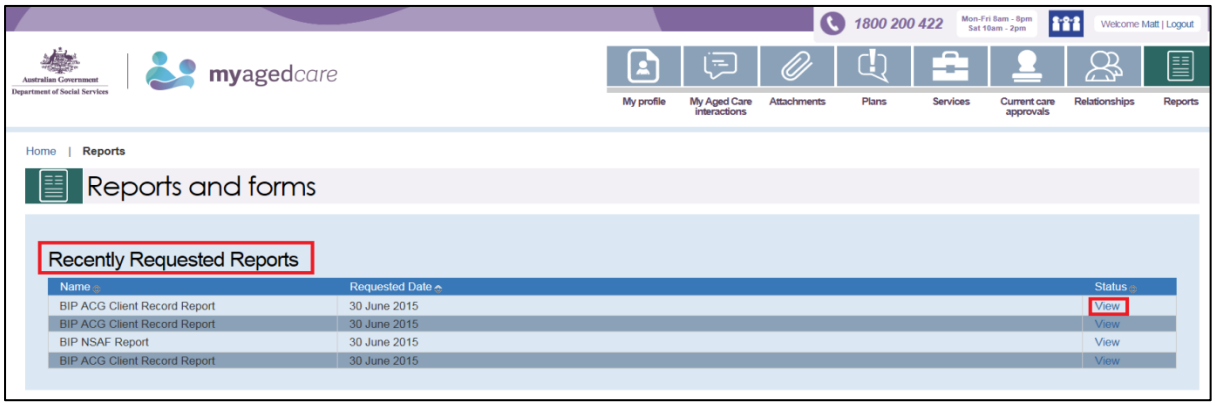
Step One: Select the 'My Profile' icon from the client portal home page.



Step Two: Select the 'Print Record' in your profile.



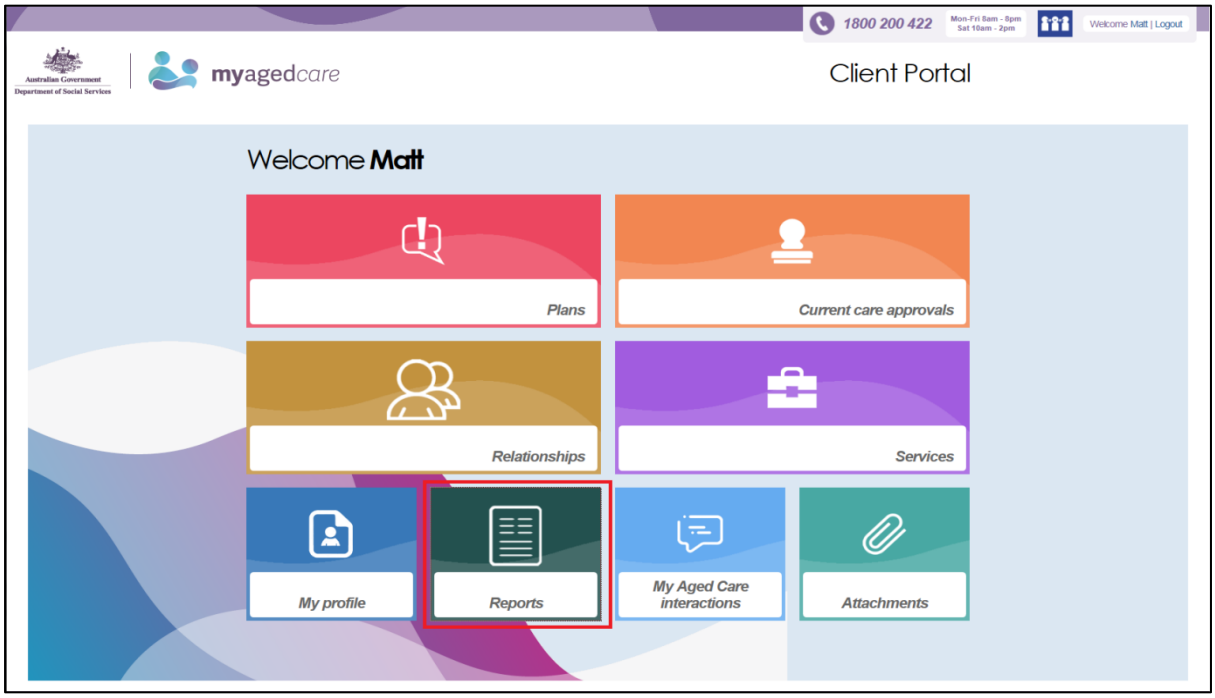
Step Three: Select the record you would like to view and print.



You can also access the following documents from the 'Reports' button from your homepage.

This will bring you to the 'Reports' page, where you can view the following:

- your Client Record – contains your personal information.
- your National Screening and Assessment Form (NSAF) – contains detailed information including medical history and care needs discussed with either the contact centre, or a home support or comprehensive assessor.
- Support Plan – contains details of your individual concerns and goals discussed and agreed with between you and your assessor.
- Action Plan – contains details of any actions that were identified and agreed with you by the My Aged Care contact centre.



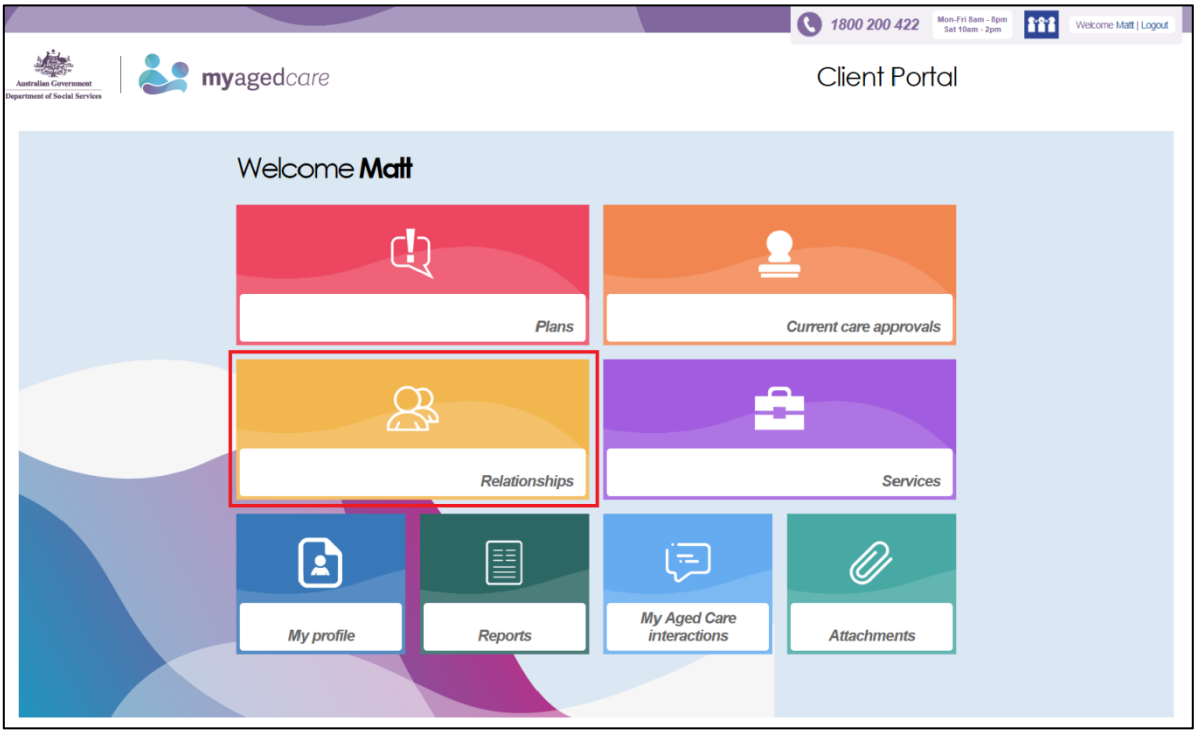
6 How do I view my carer/representatives' details?

You can view information about your carer/representatives on the client portal.

There are several types of relationships that may be recorded on your client record:

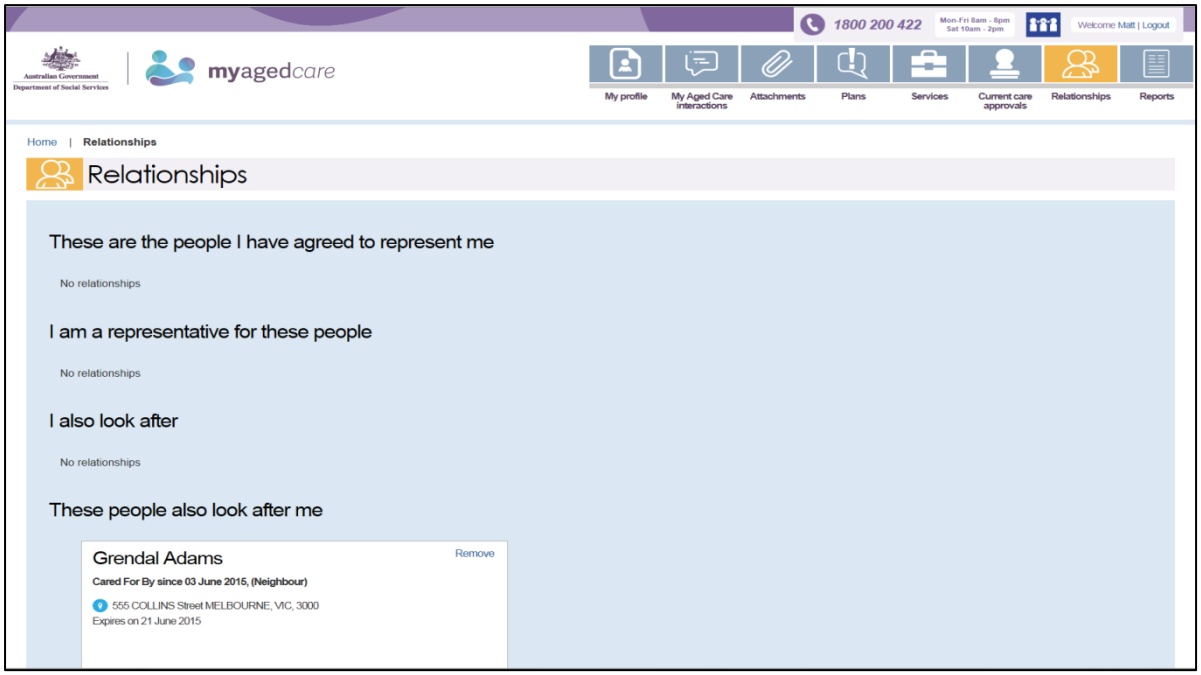
- **Carer** – a person who has an ongoing role in supporting you and your needs (e.g. a family member or friend)
- **Emergency contact** – a person to be contacted in case of an emergency
- **Representative** – a person (or organisation) who has authority to undertake specific actions on your behalf. A representative gains this authority either by being nominated by you or being appointed under a legal basis:
  - **Nominated** – nominated by you by providing consent for the representative to act on your behalf; or
  - **Authorised** – appointed under a legal basis to act on your behalf.

Step One: Select the 'Relationships' icon from the client portal home page.



This will bring you to the 'Relationships' page where you can view the following information:

- people who represent you
- people you represent
- people you look after
- people who look after you
- previous relationships.



You can view details of current representatives through the client portal. However, to nominate a new representative you must contact the My Aged Care contact centre on **1800 200 422**.

You must have the person's agreement before nominating them as a representative. Once you have their agreement, you will need to provide some personal information about your representative, such as their first and last name and contact information.

You may also choose to select an end date for the duration of the representation, for a nominated representative only, in which case the nominated representative's rights will cease after the chosen date.

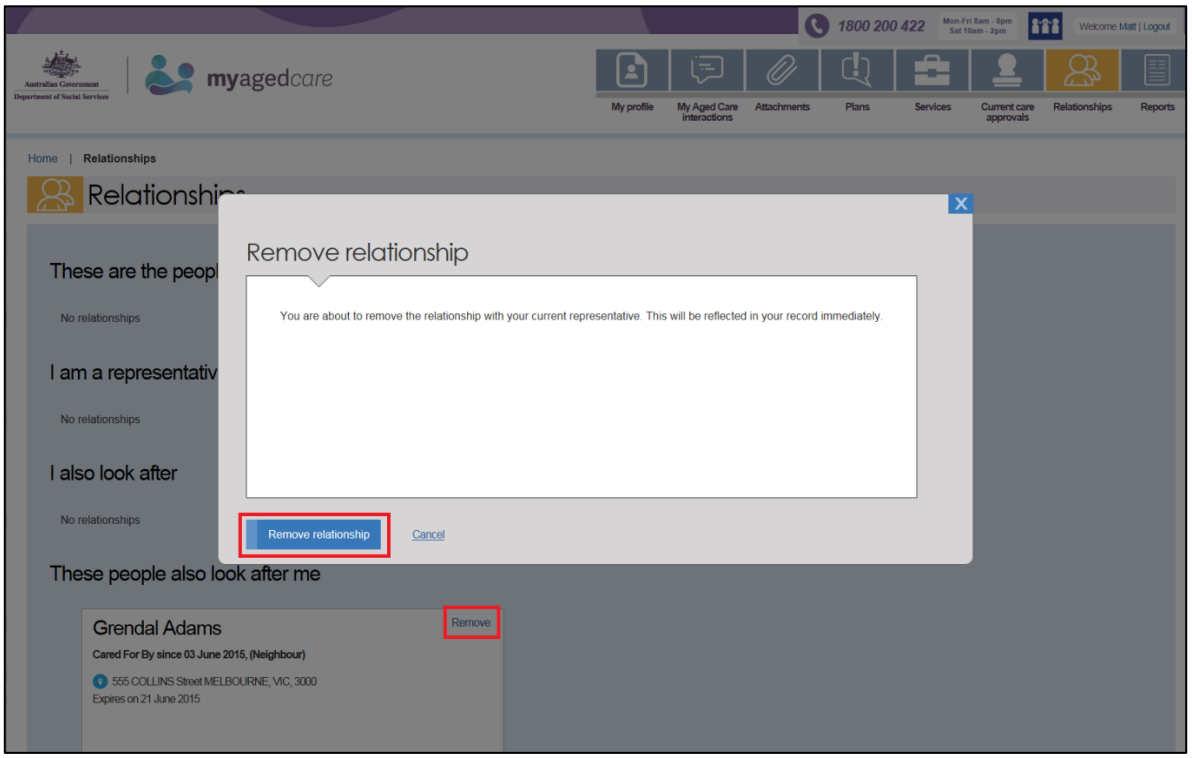
7 How do I update my carer/representatives' details?

You are able to remove a nominated representative from your client record.

If you have more than one relationship recorded on your client record, these will each appear with the option to 'Remove' the relationship next to them.

Step One: Select 'Remove' next to the name of the nominated representative you wish to remove.

Step Two: Confirm that you wish to remove relationship by selecting "Remove relationship"

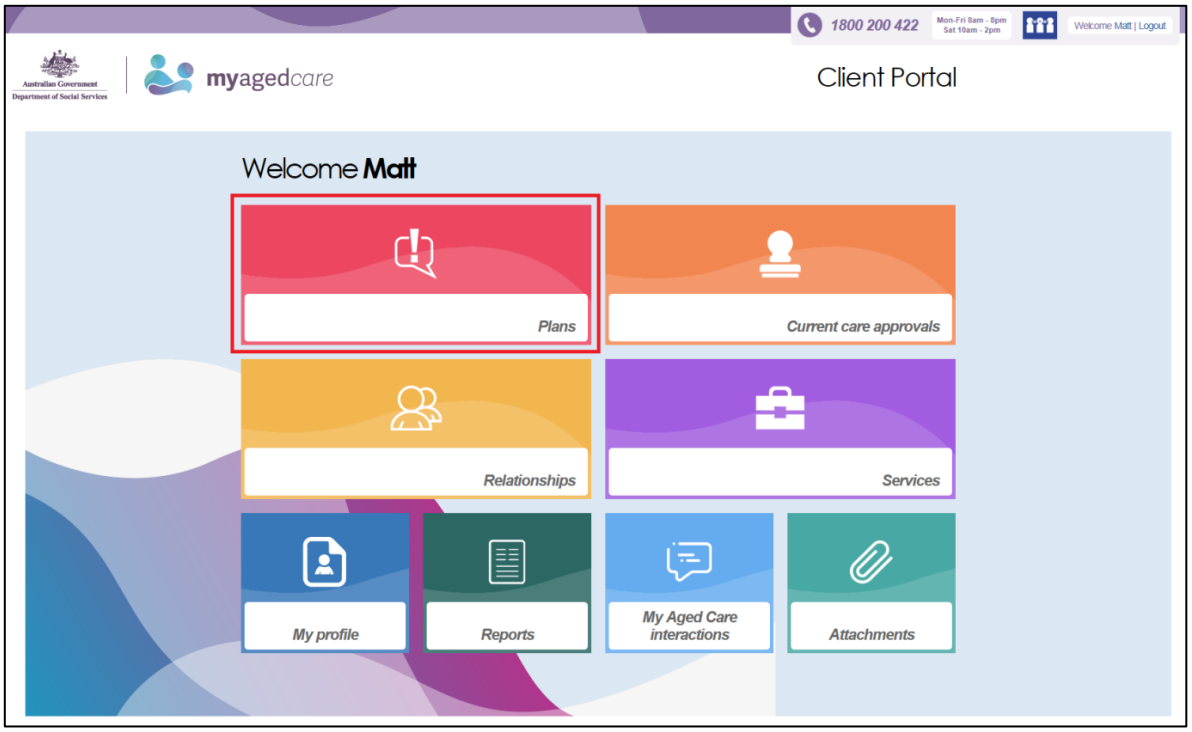


To update any other details of your carer/representative you must contact the My Aged Care contact centre on **1800 200 422**.

7.1 How do I view my action and support plans?

You can view your current plans in the client portal. This will enable you to check the details of your Action and Support Plans at any time.

Step One: Select the 'Plans' icon from the client portal home page.

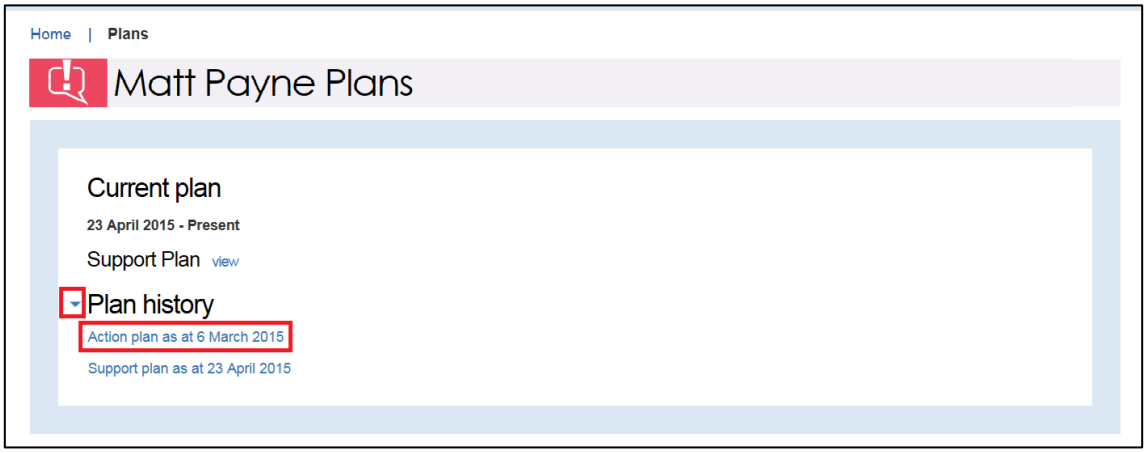


This will take you to the 'Plans' page, where you can view information about your Action Plan and your Support Plan.

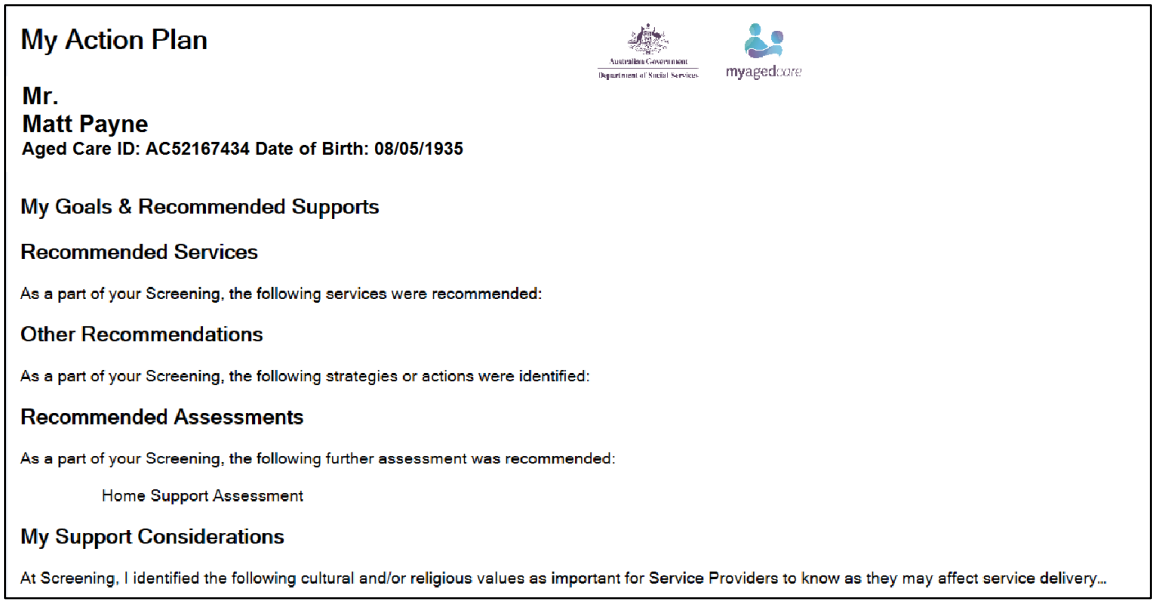
7.2 What is an action plan?

Screening outcomes are recorded in an action plan – the actions the contact centre staff member is going to take on behalf of the client. It is generally based on the initial conversation you have with the contact centre.

Step One: To view your action plan, select the expand arrow next to 'Plan history' and select 'Action plan'.



This will bring up a page which contains your Action Plan details.



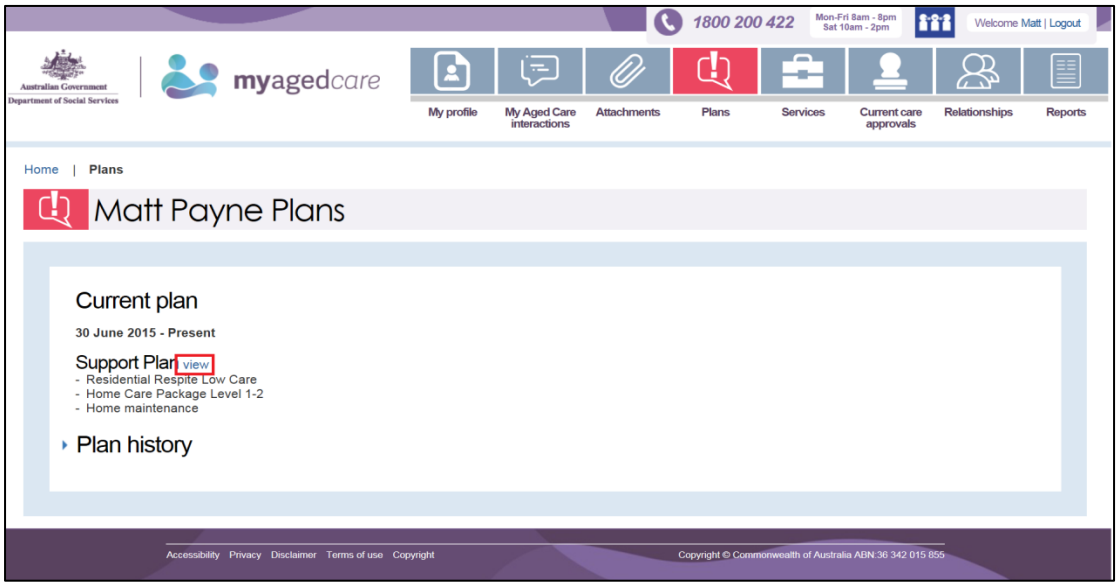
7.3 What is a support plan?

Your support plan contains details of your identified care needs, concerns and goals as discussed and agreed between you and your assessor. Following a completed assessment by an Aged Care Assessment Team (ACAT) or Regional Assessment Service (RAS), details of your support plan will be displayed on the support plan tab.

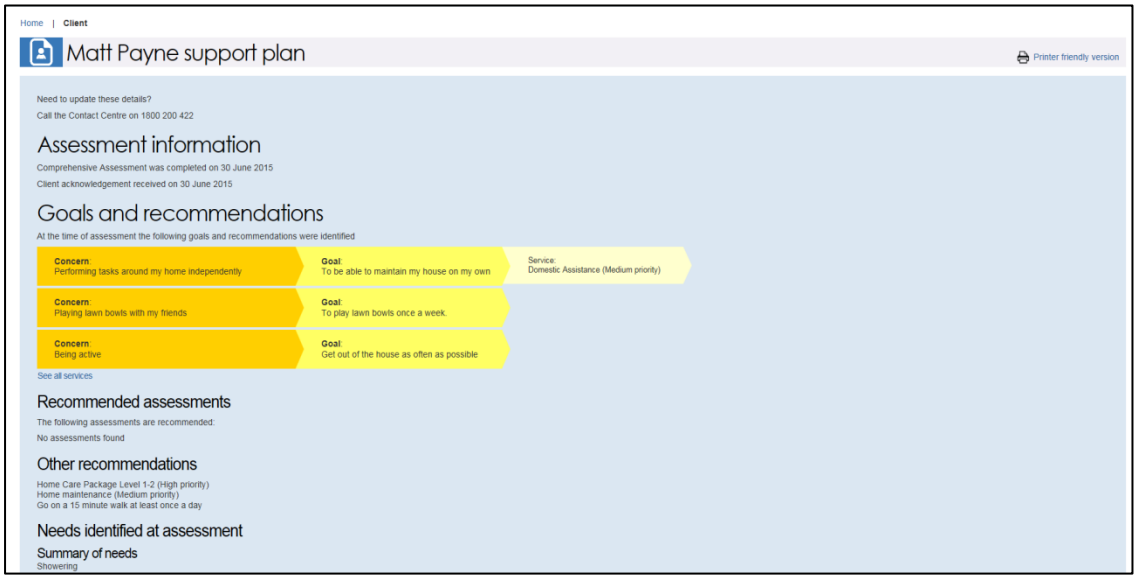
A support plan contains the following details:

- your assessment information
- your goals and recommendations
- your recommended assessments
- other recommendations
- your identified care needs
- your assessment history
- your plans history.

Step One: To view your support plan select the 'view' button next to 'Support Plan'.



This will bring up the 'support plan' page:

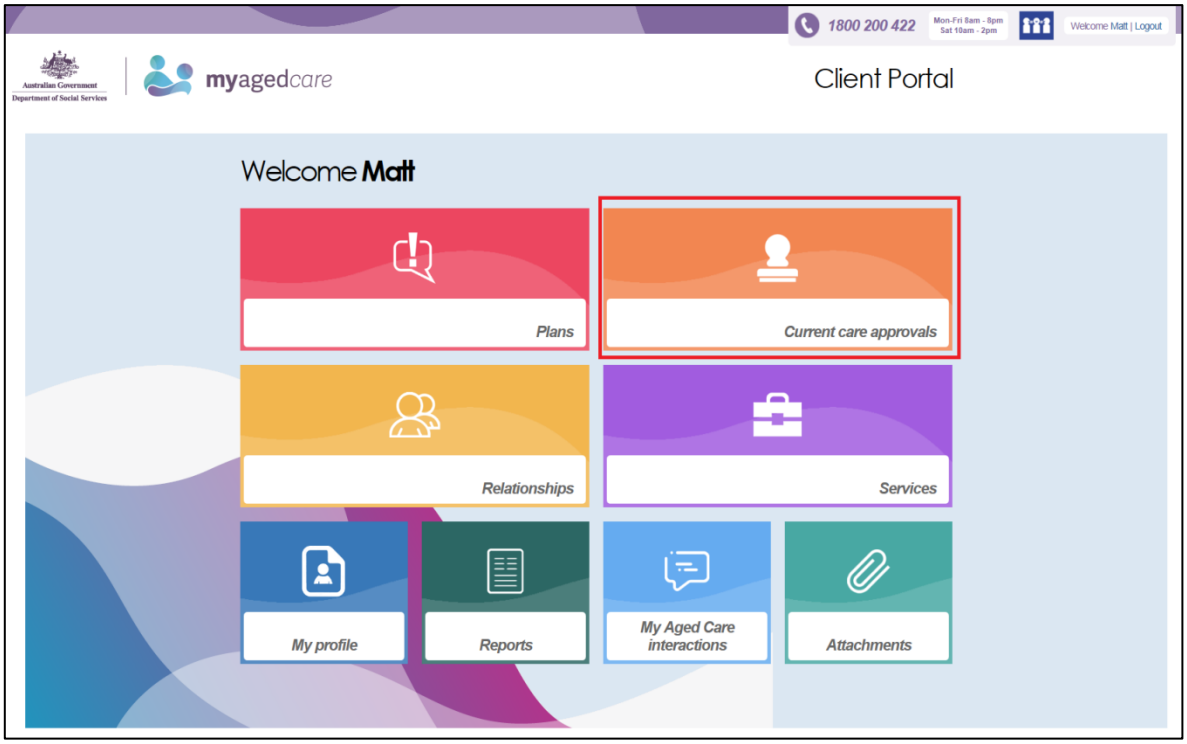


8 How do I view current care approvals?

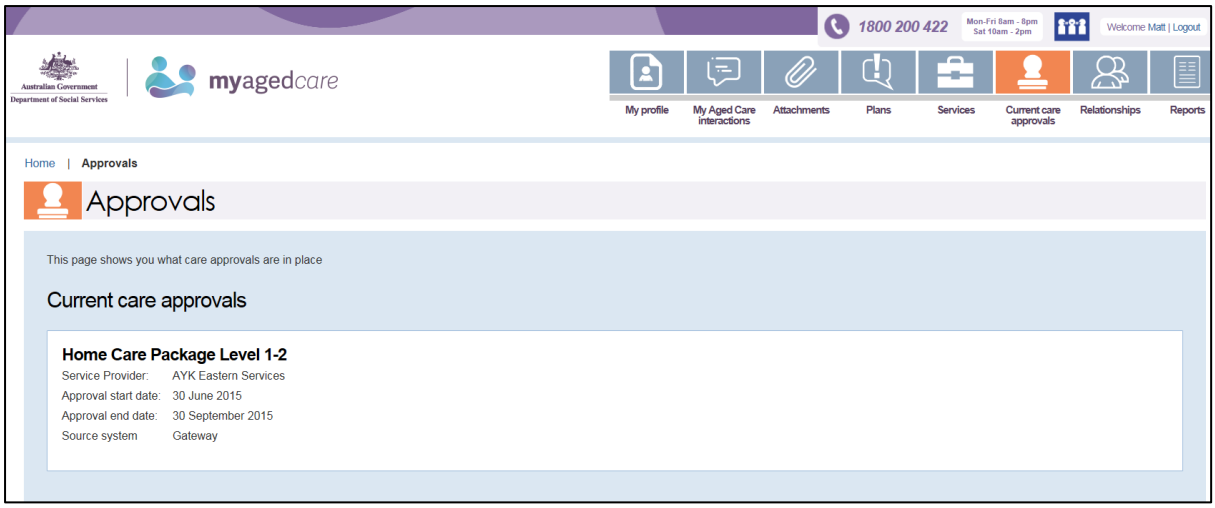
You can view your current care approvals, such as approvals for Residential Care or Home Care Packages, without having to contact the assessor who completed your assessment.

This may be useful if you are not planning on accepting a service immediately but are planning ahead, as you will be able to see active approvals. An active approval means you do not need a further assessment to access that level of approved care.

Step One: Select the 'Current care approvals' icon from the Client Portal home page.



This will take you to the 'Approvals' page, where you can view what care approvals are in place.

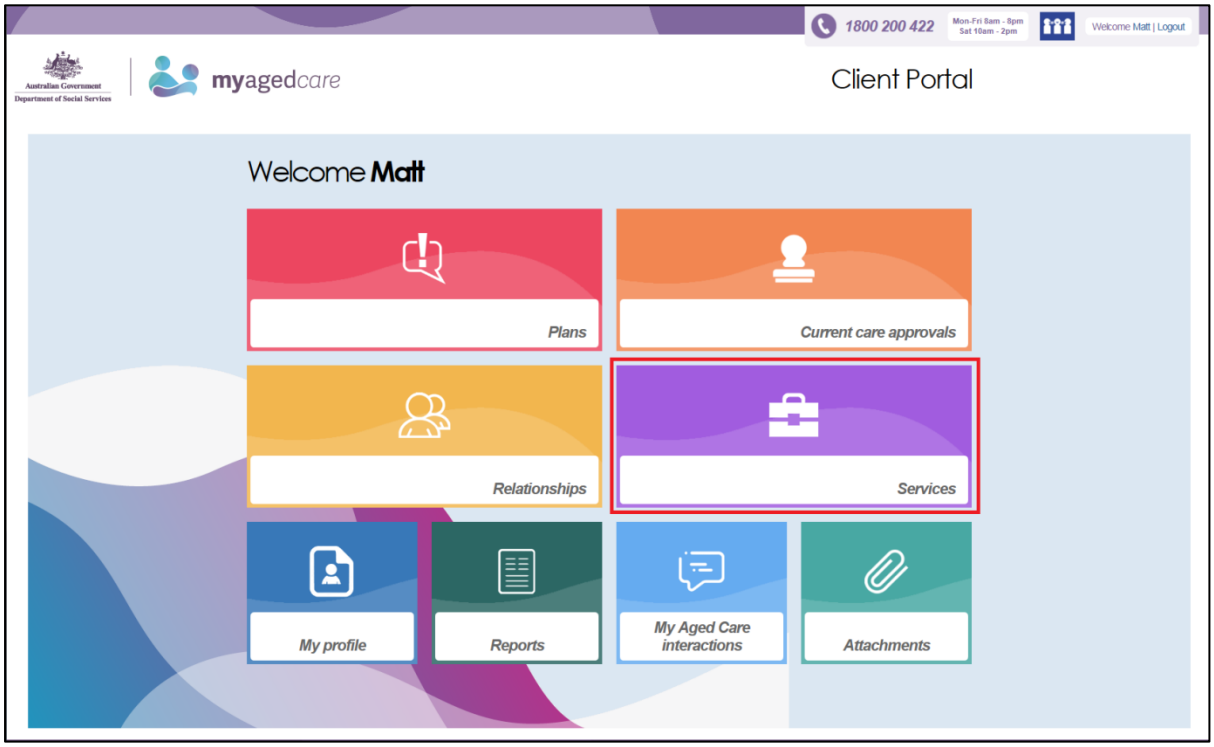


9 How do I view current aged care services?

You can view the aged care services you are currently receiving, or services that have not been put in place yet, in the client portal.

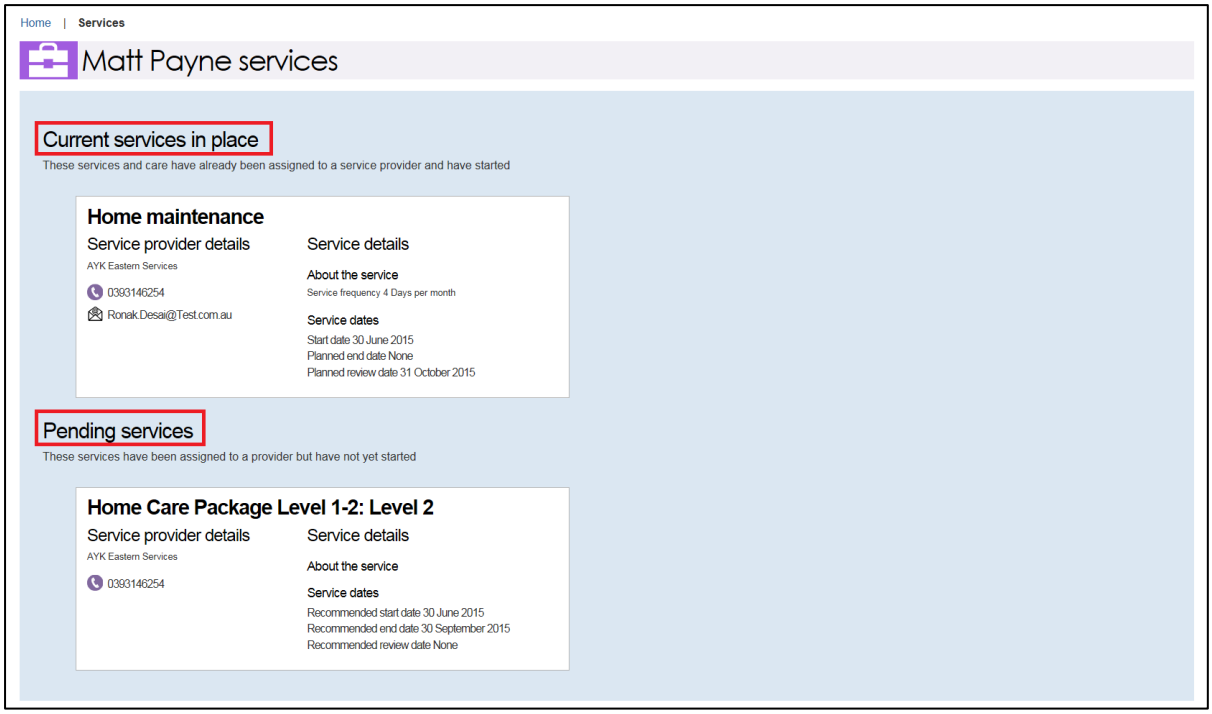
This will enable you to check on the status and details of your aged care services at any time.

Step One: Select the 'Services' icon from the client portal home page.



This will take you to the 'Services' page, where you can view the following information:

- **current services in place**: these services have already been assigned to a service provider and have already started.
- **pending services**: these services have been recommended as part of your support plan, but have not yet commenced.



Depending on whether the services are pending or have already commenced, each entry can have information regarding:

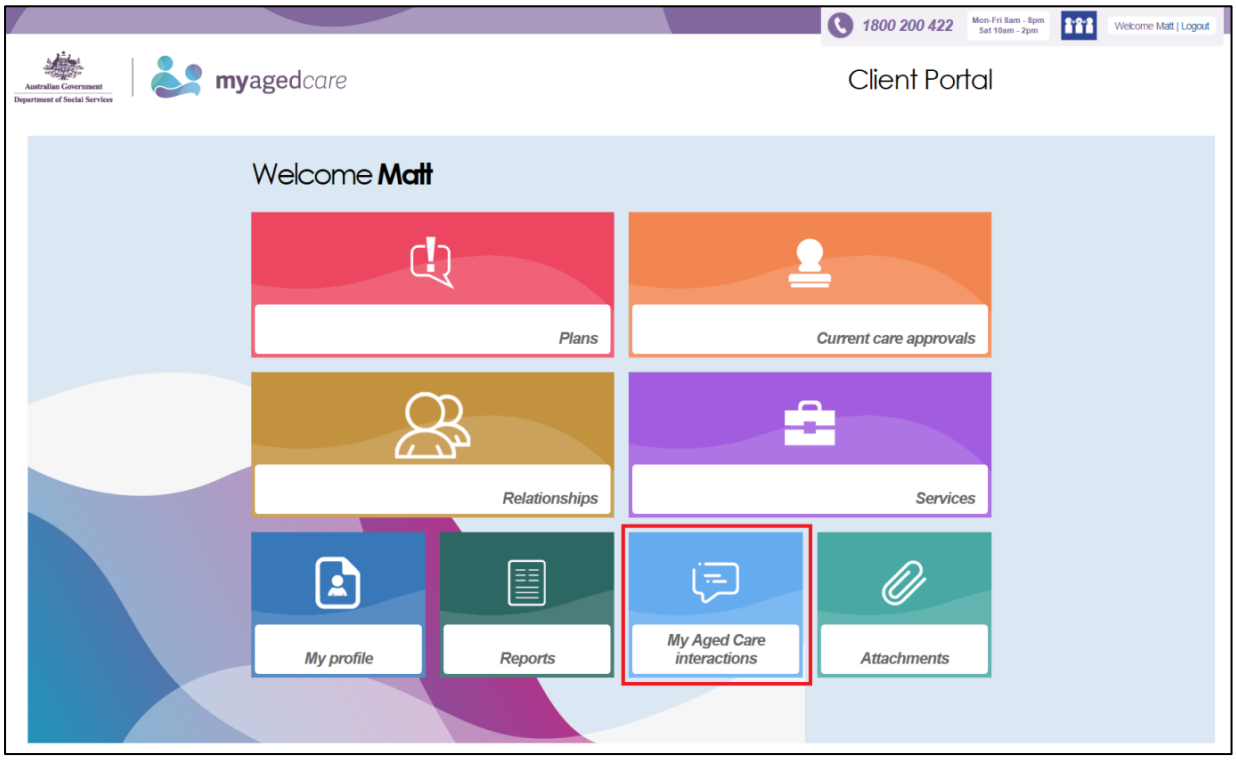
- service type
- service provider details
- details about the referral
- service start or end dates (if applicable).

10 How do I view my interactions with My Aged Care?

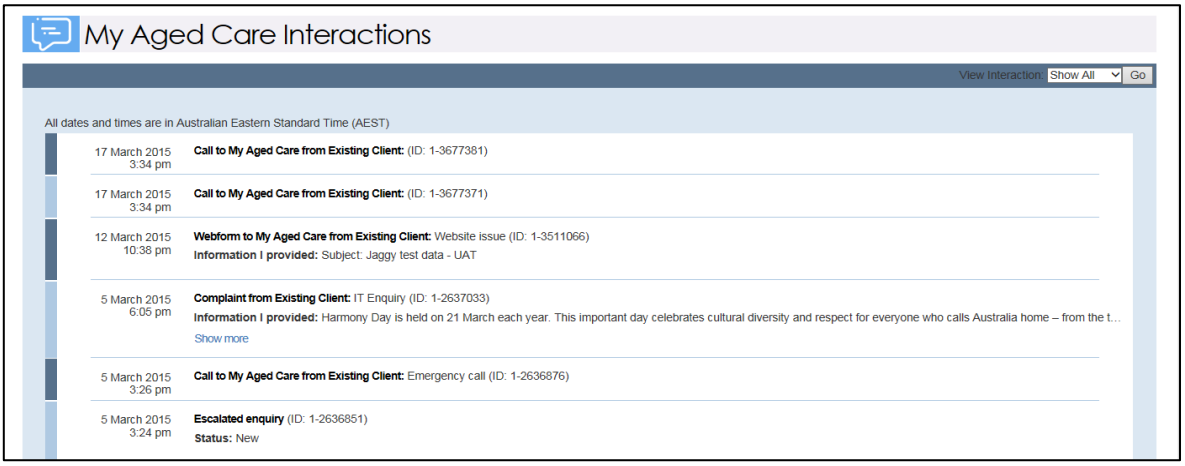
You can view your interactions with My Aged Care in the client portal. These may be phone calls, web enquiries, faxes or email communication.

This will enable you to check the summary of all your interactions at any time, without having to contact the My Aged Care contact centre.

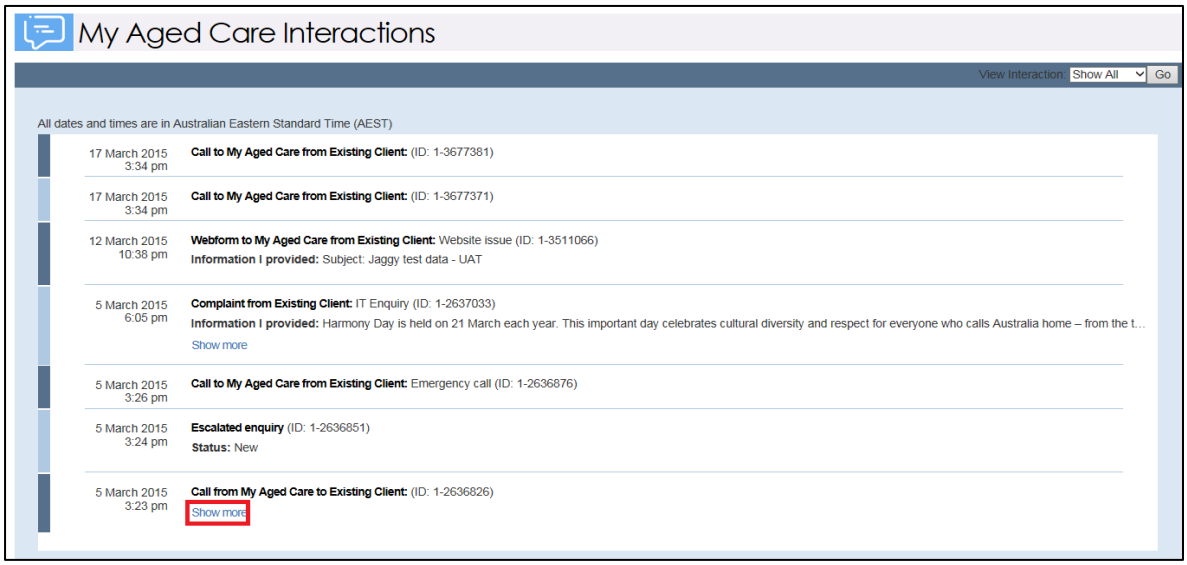
Step One: Select the 'My Aged Care Interactions' icon from the Client Portal home page.

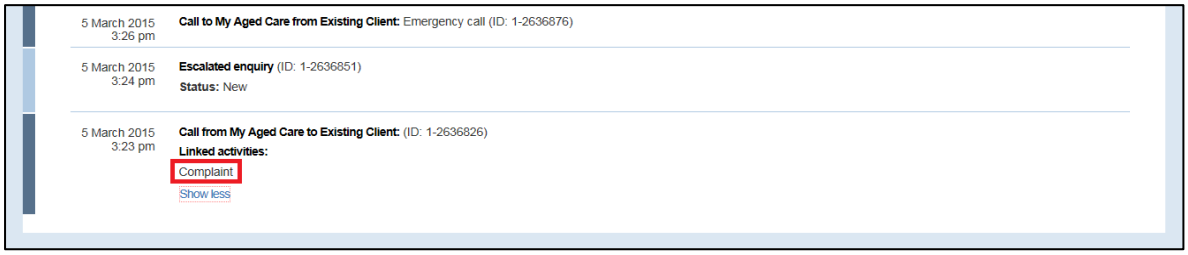


This will take you to the 'My Aged Care Interactions' page, where you can view details of your previous interactions with My Aged Care.



Step Two: Select 'Show more' to view the details.



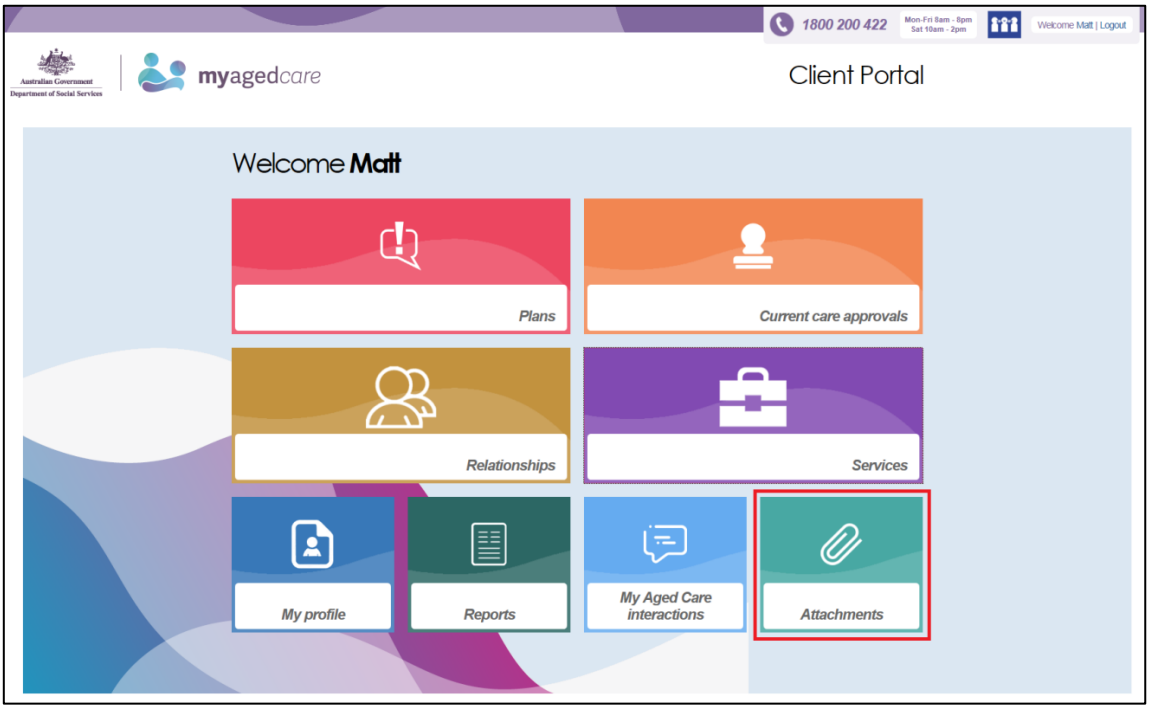


11 How do I view and upload attachments

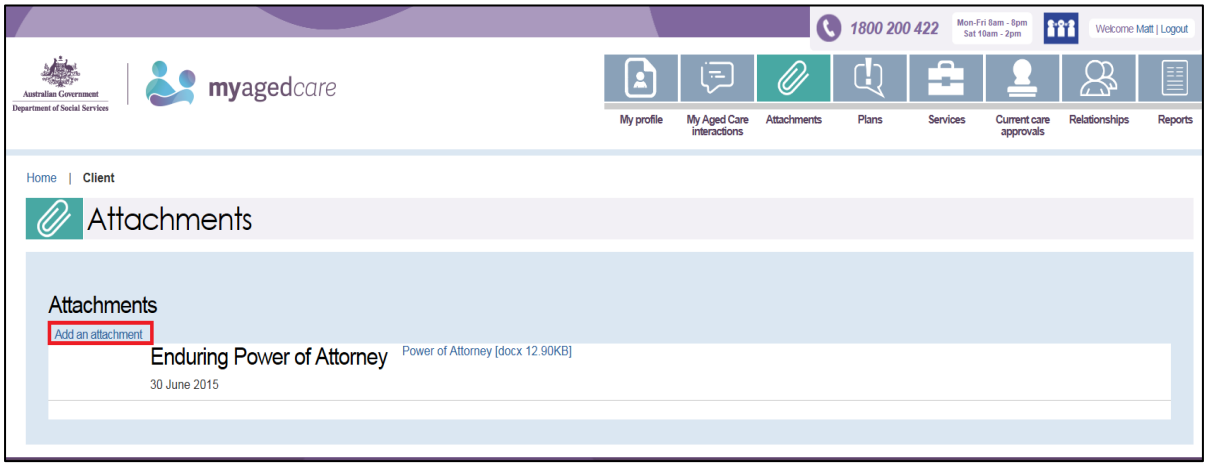
You can view and upload attachments in the client portal, such as legal documents, medical information or diagrams. These documents will be visible to the My Aged Care contact centre and assessment or service provider organisations you have been referred to.

This will enable you to check the details of attachments that have been provided to My Aged Care by your representatives or doctor, such as legal or medical documents, as well as upload new documents at any time, without having to contact the My Aged Care contact centre.

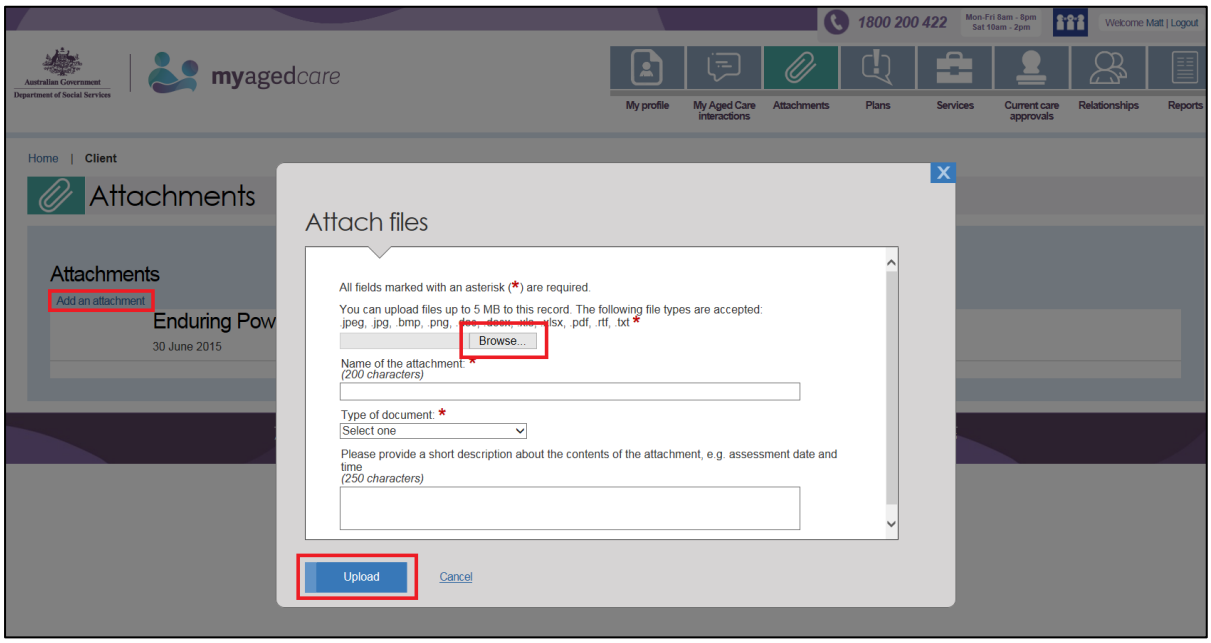
Step One: Select the 'Attachments' icon from the Client Portal home page.



This will take you to the 'Attachments' page, where you can view details of attachments that have been uploaded to My Aged Care.

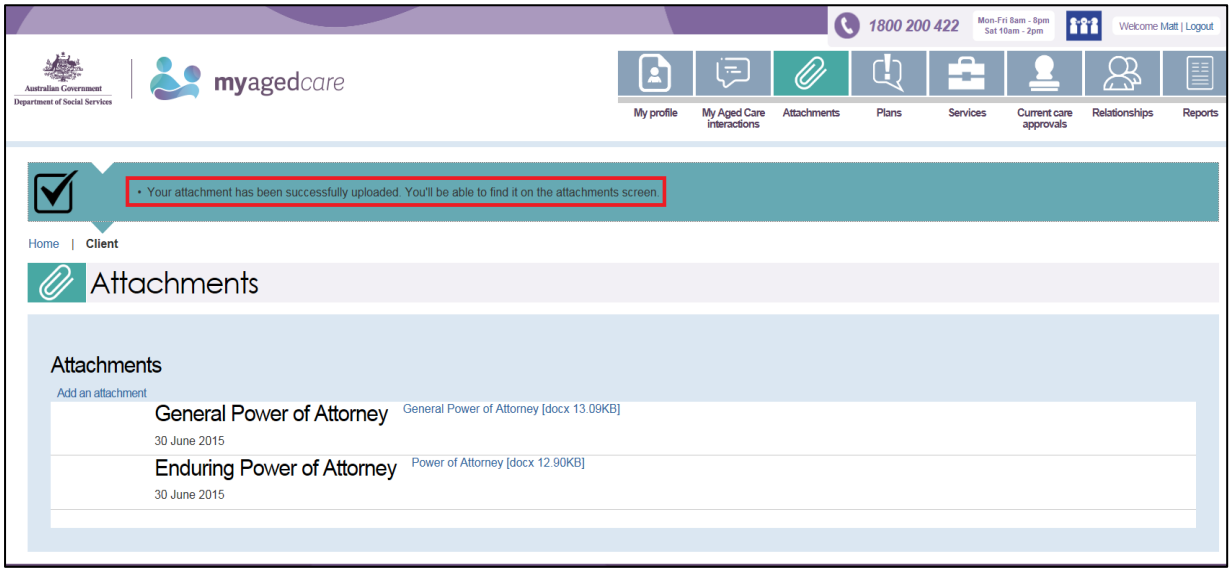


Step Two: Select the 'Add an attachment' button at the top of the page to upload a new attachment.



You can then browse for the attachment and input the name and type of the attachment. Select 'Upload' to upload the file.

A message will be displayed at the top of the screen when the attachment has been successfully uploaded.



Please note: Uploaded attachments cannot be removed from the client portal. Please ensure you are uploading the appropriate attachment.

12 Where can I find out more information?

You can contact My Aged Care contact centre on **1800 200 422.**The contact centre is available from 8am to 8pm Monday to Friday and 10am to 2pm Saturday in your state or territory. You can also visit the My Aged Care website (www.myagedcare.gov.au).

Need an interpreter?

If you speak a language other than English you can phone the Translating and Interpreting Services (TIS) on 131 450. TIS covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call. Alternatively, you can call the My Aged Care contact centre on **1800 200 422** (between 8am and 8pm on weekdays or 10am and 2pm on Saturdays), and we will organise an interpreter through TIS to support the contact centre in communicating with you.

If you have a hearing or speech impairment?

People who are deaf or who have a hearing or speech impairment can contact My Aged Care through the National Relay Service in two easy steps:

1. Visit the National Relay Service website (http://relayservice.gov.au) to choose your preferred access point
2. Ask for My Aged Care on **1800 200 422**.

Emergency Calls

If you require urgent medical assistance, call triple zero (000).

For emergency respite support, call **1800 059 059**.