



# Registration policy

## Policy for registered supporters

### Summary

This policy outlines the process to make a request to register a supporter under the *Aged Care Act 2024* (Cth) (the Act). This policy also includes information that should be considered before or during making a registration application.

This policy also explores the broader concept of supported decision-making in aged care which underpins the role and purpose of registered supporters.

### 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.

# Contents

- Summary ..... 1
- Version history ..... 1
- Policy ..... 3
  - Supported decision-making..... 3
  - Registered supporters..... 3
  - Role and types of registered supporters..... 3
    - Actions registered supporters can undertake..... 5
    - Consent and declarations..... 5
  - Other roles involved in decision-making processes..... 7
  - Acting jointly and severally..... 9
  - Dispute resolution ..... 9
  - Concerns or complaints about registered supporters ..... 9
    - Supporting multiple older people ..... 9
    - Duties of a registered supporter ..... 9
  - Benefits of registration .....10
    - Safeguards from abuse .....10
    - Information and privacy considerations .....10
  - Eligibility.....11
    - All registered supporters.....11
    - Supporter guardian eligibility .....12
  - How to apply to register .....14
    - Registration by the System Governor.....14
    - Pathways of registration .....14
  - Notifications and reviews .....16
    - Declined applications for registration.....17
    - Notifications to other registered supporters .....17
    - Providers and workforce.....17
- Audience .....18
- Roles and responsibilities.....18
- Contact.....18
- Definitions .....19
- Related legislation .....19

# Policy

## Supported decision-making

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 starts from the understanding that everyone can make decisions and can be supported to do so. It involves asking if an older person would like supports, and if so, what supports an older person wants to make a decision. As such, it focuses on older people being supported, only to the extent necessary, to make their own aged care decisions.

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

Supported decision-making is about supporting an older person to make or communicate their own decisions. It does not involve making a decision on behalf of an older person based on what someone else thinks the older person would have done or wanted in the circumstances.

## 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 known will and preferences. Registration as a supporter does not afford someone the power to make decisions on behalf of an older person.

In a supported decision-making approach, the older person's decision is paramount. Decisions older people are supported in making may be based on their will and/or preferences.

## Role and types of registered supporters

Registered supporters 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 in line with the older person's will and preferences.

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

- A **supporter** is a registered supporter who 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** is a registered supporter who 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. For example, the supporter lite will not be given access to information about their older person through their My Aged Care Online Account.

Note: 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, this means that 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. The older person's consent to automatic information sharing at the point of requesting to register is given on an all or nothing basis. A 'supporter lite' registration represents where the older person has not consented to *any* information being automatically given to their registered supporter. However, the older person may still direct that their supporter lite can request and receive information on an ad hoc basis once registered.

- A **supporter guardian** is a registered supporter who 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.

If a supporter guardian is supporting the older person to make a decision that falls outside the scope of their Commonwealth, state or territory arrangement, they must **not** make the decision on the older person's behalf. They should instead allow the older person to make that decision, and if the older person wants support, adopt principles of supported decision-making and support the older person to make their own decision, in line with the duties of a registered supporter.

## Actions registered supporters can undertake

The following table summarises the different types of registered supporters and what they can do to support an older person:

	Two party consent	Two party consent	One party consent
	Supporter	Supporter lite	Supporter guardian
Can help an older person make and communicate their own aged care decisions	✓	✓	✓
Must comply with the duties of a registered supporter, including to avoid or manage conflicts of interest	✓	✓	✓
Will be given certain aged care information about the older person automatically	✓	✗	✓
Can request aged care information about the older person	✓	✓	✓
Can make decisions on behalf of the older person, in line with their active authority under Commonwealth, state or territory arrangements	✗	✗	✓

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 help them make or communicate their decisions.

## Consent and declarations

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

However, where a person is also an active, appointed decision maker and wishes to rely on their legal authority for the older person when registering, they can register as a supporter without the older person's consent. To do this, the appointed decision maker will need to prove they have legal authority to make decisions for the older person and that their legal authority is active. This is likely to be legal documentation.

Generally, an appointed decision maker's legal authority becomes active when the older person has experienced or is experiencing a loss in decision-making ability and cannot make or communicate decisions for themselves, despite provision of support. In this instance, the appointed decision maker may also need to provide medical evidence about the older person they want to support to show their authority is active.

Active, appointed decision makers are encouraged to discuss their intent to apply to register as a supporter with the older person they have decision-making authority for. If a person is registered as a supporter without the consent of an older person, the older person will be notified and given an opportunity to seek reconsideration of the decision.

Older people and prospective supporters are also asked, as part of registration, to declare that they understand the role and duties of a registered supporter, are voluntarily registering to be or to have a registered supporter, and that the information they provide to My Aged Care is accurate, complete and correct. They are also asked to declare that they understand any terms and conditions of registering with My Aged Care.

Detail on the consent and declarations involved in the registration of a supporter relationship can be found on the [Registration of a Supporter form](#).

### ***Older person's consent cannot be coerced***

If you are supporting an older person to complete and submit a request for registration, it must be the older person who consents to registering a supporter, and to that supporter automatically being given certain information under the Act. Older people cannot be pressured to register a supporter; their consent must be informed, given voluntarily and free from duress.

If the System Governor considers that an older person's consent may not have been given freely, they can make enquiries with the older person and others. These enquiries can be made during the registration process, or once a supporter is registered.

If a registered supporter is found to have coerced an older person to provide their consent, the System Governor may suspend, and ultimately cancel, the supporter's registration.

An older person can revoke or change their consent at any time. For example, an older person can:

- request that their supporter's registration be cancelled,
- remove consent for their registered supporter to be automatically given certain information about them.

If an older person withdraws consent for their registered supporter to be automatically provided certain information about them, the supporter's registration type will be recognised as 'supporter lite'.

The System Governor may consider it necessary to inform relevant Commonwealth, state, and territory authorities if they believe a person has established, or is attempting to establish, a registered supporter relationship by use of force, coercion, fraud, or other dishonest means. The System Governor could consider this necessary if they reasonably believe that sharing this information is:

- necessary to mitigate or prevent a serious threat to the safety, health, or wellbeing of the older person, or
- necessary for the enforcement of criminal law.

### ***No requirement to have a registered supporter***

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 registered as a supporter.

### ***Multiple registered supporters***

An older person may have more than one registered supporter. This could be any combination of registration types - supporters, supporter lites or supporter guardians.

The Act recognises that a person's ability to make a decision and communicate their will, preferences and decisions may change from day to day or over time, depending on the decision being made. This is called fluctuating decision-making ability. The support that an older person may want or need might change for each decision the older person makes or communicates, and in different circumstances. The ability to have multiple registered supporters enables an older person to have an array of registered supporters, who can provide tailored support in decision-making at the older person's direction.

## **Other roles involved in decision-making processes**

The registered supporter role does not cover all aspects of an older person's life and care. For example, the registered supporter role does not extend to aged care means testing.

As such, an older person may have a combination of registered supporters and other people appointed under other Commonwealth, state or territory schemes who are involved in their decision-making processes.

For example, an older person may have a registered supporter for the purposes of aged care (excluding means testing), and a nominee or representative for social security matters who is appointed by Services Australia or the Department of Veterans' Affairs. This nominee or representative can be the same person as the older person's registered supporter, or it may be someone different. If different, these people should work together to support the older person to make decisions in their life. The process for registering as a nominee or representative for other matters occurs with those relevant agencies, separate to registering as an older person's supporter under the Act through My Aged Care.

The following table outlines some examples of other roles that may be involved in an older person's decision-making process and how those roles engage with the registered supporter role:

Example of other roles	Engagement with registered supporters
<p>Other nominees or representatives, including:</p> <ul style="list-style-type: none"> <li>○ Arrangements administered by <a href="#">Services Australia</a>, including <ul style="list-style-type: none"> <li>▪ Medicare representative</li> <li>▪ Centrelink nominees (covering Centrelink payments and services)</li> </ul> </li> <li>○ My Health Record authorised or nominated representative</li> <li>○ Third party who can represent a Department of Veterans' Affairs client</li> <li>○ National Disability and Insurance Scheme (NDIS) nominee</li> </ul>	<p>If an older person has or would like a nominee or representative listed, that appointment is separate to the registration of a supporter.</p> <p>Appointment of a nominee or representative occurs with the relevant agency, under their appointment processes.</p>
<p>Restrictive practices nominees and substitute decision makers</p>	<p>A restrictive practices nominee or substitute decision maker has decision-making authority for an older person under a Commonwealth, state or territory arrangement.</p> <p>When and how that decision-making authority can be used is subject to the relevant Commonwealth, state, or territory arrangement.</p> <p>Becoming a registered supporter does not provide a person with decision-making authority for the older person. This includes decisions about restrictive practices.</p>
<p>Other appointed decision makers under Commonwealth, state and territory arrangements (for example, guardians, enduring power of attorneys, and persons with similar legal authority)</p>	<p>An appointed decision maker for an older person under Commonwealth, state or territory arrangements can make decisions on behalf of the older person in line with their active, legal authority.</p> <p>These people can become registered supporters, but can continue to exercise their active, legal authority even if they are not registered as a supporter.</p> <p>When and how that decision-making authority can be used is subject to the relevant Commonwealth, state, or territory arrangement.</p>

	Becoming a registered supporter does not provide a person with decision-making authority for the older person or change the authority the person already has.
--	---

## Acting jointly and severally

When an older person has multiple registered supporters, the registered supporters may act jointly and severally. This means the registered supporters can perform an action together or separately. If there is a dispute between registered supporters, they do not need agreement from each other to act. However, when doing something to support the older person, they must act in a manner that promotes the older person's will and preferences, including any decisions of the older person that the registered supporters may not agree with. This applies to anything they are doing as registered supporters, individually or together.

## Dispute resolution

If a dispute arises, the older person and their registered supporters should discuss the issues with each other. If no agreement can be reached:

- a registered supporter may decide to cancel their registration by withdrawing their consent to the relationship,
- the older person can ask the System Governor to cancel the registration of that supporter.

The older person or registered supporter **do not** have to provide a reason to do this.

Further information is available in the [Dispute Resolution policy](#).

## Concerns or complaints about registered supporters

Any person can provide information to the System Governor if they are concerned about the conduct of a registered supporter. The System Governor can suspend and ultimately cancel the registration of a supporter if certain conditions are met, including that the registered supporter has not complied with their [duties](#) as a supporter.

Further information is available in the [Cancellation policy](#).

## Supporting multiple older people

A registered supporter can also support multiple older people.

However, as part of a registration request, the System Governor must be satisfied that the prospective supporter is able to comply with the duties of supporters under the Act.

If a prospective supporter is already supporting other older people, the System Governor may consider and decide that this means the registered supporter cannot comply with the duties of a supporter. A request for registration may be denied on this basis.

## Duties of a registered supporter

The duties of a registered supporter include that they must:

- Declare, and avoid or manage, any [conflict of interest](#) in relation to the registered supporter and each older person they support.
- Act in a way to promote the will, preferences and personal, cultural and social wellbeing of each older person they support.
- Act honestly, diligently and in good faith.
- Support each older person only to the extent for each older person to do things for themselves.
- Apply their best endeavours to maintain the ability of each older person to make their own decisions.
- Inform the System Governor of matters affecting their ability or capacity to act as a registered supporter.

If registered, the supporter must continue to comply with their duties and must inform the System Governor if they cannot fulfil these duties.

Further information is available in the [Duties policy](#).

## Benefits of registration

An older person does not have to register a supporter. An older person can keep receiving support from people in their life who are not registered.

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

## Safeguards from abuse

An important benefit to registering a supporter is the requirement for registered supporters to comply with duties under the Act. All registered supporters have duties under the Act that they must comply with. Registered supporters must act honestly, diligently, and in good faith when undertaking these duties. These duties are intended to promote an older person's safety, will, preferences and rights.

There are consequences for registered supporters who do not follow their duties – namely the ability of the System Governor to suspend and cancel the supporter's registration. It is also an offence for registered supporters to act dishonestly and abuse their position.

Further information is available in the [Safeguards from abuse policy](#).

## Information and privacy considerations

The Act affords additional protections for an older person's privacy. Registered supporters may only use information they receive as a registered supporter for the purposes of the Act, or in a manner consistent with their duties and obligations as an active, appointed decision maker.

It is an offence for a person to use any information obtained in their role as a registered supporter to dishonestly obtain a benefit for themselves or someone else, or dishonestly cause detriment to someone else. For example, a registered supporter should not use information given to them in their capacity as a registered supporter to benefit themselves or another person. Information should only be used to support the older person.

As part of registering a supporter, an older person may be asked whether they want certain information about them to be shared automatically with their registered supporter. This is information that may or must be given to the older person under the Act. Information sharing with registered supporters can streamline the flow of certain information to registered supporters and enable them to better support an older person in making and communicating their own aged care decisions. This can be beneficial for older people who would like continuing, all-encompassing or significant support from their registered supporters. If registered, this person is recognised as a 'supporter'.

Note: 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. The older person's consent to automatic information sharing at the point of requesting to register is given on an all or nothing basis.

On the other hand, an older person may choose not to consent to automatically sharing certain information (information that may or must be given to the older person under the Act) with their registered supporters. This gives the older person control over which discrete pieces of information or documents their registered supporters may request and receive on a case-by-case basis. It recognises that an older person may want to consider and provide directions about information sharing to registered supporters on each occasion. Direction to share information on a case-by-case basis can only take place after a supporter is registered, not as part of registration. If registered, a person who does not automatically receive certain information about the older person is recognised as a 'supporter lite'.

Where a supporter is registered and has relied on their authority as an active, appointed decision maker to become registered, the older person's consent is not required to register the supporter, or for that registered supporter to automatically receive certain information about the older person. This information may extend beyond the information the appointed decision maker is otherwise entitled to receive under their Commonwealth, state or territory arrangement. If registered, this person is recognised as a 'supporter guardian'.

The [role and types of registered supporters](#) are summarised earlier in this policy. Further information about information and privacy considerations is available in the [Information Sharing policy](#).

## Eligibility

### All registered supporters

All supporter relationships must be registered by the System Governor in accordance with the processes set out under the Act.

The registration may be made on the request of any person or organisation, including the prospective supporter, older person, or a body.

To be registered as a supporter, a person must:

- consent to acting as a registered supporter for the older person

- not have conflicts of interest that would affect their ability to act as a registered supporter, or declare and effectively manage those conflicts of interest
- declare that they understand and will comply with the duties of a registered supporter, and
- agree to the terms and conditions of registering for a personal record with My Aged Care.

### ***System Governor satisfaction of compliance with supporter duties***

It is not enough that the prospective supporter understands and says they will comply with the duties of a registered supporter. The System Governor must also be satisfied that the prospective supporter is able to comply with the duties of a registered supporter.

Circumstances that may raise concerns about a person's ability to carry out their responsibilities include if the prospective supporter:

- is already a registered supporter for other older people, such that a further registration may make it difficult for them to comply with their duties under the Act for each older person
- is the subject of allegations, known to the System Governor, that they have or are likely to abuse or neglect the older person
- has previously been a registered supporter, and their registration has been cancelled or is currently suspended, or
- is experiencing a temporary or permanent loss of decision-making ability.

### **Supporter guardian eligibility**

The eligibility requirements set out above for registered supporters apply to supporter guardians.

However, if a person or organisation is applying to register as a supporter guardian, they will not need the consent of the older person. They must, however, provide the System Governor with proof that they are an active, appointed decision maker for the older person.

In considering a person or organisation's decision-making authority for the older person, the System Governor will also consider the nature of the person's decision-making authority. This includes the extent to which the person's authority extends to making decisions relevant to the delivery of funded aged care services to the older person. For example, if a person has discrete decision-making authority that enables them to make a medical treatment decision for the older person in an emergency situation like in a hospital, and their authority has very limited application to making aged care decisions for the older person, the System Governor may decide not to register a prospective supporter based on the nature of their decision-making authority.

More information on examples of legal and medical documentation that may be required when seeking to register as a supporter guardian is available on the [My Aged Care website](#).

### ***Supporter guardian to have legal name in legal instrument***

The legal instrument relied on by a prospective supporter guardian must clearly identify them by name. The name used should be the legal name of the prospective supporter guardian. A person's legal name is the name that appears on official documents or legal papers. For

most people, their legal name is the one shown on their birth certificate. This is the name they were given when they were born and was entered on the registry of births.

Use of preferred names on legal instruments will, in most cases, not meet the required threshold for verification by the System Governor.

If the name on a legal instrument does not match the legal name of the prospective supporter guardian, the following will occur:

- If the legal instrument has been issued by a court, tribunal or board – the prospective supporter guardian must seek action from that court, tribunal or board to ensure that the legal instrument reflects the correct legal name.
- If the legal instrument has been created by the older person – the System Governor will consider how it is most appropriate to proceed in the circumstances to. This may involve:
  - Seeking confirmation from the older person who they meant to refer to in the legal instrument, **only** if the older person currently has decision-making capacity.
  - Considering whether the name on the legal instrument can be accepted and validated, in the circumstances, as clearly referring to the prospective supporter guardian. The prospective supporter guardian will be required to provide other evidence as proof of identity.
  - Advising the prospective supporter guardian to seek direction from a court, tribunal, or board.

If an inconsistency in naming between a legal instrument and the prospective supporter guardian's legal name has arisen because of a formal change of name, the System Governor will require evidence of this. This could be a Births, Deaths and Marriages change of name certificate, marriage certificate, or amended birth certificate.

## Preferred names

While legal instruments must generally contain legal names, a registered supporter and older person can also inform the System Governor if they have a different name they use as an alternative to their legal name. This will be known as their preferred name and can be recorded on their My Aged Care record. A person may nominate a name that they feel better reflects their gender, culture and/or social identity. For example, a person's preferred name may be a variation of their legal name, a nickname or an entirely different name from their legal name. It can be used in interactions with My Aged Care and aged care providers after the formal supporter registration process.

# How to apply to register

## Registration by the System Governor

A person or organisation is not considered a registered supporter under the Act unless they are registered by the System Governor. This means that a person or organisation's other identities – professional or personal – do not automatically make them a registered supporter. This includes guardians, enduring attorneys, carers, family members and friends, doctors, financial planners, social workers, and people who are registered as a nominee or representative under other Commonwealth, state or territory arrangements.

An example of a Commonwealth nominee arrangement includes social security nominees for the purposes of means testing, administered by Services Australia. Even if you are a social security nominee for the older person, you need to be registered by the System Governor to act as their registered supporter.

## Pathways of registration

An application to register a supporter relationship can be made:





















- by calling My Aged Care
- using the My Aged Care 'Apply Online' Assessment tool
- using the My Aged Care digital registration form
- downloading and completing a printed registration form
- in person, with an aged care assessor
- in person, with an Aged Care Specialist Officer, or
- in a My Aged Care Online Account.

The different pathways to request to register a supporter relationship are set on the [My Aged Care website](#). The website also includes translations of the [Registration of a Supporter form](#).

My Aged Care can assist with questions relating to registration pathways. My Aged Care can be contacted on 1800 200 422:

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

The table below shows different ways someone can request registration depending on their prospective supporter relationship type. It also highlights some possible limits.

	Proposed supporter relationship, with both parties present and no conflict of interest to declare	Proposed supporter lite relationship, with both parties present and no conflict of interest to declare	Proposed supporter guardian relationship, or any application where both parties are not available, or there is a conflict of interest to declare
Calling My Aged Care			
Using the My Aged Care 'Apply Online' Assessment tool			
Using the My Aged Care digital registration form			
Downloading and completing a printed registration form			
In person, with an aged care assessor			
In person, with an Aged Care Specialist Officer			
In a My Aged Care Online Account			

### Limitations on calling My Aged Care

The possible limitations in the table above recognise that written pathways are available and may be more appropriate for certain types of registration requests. These include written pathways for prospective supporters to:

- declare a conflict of interest
- submit legal or medical documents.

Older people and their prospective supporter can call My Aged Care when they are on the phone, at the same time. The prospective supporter should be on the call with the older person they wish to support, or available to be brought into the call. If they can't be on the call with the older person, they will need to call back when they are both available.

Older people and their prospective supporters can call My Aged Care to find out more information about registering a supporter. However, My Aged Care may not be able to progress a request for registration over the phone in the circumstances detailed above. The older person or prospective supporter may instead be directed to a written pathway, such as using the printed registration form.

### **Delays in registration**

To register a supporter or supporter lite, both the older person and prospective supporter must provide consent to the registration. This means that the registration process may be delayed if there is a delay in obtaining consent.

Before registering a supporter guardian, the System Governor must be satisfied that the prospective supporter guardian has authority to make decisions for the older person recognised by the Act under a Commonwealth, state or territory arrangement, and must consider the nature of that decision-making authority. Any decision-making authority must also be active. This means the System Governor may also need to be satisfied the older person is experiencing or has experienced a loss of decision-making ability. The registration process may therefore also be delayed if there is a delay in the provision of the appropriate proof of decision-making authority, including legal or medical documentation.

Likewise, a registration decision may be delayed if the System Governor requires further information to support their decision-making process. For example, the System Governor may require further information relating to a prospective supporter's ability to comply with the duties of a supporter including their ability to avoid or manage conflicts of interest. The System Governor may seek this information from the person who made the registration request. In some circumstances, if the person who made the registration request does not provide the requested information, the registration request may be taken to be withdrawn.

### **Notifications and reviews**

The System Governor will consider an application to register a supporter once it has been submitted. The System Governor may seek further information to assist in making a decision. For example, the System Governor may ask for more information on how a prospective supporter intends to manage a conflict of interest, or about their legal authority under a Commonwealth, state or territory arrangement.

Once an application has been received, it will be recorded as 'pending' on the My Aged Care Online Account of the older person and prospective supporter (if they have an Online Account).

Upon registration, the older person and their registered supporter will be notified:

- If a supporter or supporter lite has been registered, the older person and registered supporter will receive an SMS or email notifying them that a relationship has been recorded on their Online Account.
- If a supporter guardian has been registered, the older person and registered supporter will receive a letter notifying them that a new relationship has been created and recorded on their Online Account. The letter will confirm that the older person can seek review of this decision, and how to do so.

More information on how to create and access a My Aged Care Online Account is available at <https://www.myagedcare.gov.au/access-your-online-account>.

## Declined applications for registration

If an application to register a supporter relationship is declined by the System Governor, it will change from 'pending' to 'declined' in the Online Account of the older person and prospective supporter. This may happen if, for example, the second party decided not to provide consent to the relationship, or a conflict of interest was declared and the System Governor decided it could not be avoided or managed.

In this circumstance, the System Governor will also provide a letter to both the older person, and the person or body who submitted the application for registration, notifying them of the decision to decline the registration application. The letter will include details on how the older person and the person who was not registered as a supporter can seek an internal review of the decision.

## Notifications to other registered supporters

Other registered supporters who have access to the older person's Online Account (i.e. other supporters or supporter guardians) will also see the status of an older person's registered supporter relationships, including that a new supporter has been registered, or an application for a relationship been declined. These registered supporters have access to information on the older person's Online Account because the older person consented to them being given certain information, or because they relied on their authority as an active, appointed decision maker when becoming a registered supporter.

If someone is registered as a supporter lite, they will not automatically have access to this information.

## Providers and workforce

Aged care providers will not automatically receive notifications that a supporter has been registered, or if there are changes to the status of a registered supporter. Aged care providers can check whether an older person they provide care and services to has registered supporters by accessing information on the My Aged Care Service and Support Portal.

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 there may be changes in who an older person is supported by and how at any time. Aged care providers are encouraged to regularly ask older people and their supporters about their registration and any changes, including suspensions and cancellations.

Similarly, older people and their registered supporters should inform relevant people and services when new supporter relationships have been registered, or changes have occurred to their supporter relationships. This may include informing:

- aged care workers,
- service providers,

- others involved in the older person's service delivery such as visiting health professionals.

## Audience

This policy is intended for older people and those people who support them including registered supporters and aged care providers or workers.

This policy applies to all people who engage with My Aged Care and the broader aged care system.

## Roles and responsibilities

The **System Governor** is responsible for receiving, assessing, and actioning any applications to register supporters. The System Governor may also request further information from any person or body to assist in exercising this responsibility.

**Registered supporters** are responsible for understanding their role and duties. This extends to their engagement with aged care providers and the aged care workforce. **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 engaging with the registration process. Older people can communicate the outcome of a registration process with their family, aged care providers and workers, and any other person who is supporting them, to inform those around them who and how they want to be supported. Older people are responsible for communicating with their registered supporters and directing them to act as they wish.

**Aged care providers and workers** are responsible for upholding their obligations under the Act, particularly in relation to an older person's right to make their own decisions, be supported in their decision-making, as necessary, and have their decisions respected. They should work with older people and their registered supporters to facilitate effective supported decision-making and to manage any concerns. They should remain aware of an older person's registered supporters, if any. They can do so by speaking to the older person, and by regularly reviewing the older person's record on the My Aged Care Service and Support Portal. Before another person is involved in any decision-making process or information sharing, it is the provider's responsibility to ensure that this person has the relevant authority to be involved, either as a registered supporter, an active appointed decision maker under a Commonwealth, state or territory legal arrangement, or otherwise at the request of the older person.

## 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 \(Cth\)\*](#)