



Case study: Authorised representative opting out of transitioning to a registered supporter

From 1 November 2025, the registered supporter role in the new Aged Care Act will replace the existing regular and authorised representative relationships in My Aged Care. To get ready, older people and their My Aged Care representatives should talk about whether they want their representative relationship to become a registered supporter relationship.

What you need to know if you want to opt out

- Authorised representatives who are active in My Aged Care on 31 October will automatically become registered supporters on 1 November. They will be a registered supporter who also has guardianship, enduring power of attorney or similar legal authority. These people are appointed decision-makers for the older person.
- Older people with authorised representatives cannot opt out of having a registered supporter themselves. This is because an authorised representative relationship would have been created in circumstances where the older person did not have decision-making capacity. Only the authorised representative can opt out, if they wish to do so.



Alma and Carmen

Alma's daughter Carmen has been her authorised representative in My Aged Care for two years. Alma and Carmen know that representative relationships in My Aged Care will change to registered supporter relationships when the new Aged Care Act starts from 1 November.



Sometimes, Alma is unable to make her own decisions about money. When this happens, Carmen can legally make financial decisions for Alma. This is because Alma has previously appointed Carmen as her enduring power of attorney and this has been enacted. This makes Carmen Alma's appointed decision-maker for financial matters.



What they discuss

After talking about the roles and responsibilities of a registered supporter, Carmen thinks it is a good idea to be registered as Alma's supporter. However, Alma tells Carmen that she can communicate with aged care services herself. She also does not want Carmen to automatically have access to information and documents about her aged care under the new Act. This may include information on her My Aged Care Online Account and the outcomes of her aged care assessments. Alma decides that she does not want Carmen to become her registered supporter. She still wants Carmen to make financial decisions for her if she cannot make them herself. She understands that she has appointed Carmen as her enduring power of attorney and wants that to continue.



- Authorised representatives should talk with the older people they support and respect their wishes about whether they want their relationship to transition.
- My Aged Care representative relationships that have not been opted out will transition to registered supporter relationships. However, they can still be ended from 1 November onwards. While this isn't the same as opting out of the transition, a supporter relationship could be ended from 1 November following a request from either a registered supporter or older person.



What they do

As an older person with an authorised representative in My Aged Care, Alma cannot opt out of Carmen transitioning to become her registered supporter herself. However, Carmen knows that it is important to respect Alma's right to make decisions about her own aged care. Carmen calls My Aged Care before 1 November and tells them she would like to opt out of moving to a registered supporter relationship immediately. Alma checks her My Aged Care Online Account a few days later and sees that their representative relationship in My Aged Care has ended.



The outcome

Alma knows that if she needs support in the future, Carmen will be happy to become her registered supporter. Carmen can still play an important role in supporting Alma, regardless of whether she is a registered supporter. Even though Carmen is not registered as a supporter, she can still support Alma with her aged care discussions if Alma asks for her help as a trusted relative. As she is not a registered supporter, Carmen will not have to follow the duties of a registered supporter and will not automatically get any aged care information about Alma. As Alma's enduring attorney, Carmen can keep making financial decisions for Alma when needed. She may be able to receive and access Alma's financial information. For example, she may be able to receive and access Alma's financial information from organisations such as aged care providers. If Alma wants to, she can revoke or change her enduring power of attorney at any time while she has the capacity to make her own decisions.



- The new registered supporter role does not affect the legal authority of an active, appointed decision maker under Commonwealth, state or territory arrangements. This means that the role does not create new decision-making authority, nor does it remove or change existing decision-making authority. An active, appointed decision maker can exercise their authority even if they are not a registered supporter.
- 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. Commonwealth, state and territory arrangements may recognise the fluctuating capacity of an older person, and many arrangements are for certain decisions only.

This case study describes transition arrangements for the new registered supporter role. These arrangements operate until 1 November 2025.

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