



Australian Government



myagedcare



# Registered supporters in aged care

Information to help you decide if having a registered supporter is right for you

## The registered supporter role

Everyone has the right to make decisions about their life.

Some older people may want or need support to make their own decisions about their aged care. If you want, you can choose someone you trust to help you make and communicate these decisions. These people are called 'registered supporters'.

The registered supporter role is one of the changes in the Aged Care Act designed to promote your rights to make decisions and help you stay in control of your life.

To learn more about the registered supporter role, visit



**[MyAgedCare.gov.au/registering-supporter](https://myagedcare.gov.au/registering-supporter)**

## The Aged Care Act puts you at the centre of your aged care



## **Who can be a registered supporter**

A registered supporter can be anyone you trust, like a close friend or family member. You can have more than one registered supporter.

Not every older person will want or need a registered supporter. You should never feel pressured to register a supporter. Other important people in your life can continue to support you without becoming a registered supporter.

## **What a registered supporter does**

Registered supporters can help you to make and communicate your own decisions about your aged care. This might include:

- supporting your daily aged care decisions, and
- helping you access, understand and communicate information with people like My Aged Care, assessors, and aged care providers.

**Having a registered supporter does not stop you from being able to receive information, make decisions, or communicate directly with others including your aged care provider, My Aged Care and assessors. You can keep requesting, receiving and communicating information and making decisions.**

## Rules for registered supporters

Registered supporters have duties under the Aged Care Act that they must follow. These duties help to promote your safety, rights, will, and preferences. Being a registered supporter does not give a person the power to make decisions for you. As a registered supporter, they must respect your own decisions, even if they don't agree with them.

## How to register a supporter

You can ask for a trusted person to become your registered supporter:

- by contacting My Aged Care
- during your assessment process, including with an aged care assessor
- face to face with an Aged Care Specialist Officer through Services Australia
- by completing the registration form
- in your My Aged Care Online Account, if you have one.

Your proposed supporter can also make this request.



## Ending a supporter relationship

You can ask to end a registered supporter relationship at any time by contacting My Aged Care. You can also tell My Aged Care if you have any concerns or complaints about your registered supporter. Read more at



[MyAgedCare.gov.au/registering-supporter](https://MyAgedCare.gov.au/registering-supporter)

## Appointed decision makers

Under a Commonwealth, state or territory arrangement:

- you can choose to give someone you know and trust, or a specialist organisation, the power to make decisions for you
- if you have not appointed someone to make decisions on your behalf and you lose capacity to make your own decisions, someone else may be appointed for you.

There are different laws and names for these arrangements across Australia. In My Aged Care, these people are known as **appointed decision makers**. They can only make decisions on your behalf in line with their active, legal authority. An appointed decision maker can also be a registered supporter. Visit



[MyAgedCare.gov.au/registering-supporter/appointed-decision-makers](https://MyAgedCare.gov.au/registering-supporter/appointed-decision-makers)

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*Please note that My Aged Care cannot give someone the power to make decisions for you. It also can't change or remove an appointed decision maker's powers.*

## More information

### My Aged Care

You can call My Aged Care on **1800 200 422**

- Monday to Friday: 8am to 8pm
- Saturdays: 10am to 2pm

or visit

 [MyAgedCare.gov.au/contact-us](https://MyAgedCare.gov.au/contact-us)

## Other supports

### Care Finder

Care finders are a free service for vulnerable older people who need extra support to access aged care services. Visit

 [MyAgedCare.gov.au/help-care-finder](https://MyAgedCare.gov.au/help-care-finder)

### OPAN

For free, confidential, and independent information and support you can call the Older Persons Advocacy Network (OPAN) Aged Care Advocacy Line – **1800 700 600**, or visit

 [open.org.au](https://open.org.au)



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