



Australian Government

Department of Health, Disability and Ageing



A new registered supporter role for aged care

Arrangements for the transition to the new Aged Care Act 2024

What's changing from 1 November 2025

The new *Aged Care Act 2024* puts the rights of older people first. The new Act establishes a legal framework for the registration of supporters, which will help embed supported decision-making across the aged care system.

The registered supporter role is one of the changes under the new Act that aim to promote older people's right to be supported to make their own decisions.

What is supported decision-making?

Everyone has the right to make decisions about their life, including the support and services they receive from aged care. A key change under the new Act is that every older person is presumed to have the ability to make decisions.

Some older people may want or need support to make these decisions. Supported decision-making is the process of providing support to older people to help them to make and communicate their own decisions and remain in control of their lives.

When the new Act starts, older people can seek to register people who can support them to make decisions, if they want or need this support. These people are called registered supporters.

Having a registered supporter means an older person has support to make and communicate their own decisions. Registered supporters also have duties they must uphold including to act in line with the older person's wishes and preferences. Having a registered supporter does not prevent an older person from doing something they can do themselves. An older person can continue to request, receive and communicate information and make decisions.

Aged care providers must continue to go directly to the older person for decisions, even when there is a registered supporter. However, an older person can ask a registered supporter to communicate their decisions.

An older person does not have to register a supporter.

Not every older person will want or need someone to support them. Some older people might feel they are already supported by their carers and other significant people in their lives, without needing any of them to become a registered supporter. These people can continue to play an important role in supporting an older person, regardless of whether they are a registered supporter.

The new Act recognises that a person's ability to make decisions and communicate their will and preferences may change from day to day or over time, depending on the decision being made.

Who can my registered supporters be and what can they do?

Registered supporters help older people to make and communicate their own decisions about their aged care services and needs, including speaking to My Aged Care, aged care assessors, aged care providers, and the Aged Care Quality and Safety Commission. Registered supporters can also request, access and receive information about the older person they support.

A registered supporter could be a trusted family member or friend of an older person's choosing. An older person can have more than one registered supporter.

Becoming a registered supporter does not provide a person with decision-making authority for the older person. A registered supporter's role is to support the older person to make their own decisions.

Some registered supporters also have guardianship, enduring power of attorney or similar. These people are appointed decision makers for the older person and can make decisions on their behalf under state or territory arrangements. An appointed decision maker can only make decisions on the older person's behalf in line with their legal authority and if that legal authority is active.

What do older people and representatives in My Aged Care need to do now?

Review your representative relationship in My Aged Care before 1 November

Most representative relationships in My Aged Care will change when the new Act comes into effect.

If an older person has a regular or authorised representative active in My Aged Care on 31 October 2025, their representative will become a registered supporter under the new Act. This ensures continuity of decision-making support for older people seeking or receiving aged care services.

This means that:

- **Regular representatives** who are active in My Aged Care on 31 October 2025 will automatically become registered supporters on 1 November 2025. If both the older person and their regular representative want to move to a supporter relationship, no action is needed. If you or your regular representative don't want this to happen, either of you can opt out.
- **Authorised representatives** who are active in My Aged Care on 31 October 2025 will automatically become registered supporters on 1 November 2025. If the older person and their authorised representative want to move to a supporter

relationship, no action is needed. If you or your authorised representative don't want this to happen, your authorised representative can opt out.

To get ready for this change, older people and their representatives should review their existing representative relationships in My Aged Care.

Opting out of the registered supporter role

How can I opt out?

Regular representatives and authorised representatives active in My Aged Care and older people with regular representatives can opt out of the transition to supporter relationships.

You can opt out at any time before 31 October 2025:

- by calling My Aged Care on 1800 200 422
- by selecting the 'opt out' button in your My Aged Care Online Account.

Opting out will end a representative relationship in My Aged Care. When opting out, you may be asked if you want your representative relationship to end immediately or on 31 October 2025. There is no financial cost if you choose to opt out.

What if I do not opt out by 31 October 2025?

If a representative relationship in My Aged Care moves to a registered supporter relationship on 1 November 2025, you can still request to end the registered supporter relationship at any time. You can do this by calling My Aged Care or ending the relationship in your My Aged Care Online Account. There is no financial cost to ending a registered supporter relationship.

Can I create a new representative relationship now?

Until 31 October 2025, representative relationships in My Aged Care remain unchanged and new relationships can continue to be set up in My Aged Care. Regular and authorised representatives will continue to have the same powers and functions until 1 November 2025.

More information on the upcoming changes to My Aged Care representatives is available at <https://www.myagedcare.gov.au/arranging-someone-support-you/upcoming-changes-support-roles-and-relationships>.

How do I register a supporter from 1 November?

For older people and their support networks, the process to register or become a registered supporter in My Aged Care will mostly stay the same.

If you would like to register a supporter, you can contact My Aged Care, an aged care assessor, an Aged Care Specialist Officer, or complete the Registration of a Supporter form online, via a printed copy, or via your My Aged Care Online Account.

In most cases, an older person will consent to registering a person as their registered supporter and to that person receiving information about them.

An older person does not need to consent to the registration of a supporter if that supporter is also an appointed decision maker for the older person under a state or territory arrangement and their legal authority is active.

Generally, these people can be registered if the older person loses capacity. These registered supporters are also entitled to receive certain kinds of information about the older person without their consent. Evidence of the registered supporter's decision-making authority must be provided to My Aged Care as part of the registration process. Medical evidence about the older person may also be needed.

If a supporter has been registered without an older person's consent, the older person will be notified and given information on how to request a review of the decision if they have concerns.

What duties do registered supporters have?

All registered supporters have duties under the new Act that they must comply with. Registered supporters must act honestly, diligently, and in good faith when undertaking these duties. These duties are intended to protect an older person's safety, rights and will and preferences.

Registered supporters must promote the will and preferences of the older person they are supporting, including decisions the registered supporter may not agree with. They must support the older person only to the extent needed for the older person to make their own decisions. Registered supporters must avoid or manage any conflicts of interest.

Registered supporters who are also appointed decision makers for an older person under a state or territory arrangement must also comply with any duties or requirements under those state or territory arrangements. This recognises that at times older people may require a more intensive form of support in their decision-making and the regulation of those arrangements will continue to apply.

If a registered supporter who is also an appointed decision maker for the older person is supporting the older person to make a decision that falls outside the scope of the state or territory arrangement, then the registered supporter must not make the decision on the older person's behalf. They should instead support the older person to make their own decision, in line with the duties of a registered supporter.

The new Act is designed to protect older people from abuse. There are consequences for registered supporters who do not follow their duties. It is also an offence for registered supporters to act dishonestly and abuse their position.

Appointed decision makers under state or territory arrangements

A person must be an appointed decision maker under state or territory arrangements to make a decision on behalf of an older person. Appointed decision-makers can only make decisions in line with their active, legal authority.

An appointed decision maker does not have to be a registered supporter to make decisions for an older person. However, where possible, they should support the older person to make their own decisions.

What is the registered supporter role replacing?

My Aged Care

The registered supporter role in the new Act will replace the existing regular and authorised representative relationships in My Aged Care.

Quality of Care Principles

People are currently able to make representative arrangements for older people directly with aged care providers under the Quality of Care Principles 2014.

Under the new Act, representative arrangements made under the Quality of Care Principles 2014 will no longer exist and will not transition to the new Act.

Before 1 November 2025, an older person and their representative under the Quality of Care Principles 2014 should discuss if the representative should become a registered supporter. If both agree, they can do this by:

- registering a regular or authorised representative relationship in My Aged Care by 31 October 2025. This relationship will then transition to a registered supporter relationships on 1 November 2025.
- planning to register a supporter relationship through My Aged Care after 1 November.

After 1 November 2025, a former representative under the Quality of Care Principles 2014 can:

- If the older person asks, work with the aged care provider. This means an older person can ask the aged care provider to share information with, or receive information from, their former representative. However, this does not grant former representatives the ability to make decisions on behalf of an older person.
- If the former representative is an appointed decision maker, work with the aged care provider.

A former representative under the Quality of Care Principles 2014 can do either of the above things whether or not they are a registered supporter under the new Act.

Only appointed decision makers under state or territory arrangements can make decision on behalf of an older person. An appointed decision maker can only make decisions on the older person's behalf in line with their active, legal authority.

What do these changes look like for me?

Roles before 1 November	Roles from 1 November 2025
Regular Representative in My Aged Care	<p>Will become a registered supporter unless the older person or regular representative elected to opt out of the transition.</p> <p>Registered supporters help an older person to make their own decisions.</p> <p>Like the regular representative role, registered supporters can take actions to uphold the older person's wishes and preferences. This can include requesting, accessing, receiving or communicating information about the older person.</p> <p>Unlike the regular representative role in My Aged Care, the registered supporter role extends across the aged care system, except for matters relating to means testing.</p>
Authorised Representative in My Aged Care	<p>Will become a registered supporter unless the authorised representative opted out of the transition. Authorised representatives should have discussed opting out with the older person they support before transition time. Registered supporters help an older person to make their own decisions.</p> <p>Unlike the authorised representative role in My Aged Care, the registered supporter role extends across the aged care system, except for matters relating to means testing.</p> <p>Some registered supporters also have guardianship, enduring power of attorney or similar legal authority. These people:</p> <ul style="list-style-type: none"> • Can request, access, receive or communicate information about the older person they support.

	<ul style="list-style-type: none"> • Can make decisions in line with their active, legal authority under state and territory arrangements. • Must still take a supported decision-making approach to decisions outside the scope of their state or territory arrangement and relative to aged care.
Other nominees or representatives, including:	<p>These nominees or representative relationships are unchanged by the new registered supporter role.</p> <p>If you are a nominee or representative, or would like to appoint one, you will need to engage separately with the relevant agencies and appointment processes.</p> <p>This nominee or representative can be the same person as your registered supporter.</p> <p>A registered supporter cannot undertake an action relating to means testing. However, registered supporters can support an older person to make and communicate other financial decisions relating to their aged care. This includes fees for aged care providers.</p>
<ul style="list-style-type: none"> ○ Arrangements administered by Services Australia, including <ul style="list-style-type: none"> ▪ Medicare representative ▪ Centrelink nominees (covering Centrelink payments and services) ○ My Health Record authorised or nominated representative ○ Third party who can represent a Department of Veterans' Affairs client ○ NDIS nominee 	
Restrictive practices nominees and substitute decision makers	<p>Restrictive practices decision-making arrangements under the new Act mirror the current arrangements. These are intended to be temporary measures until 1 December 2026, after which arrangements are expected to be set out only at a state and territory level.</p> <p>Becoming a registered supporter does not provide a person with decision-making authority for the older person. This includes decisions about restrictive practices.</p>
Representatives under the Quality of Care Principles 2014	<p>This role will no longer exist. Older people and their representatives under the Quality of Care Principles 2014 should discuss registering a supporter relationship.</p> <p>If the older person asks or the former representative is an active, appointed decision</p>

maker, they can work with the aged care provider.

The pathways to continue arrangements for decision-making support from this cohort are outlined earlier in this document..

Appointed substitute decision makers under state and territory arrangements

(for example, guardians, enduring power of attorneys, and persons with similar legal authority)

An appointed substitute decision maker for an older person under state or territory arrangements can make decisions on behalf of the older person in line with their active, legal authority. If their appointment is not active they cannot make decisions on behalf of the older person.

These people can become registered supporters, but can continue to exercise their active, legal authority even if they are not registered. Becoming a registered supporter does not provide a person with decision-making authority for the older person, nor does it change the authority they already have.

Find more information about the new registered supporter role and how to opt out

My Aged Care

Information on the upcoming changes to My Aged Care representatives and the new role of a registered supporter is available at

<https://www.myagedcare.gov.au/arranging-someone-support-you/upcoming-changes-support-roles-and-relationships>.

You can call My Aged Care on [1800 200 422](tel:1800200422):

- Monday to Friday: 8am to 8pm
- Saturdays: 10am to 2pm

More information on how to contact My Aged Care is available at

<https://www.myagedcare.gov.au/contact-us>.

Department of Health and Aged Care

If you need more information, please contact the Supported Decision-Making Section:

Email: SupportedDecisionMaking@Health.gov.au

OPAN

You can also contact the Older Persons Advocacy Network (OPAN).

OPAN has an Aged Care Advocacy Line – 1800 700 600 or opan.org.au for free and confidential information and advocacy.

An OPAN independent aged care advocate can help you discuss your wishes and preferences about who can be your registered supporter.



Phone **1800 200 422**
(My Aged Care's freecall phone line)



Visit **agedcareengagement.health.gov.au**

For translating and interpreting services, call **131 450** and ask for My Aged Care on **1800 200 422**.

To use the National Relay Service, visit **nrschat.nrscall.gov.au/nrs** or call **1800 555 660**.