



Cancellation of Registration

Policy for registered supporters

Summary

This policy outlines the process for cancelling a supporter’s registration under the *Aged Care Act 2024 (Cth)* (the Act).

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	October 2025	First version published.
2	April 2026	Review of key terms and concepts to ensure consistency across the registered supporters policy library; no policy changes made.

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Policy

Registered supporters

Under the Act, older people can seek to register people who can support them to make their own decisions, if they want or need this support. These people are called registered supporters.

Registered supporters can help older people to make and communicate their own decisions about their aged care services and needs. In practice, this may include a registered supporter speaking to My Aged Care, aged care assessors, aged care providers, and/or the Aged Care Quality and Safety Commission, at the older person's request. Registered supporters can also request, access and receive information about the older person they support.

Registration

Most supporter relationships are anticipated to be registered with the consent of both the older person and prospective supporter. However, where a person is also an active, appointed decision maker for an older person with authority recognised under the Act, and they rely on that decision-making authority as part of their registration, they can register as a supporter without the older person's consent. To do this, the appointed decision maker will need to provide proof of their legal authority to make decisions for the older person and that this legal authority is active. This is likely to be legal documentation. If registered as a supporter in these circumstances, this person is called a **'supporter guardian'**. The other kinds of registered supporter that a person can be recorded as are a **'supporter'** and a **'supporter lite'**.

Not every older person will want or need someone to support them. 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 become a registered supporter. These people can continue to play an important role in supporting an older person, regardless of whether they are a registered supporter.

However, having a registered supporter lets people, like aged care providers and workers, know who an older person may want to be supported by.

Some registered supporters will also automatically be given certain information about the older person, either because:

- at the point of registration, the older person consented to sharing this kind of information with their registered supporter (i.e., they are labelled a supporter), or
- when registering, the registered supporter relied on their authority as an active, appointed decision maker for the older person (i.e., they are labelled a supporter guardian).

More information on the registration process and registered supporter roles is available in the [Registration policy](#).

The System Governor has powers to suspend and cancel a supporter's registration. This applies to all registered supporters, even if they are also the older person's active, appointed decision maker.

Suspension and cancellation processes for registered supporters are one way that the Act safeguards an older person's autonomy and welfare. These processes ensure older people can request to have their supporter's registration cancelled if they no longer want that person supporting them. It also means that any allegations of wrongdoing by registered supporters can be investigated and responded to.

Direct cancellation upon request of older person

An older person can, at any time, request that the System Governor cancel the registration of their supporter.

Requests to cancel a supporter or a supporter lite

If the request relates to the registration of a supporter who is **not** a supporter guardian, the request will be actioned. That is, the System Governor will cancel the supporter's registration if the older person requests that the registration of their supporter, or their supporter lite, be cancelled. This is called a non-discretionary decision of the System Governor.

An older person can make this request:

- by calling My Aged Care
- in person, with an aged care assessor
- in person, with an Aged Care Specialist Officer (ACSO), or
- on their My Aged Care Online Account.

Once the System Governor has cancelled the registration of the supporter, the System Governor must give written notice to the person whose 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 be able to access a copy of the older person's notification.

The notice will:

- be given as soon as practicable after the registration is cancelled, and
- include the reasons for the cancellation.

Requests to cancel a supporter guardian

An older person can request that the System Governor cancel the registration of a supporter who relied on their authority as an active, appointed decision maker to be registered. This kind of registered supporter is called a supporter guardian.

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. The System Governor must consider the older person's wishes not to have the active, appointed decision maker registered as their supporter, weighed against any available information. This is called a discretionary decision of the System Governor.

For example, the System Governor may consider whether the older person, or any other person, has raised a complaint about the supporter guardian's ability to comply with the duties of a supporter, or an allegation that the supporter guardian has caused abuse or neglect to the older person, or provided information to indicate the supporter guardian is no

longer an active, appointed decision maker for the older person or there has been a change to their decision-making authority. Each request must be considered by the System Governor on a case-by-case basis.

Notification and opportunity to provide statement

Once the System Governor receives a request from an older person to cancel the registration of their supporter guardian, that registered supporter will be notified by the System Governor. The notification will inform the supporter guardian that a request for the System Governor to cancel their registration has been made by the older person. It will be given as soon as practicable after the request is received by the System Governor.

The notification will also 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 or access. 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.

During the 28-day period where a statement of reasons can be submitted, the registered supporter is **not** considered suspended. This means that they are considered an active registered supporter for the older person and can access the older person's information on their My Aged Care Online Account. In certain circumstances, including where there is a risk to the older person's safety, the System Governor may consider and recommend that a [suspension pathway](#) is more appropriate.

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 provides 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.

Statement of reasons

If a supporter guardian wishes to make a statement, this can be provided to the System Governor in writing, by uploading the statement to the [online form](#) available on the department's webpage for registered supporters in aged care.

If the supporter guardian wishes to speak to someone about their statement, they can call My Aged Care.

The statement must include the Aged Care Identification (ACID) of the person making the statement.

There is no word limit to the statement.

Decision to cancel the registration of a supporter guardian upon an older person's request

If the System Governor decides to cancel the registration of a supporter guardian, the System Governor will notify the older person and the person whose registration was cancelled.

The notice will:

- be given as soon as practicable after the registration is cancelled, and
- include the reasons for the cancellation.

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.

Decision not to cancel the registration of a supporter guardian upon an older person's request

The System Governor may decide not to cancel the registration of a supporter guardian upon request by the older person. For example, this may occur because:

- the supporter guardian provided a statement to satisfy the System Governor that they have and will continue to comply with their duties as a registered supporter, or
- the System Governor considers an allegation of wrongdoing is unfounded.

In making the decision, the System Governor's primary consideration is the rights, safety, health, wellbeing and quality of life of the older person. This includes the System Governor considering the older person's autonomy and self-determination.

If the System Governor decides not to cancel the registration of a supporter guardian at the request of the older person, the System Governor will provide written notice to the supporter guardian and the older person. 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 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. The notice will:

- be given as soon as practicable after the System Governor's decision
- include the reasons for the decision.
- include how the older person may apply for reconsideration of the decision.
Reconsideration of a decision is known as internal review.

Direct cancellation upon request of the registered supporter

A registered supporter can request that their registration be cancelled at any time. A registered supporter can make this request:

- by calling My Aged Care
- in person, with an aged care assessor
- in person, with an Aged Care Specialist Officer (ACSO), or
- on their My Aged Care Online Account.

This is a non-discretionary decision of the System Governor. As such, the supporter's registration will be cancelled. This applies regardless of whether the registered supporter is a supporter, a supporter lite, or a supporter guardian.

Once the System Governor has cancelled the registration of the supporter, the System Governor must give written notice to the person whose 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 be able to access 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 person whose registration has been cancelled 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.

The notification will be given as soon as practical after the System Governor's decision and will include the reasons for the cancellation. 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.

Once 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.

Suspensions

Cancellation following a request by the older person or the registered supporter is considered a direct cancellation pathway. This means there is a direct movement between the status of the supporter's registration from 'active' to 'cancelled'.

Alternatively, a suspension process is an indirect cancellation pathway. This is because the status of a supporter's registration can move from 'active' to 'suspended' to 'cancelled'.

All registered supporters can be suspended, and ultimately have their registration cancelled following suspension. This includes a supporter, supporter lite, and supporter guardian.

Differences between direct cancellation and suspension

There are some key differences between direct cancellation and suspension processes. These are outlined in detail at Table 1. In summary, a suspension process differs from direct cancellation in that it:

- can be undertaken by the System Governor without a request from an older person,
- involves a change of a supporter’s registration status to ‘suspended’ during the 28-day period that the registered supporter and older person are provided an opportunity to provide statements, if they wish to do so,
- removes the suspended supporter’s access to the older person’s information in their My Aged Care Online Account during the 28-day period, and
- affords a person a right of internal review if their registration as a supporter is cancelled following suspension.

The suspension process will usually be followed if the System Governor:

- has not received a request to cancel the registration of a supporter from the older person or the registered supporter themselves, but
- has received information that justifies a suspension.

At any time, the System Governor may also consider it more appropriate to pursue a suspension rather than a cancellation for a supporter guardian relationship, even when a cancellation request has been made by an older person. For example, the System Governor may consider that there is, or is likely to be a risk to the older person’s welfare if, during the 28-day period given to them to make a statement to the System Governor, the registered supporter continues to:

- have access to the older person’s information in the My Aged Care Online Account, or
- be recorded as their active registered supporter.

On this basis, the System Governor may recommend proceeding with a suspension pathway, where the older person has requested their supporter’s registration be cancelled.

If there is, or is likely to be, a risk to the older person’s welfare, the System Governor may also decide to disclose information about the alleged conduct of a registered supporter to relevant persons or bodies. This may include aged care providers, law enforcement bodies or personnel, and persons or bodies responsible for the regulation of Commonwealth, state or territory decision-making arrangements. This can include information relating to the conduct of an older person’s active, appointed decision maker, regardless of whether they are also the older person’s supporter guardian.

Table 1: Key differences between the processes for cancellation requests and suspensions.

Cancellation request from:	Cancellation request from:	Suspension
<ul style="list-style-type: none"> • an older person: about their supporter or supporter lite, or 	<ul style="list-style-type: none"> • an older person: about their supporter guardian 	

<ul style="list-style-type: none"> a registered supporter 			
Initiated by	Either the older person or registered supporter	The older person	The System Governor, based on information provided by any person
Status as a registered supporter	Cancelled as soon as practical after request received	The supporter guardian's status is not changed during the 28-day period given to the supporter guardian to provide a statement	The suspended supporter's status is changed from 'active' to 'suspended' and their registration has no effect during the 28-day period given to the suspended supporter and older person to provide statements.
Access by registered supporter to the older person's My Aged Care Online Account	Removed as soon as practical after request received	The supporter guardian does continue to have access to the older person's information in their My Aged Care Online Account during the 28-day period given to the supporter guardian to provide a statement	The suspended supporter does not have access to the older person's information in their My Aged Care Online Account during the 28-day period given to the suspended supporter and older person to provide statements
Right to review if registration is cancelled	No right to internal review	No right to internal review	Person whose registration was cancelled has a right to internal review
Right to review if registration is not cancelled	N/A – request will be actioned	Older person has right to internal review	No person has a right to internal review

Any person or body can provide information

Anyone can raise a complaint or concern about a registered supporter.

The System Governor can receive information from any person or body relating to the conduct of a registered supporter. This includes older people and those who support them, members of the public, health professionals, aged care providers and workers, and independent aged care advocates.

If you want to raise a complaint or concern about a **registered supporter**, there is an [online form](#) on the department's webpage for registered supporters in aged care.

If you would like more support in making a complaint, you can call My Aged Care at 1800 200 422.

System Governor can make enquiries

The System Governor can make enquiries with any person or body if the System Governor reasonably believes that the person or body has information or documents relevant to the System Governor's functions. This may include where the System Governor believes that a person or body has information relating to the conduct of a registered supporter that may justify the suspension of their registration as a supporter.

Reasons for suspension

The Act sets out the circumstances in which the System Governor can suspend a registered supporter.

The System Governor may suspend the registration of a supporter if the System Governor reasonably believes at least one of the following:

- The registered supporter has caused, or is likely to cause, physical, sexual, financial, psychological or emotional abuse or neglect to the older person.
- The registered supporter has misused information provided to them under the Act.
- The registered supporter has not complied with, or is not able to comply with, a duty of registered supporters.
- The registered supporter has informed the System Governor that there has been, or is likely to be, an event or change of circumstances that is likely to affect:
 - the ability or capacity of the registered supporter to act as a supporter, including complying with their duties under the Act
 - the ability of the System Governor to contact the registered supporter for the purposes of the Act, or
 - the ability or capacity of the registered supporter to comply with notices given to, and imposing requirements on, the registered supporter by the System Governor under, or for the purposes of, the Act.
- There has been a change in relation to an active, appointed decision maker or their decision-making authority for the older person under a Commonwealth, state or territory arrangement. This includes the nature of the appointed decision maker's authority.

Notification of suspension

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 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 notification will be given as soon as practical after the System Governor's decision 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 the 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.

Statement of reasons

If a suspended supporter or older person wishes to make a statement of reasons, these can be provided to the System Governor in writing by uploading the statement to the [online form](#) available on the department's webpage for registered supporters in aged care. The statement has no word limit but must include the Aged Care Identification (ACID) of the person making the statement.

If an older person or suspended supporter wishes to speak to someone about their statement, they can call My Aged Care.

Registration has no effect while suspended

While suspended, a supporter's registration is not in effect. This means that a registered supporter cannot receive or access information or documents about the older person in their capacity as a registered supporter. It also means that the registered supporter cannot support the older person to communicate information or decisions, in their capacity as a registered supporter. As part of this, a suspended supporter will not have access to the My Aged Care Online Account of the older person they had been registered to support.

However, the suspension of a person's registration as a supporter does not automatically affect Commonwealth, state or territory legal decision-making arrangements. This means that if a registered supporter is also an older person's active, appointed decision maker, their suspension as a supporter does not in itself affect their ability to make decisions for the older person within the scope of their legal authority under a Commonwealth, state or territory arrangement.

The System Governor may, however, decide to disclose information about the alleged conduct of a registered supporter to persons or bodies responsible for those Commonwealth, state or territory decision-making arrangements.

Decisions following suspension

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 and decide whether to cancel the registration. The decision will be made as soon as practical after receiving the statement. However, in most cases the System Governor will wait for the full 28-day period to expire before making a decision to allow both parties to submit a statement if they wish to.

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. The decision will be made as soon as practical after the 28-day period.

Decision to cancel a suspended registration

If the System Governor decides to cancel a supporter's registration after suspension, the System Governor must give written notice to the older person and the person whose supporter registration has been cancelled. 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 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 an internal review of a decision can be requested.

Someone whose registration has been cancelled has a right to seek internal review of decisions by the System Governor to cancel their registration when the person's registration has been cancelled following suspension, regardless of whether a statement was provided.

Decision not to cancel a suspended registration

The System Governor may decide not to cancel a suspended person's registration. This may occur because the suspended person provided a statement to satisfy the System Governor that they have and will continue to comply with their duties as a registered supporter. Alternatively, an allegation of wrongdoing may be considered unfounded or unwarranted. In making the decision, the System Governor's primary consideration is the safety, health, wellbeing and quality of life of the older person. This includes the System Governor considering the older person's autonomy and self-determination.

If the System Governor decides not to cancel the suspended person's registration, the System Governor will revoke the suspension. The status of the suspended person's registration will come back into effect and will change from 'suspended' to 'active' in their My Aged Care Online Account. It will also be visible on the older person's My Aged Care Online Account. This means that any other person who has access to the older person's My Aged Care Online Account will have visibility of this status.

The System Governor will provide written notice of the decision to the older person and supporter as soon as practical. 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.

Consequences of cancellation

When a person's registration as a supporter has been cancelled, the person's status as a registered supporter will change to 'cancelled'. This will be visible on their personal My Aged Care Online Account. It will also be visible on the older person's My Aged Care Online Account. This means that any other person who has access to the older person's My Aged Care Online Account will have visibility of this status.

Registration no longer has effect

Once cancelled, a supporter's registration is no longer in effect. This means that the person:

- cannot receive or access information or documents in their capacity as a registered supporter
- cannot communicate information or the decisions of the older person in their capacity as a registered supporter
- will no longer have access to the My Aged Care Online Account of the older person they had been supporting.

The person whose registration has been cancelled may still have access to information and documents that relate to the older person if they had access to it prior to the cancellation of their registration and it is available to them on a platform other than their My Aged Care

Online Account. For example, they will continue to have access to information or documents they have received as a physical letter, via email, or which they have downloaded.

However, it is an offence for a former registered supporter to use any information they obtained in their capacity as a registered supporter with the intention of dishonestly obtaining a benefit for themselves or any other person, or dishonestly causing a detriment to another person. The offences for current and former registered supporters are detailed later in this policy.

Commonwealth, state and territory arrangements

The cancellation of a person's registration as a supporter does not automatically affect Commonwealth, state or territory legal decision-making arrangements. This means that if a registered supporter is also an older person's active, appointed decision maker, their cancellation as a registered supporter does not in itself affect their ability to make decisions for the older person within the scope of their legal authority under a Commonwealth, state or territory arrangement.

The System Governor cannot revoke or alter a legal instrument or arrangement that grants a person decision-making authority for an older person. The power to do so sits with either the older person themselves (if they have capacity) or the relevant Commonwealth, state or territory authority.

However, the System Governor may decide to share information relating to the conduct 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).

This may include where the System Governor:

- Reasonably believes that the disclosure is necessary to mitigate or prevent a serious threat to the safety, health or wellbeing of an older person seeking to access, or accessing, funded aged care services.
- Reasonably believes that the disclosure is for the purpose of, or in relation to, reporting a past threat to an older person's life, health or safety to certain entities.
- Makes a written determination certifying that it is necessary in the public interest.

Future applications to register

Once a person's registration is cancelled, they may at any time apply again to be a registered supporter to any older person. In considering the application, the System Governor must consider whether the prospective supporter can comply with their duties under the Act. The System Governor can take into account any previous suspensions and/or cancellations, including the circumstances surrounding those suspensions and/or cancellations.

Offences

The System Governor may consider whether the conduct of a person may be considered an offence under the Act.

It is an offence for a current registered supporter to use their position, including exercising influence as a registered supporter, engaging in conduct as a registered supporter, or using information obtained as a registered supporter, with the intention of dishonestly obtaining a benefit for themselves or any other person, or dishonestly causing a detriment to another person.

If a person's registration as a supporter has been cancelled, they continue to have a duty regarding their use of information. It is an offence for a former registered supporter to use any information they obtained in their capacity as registered supporter with the intention of dishonestly obtaining a benefit for themselves or any other person, or dishonestly causing a detriment to another person.

The System Governor may decide to share allegations of criminal activity with law enforcement bodies or personnel as appropriate.

Aged care providers

The System Governor will not automatically send aged care providers notifications relating to changes in the registration of supporters. This includes suspensions and cancellations. Aged care providers should take reasonable steps to keep up-to-date records of an older person's registered supporters.

They can do this by asking the older person and by checking the status of registered supporters on the My Aged Care Service and Support Portal. Older people and their registered supporters are also encouraged to inform aged care providers of changes in their circumstances.

Further details are available in the [provider policy for registered supporters](#).

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 with My Aged Care and the broader aged care system.

This policy applies to older people and their registered supporters, including if their registration is suspended or cancelled.

Roles and Responsibilities

The **System Governor** is responsible for receiving and assessing any requests for the cancellation of a registered supporter from an older person or the registered supporter themselves. The System Governor is also responsible for considering any information they have received that may justify the suspension of a registered supporter. The System Governor is responsible for notifying relevant parties of cancellation requests and decisions to cancel or suspend a supporter's registration. The System Governor is also responsible for

taking any available information, including prior suspensions or cancellations, into account when considering future registration applications.

Registered supporters are responsible for understanding their role and duties. Registered supporters must inform the System Governor of any changes in their circumstances that may affect their ability or capacity to act as a registered supporter, including compliance with the duties of a registered supporter, communicate with the System Governor, or comply with any notices given to the registered supporter by the System Governor. Additionally, registered supporters are responsible for engaging in any suspension and cancellation processes that involve them. **Supporter guardians** may also have additional responsibilities under the Commonwealth, state or territory legal arrangement they have relied on to become registered as a supporter guardian.

Older people are responsible for communicating with their registered supporters and directing them to act as they wish. If an older person is unhappy with the actions of their registered supporter and consider they have not or cannot comply with their duties, they should raise this with the registered supporter. If they cannot agree on a pathway forward, the older person can escalate a concern, complaint, or request to cancel the supporter's registration with the System Governor.

Aged care providers and workers are responsible for upholding their obligations under the Act and have broader responsibilities relating to safeguarding the welfare of older people that they provide aged care services to. They should take steps to be aware of an older person's registered supporters, including where a supporter's registration is not in effect because of a suspension or cancellation.

State and territory courts, boards or tribunals may make, review, revoke or amend decision-making arrangements under state or territory law.

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 \(Cth\)](#)