



## My Aged Care and Relationship Authorisation Manager – User roles

The following table summarises service-specific roles across My Aged Care and Relationship Authorisation Mananager (RAM). It includes what each person needs to do during this transition period. These roles are referenced throughout the fact sheets and user guides in this [resource collection](#).

### Relationship Authorisation Manager

Role	Who is this?	Responsible for
Principal authority	A business owner or eligible associate listed on an ABN in the Australian Business Register.  In smaller organisations, this person may also be an Organisation Administrator or a My Aged Care portal user.	<ul style="list-style-type: none"><li>• Setting up their organisation in RAM</li><li>• Creating <b>authorisation requests</b> for <b>new users</b>, including <b>authorisation administrators</b></li><li>• Managing authorisations to ensure users' details and agency access are up to date</li></ul>
Authorisation administrator	A person who has administrator privileges in <b>RAM</b> on behalf of their delegated organisation.	<ul style="list-style-type: none"><li>• Creating <b>authorisation requests</b> for <b>new users</b>, including other <b>authorisation administrators</b></li><li>• Managing authorisations to ensure users' details and agency permissions are up to date</li></ul>
Authorised user	A person who has accepted an <b>authorisation request</b> to act on behalf of an organisation.	<ul style="list-style-type: none"><li>• Representing their organisation when transacting with government online services</li></ul>
New user	A person who has not yet registered with myGovID and/or RAM.	<ul style="list-style-type: none"><li>• Setting up their myGovID digital identity</li><li>• Accepting their <b>authorisation request</b></li></ul>

## My Aged Care

Role	Who is this?	Responsible for
Organisation Administrator	The person who sets up and manages an organisation in My Aged Care, including portal user accounts for individuals connected to the organisation.	<ul style="list-style-type: none"> <li>Ensuring My Aged Care portal users in their organisation have continued access to My Aged Care when AUSkey is retired</li> </ul>
My Aged Care portal user	An individual who needs to access My Aged Care (e.g. the provider or assessor portal).	<ul style="list-style-type: none"> <li>Accepting their <b>authorisation request</b> and linking their myGovID to their My Aged Care portal account</li> </ul>