



Notifications

Policy for registered supporters

Summary

This policy outlines the notifications that an older person and their registered supporters receive when the System Governor makes a decision relating to the regulation of a supporter under the *Aged Care Act 2024 (Cth)* (the Act). This includes registration, suspension and cancellation of a supporter.

Disclaimer

This policy has been published in anticipation of the commencement of the *Aged Care Act 2024 (Cth)* (the Act). The information in this policy is not applicable before the Act commences on 1 November 2025.

The Act and related rules take precedence over this policy, which should be read alongside them. The guidance provided in this policy about registered supporters does not constitute legal advice.

The Department of Health, Disability and Ageing will update this policy, periodically and/or as required.

This policy is one part of the [registered supporters policy library](#). Please refer to the online version of the policies in the registered supporter policy library located on the department's website to ensure you have the most recent version.

Version history

Version	Date published	Commentary on changes
1	October 2025	First version published.

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Policy

Supported decision-making

The 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 Act that promotes older peoples' rights to be supported to make their own decisions.

The System Governor is required to provide notifications to older people and their registered supporters in certain circumstances to ensure they are informed.

Correspondence preferences in My Aged Care

As part of signing up with My Aged Care, a person will be given an Aged Care Identification (ACID). If this occurs over the phone, they will also be asked about their preferences for correspondence. This includes a person indicating their preference to receive correspondence and information via the post or email.

If a person indicates they would like to receive correspondence a certain way (e.g., via email), correspondence that are sent via My Aged Care will aim to adopt this preference, where appropriate. Copies of any correspondence sent from My Aged Care or the System Governor responsible for registered supporters will also be available on the My Aged Care Online Account of the person to whom the correspondence is addressed. Alternatively, information may also be available directly from a person's My Aged Care Online Account, rather than also being posted or sent via email. When this occurs, the account holder will receive an email or SMS prompting them to check this information in their Online Account. Whether this prompt is sent as an SMS or email depends on the information the account holder has provided My Aged Care as part of registering for a My Aged Care record.

Other correspondence from the System Governor or the Department of Health, Disability and Ageing may not recognise the person's correspondence preferences. Additionally, information or correspondence which relates to means testing and sent by Services Australia or the Department of Veterans' Affairs may also not recognise these preferences.

Notifications from the System Governor

The System Governor must notify particular people when certain decisions have been made under the Act. This is referred to as a notification of the System Governor. A notification is the communication of information to a person.

Notifications are required when the System Governor makes a decision to register a supporter, not to register a supporter, to suspend or cancel a supporter's registration, or to revoke the suspension of a supporter's registration.

Depending on the circumstances, a notification from the System Governor may adopt the correspondence preferences of a person registered in My Aged Care. This means that the notification may be sent via email or post. In other circumstances, the notification will be uploaded to a person's My Aged Care Online Account and the person will be prompted to access this information by an SMS or email.

Each different circumstance is addressed in this policy. In all circumstances, a person can access their My Aged Care Online Account to review their relationships and any notifications received.

Copies of notifications

If a notification may or must be provided to an older person under the Act, registered supporters of the older person will also be provided copies of that notification if they are authorised to receive it. This will either be because:

- at the point of registration the older person consented to information and documents that may or must be provided to them under the Act automatically being shared with their registered supporter (labelled a 'supporter'), or
- the registered supporter is also an active, appointed decision maker for the older person (labelled a 'supporter guardian').

The notification to the registered supporter does not have to be in the exact form or manner as the version given to the older person. For example, an older person may be sent a physical letter, and their registered supporter(s) may be sent an SMS or email prompting them to access a copy of the letter on their My Aged Care Online Account.

Registered supporters who are authorised to receive this information ('supporters' and 'supporter guardians') will also have access to the older person's information via their My Aged Care Online Account. This includes information on the status of the older person's other registered supporters, if any.

If an older person has multiple registered supporters, and they are all authorised to receive the information or document, each of the registered supporters must be given the information or document.

Supporters who do not receive copies of notifications

If an older person has decided **not** to consent to information or documents that may or must be given to them under the Act being automatically shared with their registered supporter, this is captured at the time of registration. If registered, this supporter would be labelled a 'supporter lite'. A supporter lite does not have access to the older person's information through their My Aged Care Online Account and will not be automatically given copies of notifications that may or must be given to the older person under the Act.

Registration notifications

Relationships with mutual consent

In most cases, a person will be registered with the mutual consent of the prospective supporter and the older person they will be supporting.

The [registration policy for registered supporters](#) provides further detail on registration processes.

Face-to-face or over the phone requests to register

Where an older person or their prospective supporter has called My Aged Care or met with an aged care assessor or Aged Care Specialist Officer (ACSO), both parties will be asked to confirm their consent to register a supporter relationship. If both parties consent to the relationship and the prospective supporter does not have:

- a conflict of interest to declare, and
- there is nothing to suggest the prospective supporter cannot comply with the duties of a supporter,

the System Governor may register the relationship. This occurs through the Contact Centre staff member, assessor or ACSO verbally confirming the supporter has been registered.

The older person and registered supporter will also be prompted via SMS and/or email to check the status of the registration on their My Aged Care Online Accounts. Whether the prompt occurs via SMS or email is dependent on the contact details given to My Aged Care.

If the older person has other registered supporters who are authorised to automatically receive information, they will also receive or be able to access a copy of the older person's notification.

If the prospective supporter declares a conflict of interest, or there is something to suggest the prospective supporter cannot comply with the duties of a supporter, the Contact Centre staff member, assessor or ACSO does not have delegation to make this decision of the System Governor. The request to register will instead be progressed to a departmental team with responsibility for supporters.

Written requests to register

If the System Governor registers a supporter following a written application with the mutual consent of the prospective supporter and the older person, both the older person and registered supporter will be notified in writing. This includes where a conflict of interest was declared, or the System Governor considered information which suggested the prospective supporter could not comply with the duties of a supporter.

The older person and registered supporter will be prompted via SMS and/or email to check the status of the registration on their My Aged Care Online Accounts. Whether this prompt occurs via SMS or email is dependent on the contact details given to My Aged Care.

These written pathways include applications made:

- using the My Aged Care 'Apply Online' assessment tool
- using the My Aged Care digital registration form
- by downloading and completing a hard copy registration form
- via an aged care assessor
- via an ACSO, or
- in a My Aged Care Online Account.

The older person and/or the newly registered supporter are encouraged to make any other registered supporters aware of the new relationship. They should also consider letting any

other people who are providing support to the older person know. This includes the older person's aged care provider.

Where the older person has other registered supporters who are authorised to automatically receive information, they will also receive or be able to access a copy of the older person's notification.

Active, appointed decision makers

Active, appointed decision makers have guardianship, enduring power of attorney, or similar legal authority for the older person. They can make decisions on the older person's behalf in line with their legal authority and if that legal authority is active.

Under the Act, the System Governor may register an active, appointed decision maker as a supporter of the older person without seeking the consent of the older person. The System Governor can make this decision if they:

- receive a request from the active, appointed decision maker to register as supporter of the older person
- are satisfied that the active, appointed decision maker can comply with the duties of a supporter under the Act
- have considered the nature of the active, appointed decision maker's authority, including the extent to which it extends to making decision relevant to the delivery of funded aged care services to the older person, and
- have the consent of the active, appointed decision maker to register them as a supporter under the Act.

The Act requires that upon receiving an application from an active, appointed decision maker, the System Governor must register this person as a supporter unless the System Governor has reason to believe the prospective supporter cannot comply with the duties of a registered supporter.

If the System Governor decides to register an active, appointed decision maker as a supporter without the older person's consent, the System Governor must notify the older person and the registered supporter. This notification will be provided in writing, be given as soon as practicable after the registration, and include the following information:

- the name and contact details of the supporter who has been registered
- the reasons for the System Governor's decision to register the supporter, and
- how the older person may apply for reconsideration of the decision.

The notice may also specify that the registration takes effect on a specified day, and that it remains in effect until a specified day.

The notice will be sent via a physical letter or email, subject to the contact details given to My Aged Care and correspondence preferences. It will also be accessible on the older person and their registered supporter's My Aged Care Online Accounts. They will receive an email or SMS prompt to encourage them to check their Online Accounts.

Reconsideration of a decision is known as **internal review**. Only the older person can apply for an internal review of the System Governor's decision to register a supporter without the older person's consent (being, a supporter guardian).

If the older person has other registered supporters who are authorised to automatically receive information, they will also receive or access a copy of the older person's notification.

An older person can still make their own decisions even if they have a registered supporter. These notifications are an important way to ensure that older people are informed of the arrangements in place to support them to remain connected to their decision-making.

Decisions not to register a supporter

If the System Governor decides **not** to register a supporter, the System Governor must give notice of the decision to the person or body that made the request, as well as the older person who the request is related to. If the older person has other registered supporters who are authorised to automatically receive information, they will also receive or be able to access a copy of the older person's notification.

The notice will be provided as soon as practical after the decision was made and will include the reasons for the System Governor's decision. The notice will also include how the older person and the person the System Governor has decided **not** to register as a supporter can apply for reconsideration of the decision.

The notification may occur via a physical letter or email, subject to the contact details given to My Aged Care and correspondence notifications. They will also receive an SMS or email prompt to encourage them to check their Online Accounts.

The older person and person who has not been registered as a supporter may also check the status of a pending relationship on their My Aged Care Online Accounts. If the System Governor has decided not to register a person as a supporter, the My Aged Care Online Account will show that the pending relationship is now declined.

Where the older person has other registered supporters authorised to automatically receive information, they will receive or be able to access a copy of the older person's notification.

Suspensions

If the System Governor decides to suspend the registration of a supporter, they must give written notice to the suspended supporter and the older person. If the older person has any other registered supporters authorised to automatically receive information, those supporters will receive or access a copy of the older person's notification.

The notification may occur via a physical letter or email, subject to the contact details given to My Aged Care and correspondence preferences. The letter will be accessible on the My Aged Care Online Accounts of the older person and the suspended supporter. The older person and suspended supporter will also receive an SMS or email prompting them to check their Online Account.

If a person's registration as a supporter has been suspended, they retain access to their own My Aged Care Online Account, but not the My Aged Care Online Account of the older person. A decision to suspend the registration of a supporter is specific to each supporter relationship. This means if a person is a registered supporter for multiple older people, the

suspension of their supporter relationship with one older person does not in itself affect their supporter relationship with another older person.

The notification will be given as soon as practical after the decision to suspend the registered supporter has been made and will include the reasons for the decision. The suspended supporter and older person will be given 28 days after the day the notice is given to provide a statement to the System Governor setting out reasons why the suspended supporter's registration should not be cancelled. It is not mandatory for either the older person or suspended supporter to provide a statement.

If, after 28 days, the System Governor has received a statement from either the older person or the suspended supporter, the System Governor will consider the statement(s) and decide whether to cancel the registration.

If, after 28 days, the System Governor has **not** received a statement from either the older person or the suspended supporter, the System Governor will decide whether to cancel the registration.

Where the older person has other registered supporters authorised to automatically receive information, they will receive or access a copy of the older person's notification.

Requests from an older person to cancel the registration of a supporter guardian

An older person can request that the System Governor cancel the registration of a supporter who is also their active, appointed decision maker. These supporters are labelled 'supporter guardians'. As the older person did not have to consent to the initial registration, the relationship will not necessarily end at the older person's request. In this circumstance, the System Governor will consider the request and take into account the information available. This is called a discretionary decision of the System Governor.

The System Governor will notify the supporter guardian when they receive a request from an older person to cancel the registration of that supporter guardian. The notification may occur via a physical letter or email, subject to the contact details given to My Aged Care and correspondence preferences.

The notification will:

- be given as soon as practical after the request is received by the System Governor,
- inform the supporter guardian that a request for the System Governor to cancel their registration has been made by the older person, and
- explain that the supporter guardian will have 28 days after the day the notice is given to provide a statement of reasons setting out why they should not have their registration cancelled. This statement of reasons can include any information that the supporter guardian considers relevant, including whether there are any alternative arrangements to support the older person.

No other registered supporters of the older person will receive or be able to access this notification. This is because the notification is not provided to the older person. As such, there is no copy of a notification to the older person that those registered supporters can receive.

The only exception to this could be where a person is both a registered supporter for the older person and for the supporter guardian whose registration the older person has requested the System Governor cancel. If that registered supporter is authorised to automatically receive the supporter guardian's notifications, they will receive or be able to access a copy of the supporter guardian's notification.

During the 28-day period, the supporter guardian remains an active registered supporter for the older person, as the System Governor has not yet made a decision to cancel their registration.

- If the supporter guardian **does not** provide a statement within the 28-day period, the System Governor will decide whether to cancel the supporter's registration within 14 days after the 28-day period.
- If the registered supporter **does** provide a statement within the 28-day period, the System Governor will decide whether to cancel the supporter's registration within 14 days of receiving that statement.

Cancellations of any registered supporter

If the System Governor decides to cancel a supporter's registration either on request of the older person or supporter, or after suspension, the System Governor must give written notice to the person whose supporter registration has been cancelled and the older person. If the older person has other registered supporters who are authorised to automatically receive information, they will also receive or access a copy of the notification provided to the older person.

The notification will be a letter, accessible on the My Aged Care Online Accounts of the older person and the person whose registration has been cancelled. The older person and person whose registration has been cancelled will also receive an SMS or email prompting them to check their Online Account.

If a person's registration as a supporter has been cancelled, they retain access to their own My Aged Care Online Account, but not the My Aged Care Online Account of the older person.

The notification will be given as soon as practical after the System Governor's decision and will include the reasons for the decision. The notification will also explain if the decision is a reviewable decision that a person can request reconsideration of. Reconsideration of a decision is known as internal review. A person whose registration has been cancelled following suspension has the right to seek internal review of the decision by the System Governor to cancel their registration, regardless of whether a statement was provided. A decision by the System Governor to cancel the registration of a supporter following a request from that supporter or the older person they supported is not a reviewable decision.

Decisions not to cancel a registration

The System Governor may decide not to cancel a supporter's registration either:

- following a request by the older person, where the registered supporter is also an active, appointed decision maker for the older person, or
- following the suspension of a supporter's registration.

If the System Governor decides not to cancel a supporter's registration in either of the above circumstances, the System Governor must give written notice to the registered supporter and the older person. If the older person has other registered supporters, they may also receive a copy of the older person's notification.

The notification will occur via a physical letter or email, subject to the contact details given to My Aged Care and correspondence preferences. The letter will be accessible on the My Aged Care Online Accounts of the older person and the registered supporter. The older person and registered supporter will also receive an SMS or email prompting them to check their Online Account.

If the decision has been made following a request by the older person to cancel the registration of a supporter who is also their active, appointed decision maker, the notification will be given as soon as practical after the System Governor's decision and will include the reasons for the decision. It will also include how the older person may apply for internal review of the decision.

If the decision has been made following the suspension of a supporter's registration, the System Governor will revoke the suspension of the supporter's registration. As such, the registered supporter will regain access to the client's information in their My Aged Care Online Account.

Notifications to other parties

The Act does not provide that information relating to the regulation of supporter registrations must be shared with parties other than the older person and their registered supporters (either because notice relates directly to the registered supporter, or the registered supporter is authorised to automatically receive a copy of the older person's notification).

However, the System Governor may decide to share information relating to the status of a registered supporter, or information about a current or former registered supporter that has otherwise become known to the System Governor. This may include the disclosure of information, in line with any requirements under the Act, to:

- aged care providers
- the Aged Care Quality and Safety Commission
- law enforcement agencies and personnel, and
- Commonwealth, state and territory bodies responsible for legal representative arrangements (that is, active, appointed decision makers).

The [My Aged Care Privacy Policy](#) outlines how the department handles personal information to deliver My Aged Care services.

Audience

This policy is intended for all stakeholders across the aged care system – such as, older people and their registered supporters, aged care providers and others who engage My Aged Care and the broader aged care system.

This policy applies to registered supporters.

Roles and Responsibilities

The **System Governor** is responsible for receiving and assessing requests for the registration or cancellation of a supporter. The System Governor is also responsible for considering any information that may justify the suspension or cancellation of a registered supporter, and for suspending or cancelling the registration of supporters if appropriate. In doing so, the System Governor has responsibilities in these circumstances to provide notifications to the older person, suspended or cancelled supporter, and any other registered supporters who are authorised to automatically receive or access copies of the older person's notification.

Registered supporters are responsible for understanding their role and duties. Registered supporters are encouraged to inform relevant parties, such as aged care providers, that they are an older person's registered supporter. Registered supporters also are responsible for engaging in any suspension and cancellation processes that involve them. This includes responding, if they wish, to requests for additional information or a statement of reasons why they should not be cancelled if they have received a notification of suspension or that the System Governor is considering the cancellation of their registration.

Older people are responsible for communicating with their registered supporters and directing them to act as they wish. If an older person has registered a supporter, they are encouraged to inform relevant parties, such as aged care providers, of their registered supporter arrangements. If an older person is unhappy with the actions of their registered supporter, they should raise this with the registered supporter and if they cannot agree on a pathway forward, the older person can raise a concern, complaint, or request to cancel the supporter's registration with the System Governor.

Contact

For any further information on this policy, please contact:

Supported Decision-Making Section

Email: SupportedDecisionMaking@Health.gov.au

Definitions

To learn more about some of the terms used in this policy, and across the Policy Library for registered supporters, please go to the [Glossary](#).

Related legislation

[Aged Care Act 2024 \(Cth\)](#)