



Case study: Regular 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

- Regular representatives who are active in My Aged Care on 31 October will automatically become registered supporters on 1 November 2025.
- If the older person and their regular representative are both happy for the representative to become a registered supporter, they don't need to do anything.
- If either the older person or their regular representative do not want to transition to a supporter relationship, they can opt out at any time before 1 November.



Dinesh and Aarav

Dinesh's friend Aarav is his regular representative in My Aged Care. Dinesh and Aarav know that representative relationships in My Aged Care will change to supporter relationships when the new Act starts on 1 November 2025.



What they discuss

Dinesh and Aarav understand the responsibilities of a registered supporter. This includes Aarav helping Dinesh with his aged care discussions, accessing and updating information, and supporting Dinesh to make his own decisions. After talking about it, they decide that Aarav will keep supporting Dinesh to make his own decisions.



What they do

Since they want to move to a registered supporter relationship, Dinesh and Aarav don't need to do anything. Their representative relationship will automatically become a registered supporter relationship. On 1 November, they can check this in their My Aged Care Online Accounts or by calling My Aged Care.



The outcome

Aarav will continue to support Dinesh's decision-making and help ensure Dinesh's wishes are respected and prioritised. Before 1 November, he will do this as a regular representative. From 1 November, he will do this as a registered supporter. Under the new Act, Aarav must comply with the duties of a registered supporter.



Having a registered supporter does not prevent an older person from doing something they can do themselves. Older people with a registered supporter can continue to request, receive and communicate information and make decisions. They can also have more than one registered supporter.

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.



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