



Case study: Authorised representative 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 transition

- Authorised representatives who are active in My Aged Care on 31 October will automatically become registered supporters on 1 November 2025. 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.



George and Petra

George has advanced dementia. His daughter Petra is his enduring guardian, which means she is George's appointed decision-maker. Petra has been George's authorised representative in My Aged Care for the past six months.



Petra knows that representative relationships in My Aged Care will change to supporter relationships when the new Aged Care Act starts.



What they discuss

As an authorised representative, Petra can talk to George and opt out if they don't want their relationship to transition. Petra understands that being George's registered supporter does not give her the authority to make decisions for him. Her decision-making authority comes from being his enduring guardian. However, Petra knows that her role as George's decision-maker will be easily recognised across the aged care system if she is a registered supporter. She will also automatically get important information about his aged care.

Whether she opts out or transitions, Petra will continue to be George's enduring guardian.

George cannot currently make his own decisions, but Petra involves him in decisions that affect him. Petra explains what the transition to a supporter relationship would mean, and George agrees that it would make it easier for her to continue to support him.



- Authorised representatives should talk with the older people they support and respect their wishes about whether they want their relationship to transition.
- 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.



What they do

Since they want to move to a registered supporter relationship when the new Act starts, George and Petra don't need to do anything. From 1 November, they can check this in their My Aged Care Online Accounts or by calling My Aged Care.



The outcome

Petra only makes decisions for George if they are within her legal authority. Being a registered supporter gives her a clear way to involve George in decisions, access important information and communicate his wishes.

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

Start a conversation about aged care

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