



# Information Sharing

## Policy for registered supporters

### Summary

This policy outlines information sharing requirements relating to registered supporters under the *Aged Care Act 2024 (Cth)* (the Act). Information sharing requirements apply to any person or body who, under the Act, provides information to an older person with registered supporter(s).

### 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

The Act establishes a legal framework for the registration of supporters, which will help embed supported decision-making across the aged care system.

**Under the Act, older people can seek to register people who can support them to make decisions, if they want or need this support. These people are called registered supporters, including in My Aged Care.**

When doing something to support an older person, registered supporters must act in a way that promotes the older person's will and preferences. This is taken to be the older person's **known** will and preferences. Registration as a supporter does not give someone the power to make decisions on behalf of an older person.

This policy applies to information sharing with registered supporters. It does not comment on the sharing of information with any other person or body like aged care providers, aged care workers, or other people supporting an older person.

Further information on the role of a registered supporter is available in the [Registered supporters policy](#).

## Supported decision-making and information

Information sharing can be a key element of the registered supporter relationship. Having information and documents can help to facilitate an effective supportive relationship between a registered supporter and the older person they are supporting.

If a registered supporter cannot access information about the older person they support, they may be unable to perform their role; that being, to help the older person make and communicate their decisions, in line with the older person's known will and preferences.

However, someone can still be registered and perform their role as a supporter without having the authority to automatically access or receive information about the older person they support.

This is because, in most cases, a registered supporter relationship will be established with the mutual consent of the older person and their prospective supporter. In these circumstances, the older person will also be asked to consent to automatically sharing with their registered supporter information and documents that may or must be given to them under the Act. An older person can decide not to consent to this, but to still have a registered supporter.

## Older person's consent to sharing certain information

Based on the consent an older person gives while registering a supporter, there are three labels given to registered supporters: a supporter, a supporter lite and a supporter guardian.

- A **supporter** has been registered with the consent of the older person. The older person has **also** given consent for the registered supporter to automatically be given certain

information about them. This is information that, under the Act, may or must be provided to an older person.

- A **supporter lite** has been registered with the consent of the older person, but the older person has **not** given consent for the registered supporter to automatically be given certain information about them. Instead, the older person can direct their supporter lite to request, access or receive certain information on a case-by-case or ad hoc basis in line with their known will and preferences once registered.
- A **supporter guardian** has the same role and duties of a supporter. This includes that they will automatically be given information and documents that, under the Act, may or must be given to the older person. However, a supporter guardian **also** has guardianship, enduring power of attorney or similar legal authority for the older person and relied on their legal authority for the older person in registering as a supporter guardian. These people are appointed decision makers for the older person and can make decisions on their behalf under Commonwealth, state or territory arrangements. An appointed decision maker can only make decisions on the older person's behalf in line with their legal authority and if that legal authority is active.

Where a registered supporter is authorised to access or receive information or documents under the Act, they do not need to request the information or document. The Act provides it should be automatically provided to them after it is given to the older person, for example, by the System Governor or the older person's aged care provider. This is an obligation on the person or body who under the Act may or must provide the information or document to the older person.

However, all registered supporters may request, access and receive information, in line with the older person's known will and preferences. This could happen if a supporter lite is seeking information or documents, or where any registered supporter seeks information or documents that, under the Act, are not documents that may or must be provided to the older person. In these cases, before providing the information or document, the person or body who holds the information or document must be satisfied there is a legal basis to provide it to the registered supporter. An example of a legal basis is that the older person has consented to their registered supporter having that information or document.

## Consent to information sharing when establishing a relationship is all or nothing

When an older person consents to automatically sharing information with their registered supporter, they are consenting to sharing **all** information and documents that may or must be provided to them under the Act. The older person's consent to automatic information sharing at the point of requesting to register is given on an all or nothing basis.

This means that, at the point of registration, an older person cannot choose for some, but not other, information to be automatically given to their registered supporter. For example, when requesting to register a supporter, the older person cannot consent to financial information being automatically given to their registered supporter, but not information about personal care.

A 'supporter lite' registration represents where the older person has not consented to **any** information being automatically given to their registered supporter.

## **Changing consent to information sharing**

If an older person consented to both registering and automatically sharing information with their supporter, they can at any time change or withdraw the consent they previously provided. This is the consent they provided at the point of registering a supporter relationship. Inversely, an older person can elect not to consent to automatically sharing information with their registered supporter when registering the relationship but provide it later. In these circumstances, the type of relationship recorded would oscillate between 'supporter' and 'supporter lite'.

Further to this, if an older person has established a supporter lite relationship and, in the course of being supported, wants their supporter lite to receive a certain piece of information or document (but does not want to change their initial consent to automatic information sharing), they may still direct that their supporter lite can request and receive information on an ad hoc basis once registered. This would require the older person to provide express and informed consent each time they want their supporter lite to receive information or a document.

## **Supporter guardian authorisation to receive information**

If an older person has a supporter guardian, that supporter guardian will automatically receive information and documents that may or must be given to the older person under the Act, regardless of the older person's consent.

Importantly, the supporter guardian is authorised to receive all information and documents that may or must be given to the older person under the Act. In their capacity as a registered supporter, the supporter guardian is not limited to receiving only information and documents directly relevant to their authority as an active, appointed decision maker. For example, this means that if a supporter guardian's authority to make decisions on behalf of the older person is limited to financial matters only, despite this, they will receive access to information or documents about personal care and other matters.

While consent from an older person is not required to register a person as their supporter guardian, an older person can request to cancel the registration of their supporter guardian at any time. They can make this request to the System Governor.

Further information on the processes for cancelling supporter registrations is available in the [Cancellation of Registration policy](#).

## **Multiple supporters**

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

## **Forms in which information and documents may be provided**

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. For example:

- A physical letter or report can be mailed to an older person, and an electronic copy of the letter or report may be provided to the registered supporter via email. For example, this could be the outcome of an internal review of a reviewable decision.
- An aged care provider may confirm the date and time of a meeting with an older person over the telephone, and confirmation of that date and time may be provided to a registered supporter via SMS (text message).
- Forms can be provided to an older person and their registered supporter translated in the language they each prefer, including the older person or registered supporter using a translator, AUSLAN or Deaf interpreter.
- Information can be read or provided in Braille to an older person who identifies as blind or vision impaired, and provided to a registered supporter in a printed form.

## Opting out of receiving information

Automatically giving a registered supporter information or documents that may or must be given to an older person does not mean that the older person no longer has the right to receive that information or document. Registered supporters receive copies of information and documents that were provided to the older person; they do not receive information or documents in place of the older person.

However, it is possible for registered supporters and older people to **opt out** of receiving information and documents.

When registered supporters request to opt-out of receiving information or documents, this means they elect not to automatically receive information or documents they would otherwise be authorised to. Registered supporters will need to communicate their preference to stop automatically receiving information or documents with each person or body they have been receiving them from or are entitled to receive them from.

For example, if they wish to stop receiving information and documents in their engagement with My Aged Care, they must request this from My Aged Care. If they wish to do this in their engagement with an aged care provider, they should request this directly with the provider.

Older people may also elect not to receive information or documents, and instead ask that only their registered supporter receives the information or documents. If a registered supporter is also an older person's active, appointed decision maker, they can request to suppress information to the older person they support, if doing so is in line with their legal authority. This may happen, for example, if the information is causing distress to the older person.

Sometimes, an older person or registered supporter will be given information regardless of their previously communicated preferences. For example, the System Governor will seek to provide a notification to a registered supporter if their registration is suspended, even if they have asked not to be contacted. This is because the Act requires the System Governor to issue a notification to the registered supporter and older person when a supporter's registration is suspended.

Persons performing functions under the Act will consider the specific circumstances to decide whether they have information sharing obligations with older people or registered supporters that must be discharged, regardless of an older person or registered supporter's preference not to receive information.

## Information sharing does not include information about means testing

Registered supporters will **not** automatically receive information and documents that may or must be provided to an older person under the Act if the information or documents relate to means testing. This is because means testing activities are carried out on behalf of the System Governor by separate agencies. These include Services Australia and the Department of Veterans' Affairs.

These agencies administer representative and nominee schemes that are separate to the registered supporter role. If an older person wants or needs support engaging with these agencies, or accessing information held by these agencies, they must engage with those separate schemes.

If you would like support with means testing and access to your information, you can visit a Services Australia centre where a General Service Officer can help you, or you can book an appointment with an Aged Care Specialist Officer. You can call Services Australia on 1800 227 475 to book a face-to-face appointment.

More information about income and means testing can be found on the [My Aged Care](#), [Services Australia](#) or [Department of Veterans' Affairs](#) (DVA) websites. If you're receiving a means tested income support payment from DVA, you can contact DVA through their [general enquiries pathways](#) to discuss your aged care costs.

## Information that may or must be given to the older person under the Act

In this policy, information sharing refers to the sharing of information that may or must be given to the older person under the Act. While this policy cannot map out all information and documents that may or must be given to an older person under the Act, the following sections provide some examples. These include information and documents provided to an older person under the Aged Care Rules 2025, made under the Act.

### Information and documents from the System Governor

Under the Act, the System Governor is obliged to provide certain information and documents to an older person accessing or seeking to access funded aged care services.

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. In practice, delegates of the System Governor include, but are not limited to, departmental officials, aged care needs assessors, and parts of the My Aged Care workforce.

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 the System Governor include notifications relating to:

- an older person's registered supporters (including registration, suspension, and cancellation)
- eligibility for aged care needs assessments and reassessments
- approval decisions for access to funded aged care services
- classification decisions
- prioritisation decisions
- place allocation, and
- the outcome of an internal review of a decision.

## Information from aged care providers

Under the Act, aged care providers are obliged to provide certain information and documents to older people accessing or seeking to access funded aged care services. The information or documents to be provided may be subject to the aged care provider's registration category, and/or where funded aged care services are being delivered.

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.

Older people and their registered supporters should speak directly with the older person's aged care providers about the information they may or must be provided under the Act.

### ***Historical information and documents***

A supporter or supporter guardian's information entitlements will likely begin at the point in time the supporter is registered. However, it can also begin at a later point. This might occur if the older person gave consent to their registered supporter automatically receiving their information and documents at a time after registration. A supporter or supporter guardian's authorisation to automatically receive information may include the receipt of the older person's historical information. That is, information that has already been provided to the older person before the supporter or supporter guardian was registered or otherwise authorised to automatically receive the information.

The older person is informed about the possible receipt of historical information when being asked to consent to information sharing.

## **Additional information and documents not provided under the Act**

Registered supporters can request additional information or documents about the older person they support from any person or body, in line with the known will and preferences of the older person they support. This includes information or documents that is not required by the Act to be given to the older person. As it is not mandated under the Act, it is not automatically provided to a registered supporter.

Examples of these kinds of information and documents may include:

- Monthly Care Statements (residential care)
- daily activity schedules
- weekly meal plans

- provider newsletters, or
- information about special events or occasions.

In these cases, the person or body who holds the information or document must be satisfied that the registered supporter is requesting it in line with the older person's known will and preferences, and there is a legal basis to provide the information or document to the registered supporter.

## Responsibilities to protect information

### Registered supporter responsibilities

Registered supporters who receive information in their capacity as a registered supporter must only use the information for the purposes of their role under the Act (that is, as a registered supporter). If they are a supporter guardian, they must also only use the information or documents in a manner consistent with their duties under the Commonwealth, state or territory arrangement under which they have decision-making authority for the older person.

It is an offence under the Act for a person who, in their capacity as a registered supporter, exerts influence, takes an action under the Act or uses any information with the intention of dishonestly obtaining a benefit or causing harm to themselves or another person. It is also an offence under the Act for a former supporter to use information obtained in their capacity as a supporter with the intention of dishonestly obtaining a benefit or causing harm for themselves or another person.

### Aged care provider responsibilities

Aged care providers have responsibilities to protect the personal information of an older person to whom the provider delivers funded aged care services. Except with the consent of the older person, an aged care provider cannot disclose the personal information of an older person to any other person in any circumstances other than the following purposes:

- The delivery of a funded aged care service to the older person by the provider.
- The delivery of a funded aged care service to the older person by an associated provider of the registered provider.
- For which the personal information was given by or on behalf of the older person.
- Complying with an obligation under the Act.

Sharing information and documents that may or must be given to an older person under the Act with that person's supporter or supporter guardian, in accordance with the Act, is an obligation of an aged care provider.

## Audience

This policy is intended for older people and those people who support them including registered supporters. It also applies to aged care providers, workers, and any other person or body providing information to an older person under the Act.

# Roles and Responsibilities

The **System Governor** is responsible for recording details of an older person's registered supporters, including whether the older person has provided consent for their registered supporters to automatically receive information and documents that must be provided from the System Governor to the registered supporter. The System Governor is responsible for providing information and documents, that must be provided under or for the purposes of the Act, to older people and their registered supporters, when authorised.

**Aged care providers and workers** are responsible for sharing information and documents relating to the older person with the older person and their registered supporters who are authorised under the Act to automatically receive the information and documents.

**Aged care needs assessors** are responsible for sharing information and documents relating to the older person only with the older person, their supporters if the older person has consented to those supporters receiving that information, and their supporter-guardians.

**Registered supporters** are responsible for understanding their role and duties in relation to information sharing. Registered supporters are also responsible for using that information only for the purposes of the Act and, if they are a supporter-guardian, in accordance with their duties under the relevant Commonwealth, state or territory arrangement.

**Older people** are responsible for communicating with their registered supporters and directing them to act in accordance with their known will and preferences. This includes about the information they would like their registered supporters to receive or have access to.

**Services Australia** and the **Department of Veterans' Affairs** are responsible for undertaking aged care calculations for the cost of care. This means these agencies calculate what an older person will pay towards their aged care costs. This is referred to as income and means testing. These agencies also administer representative and nominee schemes that are separate to the registered supporter role.

## Contact

For any further information on this policy, please contact:

Supported Decision-Making Section

**Email:** [SupportedDecisionMaking@Health.gov.au](mailto: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 \(Consequential and Transitional Provisions\) Act 2024](#)

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