



Case study: Regular 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



- If an older person or their regular representative do not want to move to a supporter relationship, either of them can stop this from happening at any time before 1 November. This is called 'opting out'. They can do this by calling My Aged Care, or through their My Aged Care Online Accounts.
- Opting out will end a regular representative relationship in My Aged Care. If either party wants to opt out, they can choose to do it immediately or before 1 November.
- 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.



Tom and Mark

Tom's husband Mark has cared for him since Tom had a stroke three years ago. After his stroke, Tom found he needed support communicating with My Aged Care and appointed Mark as his regular representative. Tom and Mark know that representative relationships in My Aged Care will change to supporter relationships when the new Act starts.



What they discuss

Tom and Mark talk about the new registered supporter role and what it would mean for them. They agree that Tom's condition has improved a lot since his stroke, and that he does not need as much support communicating or requesting information now. They understand that Mark can continue to support Tom without becoming a registered supporter.

They agree to opt out of Mark becoming Tom's registered supporter. They know that if things change and Tom wants support to make and communicate his own decisions in the future, they will still be able to apply to register Mark as Tom's registered supporter at that time.



What they do

Tom calls My Aged Care before 1 November and asks to opt out of his husband becoming his registered supporter and to also immediately end their representative relationship in My Aged Care.



The outcome

Tom checks his My Aged Care online account a few days later and sees that their representative relationship in My Aged Care has ended.



Older people may already get support from a partner, family member, friend, caregiver, or someone else. These people can continue to support the older person without becoming a registered supporter, if they wish to do so.

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

Transforming aged care laws to put the rights of older people first.



Visit MyAgedCare.gov.au



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