



Aged care providers policy

Policy for registered supporters

Summary

This policy outlines the role, obligations, and expected practices of aged care providers and their workforce when engaging with registered supporters under with the *Aged Care Act 2024 (Cth)* (the Act).

The policy also explores examples of how aged care providers can adopt principles of supported decision-making when engaging with the older people they provide care and services to.

Disclaimer

This policy was published to support commencement of the *Aged Care Act 2024 (Cth)* (the Act). The information in this policy is applicable from 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	September 2025	First version published.
2	April 2026	Review of key terms and concepts to ensure consistency across the registered supporters policy library.

		Inclusion of information on the Aged Care Rules 2025 (Cth).
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Policy

Supported decision-making

Everyone has the right to make decisions about their life, including the support and services they receive from aged care. Some older people may want or need support to make these decisions.

Supported decision-making refers to processes and approaches that enable people to exercise their legal capacity, including making or communicating their decisions, will and preferences, by provision of the support they may want or need to do so. This support may involve a range of persons, services, and assistive technologies.

Supported decision-making does not mean making a decision for, or on behalf of, another person.

Registered supporter role

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 aims to promote older peoples' rights to be supported to make their own decisions.

From 1 November 2025, older people can have registered supporters who can support them to make decisions, if they want or need this support. Registered supporters help older people to make and communicate their own decisions about their aged care services and needs. This may include speaking to My Aged Care, aged care assessors, aged care providers, and the Aged Care Quality and Safety Commission. Registered supporters can also request, access and receive information about the older person they support.

An older person's ability to make decisions and communicate their will and preferences may change from day to day, or over time, so understanding who their registered supporters are and the role they can perform is essential in respecting the older person's rights.

Having a registered supporter does not stop an older person from being able to receive information, make decisions, or communicate directly with others including aged care providers, My Aged Care and assessors. Older people can keep requesting, receiving and communicating information and making decisions.

Similarly, aged care providers and workers must continue to go directly to the older person for decisions, even when there is a registered supporter. An older person can, however, ask a registered supporter to communicate their decisions.

Regulatory context

As part of the Act, there is a new regulatory model in aged care which is governed by different laws and regulations. This includes:

- The **Statement of Rights** under the Act recognises the rights inherent to older people accessing or seeking to access Australian Government-funded aged care services. The Statement provides that older people have a right to be supported, if necessary, to make

decisions, have those decisions respected, and take personal risks. As a condition of registration under the Act, aged care providers must understand the Statement of Rights and implement practices designed to ensure their delivery of Australian Government-funded aged care services align with those rights.

- The **Code of Conduct for Aged Care** continues to apply to aged care providers, their aged care workers, and responsible persons of providers. The Code describes how aged care providers, their governing persons (for example, board members), and workers (including volunteers) must behave and treat people receiving Australian Government-funded aged care services. This includes a requirement to act with respect for people's right to freedom of expression, self-determination, and decision-making.
- The **Aged Care Quality Standards** set out the expectations on certain aged care providers. The Standards have been revised and strengthened as part of the Act. The Standards ensure that the care and services an aged care provider delivers are safe, high quality and meet the needs and preferences of the people under their care. Supported decision-making and registered supporters are included in the Standards as a key element of Australian Government-funded aged care service delivery. For example:
 - Standard 1 (Choice, Independence and Quality of Life) states that the relationship between older people and their supporters is recognised and respected,
 - Standard 2 (The Organisation) states that the provider encourages and supports older people, their registered supporters, and others to make complaints and give feedback, and
 - Standard 3 (Care and Services) states that registered supporters and other persons supporting an older person are recognised as partners in the older person's care and involved in the coordination of funded aged care services.

Providers should review the Aged Care Quality Standards and guidance materials for further information, at <https://www.agedcarequality.gov.au/providers/quality-standards>.

Relevant authorities

Responsibility for regulation and oversight of older people's rights, safety and wellbeing in aged care is split across different Australian Government agencies or bodies.

Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission (**the Commission**) is the national regulator of Australian Government-funded aged care services. The Commission is made up of the staff of the Commission, the Commissioner of the Aged Care Quality and Safety Commission (**the Commissioner**), and the Complaints Commissioner of the Aged Care Quality and Safety Commission (**the Complaints Commissioner**). To perform their functions, the Commissioner and Complaints Commissioner may consult with the System Governor, the Inspector-General of Aged Care, and the Pricing Authority. The Commission builds the capability of older people and those who support them, including registered supporters, to make complaints and give feedback.

The Commissioner

The Act provides certain functions for the Commissioner. These include:

- Safeguarding functions, including to uphold the Statement of Rights, promote continuous improvement for aged care providers and their workers, ensure aged care providers' compliance with the Act, and ensure aged care workers comply with their obligations under the Act (including the Code of Conduct for Aged Care). The Commissioner monitors the delivery of Australian Government-funded aged care services, including through a complaints and feedback function (including whistleblowers), and can take enforcement actions where required when providers and/or aged care workers do not meet their legislated obligations.
- Engagement and education functions, including engaging with older people and their supporters to learn about their experiences with aged care services, and to develop best practice models for aged care providers and workers.
- Registration of providers functions, including registration, variation, suspension and revocation of the registration of aged care providers, and monitoring the delivery of funded aged care services.

The Complaints Commissioner

The Act sets out the complaint functions of the **Complaints Commissioner**. These functions include that the Complaints Commissioner upholds the Statement of Rights by maintaining processes for complaint-making about the compliance of an aged care provider, responsible person, or aged care worker with the Act. The Complaints Commissioner may also deal with and resolve complaints.

The System Governor

The System Governor undertakes many functions under the Act and is performed by the Secretary of the Department of Health, Disability, and Ageing (the department) and its delegates. The System Governor, in tandem with the department, is responsible for the operations and oversight of the aged care system. This includes facilitating equitable access to funded aged care services for older people, protecting and upholding the integrity of the aged care system and reviewing the Australian Government's administration of the system.

The System Governor also registers supporters, including suspending and cancelling supporter registrations. The main pathway to provide information to the System Governor is through **My Aged Care**.

Supported decision-making in the regulatory context

The role of a registered supporter is informed by principles of supported decision-making. This is because registered supporters help older people to make and communicate their own aged care decisions. Registered supporters must also act to promote the older person's will and preferences. Registered supporters provide support only when requested by the older person, and to the extent necessary for the older person to make their own decisions.

To this end, the registered supporter role complements the broader regulatory elements that support an older person's right to exercise choice and control in decisions that affect their life.

Supported decision-making is not dependent on registered supporters

A key change under the Act is that every older person is presumed to have the ability to make their own aged care decisions and to have those decisions respected and recognised by law. This is known as the presumption of capacity.

An older person does not have to register a supporter. Some older people might feel they are already supported by their carers and other significant people in their lives, without needing any of them to register as a supporter. These people can continue to play an important role in supporting an older person, regardless of whether they are a registered supporter. Likewise, an older person does not need to receive decision-making support from any person, service or assistive technology if they do not want or need it.

Supported decision-making principles and processes do not depend on an older person having a registered supporter. Aged care providers, responsible persons, and aged care workers should implement supported decision-making principles and processes, where appropriate, regardless of the presence or absence of a registered supporter or other person supporting an older person.

Older people should remain the centre of decision-making and decisions about their aged care.

Carers

Carers are recognised under the Act. A carer means a person who provides personal care, support and assistance to another individual who needs it because that other individual is an older individual. A carer is not a person who provides the personal care, support and assistance to the individual:

- as an aged care worker of a registered provider, or
- in the course of doing voluntary work for a charitable, welfare or community organisation, including as an aged care volunteer visitor, or
- as part of the requirements of a course of education or training.

The Statement of Principles under the Act provides that the Commonwealth aged care system recognises the valuable contribution carers make to society, consistent with the *Carer Recognition Act 2010* (Cth), and that carers should be considered partners with registered providers who deliver Australian Government-funded aged care services.

Carers may be captured where the Act, rules under the Act, and Quality Standards refer to other persons supporting an older person. Providers should engage with carers consistent with these obligations and expectations.

Supported decision-making should be everyday practice for all

Aged care providers can embed effective supported decision-making processes by making supported decision-making and accessibility a core principle of everyday service delivery.

By designing accessibility into processes and service delivery from the outset rather than as an addition for a select group of people, aged care providers can ensure that all older people they provide care and services to benefit from supported decision-making processes, while promoting consistent compliance with the regulatory model for the aged care workforce.

In practice, this might look like an aged care provider who:

- Applies policies for safety, privacy, respect, and support to all older people they provide care and services to.
- Accepts and encourages different ways of receiving, understanding, and communicating information by all older people they provide care and services to. This includes respect for all kinds of communication, including written, verbal, and non-verbal communication, and communication using assistive technology.
- Designs service delivery to minimise unnecessary complexity and friction points for all older people they provide care and services to, regardless of cognitive or physical ability. This could include
 - Clear communication, decision-making processes and options that are simple and intuitive.
 - Easy-to-understand information that can be presented in formats that suit different needs, such as large print, audio, or tactile formats.
 - Flexibility automatically built into options and timeframes for the older person to make decisions, not only when explicitly requested by an older person.
 - Recognition of and opportunities for people to change their decisions, will and preferences if they wish to do so.
 - Foundational training and ongoing uplift or refreshers for all staff who provide care and services to older people.

Effective universal and accessible design enables aged care providers to embed supported decision-making as part of normal day-to-day service delivery and helps to support the rights of all older people to make their own aged care decisions, with support if necessary. Setting this foundation through procedures, training, and environments provides a springboard from which to adapt to further supports that each older person may want or need.

Supported and substitute decision-making

The Act also recognises that an older person's decision-making ability can fluctuate and seeks to maintain an older person's involvement in their decision-making for as long as possible.

Aged care providers should continue to implement supported decision-making practices even if someone else has authority to make decisions on behalf of the older person. More information about active, appointed decision makers is outlined [below](#).

In contrast to supported decision-making, substitute decision-making includes a range of processes and regimes that involve a person making decisions on another person's behalf. This includes the legal appointment of guardians, administrators and financial managers to make a particular decision on another person's behalf under Commonwealth, state or territory arrangements.

Substitute decision-making should only be used as a last resort, when the older person has experienced or is experiencing a loss in decision-making capacity and cannot make or communicate decisions for themselves, despite provision of support.

The decision-making capacity of each person is specific to the decision they are making. This means that the decision-making ability of a person, and their capacity, should be considered in each circumstance. If an active, appointed decision maker seeks to make a

decision on behalf of an older person, they must be able to provide proof that their authority is active and they are acting within the scope of their authority. This may necessitate them providing proof that they have legal decision-making authority for that particular decision. Sometimes, they may also be asked to provide medical evidence that the older person does not currently have the ability to make that decision.

Further detail on decision-making capacity is available in the policy for [Capacity in the registered supporter context](#).

Even when another person makes a decision on behalf of the older person, the older person should remain involved and central to decisions that affect them, as far as practicable. Doing so will enable aged care providers and their workforce to give effect to their obligations under the new regulatory model in the Act.

Training

To operate under the new regulatory model, aged care providers should ensure that their workforce is trained to confidently and effectively facilitate supported decision-making as appropriate to their role in service delivery. This may include:

- understanding what the principles of supported decision-making are
- respecting an older person's right to make their own decisions, including those that involve risk
- knowing who in an older person's life is providing support, including an older person's registered supporter/s (if any), as well as other people significant to the older person or supporting them
- embracing how older people can be supported to make decisions, and
- applying supported decision-making principles and practices in everyday service delivery, including:
 - utilising environments and processes designed to be accessible for all
 - offering, accepting, and encouraging different ways of decision-making and communication
 - adapting to the supports that individuals want or need for making and communicating their decisions, where possible.

Section 152 of the Act sets out requirements relating to the aged care workforce, including that aged care workers meet any qualifications and training requirements prescribed by the rules. The Aged Care Rules 2025 (Cth) (the Rules) detail that an aged care worker of a registered provider must have appropriate qualifications, skills or experience to provide the funded aged care services that the provider delivers to older people.

Resources

There are public resources that can assist aged care providers and their workers to understand, reflect on, and embed supported decision-making in their service delivery. These include:

- Older Persons Advocacy Network (OPAN) Supported Decision-Making Toolkit: <https://opan.org.au/toolkit/supported-decision-making/>

- La Trobe University, Living with Disability Research Centre's Support for Decision Making Practice Framework Learning Resource: <https://www.supportfordecisionmakingresource.com.au/>
- University of Sydney, Cognitive Decline Partnership Centre: <https://cdpc.sydney.edu.au/research/planning-decision-making-and-risk/supported-decision-making/>.
- Disability Gateway, Supported Decision-making Hub: <https://www.disabilitygateway.gov.au/sdmhub>.
- Learning modules on the Aged Care Act, developed by the Department of Health, Disability and Ageing: <https://www.health.gov.au/our-work/aged-care-act/prepare/elearning>.
- Learning module on supported decision-making, developed by the Older Persons Advocacy Network: <https://opan.org.au/education/training-for-aged-care-professionals/>

Provider awareness of registered supporters

By understanding who an older person's registered supporters are, aged care providers can:

- help older people in their care be supported to make their own decisions, if they want support
- respect an older person's will, preferences and decisions, including who they want to be supported by and how, and
- help registered supporters to perform their roles, including sharing information with, and receiving information from, registered supporters as authorised under the Act.

There is no set timeframe in which to ascertain who an older person wants to support them. It should be a continuous practice, as part of an older person's daily care. The best way to find out how an older person wants to be supported and by whom, including any registered supporters, is by asking the older person.

My Aged Care Service and Support Portal

Aged care providers will need to be aware if an older person in their care has registered supporters, and if the status of this registration changes.

From 1 November 2025, Commonwealth-funded aged care providers can set up and maintain access to the My Aged Care Service and Support Portal (the Service and Support Portal). This means they can check whether an older person who they provide care and services to has registered supporters by accessing information from the Service and Support Portal.

The Service and Support Portal contains the following information relating to registered supporters:

- name
- relationship to the older person
- status as a registered supporter
- date registered
- aged care ID

- address, and
- contact details.

There are four service provider roles in the Service and Support Portal, with varied functionality for client-focussed and organisation-focussed tasks. These roles are Organisation Administrator, Outlet Administrator, Team Leader, and Staff Member.

Team Leaders and Staff Members can search for and view client records (for referred clients). Aged care providers are encouraged to review the role types they are using to access the Service and Support Portal, to ensure their role aligns with their intended functionality.

While all aged care providers should check the portal to establish a foundational understanding of who is supporting an older person, they should also engage in ongoing discussions with the older person as at any time there may be changes to who an older person is supported by and how.

My Aged Care will not automatically notify aged care providers if an older person has a registered supporter, or if there are changes to the status of a registered supporter. This includes where a registered supporter has been suspended or cancelled.

The My Aged Care Service and Support Portal will only display an older person's active relationships.

Further information on how to access and use the My Aged Care Service and Support Portal is available on the department's website at www.health.gov.au/resources/apps-and-tools/my-aged-care-service-and-support-portal.

Intersection with Commonwealth, state and territory arrangements

Active, appointed decision makers

The role of a registered supporter is intended to operate in parallel with existing Commonwealth, state and territory decision-making arrangements.

Some registered supporters also have guardianship, enduring power of attorney or similar legal authority for the older person. These people are appointed decision makers for the older person and can make decisions on their behalf under Commonwealth, state or territory arrangements. They can only make decisions on the older person's behalf in line with their legal authority and if that legal authority is active.

These people may be referred to as substitute decision makers or as exercising substitute decision-making authority. Under the Act, these people may be referred to as 'guardians etc'. In policy guidance, these individuals are referred to as '**active, appointed decision makers**'.

Under the Act, a person may be an appointed decision maker for an older person if they:

- have guardianship of the older person under a law of the Commonwealth, a state or a territory

- were appointed by a court, tribunal, board or panel (however described) under a law of the Commonwealth, a state or a territory, and have power to make decisions for the older person
- hold an enduring power of attorney or like power, granted by the older person, or
- are included in a prescribed class of persons in the Rules, such as restrictive practices substitute decision-makers.

Generally, an appointed decision maker's legal authority becomes active when the older person has lost, or is experiencing a loss of capacity. This means that, at times, the older person may need more intensive decision-making support.

Registration as a supporter

Active, appointed decision makers **are not required** to be registered as a supporter under the Act to exercise their Commonwealth, state or territory decision-making authority. However, registering as a supporter enables people across the aged care system, such as aged care providers and workers, to know that the older person is supported by them.

Consent to registering

Most supporter relationships are registered with the consent of both the older person and prospective supporter.

If a person wishes to rely on their authority as an active, appointed decision maker for an older person recognised under the Act, they can become a registered supporter without the older person's consent.

Limitations of authority

An active, appointed decision maker must only act in accordance with the relevant Commonwealth, state or territory arrangement and comply with any duties and obligations attached to that arrangement, regardless of their status as a registered supporter. This means that an appointed decision maker can only make decisions on behalf of the older person in line with their active, legal authority.

For example, an appointed decision maker with authority to make financial decisions only for the older person cannot make decisions about their daily lifestyle and preferences. Similarly, if an appointed decision maker's authority is only active when the older person is experiencing a loss of decision-making ability – they cannot make a decision when the older person is able to make that decision themselves.

Role description in My Aged Care Service and Support Portal

Providers can check the role description of registered supporters on the My Aged Care Service and Support Portal.

All supporters are registered under section 37(1) of the Act. However, some registered supporters also have legal authority under Commonwealth, state and territory arrangements (and have relied on that legal authority to become registered as a supporter without the older person's consent) and/or hold information entitlements under the Act. To reflect this, registered supporters are described differently in the My Aged Care Service and Support Portal.

There are three possible descriptions for registered supporters. These include:

- If a supporter was registered with the consent of the older person and the older person has also consented to certain information about them being given automatically to the registered supporter, they are labelled as a 'supporter' in the portal.
- If a supporter was registered with the consent of the older person and the older person has **not** consented to certain information about them being given automatically to the registered supporter, they are labelled as a 'supporter lite' in the portal.
- If a person is a registered supporter and relied on their authority as an active, appointed decision maker to become registered without the older person's consent, they are labelled as a 'supporter guardian' in the portal.

More information on the information sharing entitlements of registered supporters and their labelling in the My Aged Care Service and Support Portal is set out [below](#).

The portal does not provide visibility of a registered supporter's legal documentation demonstrating that they are an appointed decision maker. It also does not provide visibility of any medical evidence about the older person's decision-making ability used to demonstrate that the appointed decision maker's legal authority is active.

Providers must confirm the legal authority of all people who seek to make decisions for an older person, regardless of whether they are a registered supporter. To do so, aged care providers must check the scope of a person's legal authority and whether that legal authority is active **before** actioning a decision made by that person on behalf of the older person.

Wherever possible, providers must continue to ask and support the older person to make decisions about their aged care services and needs, even when there is a registered supporter. For decisions within the scope of any active, appointed decision maker's authority, providers may need to involve the appointed decision maker as well.

Becoming a registered supporter does not grant someone decision-making authority for an older person.

Access and information sharing

Aged care providers have obligations to ensure an older person can have access to their registered supporters. Aged care providers may also have obligations to share information with the registered supporter/s of an older person.

Access of registered supporters to an older person

Section 156 of the Act requires that aged care providers, of a kind prescribed by the rules and in accordance with the rules, must allow and facilitate access to an older person by the older person's registered supporters.

The Rules provide that this captures every kind of registered provider.

The Statement of Rights also provides that an older person has a right to access, at any time the older person chooses:

- a person designated by the older person, or
- a person designated by an appropriate authority.

This 'designated person' could be a registered supporter.

Information sharing with registered supporters

Section 29 of the Act explains that any information or document that is required or authorised to be given to an older person under, or for the purposes of, the Act must also be given to their registered supporters if:

- at the point of registration, the older person consented to automatically sharing this information with their registered supporter (labelled as a 'supporter' in the My Aged Care Service and Support Portal), or
- the registered supporter is also an active, appointed decision maker for the older person (labelled as a 'supporter guardian' in the My Aged Care Service and Support Portal).

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

Examples of information or documents that may be provided to an older person, and any registered supporters authorised to automatically receive the older person's information, from an aged care provider include:

Information about formal agreements

- Before a provider enters into an accommodation agreement with an individual, the proposed accommodation agreement and the published accommodation payments for the home (expressed as both a refundable accommodation deposit amount and a daily accommodation payment amount).
- Information to assist an older person to choose, in accordance with the older person's access approval, the funded aged care services that best meet the older person's goals and assessed needs and preferences within the limits of the resources available.
- Information about the circumstances in which the provider may cease delivery of funded aged care services and the development of a care and services plan for the older person.
- Information about the circumstances in which an older person may be asked to leave an approved residential care home and any policies or protocols of the approved residential care home that are relevant to the older person.

Information about health and care services

- Copies of the older person's care and services plan, provided:
 - once the plan is developed
 - any time the plan is updated, and
 - upon request from the older person.

A care and services plan will describe the current care needs, goals and preferences of the older person and strategies for risk management and preventative care.

If behaviour support is needed for the older person, the care and services plan will include a behaviour support plan. A behaviour support plan will include information about the older person's behaviours of concern, including relevant assessments and background information, strategies for addressing the behaviour (as alternatives to

restrictive practices), and any details relating to the assessed need for, planning, and use of [restrictive practices](#).

Financial information

- Monthly statements and final monthly statements (not residential care).
- Invoices that are clear and in a format that is understandable.
- Information about a registered provider's management and use of refundable deposits.
- Statements of audited accounts.
- An individualised budget.
- An explanation of means testing.
- Information about the financial position of a registered aged care provider.

Information about rights and complaints

- A copy of, and information about, the Statement of Rights under the Act.
- Information about making complaints and giving feedback, the protection of personal information and the Aged Care Code of Conduct.

Aged care providers should consider their own circumstances when reading and applying section 29. Aged care providers should also speak directly with older people and their registered supporters about the information they may or must be provided under the Act.

When the older person does not consent to information being given

If an older person decides not to consent to information and documents under the Act being given to their registered supporter, this is captured at the time of registration.

The prospective supporter may then be labelled as a 'supporter lite' in the My Aged Care Service and Support Portal. This would only occur where the prospective supporter also agrees to the registration. A supporter lite does not have the older person's consent to automatically be given information that may or must be given to the older person under the Act.

Aged care providers must ensure they do not share certain information automatically with a registered supporter recorded as a 'supporter lite' in the portal, as it may represent a breach of the older person's privacy.

Type and form of information

When providing information or documents to registered supporters, the information or document does not have to be in the exact form or manner as the version given to the older person. However, the information or document must include the same content and must be provided as soon as reasonably practical after being given to the older person.

This means that the form or manner in which one party to a registered supporter relationship (either an older person or registered supporter) receives information or a document does not have to be the same as the form or manner of the information or document received by the other party or parties to the relationship.

For example:

- A physical letter or report can be mailed to one party, and an electronic copy of the letter or report may be provided to another party via email.

- The date and time of a meeting with an older person can be confirmed over the telephone with one party, and confirmation of that date and time may be provided to another party via SMS (text message).
- Forms can be provided to parties translated in the language they individually prefer, including using a translator or AUSLAN or Deaf interpreter.
- Information can be read or provided in Braille to a party who identifies as blind or vision impaired, and provided to another party in a printed form.

Examples in this section are not intended to be exhaustive or prescriptive of what would be expected in any or all cases. Aged care providers should engage with each party to understand their wishes, needs, and preferences.

Documentation

Aged care providers should continue to document the decisions that older people make. This may include documenting the:

- older person's decision-making process and the will and preferences that informed their decision
- involvement of any person supporting an older person to make or communicate these decisions
- information, documents or supports provided to the older person to assist their decision-making, and
- any risks that have been identified and discussed with the older person.

If a registered supporter communicates a decision of the older person to the aged care provider, the decision and process of communicating the decision may need to be recorded in specific documents such as a Service Agreement or care plan.

The rules to the Act may include details on specific documents but have not been finalised at the time of publication. Further information will be provided about aged care providers' obligations to document their engagement with older people and their registered supporters when it becomes available.

Conflicts of interest

Under the Act, registered supporters have a duty to declare and avoid or manage conflicts of interest.

A conflict of interest arises if a registered supporter's personal interests or obligations interfere with, could compromise, or may influence the registered supporter's ability to carry out their role under the Act. This could include a conflict between the older person's interests and the registered supporter's interests.

If a real, perceived or potential conflict of interest cannot be avoided, it must be able to be managed. If the System Governor is not satisfied that a conflict of interest can be managed, the person with the conflict is unable to act as a registered supporter for the older person. This generally excludes aged care providers and their workforce from registering as a supporter for an older person they provide aged care services to.

Additionally, when engaging with registered supporters, aged care providers and workers should consider if the registered supporter is acting in a manner that complies with the duties of a supporter under the Act, including that the registered supporter declares, avoids or manages any conflicts of interest. Conflicts of interest do not have to be financial. Conflicts may also regard the personal nature of a registered supporter's relationship with the older person. For example, an older person's family members and loved ones may have a conflict of interest acting as a registered supporter, but may still be registered as a supporter if the System Governor considers that conflict can be avoided or managed, including if they are:

- potential beneficiaries of an older person's estate, where the estate assets may be impacted by the provision of aged care services, and
- adult children and spouses who are dependent on the older person for financial support, housing or other support that may be impacted by the provision of aged care services.

Where an aged care provider or worker has a complaint or concern about the conduct of a registered supporter they should raise it with the System Governor, responsible for registered supporters. This may include that the aged care provider or worker is concerned the registered supporter is abusing, influencing or benefiting from the provision of aged care services to the older person they are registered to support.

Safeguards against abuse

Aged care providers, responsible persons, and aged care workers have obligations under the Act to safeguard against abuse and misconduct. This includes responsibilities under the new regulatory model in the Act, such as in the Statement of Rights, Aged Care Quality Standards and the Code of Conduct for Aged Care. These are discussed [earlier in this policy](#).

Older people should feel comfortable and confident raising concerns relating to their aged care services with their aged care provider, including the conduct of their registered supporters.

- **For complaints relating to a registered supporter's conduct:** Aged care providers can work directly with older people, registered supporters, advocacy services, or the System Governor to manage complaints or allegations of wrongdoing or abuse perpetrated by registered supporters. Any person can raise a complaint or concern with the System Governor, responsible for registered supporters, about the conduct of a registered supporter by calling My Aged Care, or via the online electronic form, accessible on the department's [webpage for registered supporters](#).
- **For complaints relating to the provision of aged care services:** Aged care providers can work directly with an older person, their registered supporters, advocacy services, and the Aged Care Quality and Safety Commission. Older people and people supporting them can raise complaints or concerns about aged care providers, including their engagement with registered supporters, with the [Aged Care Quality and Safety Commission](#).
- If a complaint or concern relates to a **reportable incident**, aged care providers continue to have reporting and incident management obligations under the [Serious Incident Response Scheme](#).

Other resources

Aged care providers should also raise awareness of other pathways to respond to or raise allegations of abuse, neglect or misconduct that are open to an older person and people supporting them.

These include:

- the Older Persons Advocacy Network (OPAN) at 1800 700 600 and www.opan.org.au for free, confidential information and advocacy
- Elder Abuse Helpline at 1800 353 373 and www.compass.info for information on elder abuse (an Elder Abuse Action Australia initiative)
- 1800RESPECT at 1800 737 732 and www.1800respect.org.au
- state and territory tribunals (for issues relating to an appointed decision-maker under a Commonwealth, state or territory arrangement), and
- Commonwealth, state and territory police (for allegations of criminal activity).

Moving to a registered supporter relationship under the Act

My Aged Care representative arrangements

Transition arrangements were in place up to 31 October 2025 for existing regular and authorised representative relationships in My Aged Care to move under the Act as supporter relationships. If an older person had a regular or authorised representative active in My Aged Care on 31 October 2025, their representative became a registered supporter under the Act on 1 November 2025. This ensured continuity of decision-making support for older people seeking or receiving aged care services.

From 1 November 2025, a registered supporter can help the older person make decisions across aged care and interact with a range of various organisations, including aged care providers. Prior to 1 November 2025, a representative in My Aged Care could only talk to, or act in, My Aged Care.

Regular representatives in My Aged Care, authorised representatives in My Aged Care, and older people with regular representatives could opt out of their representative relationships becoming registered supporter relationships any time before 1 November 2025.

Representative arrangements under the Quality of Care Principles

Prior to the Act commencing, people were able to establish representative arrangements for older people directly with aged care providers in accordance with the *Quality of Care Principles 2014 (Cth)*.

From 1 November 2025, these representative arrangements no longer exist. These arrangements did not transition to the Act.

Before 1 November 2025, an older person and their representative under the Quality of Care Principles 2014 were encouraged to discuss if the representative should become a registered supporter. They could do this by:

- registering a regular or authorised representative relationship in My Aged Care by 31 October 2025. These relationships then transitioned to supporter relationships on 1 November 2025
- planning to register a supporter relationship from 1 November 2025.

More information on transition arrangements

Learn more about the transition arrangements that were in place before the Act commenced at www.health.gov.au/our-work/aged-care-act/about/registered-supporters-in-aged-care/transition-arrangements-for-the-new-registered-supporter-role.

A guide on the transition arrangements is also available from the Department’s website at www.health.gov.au/resources/publications/a-new-registered-supporter-role-for-aged-care-arrangements-for-the-transition-to-the-new-aged-care-act-2024.

Audience

This policy is intended for aged care providers and the aged care workforce.

Roles and responsibilities

The **System Governor** is responsible for managing the registrations of supporters. The System Governor is responsible for receiving and considering any information that might justify the suspension and cancellation of a registered supporter’s registration, as well as whether the registered supporter’s behaviour would be considered an offence under the Act. This information may be received from aged care providers.

Aged care providers, responsible persons and aged care workers play a significant role in championing and facilitating effective supported decision-making in aged care. They do so by implementing principles of supported decision-making in daily service delivery and engaging with registered supporters as required under the Act and within the regulatory environment, including by providing access and information. Providers and the workforce are also responsible for upholding their obligations under the new regulatory model in the Act.

Registered supporters are responsible for understanding their role and duties and acting in accordance with the will and preferences of the older person they are supporting. This extends to their engagement with aged care providers and the aged care workforce. There are three labels used to describe registered supporters: supporter, supporter lite, or supporter guardian.

Older people are responsible for communicating their decisions and will and preferences with their registered supporters, or other people who support them. If an older person is unhappy with the actions of their registered supporter, they can raise this with their supporter. If they cannot agree on a pathway forward, the older person can escalate a concern, complaint, or request to cancel the registered supporter’s registration with the System Governor by contacting My Aged Care. An older person can also raise any concern or complaint relating to their aged care service with their aged care provider, or the Aged Care Quality and Safety Commission.

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 \(Cth\)*](#)

[*Aged Care Rules 2025 \(Cth\)*](#)

[*Aged Care \(Consequential and Transitional Provisions\) Act 2024*](#)

[*Carer Recognition Act 2010 \(Cth\)*](#)