

Assessor Portal User Guide 2 - Registering Support people and adding Relationships

This user guide is for aged care needs assessors (assessors) who need to register support people or administer their relationships with clients.

This is usually done through the My Aged Care assessor portal (assessor portal), though some aspects may be completed through the Aged Care Assessor App (the App).

A client can have a support network of Registered Supporters, other individuals, agents, organisations and particular staff members of approved organisations.

Registered Supporters consists of three types: Supporter, Supporter Lite, and Supporter guardian.

The support network will support the clients in their interactions with My Aged Care, including talking to assessors, service providers, the My Aged Care contact centre.

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Types of support for clients

The following types of support are available for older Australians (known as 'clients' in the Assessor Portal):

- Supporter.
- Supporter Lite.
- Supporter Guardian.
- Supporter Organisation.
- Agent Organisation.

Along with the client's General Practitioner, emergency contacts and carer (if applicable). This forms the client's **Support Network** for accessing My Aged Care services.

! Aged Care Act (2024) and Registered Supporters

The Aged Care Act (2024) is in effect from 1 November 2025.

Registered Supporter is an umbrella term used in policy to refer to any person registered as a Supporter under section 37(1) of the Act. There are three labels used to describe registered Supporters: **Supporter**, **Supporter Lite**, or **Supporter Guardian**.

Registered Supporters are responsible for understanding their role and duties and acting in line with the will and preferences of the older person they are supporting.

A registered Supporter is a person who must have a record in My Aged Care, and who is likely to be a trusted person of the client, such as neighbours, friends or family members.

Only the terms Supporter, Supporter Lite and Supporter Guardian appear in the Assessor Portal and others in the My Aged Care system.

Supporter

A Supporter (previously known as 'regular representative') can request, access and communicate information in line with a client's will and preferences. This includes conveying the client's decisions such as their consent.

For Supporter relationships, both the Supporter and the client must consent to the relationship before it becomes active. The client must also consent to information being shared automatically ('data sharing'). This is information that may or must be given to the client under the Act. The Supporter must also complete a mandatory Conflict of Interest (COI) declaration.

The Supporter **may**:

- receive copies of the client's correspondence (including Support at Home letters) – if the correspondence is information that may or must be provided to the client under the Act, the Supporter receives this information by virtue of the client's consent at the point of registration. If not, the Supporter may request the information in line with the client's will and preferences.
- convey the decisions of the client to others (such as their consent) in line with the client's will and preferences in My Aged Care.
- be the client's primary contact, if directed by the client (or client's Supporter Guardian).

Supporter Lite

A Supporter Lite differs from a Supporter in that the client has **not** consented to information being shared automatically ('data sharing'). This is information that may or must be given to the client under the Act. This means that the Supporter Lite will not be getting all the documents and communications intended for the client under My Aged Care.

For Supporter Lite relationships to become active:

- both the Supporter Lite and the client must consent to the relationship
- the Supporter Lite must complete a mandatory Conflict of Interest (COI) declaration
- the COI declaration and the relationship needs to be approved by the System Governor.

The Supporter Lite **may**:

- request and communicate information for the client in line with the client's will and preferences, including in My Aged Care
- convey the decisions of the client to others in line with the client's will and preferences including My Aged Care
- be the client's primary contact, if directed by the client (or client's Supporter Guardian), although this will be rare.

Supporter Guardian

A Supporter Guardian (previously known as 'authorised representative') is a registered Supporter who may act and make decisions on behalf of the client, provided they also have decision-making authority and that authority is active.

This relationship requires proof of legal decision-making authority recognised under the Aged Care Act (2024). Any supporting documents (legal or medical) demonstrating that decision-making authority must be uploaded to My Aged Care, for consideration by the System Governor.

The type of legal document depends on the relevant Commonwealth state and territory decision-making arrangements. In some cases, medical evidence (such as a letter from a medical practitioner) may also be required to show the client has lost decision-making capacity.

The Supporter Guardian **must**:

- receive copies of the client's correspondence (including Support at Home letters) – if the correspondence is information that may or must be provided to the client under the Act, the Supporter Guardian receives this information by virtue of being an active, appointed decision maker. If not, the Supporter Guardian may request the information in line with the client's will and preferences
- request and communicate information for the client in line with the client's will and preferences, including in My Aged Care
- convey the decisions of the client to others in line with the client's will and preferences including My Aged Care
- when acting as an appointed decision maker, make decisions on behalf of the client, if the decision is within the scope of their authority and that authority is active
- be the client's primary contact, if directed by the client (or in their authority as an active, appointed decision maker).

The Supporter Guardian relationship requires System Governor approval, with proof of the appointed decision maker's active, legal authority to make decisions on behalf of the client. The relationship can only be ended by the Supporter Guardian or the System Governor. However, the client may request that the relationship be ended, for consideration by the System Governor.

Assessors can create the relationship (that is, a request to register a Supporter guardian relationships), but it will remain in Pending status until registered by the System Governor. A notification will be sent to parties once approved. Legal documentation can extend an existing arrangement without re-submitting a registration form.

Supporter Organisation and Organisational Supporters

An Organisational Supporter is a member (such as staff, employee) of an organisation recognised by the department as a client's registered Supporter (Supporter Organisation), such as a public guardian or state trustee.

An Organisational Supporter is a Registered Supporter where the role is performed by an organisation rather than by a person.

By default, all members of a Supporter Organisation can support the client. These employees can also be labelled as Supporters or Supporters Lite.

The client is also able to nominate one particular member of the Supporter Organisation to be their only Supporter or Supporter Lite.

Supporter Guardian Organisation and Organisational Supporter Guardians

A Supporter Guardian Organisation is an organisation legally appointed to make decisions for the client.

By default, all members (such as staff, employee) of a Supporter Guardian Organisation are able to support the client. These members will all be Supporter Guardians.

Agent Organisation and Organisational Agents

An Organisational Agent is a member (such as staff, employee) of an organisation approved by the department to support clients in My Aged Care (Agent Organisation), such as advocates, Indigenous facilitators, and care finders.

! From 1 November 2025, individual agent relationships will not be supported in My Aged Care. All agents must be part of an Agent Organisation.

By default, all employees of an Agent Organisation are able to support the client. These employees will all be Agents.

The client is also able to nominate one particular member of an Agent Organisation to be their only Organisational Agent.

How can I nominate/request to register a person or organisation as a registered Supporter or agent?

Assessors can nominate, or request to register, a person or organisation for a client's support network via the assessor portal by following the processes described in this guide.

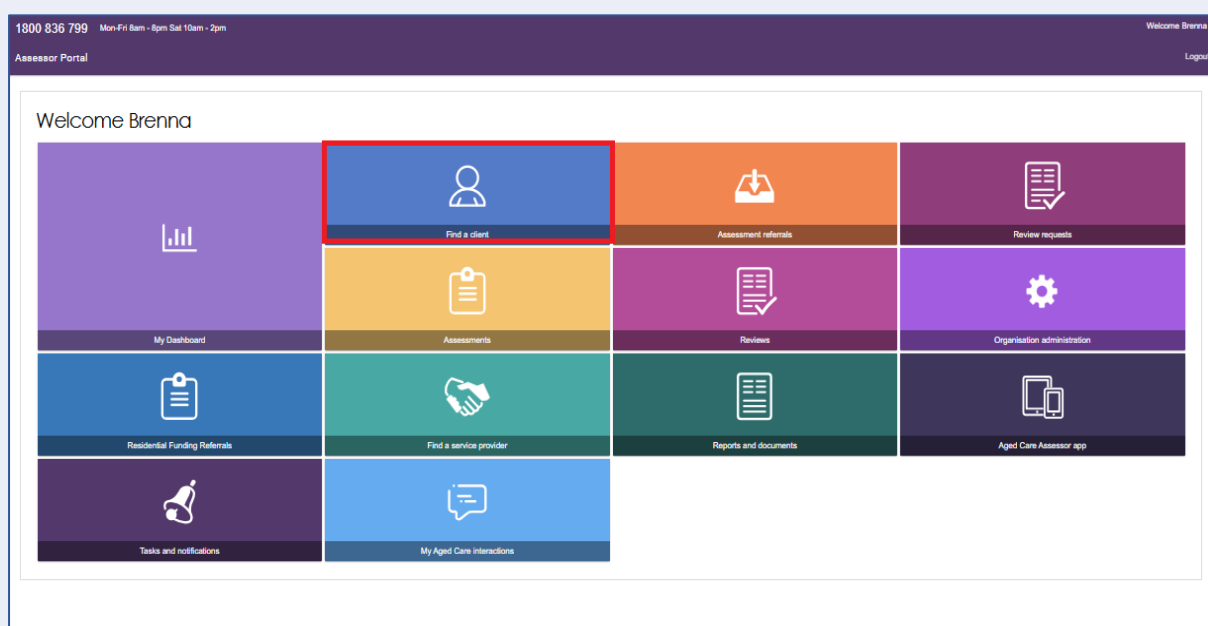
Assessors can also create relationships through the Aged Care Assessor App. For further information about the Aged Care Assessor App, refer to the [Aged Care Assessor Application User Guide](#).

The [Registration of a Supporter form](#) available from the [My Aged Care website](#) can be uploaded as part of these processes.

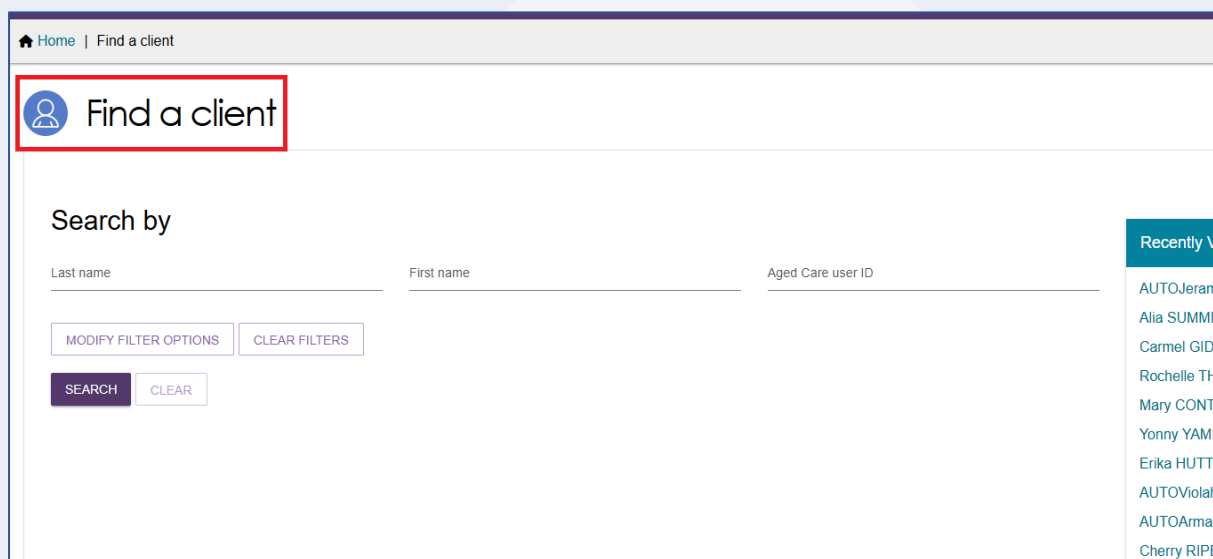
Viewing my client's relationships

1. Select the **Find a client** tile from the assessor portal homepage.

Alternatively, click on the **Find a client** tab from any page within the portal.



2. This will take you to the **Find a client** page.



3. Search for the client that you are creating a support relationship for. Once you have found the client, open their client record. This can be done in card view or list view.

Find a client

Search by

Last name: Carl, First name: Je, Aged Care user ID:

ADVANCED SEARCH CLEAR FILTERS

First name is Je and Last name is Carl

SEARCH CLEAR

Sort Search Client by: Last name, In order of: Alphabetical (A-Z), GO

Current sort order is Last name

Jennifer CARL

No address details found

06 7232 3455

Aged care user ID AC15403538

✓ Active

Jewel CARL

Lot Number 2 1 BEATTY Street, LOGANLEA QLD 4131

02 3178 1643

Aged care user ID AC82089509

✓ Active

Jesse CARL

Lot Number YAGOON

02 1111 0

Aged care user ID

✓ Active

4. If there is already a support relationship it will be shown underneath the **Primary contact** details in the heading banner. Select the **View support network** link to go to the **Support network** tab of the client's record.

Mr Fletcher WARREN

Male, 93 years old, 30 June 1932, AC56749609
7 7 BROWNING STREET KINGSBURY, VIC, 3083
Prefers to speak Italian

Primary contact: Jawad Warren (Supporter, Other) - 02 9446 4131

View support network

If there is not already a support relationship, **No support relationships recorded** is displayed.

Gerry GIBBS

Male, 83 years old, 1 July 1942, AC67036012
2 LOBELIA STREET GREENWOOD, WA, 6024

Primary contact: Gerry Gibbs (self)

No support relationships recorded

5. Client relationships can be viewed in the **Support network** tab. Within this tab, assessors can view four sub-tabs:
- A **client's support network** shows people, organisations and other relationships who provide support to the client.
 - **People client supports** shows any people or other relationships which the client directly supports.
 - **Pending documents** show any documents that are pending with My Aged Care and require action to establish a relationship.
 - **Declined, Ended and Cancelled relationships** shows the relationships which any party declined, ended or cancelled, as well as registered Supporter relationships cancelled by the System Governor.

Support network VIEW CLIENT REPORT

Client summary Client details **Support network** Approvals Plans Attachments Services

My Aged Care interactions Notes Tasks and Notifications

NOTIFY MY AGED CARE OF A DEATH

Fletcher's support network People Fletcher supports Pending documents Declined, ended and cancelled relationships

Supporters

Jawad WARREN
Other
Primary Contact

Creating a Supporter relationship

You will need to ensure that there is no duplicate clients or relationships in the My Aged Care system prior to creating a new relationship. This can be done by searching for the client and viewing their current support relationships. Further information on this can be found in the [My Aged Care – Assessor Portal User Guide 1 – Registering and referring clients for assessments](#).

Once you have made sure that there will be no duplicates, you can create a relationship for the client with a prospective Supporter.

! If a new Supporter relationship exceeds the maximum number allowed, the request is sent to the System Governor for consideration and action.

1. From the client's Support network tab, select **CREATE RELATIONSHIP**.

Grammy KISKI
Male, 88 years old, 1 July 1937, AC52576840
CHURCH, 1 JENKE CIRCUIT KAMBAH, ACT, 2902

Primary contact: Grammy Kiski (self)
No support relationships recorded

Support network REFER THIS CLIENT FOR ASSESSMENT VIEW CLIENT REPORT

Client summary Client details **Support network** Approvals Plans Attachments Services

My Aged Care interactions Notes Tasks and Notifications Residential Funding Classifications

Grammy's support network People Grammy supports Pending documents

Declined, ended and cancelled relationships

CREATE RELATIONSHIP

2. The **Create relationship for client** page will be displayed. In section **01 About client's relationship**, select **Supporter**.



Create relationship for Grammy

All fields marked with an asterisk (*) are required.

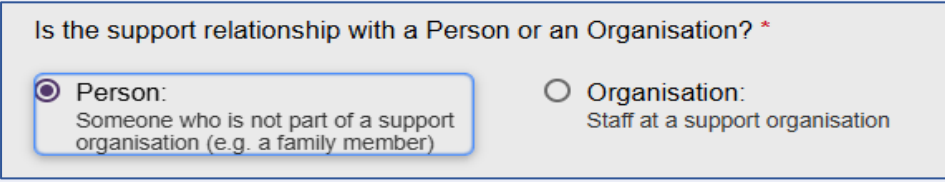
01 About Grammy's relationship

It is important to select these options carefully as they may impact who has access to the client's My Aged Care record, and what actions they can perform.

The support relationship to be established for Grammy is:

- ☒ **Supporter**
- ☐ Supporter Guardian
- ☐ Agent
- ☐ Carer
- ☐ Emergency Contact
- ☐ GP
- ☐ Support Person

3. You will then need to provide a response for **Is the support relationship with a Person or an Organisation**, as you are creating a relationship for an individual, select **Person**.

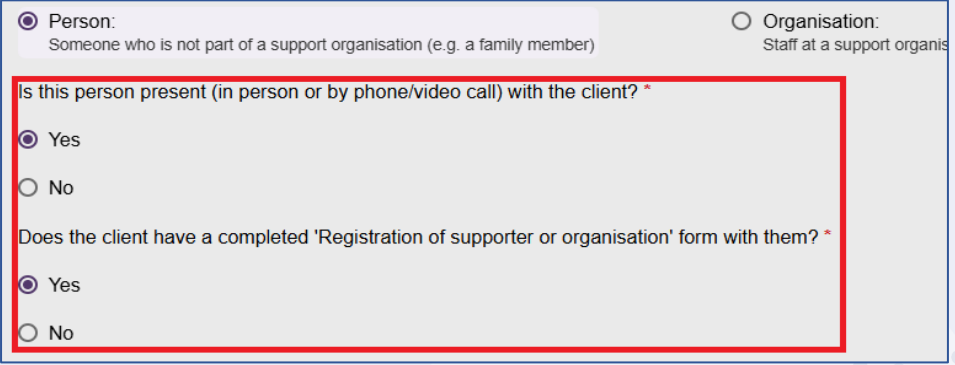


Is the support relationship with a Person or an Organisation? *

☒ **Person:**
Someone who is not part of a support organisation (e.g. a family member)

☐ **Organisation:**
Staff at a support organisation

4. To proceed with creating a relationship, both of the following conditions must be met: the person must be present with the client (either in person or via phone/video call), and the client must have a completed 'Registration of Supporter or organisation' form with them.



☒ **Person:**
Someone who is not part of a support organisation (e.g. a family member)

☐ **Organisation:**
Staff at a support organisation

Is this person present (in person or by phone/video call) with the client? *

☒ Yes

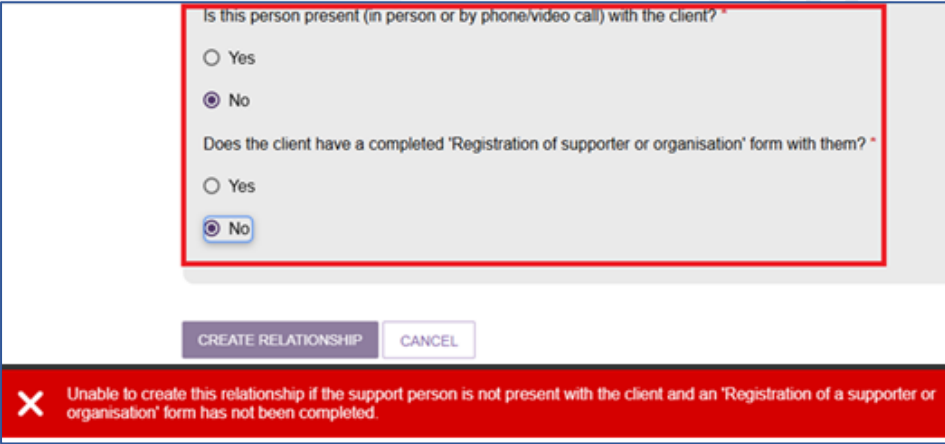
☐ No

Does the client have a completed 'Registration of supporter or organisation' form with them? *

☒ Yes

☐ No

If both answers are **No**, an error message will occur, and you will not be able to continue.



Is this person present (in person or by phone/video call) with the client? *

☐ Yes

☒ No

Does the client have a completed 'Registration of supporter or organisation' form with them? *

☐ Yes

☒ No

CREATE RELATIONSHIP **CANCEL**

✗ Unable to create this relationship if the support person is not present with the client and an 'Registration of a supporter or organisation' form has not been completed.

5. In section **02 Add support person details**, enter the **First name** and **Last name** of the new Supporter, and select **Search**. This is to ensure that there are no duplicate records being accidentally made in My Aged Care.

02

Add support person details

Enter support person and relationship details.

Please enter the details of your support person.

Title (Select one) ▼ First name: *

Last name: *

SEARCH

6. If there are no records found, you can continue. Select **CONTINUE TO REGISTER**, then go to the [Registering a new person for a support relationship](#) section to continue to register.

02

Add support person details

Enter support person and relationship details.

Please enter the details of your support person.

Title (Select one) ▼ First name: *

Fred

Last name: *

Flintstone

SEARCH

Select	Name	Date of birth	Gender	Postcode	Telephone number
There are no client records found					

If the support person you wish to create a relationship is not found in My Aged Care, you can continue registering the support person in My Aged Care.

CONTINUE TO REGISTER

If a matching record is found, select the correct matching record, and then tick the checkbox that appears, to acknowledge that you are selecting the correct record.

02

Add support person details

Enter support person and relationship details.

Please enter the details of your support person.

Title (Select one) ▼

First name: *
Roland

Last name: *
Moses

SEARCH

2 client record(s) exist that match these details. Select the correct record that matches the information provided to you by the client.

Select	Name	Date of birth	Gender	Postcode	Telephone number
☐	Miss Roland Moses	26/05/1984	Female	2099 (NSW)	
☒	Captain Roland Moses	14/06/1939	Male	5897 (SA)	0830911305

You have selected

Name

Captain Roland Moses

Aged Care ID

AC08403982

Date of Birth

14/06/1939

Medicare card number

Address

35 Island Esplanade
WHEREISIT
SA 5897

Phone

0830911305

☐ Please confirm that this is Captain Roland Moses's record before proceeding. This will ensure you create a relationship with the correct person. *

If the support person you wish to create a relationship is not found in My Aged Care, you can continue registering the support person in My Aged Care.

CONTINUE TO REGISTER

- Once confirmed you need to select the Relationship to the client, and Relationship start date. The Relationship end date is optional.

Relationship to Grammy Kiski: *

☒ Child
☐ Parent
☐ Spouse/Partner
☐ Neighbour
☐ Friend
☐ Other

When should the relationship start?
You can also enter an end date if there is a preferred time you would like the relationship to end.

Relationship start date (DD/MM/YYYY) on or after: *

01/11/2025

Relationship end date (DD/MM/YYYY) (e.g. dd/mm/yyyy)

8. The section **03 Registration of Supporter or organisation form** appears. You will need to attach the [Registration of a Supporter form](#) by selecting the **CHOOSE FILE** button.

03
Registration of supporter or organisation form
Complete and upload a Registration of supporter or organisation form for processing by My Aged Care.

Registration of a supporter or organisation form

CHOOSE FILE

No file chosen

Name of attachment

9. Once the file is attached, the file name will appear. Enter the name of the attachment.

Registration of a supporter or organisation form

CHOOSE FILE

Registrati...Jen C.docx

Name of attachment *

Registration of Supporter Jen C

10. In the section **04 Add documentation**, you will need to attach any relevant documentation to support adding this relationship by selecting the **ADD AN ATTACHMENT** button.

04
Add documentation
Add supporting documentation to create relationship.

Add documents

Add documents to support creation of relationship (Up to 5 files, 10 MB total, 5MB each)

ADD AN ATTACHMENT

Legal Documentation

No documents uploaded.

Medical Documentation

No documents uploaded.

Other Documentation

No documents uploaded.

11. Continue to add relevant documentation by choosing the files and Select **UPLOAD**. Please ensure the documents meets the required criteria as mentioned on the screen.

Add an attachment

i Please note: Some attachments will be viewable by other people with authorised access to this client record. Please refer to your portal guide for details.

All fields marked with an asterisk (*) are required.

You can upload files up to 5 MB to this record. The following file types are accepted: .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, .txt

CHOOSE FILE Supporting Docs.docx

Name of the attachment: *
Supporting Documentation Jen C

Type of attachment: *
Other

Label:

(250 characters)

UPLOAD CANCEL

12. Continue the above step until all the documentation is uploaded.

Add documents

Add documents to support creation of relationship (Up to 5 files, 10 MB total, 5MB each)

ADD AN ATTACHMENT

Legal Documentation

Legal Documentation
Legal.docx [68.49KB] **DELETE**

Medical Documentation

Medical documentation
Medical letter.pdf [573.51KB] **DELETE**

Other Documentation

Supporting Documentation Jen C
Supporting Docs.docx [13.04KB] **DELETE**

13. In the section **05 Consent**, it shows the prospective Supporter's consent declaration, then the prospective Supporter's conflict of interest declaration, followed by the client's consent declaration and consent to access information. The Terms and Conditions and duties of a Supporter are also displayed. Read them before completing the declarations.

- a) Select Yes or No under the Supporter's consent declaration. This can be done by the Supporter or by the assessor on behalf of the Supporter.

05

Consent

I consent to being registered as a supporter under the *Aged Care Act 2024* for the client named in this form. I understand that I may request, access and receive information and documents, and communicate information, in line with the client's will and preferences, to support them to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing).

I consent to the Department disclosing my name, contact details, role and status (current, suspended or cancelled) as a supporter to the client and any other supporters that are registered for the client.

I understand that the Australian Privacy Principles may not apply to the client or another supporter if they receive any information or document containing my personal information.

I acknowledge that as a supporter, I must comply with the duties imposed on me by the *Aged Care Act 2024*, including to respect the client's right to privacy and to have their personal information protected. If my circumstances change in a way that affects my ability or capacity to act as a supporter, I will contact My Aged Care. *

☐ Yes

☐ No

If the answer to the above is **No**, the rest of the Supporter's declaration appears, followed by the client's consent declaration. Proceed to Step c).

If the answer to the above is **Yes**, the Conflict of Interest declaration appears, followed by the final two consent declaration clauses, as per the screenshot below.

Select the **View Details** hyperlinks to view the duties of a Supporter, and the terms and conditions of registering in My Aged Care.

- b) Select Yes or No under the Supporter's Conflict of Interest declaration. This can be done by the Supporter or by the assessor on behalf of the Supporter.

☒ Yes ☐ No

Conflict of interest

If you have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form, please advise below.

For more information regarding what a Conflict of Interest is please visit: [My Aged Care website](#)

I have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form. *

☐ Yes ☐ No

I declare that:

- I am voluntarily registering as a supporter.
- The information I provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

If the answer to the Conflict of Interest declaration above is **Yes**, enter the Supporter's conflict of interest details in the text box, then proceed to Step c).

Conflict of interest

If you have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form, please advise below.

For more information regarding what a Conflict of Interest is please visit: [My Aged Care website](#)

I have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form. *

☒ Yes ☐ No

Conflict of interest description: *

Enter conflict of interest details here

39 / 500

If the answer to the Conflict of Interest declaration above is **No**, the client's consent declaration appears. Proceed to step c).

- c) Select Yes or No under the client's consent declaration. This can be done by the client or by the assessor on behalf of the client.

☐ Yes ☒ No

I declare that:

- I am voluntarily registering as a supporter.
- The information I provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

I consent to registering the person named in this form as my supporter under the *Aged Care Act 2024*. I understand that my supporter may request, access and receive information and documents, and communicate information, in line with my will and preferences, to support me to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing). I consent to the Department collecting my personal information from my supporter and using it for aged care purposes. I understand that the Australian Privacy Principles may not apply to my supporter if they receive any information or document, provided to them in their capacity as my supporter. *

☐ Yes ☐ No

If the answer to the above client's consent declaration is **No**, an error message appears that the relationship request cannot continue in the Assessor Portal, because the client has not given consent to registering the Supporter. The Assessor may contact the My Aged Care Contact Centre on 1800 200 422 to discuss this further.

I consent to registering the person named in this form as my supporter under the *Aged Care Act 2024*. I understand that my supporter may request, access and receive information and documents, and communicate information, in line with my will and preferences, to support me to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing). I consent to the Department collecting my personal information from my supporter and using it for aged care purposes. I understand that the Australian Privacy Principles may not apply to my supporter if they receive any information or document, provided to them in their capacity as my supporter. *

☐ Yes ☒ No

X You cannot submit this Supporter Relationship request because Grammy Kiski has not given consent to registering Captain Roland Moses as their supporter under, or for the purposes of, the *Aged Care Act 2024*.

To discuss this further you can call My Aged Care Contact Centre on 1800 200 422 Monday to Friday between 8am and 8pm AEST.

If the answer to the above client's consent declaration is **Yes**, a further declaration question appears, followed by the last two clauses of the client's declaration, as per the below screenshot.

- d) Select Yes or No under the client's final declaration. If **Yes**, the **CREATE RELATIONSHIP** button is active. Select the button to finish creating the relationship.

☒ Yes ☐ No

I consent to any information or document that may or must be given to me under the *Aged Care Act 2024* to also be given to my supporter. I understand this will include historical information and documents that exist on my client record in My Aged Care. *

☒ Yes ☐ No

I declare that:

- I am voluntarily registering a supporter.
- The information I provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

CREATE RELATIONSHIP CANCEL

- e) If the answer to the client's declaration about information sharing is **No**, a [Supporter Lite relationship](#) can be created.

- !
- If all answers to consent are **Yes**, the relationship can be created immediately.
 - If any answers to consent are **No**, the relationship will be put into a **Pending** status. Further information is available from the [My Aged Care Assessment Manual](#).

14. You will be taken to the client's **Support Network** screen where the Supporter details will be displayed in a tile with a green banner confirming successful creation of the support relationship.

Grammy KISKI
Male, 85 years old, 1 July 1937, ACS2576840
CHURCH, 1 JENKE CIRCUIT KAMBAH, ACT, 2902

Primary contact: Grammy Kiski (self)
[View support network](#)

Support network [REFER THIS CLIENT FOR ASSESSMENT](#) [VIEW CLIENT REPORT](#)

Client summary Client details **Support network** Approvals Plans Attachments Services My Aged Care interactions Notes Tasks and Notifications

Residential Funding Classifications

CREATE RELATIONSHIP [NOTIFY MY AGED CARE OF A DEATH](#)

Grammy's support network People Grammy supports Pending documents Declined, ended and cancelled relationships

Supporters

Roland MOSES
Child

Is Grammy's Supporter from 13/08/2025.

Contact details
Aged Care ID: AC08403982
Phone: 08 3091 1305
Address: 35 ISLAND ESPLANADE
WHEREISIT, SA, 5897

✓ Active

Supporter Organ: ✓ Relationship added successfully.
No relationships

Creating a Supporter Lite relationship

Steps to create a Supporter Lite relationship are the same as a Supporter relationship. However, the difference is in selecting the consent checkbox as shown in the following steps.

1. From the Support Network screen, Select **CREATE RELATIONSHIP** button.

The screenshot shows the 'Support network' page for a client named Larry Yindi. The page has a teal header with client details and a 'View support network' link. Below the header is a navigation bar with tabs: Client summary, Client details, Support network (active), Approvals, Plans, Attachments, Services, My Aged Care interactions, Notes, Tasks and Notifications, and Residential Funding Classifications. A 'REFER THIS CLIENT FOR ASSESSMENT' button is in the top right. Below the navigation bar is a section with tabs: Larry's support network (active), People Larry supports, Pending documents, and Declined, ended and cancelled relationships. A red box highlights the 'CREATE RELATIONSHIP' button in the top right corner of this section.

2. Complete **sections 01 through to 04** with relevant information as required.

The screenshot shows the 'Create relationship for Larry' form. The top navigation bar includes: My Dashboard, Find a client (active), Assessment referrals, Review requests, Assessments, Reviews, Delegate decisions, Organisation administration, Residential Funding Referrals, Find a service provider, Reports and documents, and Aged Care Assessor app. The breadcrumb trail is: Home | Assessments | Larry YINDI | Add support relationship. The form title is 'Create relationship for Larry'. Below the title is a note: 'All fields marked with an asterisk (*) are required.' The section is labeled '01 About Larry's relationship' and includes a sub-header 'The support relationship to be established for Larry is:'. There are radio buttons for: Supporter (selected), Supporter Guardian, Agent, Carer, Emergency Contact, GP, and Support Person. Below this is a question: 'Is the support relationship with a Person or an Organisation? *'. There are radio buttons for: Person (selected) and Organisation. Below this is another question: 'Is this person present (in person or by phone/video call) with the client? *'. There is a radio button for: Yes (selected).

The screenshot shows the 'Add support person details' form. The top navigation bar is the same as the previous screenshot. The breadcrumb trail is: Home | Assessments | Larry YINDI | Add support relationship. The section is labeled '02 Add support person details' and includes a sub-header 'Please enter the details of your support person.' There are input fields for: Title (Select one) (Mr), First name (Billy), Last name (Banks), and a SEARCH button. Below the search button is a message: '1 client record(s) exist that match these details. Select the correct record that matches the information provided to you by the client.' There is a table with the following data:

Select	Name	Date of birth	Gender	Postcode	Telephone number
☒	Billy Banks	1/07/1936	Male	6338 (WA)	

Below the table is a section titled 'You have selected' with the following details:

Name	Aged Care ID
Billy Banks	AC75119917
Date of Birth	Medicare card number
1/07/1936	

Assessments | Larry YINDI | Add support relationship

Address: 11 MARY Street, BREMER BAY, WA 6338

Phone:

☒ Please confirm that this is Billy Banks's record before proceeding. This will ensure you create a relationship with the correct person. *

Gender: Male Date of birth: 1/07/1936

Email address:

Country code: Australia +61 Mobile phone number:

Telephone number:

Relationship to Larry Yindi: *

☐ Child

☐ Parent

☐ Spouse/Partner

☐ Neighbour

☒ Friend

☐ Other

Home | Assessments | Larry YINDI | Add support relationship

03
Registration of supporter or organisation form
Complete and upload a Registration of supporter or organisation form for processing by My Aged Care.

04
Add documentation
Add supporting documentation to create relationship.

Registration of a supporter or organisation form

CHOOSE FILE No file chosen

Name of attachment

Add documents
Add documents to support creation of relationship (Up to 5 files, 10 MB total, 5MB each)

ADD AN ATTACHMENT

Legal Documentation
No documents uploaded.

Medical Documentation
No documents uploaded.

Other Documentation
No documents uploaded.

3. Complete **Section 05 Consent**, with the initial declaration as Yes.

05
Consent

I consent to being registered as a supporter under the *Aged Care Act 2024* for the client named in this form. I understand that I may request, access and receive information and documents, and communicate information, in line with the client's will and preferences, to support them to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing).

I consent to the Department disclosing my name, contact details, role and status (current, suspended or cancelled) as a supporter to the client and any other supporters that are registered for the client.

I understand that the Australian Privacy Principles may not apply to the client or another supporter if they receive any information or document containing my personal information.

I acknowledge that as a supporter, I must comply with the duties imposed on me by the *Aged Care Act 2024*, including to respect the client's right to privacy and to have their personal information protected. If my circumstances change in a way that affects my ability or capacity to act as a supporter, I will contact My Aged Care. *

☒ Yes ☐ No

Conflict of interest

If you have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form, please advise below. For more information regarding what a Conflict of Interest is please visit: [My Aged Care website](#)

I have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form. *

☐ Yes ☒ No

I declare that:

- I am voluntarily registering as a supporter.
- The information I provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

I consent to registering the person named in this form as my supporter under the *Aged Care Act 2024*. I understand that my supporter may request, access and receive information and documents, and communicate information, in line with my will and preferences, to support me to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing). I consent to the Department collecting my personal information from my supporter and using it for aged care purposes. I understand that the Australian Privacy Principles may not apply to my supporter if they receive any information or document, provided to them in their capacity as my supporter. *

4. This will then open up the second consent question. Select **No**.



An **Information** banner will appear on the section advising that the client has chosen not to consent to sharing certain information with their prospective Supporter, as shown in the example below.

I consent to registering the person named in this form as my supporter under the *Aged Care Act 2024*. I understand that my supporter may request, access and receive information and documents, and communicate information, in line with my will and preferences, to support me to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing). I consent to the Department collecting my personal information from my supporter and using it for aged care purposes. I understand that the Australian Privacy Principles may not apply to my supporter if they receive any information or document, provided to them in their capacity as my supporter. *

☒ Yes ☐ No

I consent to any information or document that may or must be given to me under the *Aged Care Act 2024* to also be given to my supporter. I understand this will include historical information and documents that exist on my client record in My Aged Care. *

☐ Yes ☒ No



You have chosen not to consent to sharing certain information with your prospective supporter. This means that if your prospective supporter agrees to this registration, they will be registered as your supporter under the *Aged Care Act 2024* but will not be given automatic access to information that may or must be provided to you under the Act. While they will be a supporter under the Act, they will be recorded as a 'supporter lite' to reflect your choice. You can seek to end or change a registration at any time.

I declare that:

- I am voluntarily registering a supporter.
- The information I provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

CREATE RELATIONSHIP **CANCEL**

5. Check all the details and confirm by selecting **CREATE RELATIONSHIP** button.

I consent to registering the person named in this form as my supporter under the *Aged Care Act 2024*. I understand that my supporter may request, access and receive information and documents, and communicate information, in line with my will and preferences, to support me to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing). I consent to the Department collecting my personal information from my supporter and using it for aged care purposes. I understand that the Australian Privacy Principles may not apply to my supporter if they receive any information or document, provided to them in their capacity as my supporter. *

☒ Yes ☐ No

I consent to any information or document that may or must be given to me under the *Aged Care Act 2024* to also be given to my supporter. I understand this will include historical information and documents that exist on my client record in My Aged Care. *

☐ Yes ☒ No



You have chosen not to consent to sharing certain information with your prospective supporter. This means that if your prospective supporter agrees to this registration, they will be registered as your supporter under the *Aged Care Act 2024* but will not be given automatic access to information that may or must be provided to you under the Act. While they will be a supporter under the Act, they will be recorded as a 'supporter lite' to reflect your choice. You can seek to end or change a registration at any time.

I declare that:

- I am voluntarily registering a supporter.
- The information I provide to My Aged Care is accurate, complete and correct.

I understand and have read:

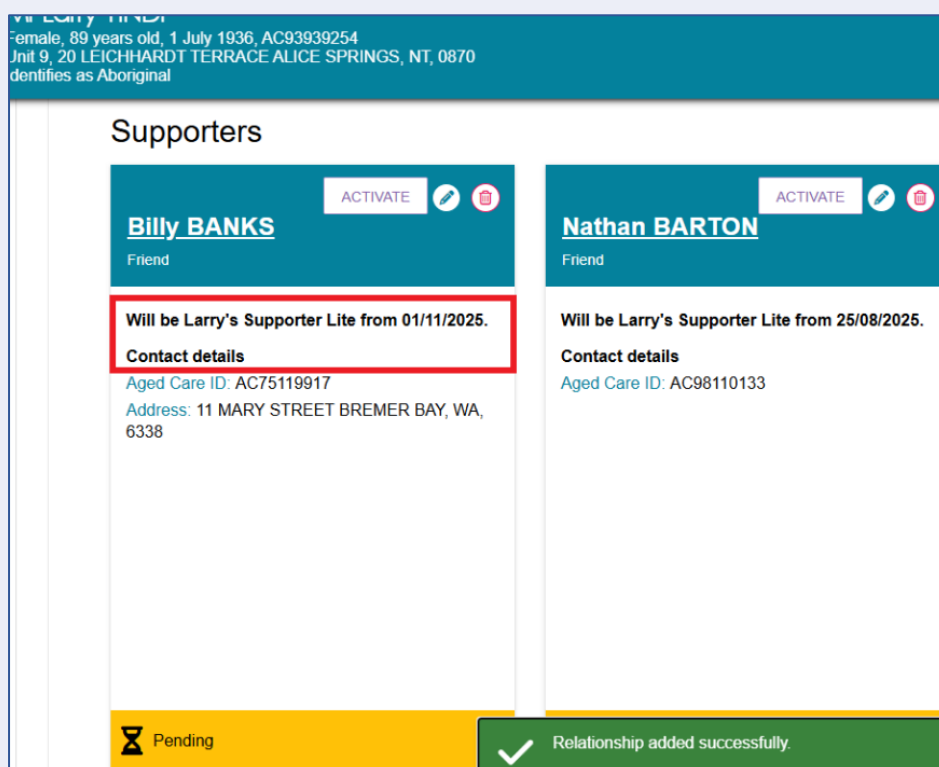
- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

CREATE RELATIONSHIP **CANCEL**

6. A green banner will appear at the bottom of the screen confirming successful addition of the relationship.



7. The newly created relationship will appear on the Support Network screen under the **SUPPORTERS** tab. The tile will also display the date when the relationship is active (as entered by the assessor at the time of creating the relationship).



Activating a Supporter Lite relationship

Once a Supporter Lite relationship is added, it will appear under the Support Network tab in the Client's record with an **ACTIVATE** button attached with a Pending status highlighted in yellow at the bottom of the tile. The Supporter Lite will also see the relationship under their own account once it is active.

Mr Larry YINDI
Female, 89 years old, 1 July 1936, AC93939254
Unit 9, 20 LEICHHARDT TERRACE ALICE SPRINGS, NT, 0870
Identifies as Aboriginal

Supporters

Billy BANKS

Friend

Will be Larry's Supporter Lite from 01/11/2025.

Contact details
Aged Care ID: AC75119917
Address: 11 MARY STREET BREMER BAY, WA, 6338

Pending

ACTIVATE

1. To change the relationship status to active, select the **ACTIVATE** button from the relevant Supporter's tile. A pop-up window will open where the user will be prompted to select the responses to consent.

Activate Relationship

All fields marked with an asterisk (*) are required.

Consent

I consent to being registered as a supporter under the *Aged Care Act 2024* for the client named in this form. I understand that I may request, access and receive information and documents, and communicate information, in line with the client's will and preferences, to support them to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing).

I consent to the Department disclosing my name, contact details, role and status (current, suspended or cancelled) as a supporter to the client and any other supporters that are registered for the client.

I understand that the Australian Privacy Principles may not apply to the client or another supporter if they receive any information or document containing my personal information.

I acknowledge that as a supporter, I must comply with the duties imposed on me by the *Aged Care Act 2024*, including to respect the client's right to privacy and to have their personal information protected. If my circumstances change in a way that affects my ability or capacity to act as a supporter, I will contact My Aged Care. *

☐ Yes ☒ No

I declare that:

- I am voluntarily registering as a supporter.
- The information I provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

I consent to registering the person named in this form as my supporter under the *Aged Care Act 2024*. I understand that my supporter may request, access and receive information and documents, and communicate information, in line with my will and preferences, to support me to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing). I consent to the Department collecting my personal information from my supporter and using it for aged care

ACTIVATE **CANCEL**

2. Navigate through all the information in the pop-up window and select **ACTIVATE**.

Activate Relationship

- Terms and conditions of registering in My Aged Care. [view details](#)

I consent to registering the person named in this form as my supporter under the *Aged Care Act 2024*. I understand that my supporter may request, access and receive information and documents, and communicate information, in line with my will and preferences, to support me to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing). I consent to the Department collecting my personal information from my supporter and using it for aged care purposes. I understand that the Australian Privacy Principles may not apply to my supporter if they receive any information or document, provided to them in their capacity as my supporter. *

☒ Yes ☐ No

I consent to any information or document that may or must be given to me under the *Aged Care Act 2024* to also be given to my supporter. I understand this will include historical information and documents that exist on my client record in My Aged Care. *

☐ Yes ☒ No



You have chosen not to consent to sharing certain information with your prospective supporter. This means that if your prospective supporter agrees to this registration, they will be registered as your supporter under the *Aged Care Act 2024* but will not be given automatic access to information that may or must be provided to you under the Act. While they will be a supporter under the Act, they will be recorded as a 'supporter lite' to reflect your choice. You can seek to end or change a registration at any time.

I declare that:

- I am voluntarily registering a supporter.
- The information I provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

ACTIVATE

CANCEL

3. A green banner will appear at the bottom of the screen to confirm the relationship activation.



Relationship successfully activated.

4. The user will be able to see the status changed from **Pending** to **Active** on the relevant Supporter tile.

Nathan BARTON
Friend

Is Larry's Supporter Lite from 25/08/2025.

Contact details
Aged Care ID: AC98110133

Active

5. In case of any relationship set to be active from a future date by the user, the status will



appear as **Pending** until the respective date. However, a message will appear on the Supporter Lite tile advising the relationship will be active on the date set by the user.

Female, 89 years old, 1 July 1936, AC93939254
Unit 9, 20 LEICHHARDT TERRACE ALICE SPRINGS, NT, 0870
Identifies as Aboriginal

Billy BANKS
Friend

Relationship will be active on 01 November 2025.

Will be Larry's Supporter Lite from 01/11/2025.

Contact details
Aged Care ID: AC75119917
Address: 11 MARY STREET BREMER BAY, WA, 6338

Pending

Creating a Supporter Guardian relationship

You will need to ensure that there is no duplicate clients or relationships in the My Aged Care system prior to creating a new relationship. This can be done by searching for the client and viewing their current support relationships. Further information on this can be found in [My Aged Care – Assessor Portal User Guide 1 – Registering and referring clients for assessments](#).

Once you have made sure that there will be no duplicates, you can create a relationship for the client with an individual Supporter Guardian.

1. From the client's **Support network** tab, select **CREATE RELATIONSHIP**.

Grammy KISKI
Male, 88 years old, 1 July 1937, AC52576840
CHURCH, 1 JENKE CIRCUIT KAMBAH, ACT, 2902

Primary contact: Grammy Kiski (self)
[View support network](#)

Support network

[REFER THIS CLIENT FOR ASSESSMENT](#) [VIEW CLIENT REPORT](#)

Client summary | Client details | **Support network** | Approvals | Plans | Attachments | Services | My Aged Care interactions | Notes

Tasks and Notifications | Residential Funding Classifications

CREATE RELATIONSHIP [NOTIFY MY AGED CARE OF A DEATH](#)

Grammy's support network | People Grammy supports | Pending documents | Declined, ended and cancelled relationships

2. The **Create relationship for client** page will be displayed. In section **01 About client's relationship**, select 'Supporter Guardian', and then at the next question: 'Is the support relationship with a Person or an Organisation?' select **Person**.

The screenshot shows the 'Create relationship for Grammy' form. At the top, it says '01 About Grammy's relationship' and includes a note: 'It is important to select these options carefully as they may impact who has access to the client's My Aged Care record, and what actions they can perform.' Below this, a message states: 'All fields marked with an asterisk (*) are required.' The main section is titled 'The support relationship to be established for Grammy is:' and lists several options: 'Supporter', 'Supporter Guardian' (selected and highlighted with a red box), 'Agent', 'Carer', 'Emergency Contact', 'GP', and 'Support Person'. Below this list, a question asks: 'Is the support relationship with a Person or an Organisation? *'. There are two radio button options: 'Person: Someone who is not part of a support organisation (e.g. a family member)' (selected and highlighted with a red box) and 'Organisation: Staff at a support organisation'.

3. You will then be asked **Is this person present (in person or by phone/video call) with the client** and **Does the client have a completed 'Registration of support person or organisation' form with them**. To continue with creating a relationship, one or both questions must be **Yes**.

This screenshot shows the continuation of the form. At the top, there are two radio button options: 'Person: Someone who is not part of a support organisation (e.g. a family member)' (selected) and 'Organisation: Staff at a support organisation'. Below these, two questions are listed, both marked with an asterisk to indicate they are required. The first question is 'Is this person present (in person or by phone/video call) with the client? *' with 'Yes' selected (highlighted with a red box). The second question is 'Does the client have a completed 'Registration of supporter or organisation' form with them? *' with 'Yes' selected (highlighted with a red box).

4. If both answers to the questions in the above shown screen are **No**, an error message will occur as shown in the following example and you will not be able to continue.

This screenshot shows the form with the 'No' option selected for both required questions: 'Is this person present (in person or by phone/video call) with the client? *' and 'Does the client have a completed 'Registration of supporter or organisation' form with them? *'. Below the questions are two buttons: 'CREATE RELATIONSHIP' and 'CANCEL'. At the bottom of the form, a red error message is displayed: 'Unable to create this relationship if the support person is not present with the client and an 'Registration of a supporter or organisation' form has not been completed.'

In section **02 Add support person details**, enter the **First name** and **Last name** of the prospective Supporter Guardian and then select **SEARCH**. This is to ensure that there are no duplicate records being accidentally made in My Aged Care.

02

Add support person details

Enter support person and relationship details.

Please enter the details of your support person.

Title (Select one)

First name: *

Last name: *

SEARCH

5. If there are no records found, you can still continue. Select **CONTINUE TO REGISTER**, then go to the [Registering a new person for a support relationship](#) section to continue to register.

Please enter the details of your support person.

Title (Select one)

Mr

First name: *

Vincent

Last name: *

Naughton

SEARCH

Select

Name

Date of birth

Gender

Postcode

Telephone number

There are no client records found

If the support person you wish to create a relationship is not found in My Aged Care, you can continue registering the support person in My Aged Care.

CONTINUE TO REGISTER

6. If a matching record is found, select the correct matching record, and then tick the checkbox that appears, to acknowledge that you are selecting the correct record.

02

Add support person details
Enter support person and relationship details.

Please enter the details of your support person.

Title (Select one) First name: *
Mario

Last name: *
Bandicamp

SEARCH

1 client record(s) exist that match these details. Select the correct record that matches the information provided to you by the client.

Select	Name	Date of birth	Gender	Postcode	Telephone number
☒	Mario Bandicamp	1/07/1937	Male	6105 (WA)	

You have selected

Name Aged Care ID
Mario Bandicamp AC77184331

Date of Birth Medicare card number
1/07/1937

Address Phone
1 KELLY Street
CLOVERDALE
WA 6105

☐ Please confirm that this is Mario Bandicamp's record before proceeding. This will ensure you create a relationship with the correct person. *

7. Once confirmed you need to select the Relationship to the client, and Relationship start date. The Relationship end date is optional.

! The Relationship end date must match the end date given in the Legal documentation, if there is one.

Relationship to Grammy Kiski: *

☐ Child

☐ Parent

☐ Spouse/Partner

☐ Neighbour

☒ Friend

☐ Other

When should the relationship start?
You can also enter an end date if there is a preferred time you would like the relationship to end.

Relationship start date (DD/MM/YYYY) on or after: *
01/11/2025

Relationship end date (DD/MM/YYYY):
(e.g. dd/mm/yyyy)

8. In section **03 Registration of Supporter or organisation form**, you will need to attach the registration form and enter the name of the attachment.

03

Registration of supporter or organisation form
Complete and upload a Registration of supporter or organisation form for processing by My Aged Care.

Registration of a supporter or organisation form

CHOOSE FILE

No file chosen

Name of attachment

9. In Section **04 Add documentation**, select whether you (the assessor) can verify the Supporter Guardian documents to act on the client's behalf as a Supporter.

- ! If you can verify the provided legal documentation, select **Yes** and upload the verified legal documents.
- If you are unable to verify the documents provided, select **No** and upload the documents and select the **Submit to My Aged Care** button. This will create a pending relationship and submit the documents to the My Aged Care contact centre to verify the documents and create the relationship.
- If you have not provided any legal documents, you will need to advise the prospective Supporter Guardian that you can progress the relationship request to the System Governor for review, but to be registered a Supporter guardian, they must submit proof of their legal decision-making authority. This can be done by submitting any documentation to the My Aged Care contact centre or from their online account.

04

Add documentation
Add supporting documentation to create relationship.

 To become a Supporter Guardian, you must provide the legal document regarding the person you are registering with as a Supporter. For more information see [My Aged Care website](#).

Are you able to verify the Supporter Guardian documents? *

☐ Yes ☒ No

10. Attach the required legal and/or medical documentation by selecting the '**Add an Attachment**' button.

A legal document (such as guardianship orders, enduring power of attorney etc.) regarding the person registering as a Supporter guardian **MUST** be attached. Then, input a document name.

If necessary, upload a medical practitioner letter to support the client's need for the Supporter guardianship, and input a document name.

If you have a combined legal and medical document, upload it into the **Legal Documentation** section.

Further information is available from the [My Aged Care Assessment Manual](#).

Add documents

Add documents to support creation of relationship (Up to 5 files, 10 MB total, 5MB each)

ADD AN ATTACHMENT

Legal Documentation*

No documents uploaded.

Medical Documentation

No documents uploaded.

Other Documentation

No documents uploaded.

11. If you have more than one piece of documentation, continue to add relevant documentation by choosing the files and Select **UPLOAD**. Please ensure the documents meets the required criteria as mentioned on the screen.

Add an attachment

i Please note: Some attachments will be viewable by other people with authorised access to this client record. Please refer to your portal guide for details.

All fields marked with an asterisk (*) are required.

You can upload files up to 5 MB to this record. The following file types are accepted: .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, .txt

CHOOSE FILE Legal.docx

Name of the attachment: * Legal Documentation Supporter Guardian

Type of attachment * Legal

Label:

(250 characters)

UPLOAD **CANCEL**

This example screenshot shows one of each type of documentation (Legal, Medical, Other) uploaded in the Add Documents screen. To delete, select Delete next to the relevant type.

A To become a Supporter Guardian, you must provide the legal document regarding the person you are registering with as a Supporter. For more information see My Aged Care website.

Add documents

Add documents to support creation of relationship (Up to 5 files, 10 MB total, 5MB each)

ADD AN ATTACHMENT

Legal Documentation*

Legal Documentation Supporter Guardian

Legal.docx [68.49KB] **DELETE**

Medical Documentation

Medical documents Jen C

Medical letter.pdf [573.51KB] **DELETE**

Other Documentation

Supporting Docs

Supporting Docs.docx [13.04KB] **DELETE**

12. In the section **05 Consent**, it shows the prospective Supporter Guardian's consent declaration.

The Supporter Guardian must select **Yes** for the relationship request to continue.

If **No** is selected, the relationship request cannot be completed.

05
Consent

I confirm that I am a legally appointed decision maker for the client named in this form. I understand that my legal authority for my appointment must be active when I am acting on behalf the client, and that I must act in line with the state or territory arrangements for that appointment, including within the scope of my decision-making authority.

I consent to being registered as a supporter under the *Aged Care Act 2024* for the client. I understand that I may request, access and receive information and documents, and communicate information, in line with the client's will and preferences, to support them to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing).

I consent to the Department disclosing my name, contact details, role and status (current, suspended or cancelled) as a supporter to the client and any other supporters that are registered for the client. I understand that the Australian Privacy Principles may not apply to the client or another supporter if they receive any information or document containing my personal information.

I acknowledge that as a supporter, I must comply with the duties imposed on me by the *Aged Care Act 2024*, including to respect the client's right to privacy and to have their personal information protected. If my circumstances change in a way that affects my ability or capacity to act as a supporter, I will contact My Aged Care. *

☒ Yes ☐ No

13. After selecting Yes to the Supporter guardian's consent declaration, the Conflict of Interest declaration appears. Select Yes or No.

If **Yes** is selected, input the conflict of interest details in the text box.

Select the **View Details** hyperlinks to view the duties of a Supporter, and the terms and conditions of registering in My Aged Care.

Finally, select **Submit to My Aged Care**.

☒ Yes ☐ No

Conflict of interest

If you have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form, please advise below.

For more information regarding what a Conflict of Interest is please visit: [My Aged Care website](#)

I have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form. *

☒ Yes ☐ No

Conflict of interest description: *

Conflict of interest details go here

36 / 500

I declare that:

- I am voluntarily registering as a supporter.
- The information I provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

SUBMIT TO MY AGED CARE CANCEL

14. You will be taken to the client's **Support Network** screen where the Supporter guardian details will be displayed in a tile. It will either be:

- with a green banner confirming successful creation of the support relationship, or
- With a yellow Pending banner, and/or
- With an Information banner advising delegate approval is required before the relationship is approved.

Mrs Jennifer CARL
Female, 83 years old, 15 September 1941, AC15403538

Support network

Client summary | Client details | **Support network** | Approvals | Plans | Attachments | Services | My Aged Care interactions

Jennifer's support network | People Jennifer supports | Pending documents | Declined and ended relationships

Supporters

Vincent NAUGHTON
Friend

Will be Jennifer's Supporter guardian from 20/05/2025.

Contact details
Aged Care ID: AC04575825
Phone: 0437 924 781

Roland MOSES
Other

Is Jennifer's Supporter from 20/05/2025.

Contact details
Aged Care ID: AC98018302
Phone: 02 2331 0449
Address: Unit 5, 8 - 3 2 BURNE AVENUE DEE WHY, NSW, 2099

✓ Vincent Naughton successfully registered and relationship added.

When a Supporter Guardian relationship request has a Status Reason of **Pending Delegate Decision**, the corresponding relationship card will display the Status as Pending. Additionally, an informational message will appear at the top of the card stating:

Relationship undergoing delegate approval, indicating that the relationship is currently awaiting a decision from the delegate.

Supporters

Billy BANKS
Other

Relationship undergoing delegate approval

Will be Kendall's Supporter guardian from 27/08/2025.

Contact details
Aged Care ID: AC75119917
Address: 11 MARY STREET BREMER BAY, WA, 6338

Pending

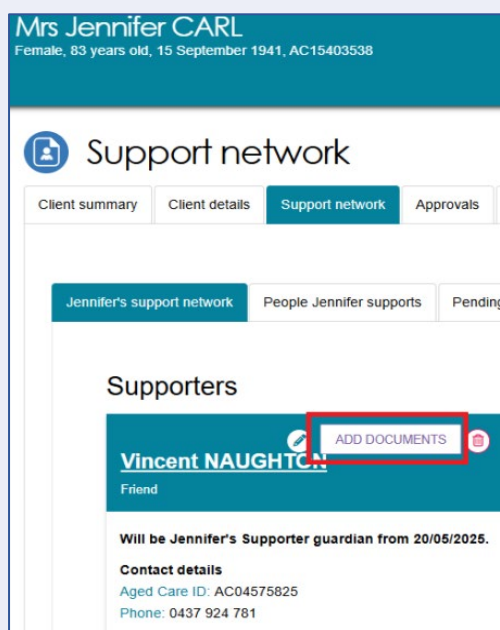
Younger BOB
Neighbour

Is Kendall's Supporter from 27/08/2025.

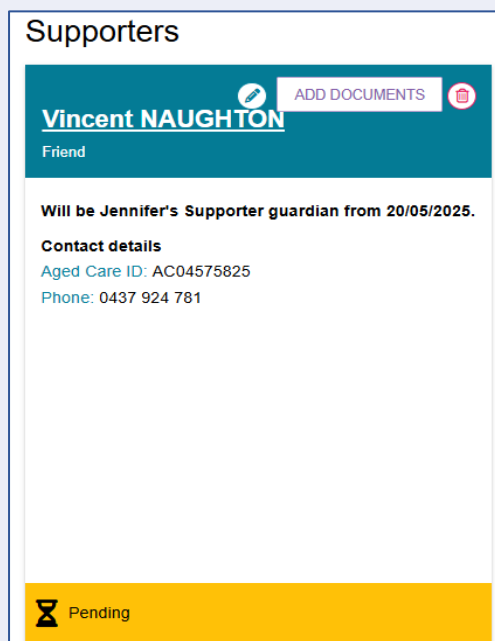
Contact details
Aged Care ID: AC07283310
Address: Lot Number 1 BLUE GUM DRIVE HIGHFIELDS, QLD, 4352

✓ Active

15. More documents can be added regarding the Supporter Guardian from the tile on the clients support network by selecting the **ADD DOCUMENTS** button.



16. If there are any pending documents to be attached, a yellow banner will be displayed below the relevant Supporter relationship tile.



Creating a Supporter Organisation relationship

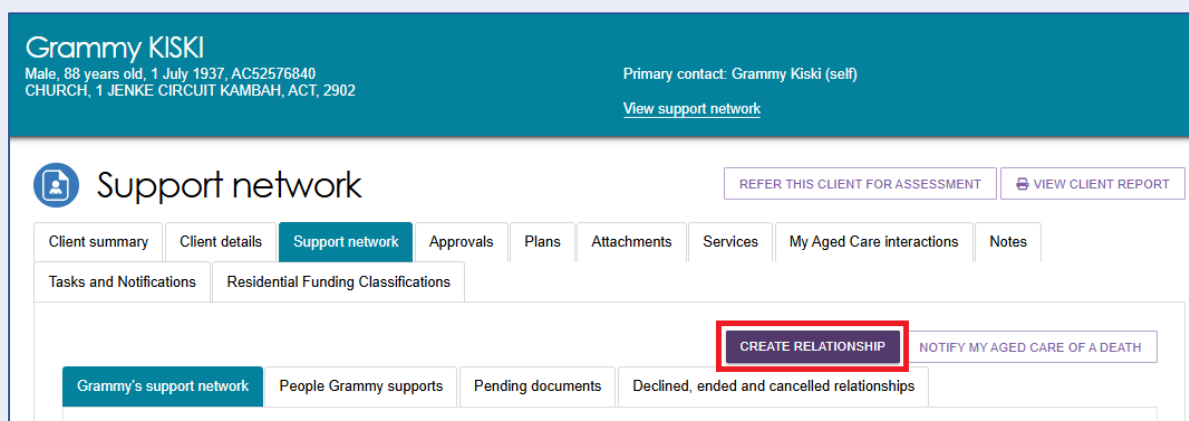
Prior to creating a new Supporter Organisation relationship, ensure that:

- There is no duplicate organisations or relationships in the My Aged Care system
- There are no previously cancelled Supporter Organisation relationships
- The Supporter Organisation can also comply with the duties of a Supporter.

This can be done by searching for the organisation and viewing their current support relationships. Further information on this can be found in the [My Aged Care – Assessor Portal User Guide 1 – Registering and referring clients for assessments](#).

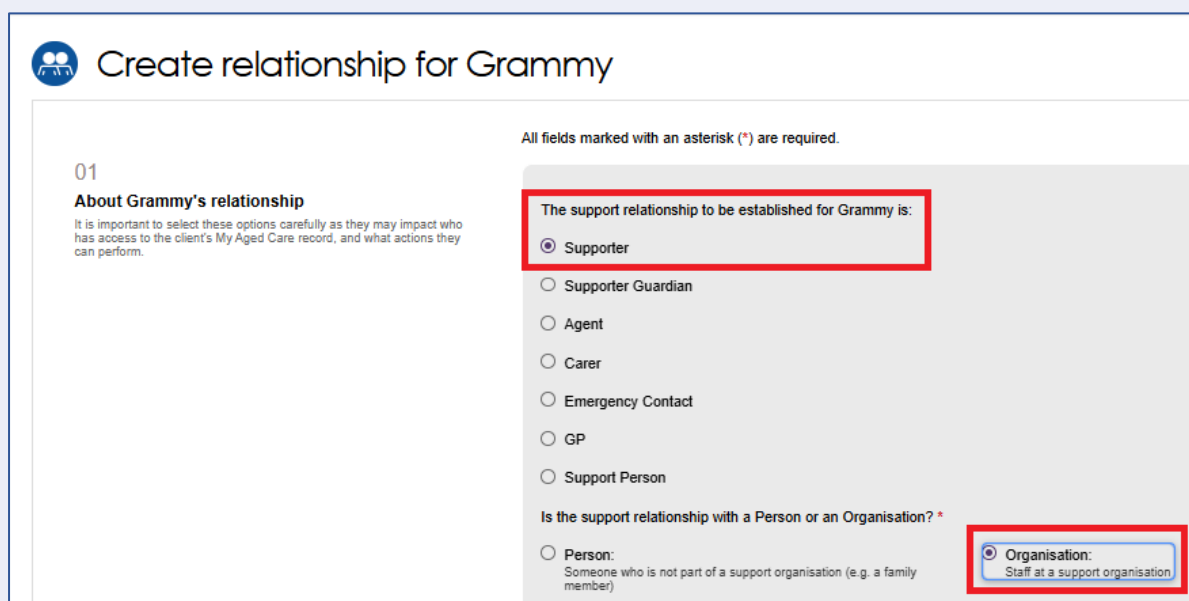
Supporter Organisation relationship requests are subject to delegate approval.

1. From the client's **Support network** tab, select **CREATE RELATIONSHIP**.



The screenshot shows the 'Support network' tab for client Grammy KISKI. The client's details are displayed at the top: Male, 88 years old, 1 July 1937, AC52576840, CHURCH, 1 JENKE CIRCUIT KAMBAH, ACT, 2902. The primary contact is Grammy Kiski (self). The 'Support network' tab is selected, and the 'CREATE RELATIONSHIP' button is highlighted with a red box. Other tabs include Client summary, Client details, Approvals, Plans, Attachments, Services, My Aged Care interactions, Notes, Tasks and Notifications, Residential Funding Classifications, and a bottom bar with Grammy's support network, People Grammy supports, Pending documents, and Declined, ended and cancelled relationships.

2. The Create relationship for client page will be displayed. In section **01 About client's relationship**, select **SUPPORTER** and the type as **ORGANISATION** as shown in the example below.



The screenshot shows the 'Create relationship for Grammy' page. The section '01 About Grammy's relationship' is displayed. The text states: 'It is important to select these options carefully as they may impact who has access to the client's My Aged Care record, and what actions they can perform.' The 'The support relationship to be established for Grammy is:' section has the 'Supporter' radio button selected. The 'Is the support relationship with a Person or an Organisation? *' section has the 'Organisation: Staff at a support organisation' radio button selected. Both the 'Supporter' radio button and the 'Organisation' radio button are highlighted with red boxes.

3. In section **02 Add support organisation details**, search for the support organisation by either entering its name or the suburb or postcode, then press **SEARCH**. Optionally you can also specify to search within a kilometre range of the suburb or postcode.

Suburb or Postcode search example

02
Add support organisation details
Enter support organisation and relationship details.

Search for support organisation *

☐ Enter organisation name
☒ Enter suburb/postcode

Enter suburb or postcode and select from the list below: *

BRISBANE CITY, QLD, 4000

Within 10 kms of the selected suburb/postcode

SEARCH CLEAR

Organisation name search example

02
Add support organisation details
Enter support organisation and relationship details.

Search for support organisation *

☒ Enter organisation name
☐ Enter suburb/postcode

Enter organisation name *

Access

SEARCH CLEAR

! Only recognised support organisations are available. If an organisation cannot be found, try refining your search terms or searching on the My Aged Care website.

Once you have found your organisation, select it from the list, and respond to **When should the relationship start**.

You will have the option to record the relationship end date, and/or the **full name of one support person within the organisation** that the client wants to only work with.

Select	Organisation	Branch	Support offered	Suburb
☒	Access Community Services	Access Community Care Finder - PHN South Brisbane	Supporter	LOGAN CENTRAL, QLD, 4114

You have selected

Organisation	Branch
Access Community Services	Access Community Care Finder - PHN South Brisbane
Address	Phone
95 7 WEMBLEY Road LOGAN CENTRAL QLD 4114	0255023668

All supporters at the organisation will be able to assist Grammy Kiski.
If Grammy Kiski only wants to work with one person they already know, please enter the person's full name here.

Full name of support person: _____

When should the relationship start?
Enter an end date if you would like the relationship to be time limited.

Relationship start date (DD/MM/YYYY) on or after: *
01/11/2025

Relationship end date (DD/MM/YYYY):
(e.g. dd/mm/yyyy)

4. In Section **03 Registration of Supporter or organisation form**, upload the relevant registration form by selecting **CHOOSE FILE** button and enter the name of the attachment.

03

Registration of supporter or organisation form

Complete and upload a Registration of supporter or organisation form for processing by My Aged Care.

Registration of a supporter or organisation form

CHOOSE FILE Registrati...Jen C.docx

Name of attachment *

Registration of Supporter Org

5. In Section **04 Add documents**, add relevant documentation in relation to the support organisation registration. Select **ADD AN ATTACHMENT**

Add documents

Add documents to support creation of relationship (Up to 5 files, 10 MB total, 5MB each)

ADD AN ATTACHMENT

Legal Documentation

No documents uploaded.

Medical Documentation

No documents uploaded.

Other Documentation

No documents uploaded.

6. On the **Add an attachment** screen choose the file to be uploaded and select **UPLOAD**.

Add an attachment

i Please note: Some attachments will be viewable by other people with authorised access to this client record. Please refer to your portal guide for details.

All fields marked with an asterisk (*) are required.

You can upload files up to 5 MB to this record. The following file types are accepted: jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, .txt

CHOOSE FILE

Legal.docx

Name of the attachment: *

Type of attachment *

Legal Documentation Supporter Organisation

Legal

Label:

(250 characters)

UPLOAD

CANCEL

7. In the **05 CONSENT** section, the Supporter Organisation's consent declaration appears. Complete the declaration by answering **YES** or **NO**.

05
Consent

Access Community Services / Access Community Care Finder - PHN South Brisbane confirms that it is a legally appointed decision maker for the client named in this form. Access Community Services / Access Community Care Finder - PHN South Brisbane understands that their legal authority for its appointment must be active when it is acting on behalf of the client, and that it must act in line with the state or territory arrangements for that appointment, including within the scope of its decision-making authority.

Access Community Services / Access Community Care Finder - PHN South Brisbane consents to being registered as a supporter under the *Aged Care Act 2024* for the client. It understands that it may request, access and receive information and documents, and communicate information, in line with the client's will and preferences, to support them to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing).

Access Community Services / Access Community Care Finder - PHN South Brisbane consents to the Department disclosing its name, contact details, role and status (current, suspended or cancelled) as a supporter to the client and any other supporters that are registered for the client.

Access Community Services / Access Community Care Finder - PHN South Brisbane understands that the Australian Privacy Principles may not apply to the client or another supporter if they receive any information or document containing its personal information.

Access Community Services / Access Community Care Finder - PHN South Brisbane acknowledges that as a supporter, it must comply with the duties imposed on it by the *Aged Care Act 2024*, including to respect the client's right to privacy and to have their personal information protected. If the circumstances of Access Community Services / Access Community Care Finder - PHN South Brisbane change in a way that affects its ability or capacity to act as a supporter, it will contact My Aged Care. *

☐ Yes

☐ No

8. If the answer to the Supporter Organisation's consent declaration is **No**, the relationship creation process cannot continue, and the **Submit to My Aged Care** button is greyed out.

Access Community Services / Access Community Care Finder - PHN South Brisbane acknowledges that as a supporter, it must comply with the duties imposed on it by the *Aged Care Act 2024*, including to respect the client's right to privacy and to have their personal information protected. If the circumstances of Access Community Services / Access Community Care Finder - PHN South Brisbane change in a way that affects its ability or capacity to act as a supporter, it will contact My Aged Care. *

☐ Yes

☒ No

I declare that:

- Access Community Services / Access Community Care Finder - PHN South Brisbane is voluntarily registering as a supporter.
- The information we provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

SUBMIT TO MY AGED CARE

CANCEL

9. If the answer to the Supporter Organisation's consent declaration is **Yes**, the Support Organisation's conflict of interest declaration appears. Complete the declaration by answering **Yes** or **No**.

Access Community Services / Access Community Care Finder - PHN South Brisbane acknowledges that as a supporter, it must comply with the duties imposed on it by the *Aged Care Act 2024*, including to respect the client's right to privacy and to have their personal information protected. If the circumstances of Access Community Services / Access Community Care Finder - PHN South Brisbane change in a way that affects its ability or capacity to act as a supporter, it will contact My Aged Care. *

☒ Yes ☐ No

Conflict of interest

If you have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form, you are required to provide details to the System Governor, including how this conflict will be avoided or managed.

If you have a conflict to report, please call My Aged Care to finish this registration. My Aged Care can be contacted on 1800 200 422

☐ Yes ☐ No

10. If the answer to the Supporter Organisation's conflict of interest declaration is **Yes**, enter the details in the text box, as shown in the screenshot below.

! The Conflict of Interest details text needs to be in the words of the prospective Supporter Organisation, and agreed by the prospective Supporter Organisation.

Read the last two clauses of the Supporter Organisation declaration.

Select the **View Details** hyperlinks to view the duties of a Supporter, and the terms and conditions of registering in My Aged Care.

Finally, Select the **SUBMIT TO MY AGED CARE** button.

Conflict of interest

If you have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form, you are required to provide details to the System Governor, including how this conflict will be avoided or managed.

If you have a conflict to report, please call My Aged Care to finish this registration. My Aged Care can be contacted on 1800 200 422

☒ Yes ☐ No

Conflict of interest description: *

Conflict of Interest details go here

36 / 500

I declare that:

- Access Community Services / Access Community Care Finder - PHN South Brisbane is voluntarily registering as a supporter.
- The information we provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

SUBMIT TO MY AGED CARE CANCEL

11. The newly created Supporter Organisation will be displayed on the client's **SUPPORT NETWORK** screen with a green banner confirming the successful addition of the relationship.

Mrs Jennifer CARL
Female, 83 years old, 15 September 1941, AC15403538

Supporter Organisations

Access Community Services

Is Jennifer's Supporter from 20/05/2025.

Contact details

Branch: Access Community Care Finder - PHN South Brisbane

Phone: 02 5502 3668

Address: Lot Number 95 7 WEMBLEY ROAD LOGAN CENTRAL, QLD, 4114

✓ Active

Agents

Relationship added successfully and is now active.

Creating a Supporter Guardian Organisation relationship

You will need to ensure that there are no duplicate Supporter guardian organisations or relationships in the My Aged Care system prior to creating a new relationship. This can be done by searching for the organisation and viewing their current support relationships. Further information on this can be found in the [My Aged Care – Assessor Portal User Guide 1 – Registering and referring clients for assessments](#).

Once you have made sure that there will be no duplicates, you can create a relationship request for the client with a Supporter guardian organisation.

Supporter Guardian Organisation relationship requests are subject to delegate approval.

1. From the client's **Support network** tab, select **CREATE RELATIONSHIP**.

The screenshot shows the 'Support network' tab for client Grammy KISKI. The client's details are: Male, 88 years old, 1 July 1937, AC52576840, CHURCH, 1 JENKE CIRCUIT KAMBAH, ACT, 2902. The primary contact is Grammy Kiski (self). The 'Support network' tab is selected, and the 'CREATE RELATIONSHIP' button is highlighted with a red box. Other buttons include 'REFER THIS CLIENT FOR ASSESSMENT', 'VIEW CLIENT REPORT', 'Client summary', 'Client details', 'Approvals', 'Plans', 'Attachments', 'Services', 'My Aged Care interactions', 'Notes', 'Tasks and Notifications', 'Residential Funding Classifications', 'Grammy's support network', 'People Grammy supports', 'Pending documents', and 'Declined, ended and cancelled relationships'.

2. The Create relationship for client page will be displayed. In section **01 About client's relationship**, select **Supporter Guardian**, and the relationship type as **ORGANISATION** as shown in the example below.

The screenshot shows the 'Create relationship for Grammy' page. The section '01 About Grammy's relationship' is displayed. The text states: 'It is important to select these options carefully as they may impact who has access to the client's My Aged Care record, and what actions they can perform.' The 'Supporter Guardian' radio button is selected and highlighted with a red box. The 'Organisation' radio button is also highlighted with a red box. The text 'All fields marked with an asterisk (*) are required.' is visible at the top. The text 'The support relationship to be established for Grammy is:' is followed by a list of radio buttons: Supporter, Supporter Guardian, Agent, Carer, Emergency Contact, GP, and Support Person. The text 'Is the support relationship with a Person or an Organisation? *' is followed by two radio buttons: Person (Someone who is not part of a support organisation (e.g. a family member)) and Organisation (Staff at a support organisation).

3. In section **02 Add support organisation details**, search for the support organisation by either entering its name or the suburb or postcode, then press **SEARCH**. Optionally you can also specify to search within a kilometre range of the suburb or postcode.

Suburb or Postcode search example

02

Add support organisation details
Enter support organisation and relationship details.

Search for support organisation *

☐ Enter organisation name
☒ Enter suburb/postcode

Enter suburb or postcode and select from the list below: *

BRISBANE CITY, QLD, 4000

Within kms of the selected suburb/postcode

Organisation name search example

02

Add support organisation details
Enter support organisation and relationship details.

Search for support organisation *

☒ Enter organisation name
☐ Enter suburb/postcode

Enter organisation name: *

Access

4. Once you have found your organisation, select it from the list, and respond to **When should the relationship start**. You will have the option to record the relationship end date, and/or the **full name of one Support Guardian within the organisation** that the client wants to only work with.

! The Relationship end date must match the end date given in the Legal documentation, if there is one.

Select	Organisation	Branch	Support offered	Suburb
☒	Leamington Aged Care Pty Ltd	Golden Grove Outlet	Supporter	SOUTHPORT, QLD, 4215
☐	Access Community Services	Access Community Care Finder - PHN South Brisbane	Supporter	LOGAN CENTRAL, QLD, 4114

You have selected

Organisation	Branch
Leamington Aged Care Pty Ltd	Golden Grove Outlet
Address	Phone
2 HIGH Street SOUTHPORT QLD 4215	02654512545

All supporters at the organisation will be able to assist Grammy Kiski.
If Grammy Kiski only wants to work with one person they already know, please enter the person's full name here.

Full name of support person:

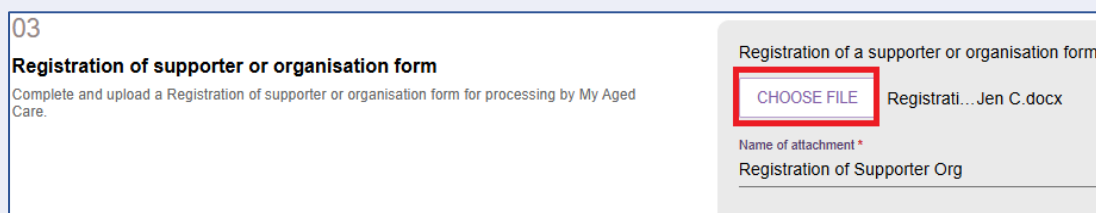
When should the relationship start?
Enter an end date if you would like the relationship to be time limited.

Relationship start date (DD/MM/YYYY) on or after: *

Relationship end date (DD/MM/YYYY):

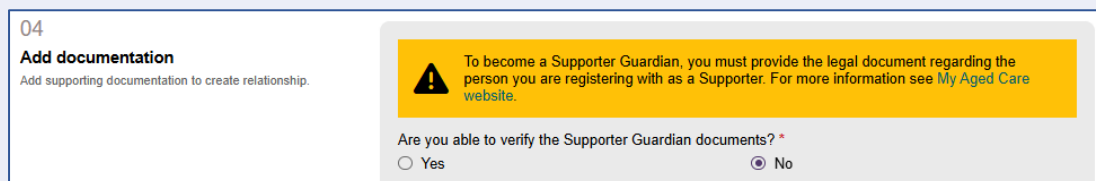
(e.g. dd/mm/yyyy)

5. In Section **03 Registration of Supporter or organisation form**, upload the relevant registration form by selecting **CHOOSE FILE** button and enter the name of the attachment.



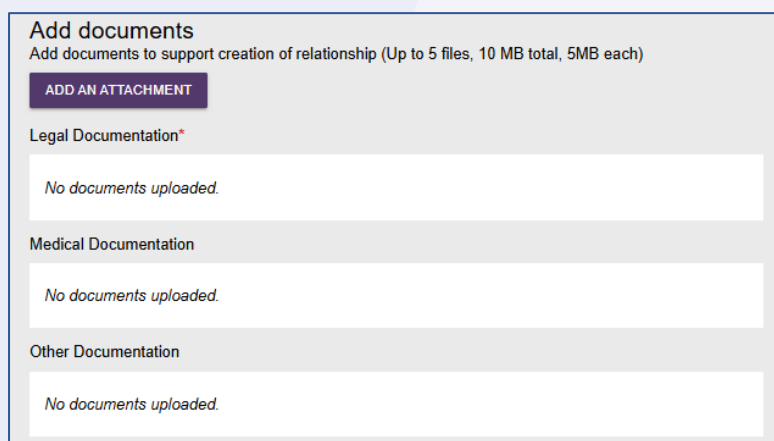
6. In Section **04 Add documentation**, select whether you (the assessor) can verify the Supporter Guardian Organisation's documents to act on the client's behalf.

- !
- If you can verify the provided legal documentation, select **Yes** and upload the verified legal documents.
 - If you are unable to verify the documents provided, select **No** and upload the documents and select the **Submit to My Aged Care** button. This will create a pending relationship and submit the documents to the My Aged Care contact centre to verify the documents and create the relationship.
 - If you have not provided any legal documents, you will need to advise the Supporter to establish the relationship by submitting their documents to the My Aged Care contact centre or submit from their online account.



7. Attach the required legal and/or medical documentation by selecting the '**Add An Attachment**' button.

- !
- A legal document (such as guardianship orders, enduring power of attorney etc.) regarding the person registering as a Supporter guardian **MUST** be attached. Then, input a document name.
 - If necessary, upload a medical practitioner letter to support the client's need for the Supporter guardianship, and input a document name.
 - Further information is available from the [My Aged Care Assessment Manual](#).



8. Continue to add relevant documentation by choosing the files and Select **UPLOAD**. Please ensure the documents meets the required criteria as mentioned on the screen.

Add an attachment

i Please note: Some attachments will be viewable by other people with authorised access to this client record. Please refer to your portal guide for details.

All fields marked with an asterisk (*) are required.

You can upload files up to 5 MB to this record. The following file types are accepted:
.jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, .txt

CHOOSE FILE

Legal.docx

Name of the attachment: *

Legal Documentation Supporter Guardian

Type of attachment *

Legal

Label:

(250 characters)

UPLOAD

CANCEL

9. Repeat the above step until all the documentation is uploaded.

! To become a Supporter Guardian, you must provide the legal document regarding the person you are registering with as a Supporter. For more information see [My Aged Care website](#).

Add documents

Add documents to support creation of relationship (Up to 5 files, 10 MB total, 5MB each)

ADD AN ATTACHMENT

Legal Documentation*

Legal Documentation Supporter Guardian

Legal.docx [68.49KB]

DELETE

Medical Documentation

Medical documents Jen C

Medical letter.pdf [573.51KB]

DELETE

Other Documentation

Supporting Docs

Supporting Docs.docx [13.04KB]

DELETE

10. In the section **05 Consent**, it shows the prospective Supporter Guardian Organisation's consent declaration.

The Supporter guardian organisation, or the assessor on behalf of the Supporter guardian organisation, must select **Yes** for the relationship request to continue.

If **No** is selected, the relationship request cannot be completed, and the Submit to My Aged Care button will be greyed out.

i

For further information, go to My Aged Care | www.myagedcare.gov.au | 1800 836 799

41

05

Consent

Leamington Aged Care Pty Ltd / Golden Grove Outlet confirms that it is a legally appointed decision maker for the client named in this form. Leamington Aged Care Pty Ltd / Golden Grove Outlet understands that their legal authority for its appointment must be active when it is acting on behalf the client, and that it must act in line with the state or territory arrangements for that appointment, including within the scope of its decision-making authority.

Leamington Aged Care Pty Ltd / Golden Grove Outlet consents to being registered as a supporter under the *Aged Care Act 2024* for the client. It understands that it may request, access and receive information and documents, and communicate information, in line with the client's will and preferences, to support them to do a thing under, or for the purposes of, the *Aged Care Act 2024* (other than for the purposes of means testing).

Leamington Aged Care Pty Ltd / Golden Grove Outlet consents to the Department disclosing its name, contact details, role and status (current, suspended or cancelled) as a supporter to the client and any other supporters that are registered for the client.

Leamington Aged Care Pty Ltd / Golden Grove Outlet understands that the Australian Privacy Principles may not apply to the client or another supporter if they receive any information or document containing its personal information.

Leamington Aged Care Pty Ltd / Golden Grove Outlet acknowledges that as a supporter, it must comply with the duties imposed on it by the *Aged Care Act 2024*, including to respect the client's right to privacy and to have their personal information protected. If the circumstances of Leamington Aged Care Pty Ltd / Golden Grove Outlet change in a way that affects its ability or capacity to act as a supporter, it will contact My Aged Care. *

☐ Yes ☒ No

I declare that:

- Leamington Aged Care Pty Ltd / Golden Grove Outlet is voluntarily registering as a supporter.
- The information we provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

SUBMIT TO MY AGED CARE

CANCEL

11. After selecting Yes to the Supporter guardian's consent declaration, the Conflict of Interest declaration appears. Select Yes or No.

If **Yes** is selected, input the conflict of interest details in the text box.

Select the **View Details** hyperlinks to view the duties of a Supporter, and the terms and conditions of registering in My Aged Care.

Finally, select **Submit to My Aged Care**.

Leamington Aged Care Pty Ltd / Golden Grove Outlet acknowledges that as a supporter, it must comply with the duties imposed on it by the *Aged Care Act 2024*, including to respect the client's right to privacy and to have their personal information protected. If the circumstances of Leamington Aged Care Pty Ltd / Golden Grove Outlet change in a way that affects its ability or capacity to act as a supporter, it will contact My Aged Care. *

☒ Yes ☐ No

Conflict of interest

If you have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form, you are required to provide details to the System Governor, including how this conflict will be avoided or managed.

If you have a conflict to report, please call My Aged Care to finish this registration. My Aged Care can be contacted on 1800 200 422

☒ Yes ☐ No

Conflict of interest description: *

Conflict of interest details go here

36 / 500

I declare that:

- Leamington Aged Care Pty Ltd / Golden Grove Outlet is voluntarily registering as a supporter.
- The information we provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

SUBMIT TO MY AGED CARE

CANCEL



12. You will be taken to the client's **Support Network** screen where the Supporter guardian details will be displayed in a tile. It will either be:
- with a green banner confirming successful creation of the support relationship, or
 - with a yellow 'Pending' banner, and/or
 - with an Information banner advising that delegate approval is required before the relationship is approved.

Pending banner, Pending delegate approval example

The screenshot shows the 'Supporter Organisations' section of the 'Grammy's support network' interface. A red box highlights a tile for 'Leamington Aged Car...' which has a yellow 'Pending' banner at the bottom. The tile text indicates the relationship is undergoing delegate approval and will be effective from 14/08/2025. Contact details for the branch, phone, and address are listed. Below this, the 'Agents' and 'Other relationships' sections both show 'No relationships'. A green banner at the bottom of the page states 'Relationship added successfully and is subject to delegate decision.' with a checkmark icon.

Creating an Organisational Agent relationship

You will need to ensure that there are no duplicate clients or relationships in the My Aged Care system prior to creating a new relationship. This can be done by searching for the client and viewing their current support relationships, further information on this can be found in the [My Aged Care – Assessor Portal User Guide 1 – Registering and referring clients for assessments](#).

Once you have made sure that there will be no duplicates, you can create a relationship for the client with an Organisational Agent.

1. From the client's **Support network** tab, select **CREATE RELATIONSHIP**.

The screenshot shows the 'Support network' screen for a client named 'Grammy KISKI'. The client's details, including age, date of birth, and address, are displayed at the top. The 'Support network' tab is selected, and the 'CREATE RELATIONSHIP' button is highlighted with a red box. Other tabs like 'Client summary', 'Client details', 'Approvals', 'Plans', 'Attachments', 'Services', 'My Aged Care interactions', and 'Notes' are visible. The bottom navigation bar shows the 'Grammy's support network' tab selected.

2. The **Create relationship for client** page will be displayed. In section **01 About client's relationship**, select **Agent** from the list.

The screenshot shows the 'Create relationship for Grammy' page. On the left, section 01 is titled 'About Grammy's relationship' with a sub-note: 'It is important to select these options carefully as they may impact who has access to the client's My Aged Care record, and what actions they can perform.' On the right, a grey box contains the heading 'The support relationship to be established for Grammy is:' followed by a list of radio button options: 'Supporter', 'Supporter Guardian', 'Agent' (which is selected and highlighted with a red rectangle), 'Carer', 'Emergency Contact', 'GP', and 'Support Person'. Above this list, a note states: 'All fields marked with an asterisk (*) are required.'

3. In section **02 Add support organisation details**, search for the support organisation by either entering its name or the suburb or postcode, then press **SEARCH**. Optionally you can also specify to search within a kilometre range of the suburb or postcode.

Suburb or Postcode search example

The screenshot shows section 02 'Add support organisation details' with the instruction 'Enter support organisation and relationship details.' On the right, a grey box titled 'Search for support organisation *' contains two radio button options: 'Enter organisation name' and 'Enter suburb/postcode' (which is selected). Below these is a text input field containing 'BRISBANE CITY, QLD, 4000'. Underneath the field is a label 'Within 10 kms of the selected suburb/postcode'. At the bottom of the grey box are two buttons: 'SEARCH' (highlighted with a red rectangle) and 'CLEAR'.

Organisation name search example

The screenshot shows section 02 'Add support organisation details' with the instruction 'Enter support organisation and relationship details.' On the right, a grey box titled 'Search for support organisation *' contains two radio button options: 'Enter organisation name' (which is selected) and 'Enter suburb/postcode'. Below these is a text input field containing 'Access'. At the bottom of the grey box are two buttons: 'SEARCH' (highlighted with a red rectangle) and 'CLEAR'.

! Only approved Agent Organisations are available in My Aged Care. If an organisation cannot be found, try refining your search terms or searching on the My Aged Care website.

4. Once you have found your organisation, select it from the list.

! Agent Organisations may offer more than one type of support. It may display as Advocate, Care finder, or Indigenous facilitator, under the 'Support Offered' column.

Select	Organisation	Branch	Support offered	Suburb
☐	YOUR SIDE AUSTRALIA LTD	Care Finder Sydney North	Agent (Care finder)	CHATSWOOD, NSW, 2067
☐	Anglican Community Services	Anglicare - Care Finder - HNECC	Agent (Care finder)	CASTLE HILL, NSW, 1765
☐	Kurranulla Aboriginal Corporation	Kurranulla Care Finder (CESPHN)	Agent (Care finder)	JANNALI, NSW, 2226
☒	Seniors Rights Service	Seniors Rights Service	Agent (Advocate)	SURRY HILLS, NSW, 2010

You have selected

Organisation	Branch
Seniors Rights Service	Seniors Rights Service
Address	Phone
Suite 201/414A 1 ELIZABETH Street SURRY HILLS NSW 2010	0236688274

5. Specify when the relationship should begin. You may also choose to record an end date for the relationship and, if applicable, include the full name of a specific agent within the organisation whom the client prefers to work with exclusively. Based on the organisation's support type, this agent will be designated as the client's Advocate, Care finder, or Indigenous facilitator.

All supporters at the organisation will be able to assist Grammy Kiski.
If Grammy Kiski only wants to work with one person they already know, please enter the person's full name here.

Full name of support person:
Andrew Agent

Andrew Agent will be Grammy's:*

☒ Advocate

When should the relationship start?
Enter an end date if you would like the relationship to be time limited.

Relationship start date (DD/MM/YYYY) on or after: *
01/11/2025

Relationship end date (DD/MM/YYYY):
(e.g. dd/mm/yyyy)

All supporters at the organisation will be able to assist Grammy Kiski.
If Grammy Kiski only wants to work with one person they already know, please enter the person's full name here.

Full name of support person:

CASS Care Limited / CASS - care finder service -
CESPHN will be Grammy's:*

☒ Care Finder

When should the relationship start?
Enter an end date if you would like the relationship to be time limited.

Relationship start date (DD/MM/YYYY) on or after: *

01/11/2025



Relationship end date (DD/MM/YYYY):



(e.g. dd/mm/yyyy)

6. In Section **03 Registration of Supporter or organisation form**, upload the relevant registration form by selecting **CHOOSE FILE** button and enter the name of the attachment.

03

Registration of supporter or organisation form

Complete and upload a Registration of supporter or organisation form for processing by My Aged Care.

Registration of a supporter or organisation form

CHOOSE FILE

Registrati...Jen C.docx

Name of attachment *

Registration of Supporter Org

7. In the **04 Consent** section, confirm the client's consent for the Agent Organisation to assist them in making decisions as their agent by selecting **Yes** or **No**. If **No** is selected, the relationship cannot be created, and the Create Relationship button will be disabled. If **Yes** is selected, proceed by clicking **CREATE RELATIONSHIP** to finalise the process.

04

Consent

Has Grammy Kiski consented to Andrew Agent at Seniors Rights Service / Seniors Rights Service accessing their information in My Aged Care in order to assist them to make decisions as their agent? *

I declare that:

- I am voluntarily appointing an agent.
- The information I provide to My Aged Care is complete and correct.

I authorise My Aged Care, including Commonwealth funded service providers and assessors to:

- Collect information about me from my agent.
- Discuss my progress in My Aged Care with my agent.

I understand that:

- Making this Appointment will create a Client Record for me in My Aged Care, if I don't already have one.
- This Appointment is specific to interactions with My Aged Care.
- My agent may receive correspondence about me from My Aged Care.
- I can cancel this Appointment at any time by calling My Aged Care on 1800 200 422 or through my Online Account.
- Giving false or misleading information is a serious offence.

☒ Yes

☐ No

CREATE RELATIONSHIP

CANCEL



8. Once 'Create Relationship' is selected, you will be directed to the client's **Support Network** screen where the Agent Organisation will be displayed with a green banner confirming successful creation of the support relationship. However, the relationship will be in a Pending status. Go to 'Activating a pending relationship' for more information.

The screenshot shows the 'Agents' section of a system. It contains two cards, each representing a pending relationship. The first card is for 'Andrew Agent' (Seniors Rights Service), stating they will be the client's Advocate from 01/11/2025. The second card is for 'CASS Care Limited', stating they will be the client's Care finder from 01/11/2025. Both cards include contact details like branch, phone, and address. At the bottom of each card is a yellow bar with a clock icon and the word 'Pending'. Below the cards, a green banner with a checkmark confirms 'Relationship added successfully and will be active on 01/11/2025.' The 'Other relationships' section below shows 'No relationships'.

Agents

Andrew Agent
Seniors Rights Service

Will be Grammy's Agent (Advocate) from 01/11/2025.

Contact details
Branch Seniors Rights Service
Phone: 02 3668 8274
Address: Suite 201, 414A 1 ELIZABETH STREET SURRY HILLS, NSW, 2010

Pending

CASS Care Limited

Relationship will be active on 01 November 2025.

Will be Grammy's Agent (Care finder) from 01/11/2025.

Contact details
Branch CASS - care finder service - CESPHN
Phone: 02 5585 4589
Address: 48 - 41 7 SIXTH AVENUE CAMPSIE, NSW, 2194

Pending

Other relationships
No relationships

Relationship added successfully and will be active on 01/11/2025.

Creating a Carer, Emergency Contact, GP, or Support Person relationship

You will need to ensure that there is no duplicate clients or relationships in the My Aged Care system prior to creating a new relationship. This can be done by searching for the client and viewing their current support relationships, further information on this can be found in the [My Aged Care – Assessor Portal User Guide 1 – Registering and referring clients for assessments](#).

Once you have made sure that there will be no duplicates, you can create a relationship for the client with a carer, emergency contact, General Practitioner or support person.

The steps involved in creating these relationships are the same.

1. From the client's **Support network** tab, select **CREATE RELATIONSHIP**.

The screenshot shows the 'Support network' tab for a client named Mrs Jennifer CARL. The client's details (Female, 83 years old, 15 September 1941, AC15403538) and primary contact information (Jennifer Carl (self) - 06 7232 3455) are at the top. Below the tabs (Client summary, Client details, Support network, Approvals, Plans, Attachments, Services, My Aged Care interactions, Notes, Tasks and Notifications), the 'Support network' tab is active. At the bottom, there are four buttons: 'Jennifer's support network', 'People Jennifer supports', 'Pending documents', and 'Declined and ended relationships'. The 'CREATE RELATIONSHIP' button is highlighted with a red rectangle.

Mrs Jennifer CARL
Female, 83 years old, 15 September 1941, AC15403538

Primary contact: Jennifer Carl (self) - 06 7232 3455
No support relationships recorded

Support network

REFER THIS CLIENT FOR ASSESSMENT VIEW CLIENT REPORT

Client summary Client details **Support network** Approvals Plans Attachments Services My Aged Care interactions Notes Tasks and Notifications

Jennifer's support network People Jennifer supports Pending documents Declined and ended relationships

CREATE RELATIONSHIP

2. The **Create relationship for client** page will be displayed. In Section **01 About client's relationship**, select the relationship to be created.

Home | Find a client | Jennifer CARL | Add support relationship

Create relationship for Jennifer

01

About Jennifer's relationship

It is important to select these options carefully as they may impact who has access to the client's My Aged Care record, and what actions they can perform.

All fields marked with an asterisk (*) are required.

The support relationship to be established for Jennifer is:

- ☐ Supporter
- ☐ Supporter Guardian
- ☐ Agent
- ☐ Carer
- ☐ Emergency Contact
- ☐ GP
- ☐ Support Person

CREATE RELATIONSHIP CANCEL

3. In section **02 Add support person details**, enter the **First name** and **Last name** of the new support, and select **SEARCH**. This is to ensure that there are no duplicate records being accidentally made in My Aged Care.

02

Add support person details

Enter support person and relationship details.

Please enter the details of your support person.

Title (Select one)
Mr

First name: *
Edward

Last name: *
Costello

SEARCH

Select	Name	Date of birth	Gender	Postcode
There are no client records found				

4. If there are no records found, you can continue. Select **CONTINUE TO REGISTER**, then go to the [Registering a new person for a support relationship](#) section to continue to register.

Please enter the details of your support person.

Title (Select one)
Mr

First name: *
Edward

Last name: *
Costello

SEARCH

Select	Name	Date of birth	Gender	Postcode
There are no client records found				

If the support person you wish to create a relationship is not found in My Aged Care, you can continue registering the

CONTINUE TO REGISTER

5. If the support person's name is known and they are registered in the system, search by entering their first and last name. From the list, select the correct matching record, and then tick the checkbox to acknowledge that you are selecting the correct record.

Please enter the details of your support person.

Title (Select one)▼

First name: *
Dannette

Last name: *
Young

SEARCH

3 client record(s) exist that match these details. Select the correct record that matches the information provided to you

Select	Name	Date of birth	Gender	Postcode
☐	Ms Dannette Young	Unknown	Female	
☒	Ms Dannette Young	30/10/1960	Female	4680 (QLD)
☐	Mrs Dannette Cort Youngblood	7/04/1935	Female	4510 (QLD)

6. Once confirmed you must respond to, **the Relationship to client** section. Choose the closest option and select **CREATE RELATIONSHIP**.

You have selected

Name
Ms Dannette Young

Aged Care ID
AC75672693

Date of Birth
30/10/1960

Medicare card number
41293394351

Address
Kohatu
Lot Number 724 7 TARAGOOLA Road
CALLIOPE
QLD 4680

Phone

☒ Please confirm that this is Ms Dannette Young's record before proceeding. This will ensure you create a relationship with the correct person. *

Gender
Female

Date of birth:
30/10/1960

Email address:

Country code:
Australia +61

Mobile phone number:

Australia +61

Mobile phone number:

Telephone number:

Relationship to Jennifer Carl:*

☐ Child

☐ Parent

☐ Spouse/Partner

☐ Neighbour

☐ Friend

☒ Other

CREATE RELATIONSHIP

CANCEL

- ! Once a carer relationship is successfully added, an option to [REQUEST CALL BACK](#) will be available and can be seen on the relevant carer tile as shown in the below example.

Mrs Jennifer CARL
Female, 83 years old, 15 September 1941, AC15403538

Primary contact: Jennifer Carl (self) - 06 7232 3455
Carer: Brigida Lucas (Other)
[View support network](#)

Other relationships

Edward COSTELLO Friend Is Jennifer's Support Person from 20/05/2025. Contact details Aged Care ID: AC33526898 Phone: 0423 577 981 Address: 8 GRIFFITH STREET COOLANGATTA, QLD, 4225 ✓ Active	Markus D'SOUZA Neighbour Is Jennifer's Emergency Contact from 21/05/2025. Contact details Aged Care ID: AC23123722 ✓ Active	Brigida LUCAS Other Is Jennifer's Carer from 21/05/2025. Contact details Aged Care ID: AC37203551 REQUEST CALL BACK ✓ Active
---	--	--

Registering a new person for a support relationship

1. If there are no existing details of the person to be added as a relationship, you can register a new support relationship by following the below steps. This begins at the **02 Add support person details** section, select the **CONTINUE TO REGISTER** button.

Please enter the details of your support person.

Title (Select one) Mr	First name: * Edward				
Last name: * Costello					
SEARCH					
Select	Name	Date of birth	Gender	Postcode	T
There are no client records found					
If the support person you wish to create a relationship is not found in My Aged Care, you can continue registering the					
CONTINUE TO REGISTER					

2. The section will expand, and you will need to enter the new support person's details. This includes:

- Title
- First name
- Last name
- Gender
- Date of birth or age if it is an estimate

and for SMS and email notification preferences:

- Email address
- Mobile phone number or contact phone number (including country code), to set up SMS and email notification preferences.

The screenshot shows a web form for adding a support person. At the top, there is a dropdown menu for 'Mr' and a text field containing 'Edward'. Below this is a section for 'Last name' with a red asterisk, containing the text 'Costello'. A purple 'SEARCH' button is located below the last name field. The form then expands to show more fields: 'Title' (dropdown with 'Mr'), 'First name' (text field with 'Edward'), and 'Last name' (text field with 'Costello'). Below these is a 'Gender' dropdown menu with 'Male' selected. A message states: 'Please enter the date of birth. If the date of birth is not known, please enter an estimated age in the Age field. This will then be used to automatically determine an approximate date of birth for the representative.' Below this message are two options: 'Date of birth' (text field with '15/3/1961') and 'Age' (text field). A note says: 'Please enter email address and mobile phone number in order to set up SMS and email notification preferences later.' Below this are fields for 'Email address' (text field with 'ecostello@yahoo.com.au'), 'Country code' (dropdown with 'Australia +61'), and 'Mobile phone number' (text field with '0423577981').

Mr Edward

Last name: *
Costello

SEARCH

Title
Mr

First name: *
Edward

Last name: *
Costello

Gender *
Male

Please enter the date of birth. If the date of birth is not known, please enter an estimated age in the Age field. This will then be used to automatically determine an approximate date of birth for the representative.

Date of birth *
15/3/1961 or Age

Please enter email address and mobile phone number in order to set up SMS and email notification preferences later.

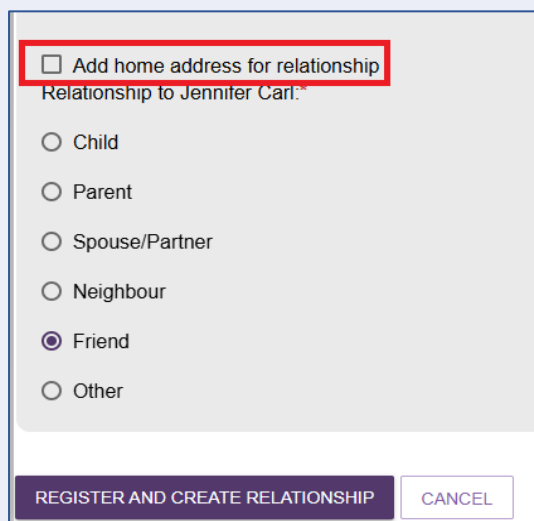
Email address:
ecostello@yahoo.com.au

Country code:
Australia +61

Mobile phone number:
0423577981

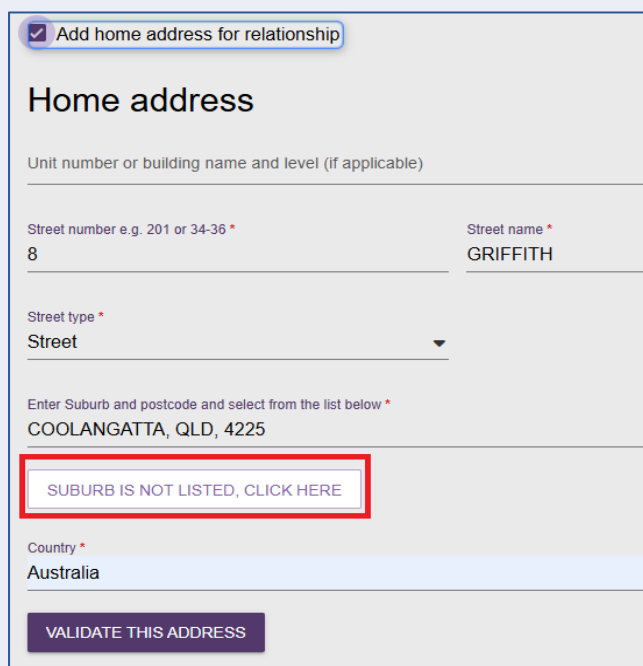
3. Select support person's relationship to the client.

If you are adding a home address for the support person, select **Add home address for relationship**.



A screenshot of a web form for selecting a support person's relationship. At the top, there is a checkbox labeled "Add home address for relationship" which is highlighted with a red rectangle. Below this checkbox is the text "Relationship to Jennifer Carl:". Underneath, there are seven radio button options: "Child", "Parent", "Spouse/Partner", "Neighbour", "Friend" (which is selected with a purple dot), and "Other". At the bottom of the form are two buttons: "REGISTER AND CREATE RELATIONSHIP" in a dark purple box and "CANCEL" in a white box with a purple border.

4. The screen will expand prompting you to enter the address. You will need to enter the **Street number**, **Street name**, **Street type** and **Enter Suburb and postcode and select from the list below**. The address you are searching for will appear below, if it does not appear, select **SUBURB IS NOT LISTED, CLICK HERE** to enter the details manually.



A screenshot of a web form for entering a home address. At the top, there is a checked checkbox labeled "Add home address for relationship". Below this is the heading "Home address". The form contains several input fields: "Unit number or building name and level (if applicable)", "Street number e.g. 201 or 34-36 *" with the value "8", "Street name *" with the value "GRIFFITH", "Street type *" with a dropdown menu showing "Street", and "Enter Suburb and postcode and select from the list below *" with the value "COOLANGATTA, QLD, 4225". Below these fields is a button labeled "SUBURB IS NOT LISTED, CLICK HERE" which is highlighted with a red rectangle. At the bottom, there is a "Country *" dropdown menu showing "Australia" and a "VALIDATE THIS ADDRESS" button.

5. Enter the country and then select **VALIDATE THIS ADDRESS**.

The screenshot shows a web form titled 'Home address'. At the top, there is a checkbox labeled 'Add home address for relationship' which is checked. Below the title, there is a field for 'Unit number or building name and level (if applicable)'. The 'Street number e.g. 201 or 34-36' field contains the number '8'. The 'Street name' field contains 'GRIFFITH'. The 'Street type' dropdown menu is set to 'Street'. The 'Enter Suburb and postcode and select from the list below' field contains 'COOLANGATTA, QLD, 4225'. Below this field is a link that says 'SUBURB IS NOT LISTED, CLICK HERE'. The 'Country' dropdown menu is set to 'Australia'. A red dashed box highlights the 'VALIDATE THIS ADDRESS' button, which has a checkmark icon next to it. Below the button, there is a section titled 'Did you mean' with a radio button selected next to the address '8 GRIFFITH Street COOLANGATTA QLD 4225'.

6. If the address cannot be validated, check that it is correct and if so, select **Not found, use entered address anyway**. Additional address instructions can be provided in the free text box **Special instructions**.
7. Select **REGISTER AND CREATE RELATIONSHIP** button.

The screenshot shows a web form with the following fields: '4225' in the top field, 'Country' dropdown set to 'Australia', and a 'Special instructions (up to 100 characters)' text area. Below these is a section titled 'Relationship to Jennifer Carl:' with radio button options: 'Child', 'Parent', 'Spouse/Partner', 'Neighbour', 'Friend' (which is selected), and 'Other'. At the bottom, there are two buttons: 'REGISTER AND CREATE RELATIONSHIP' (highlighted with a red dashed box) and 'CANCEL'.

8. You will be taken to the client's **Support Network** screen where the Agent Organisation will be displayed with a green banner confirming the support relationship was created.

Other relationships

Edward COSTELLO

Friend

Is Jennifer's Support Person from 20/05/2025.

Contact details

Aged Care ID: AC33526898

Phone: 0423 577 981

Address: 8 GRIFFITH STREET COOLANGATTA, QLD, 4225

✓ Active

✓ Edward Costello successfully registered and relationship added.

! This relationship can also be viewed on the Supporter's **SUPPORT NETWORK** tab.

1. Click the Supporter's name on the tile.

Other relationships

Edward COSTELLO

Edward COSTELLO

Is Jennifer's Support Person from 20/05/2025.

2. You will be taken to the client details page of the Supporter. Navigate to **SUPPORT NETWORK** tab and select **PEOPLE "SUPPORTER" SUPPORTS**.

Mr Edward COSTELLO
Male, 64 years old, 15 March 1961, AC33526898
8 GRIFFITH STREET COOLANGATTA, QLD, 4225

Support network

Client details | **Support network** | Attachments | My Aged Care interactions | Notes

Edward's support network | **People Edward supports** | Pending documents | Decline

Supporters
No relationships

Other relationships

Jennifer CARL

Friend

Edward is Jennifer Carl's Support Person from 20/05/2025.

Contact details

Aged Care ID: AC15403538

Phone: 06 7232 3455

✓ Active

Activating a pending relationship

! This function do not apply to Supporter Guardian relationship requests.

When either party in a Supporter relationship has not given their consent yet OR IF NEEDING DELEGATE APPROVAL, MISSING DOCUMENTATION, the registered Supporter, agent or organisation relationship becomes pending.

Pending relationships do not apply to carer, emergency contact, GP (General Practitioner), or support person relationships.

! Supporters and Organisational Agents can be nominated through the My Aged Care website's [Apply for an assessment online](#) form. In these cases, pending relationships will be created, and these pending relationships must be activated before a support person or organisation can assist a client. An assessor or team leader can seek the missing consents and activate a relationship for a client.

There are two methods available to activate a pending support relationship.

Via Assessment Referrals

You can view pending registered Supporters and other support people on assessment referrals in your **Current assessments**.

1. Go to the **Assessments** tab in the assessor portal and select the client by clicking on the Expand (double arrow) icon in card view or list view.

Roland
MOSES

WHEREISIT, WA, 5897
Aged care user ID: AC08403982
Date accepted: 16 May 2025
Delegate Decision due by: 18 May 2025

Comprehensive 3 days overdue

Awaiting Delegate Decision Low

2. A notification banner will be displayed at the client's tile saying that the client has pending support relationships. Click on the **support relationships** link to display the client's **Support Network** tab. Team leaders will also be able to view this banner on assessment referrals and reviews, and can follow the steps below to activate pending support people.

The screenshot shows a client tile for Roland MOSES. At the top, there is a yellow notification banner with a warning icon and the text: "Roland Moses has pending : [support relationships](#)". Below the banner, the client's details are listed: "Aged 85 (14 June 1939), Male", "Referred from Happy Assessments - ACA - VIC 4 on 16 May 2025", and "Accepted on 16 May 2025". There are sections for "Preferences" (No preference was recorded), "Assessment details" (Assessment type: Comprehensive, Assessment reason: Self-Referral, Assessment setting: Non-Hospital, Assessor: Obadiah Edmondson, Triage conducted by: Obadiah Edmondson), "Delegate Decision due by 18 May 2025", "Client story" (No client story was recorded), and "Comments". At the bottom, there are two buttons: "VIEW FULL CLIENT RECORD" and "VIEW CLIENT REPORT".

3. Find the pending support person's tile and continue with Step 3 of the Via **Support Network** tab section.

The screenshot shows a client tile for Mrs Roni Kimberly SMITH. The client's details are: "Female, 59 years old, 4 November 1965, AC92374271", "37 9 STRACHAN ROAD VICTORIA POINT, QLD, 4165", and "Identifies as Aboriginal and Torres Strait Islander". Below the client details, there is a "Supporters" section. It shows a tile for "Ariana POWERS" with the role "Friend". The tile includes an "ACTIVATE" button and a status icon. Below the name, it says "Will be Roni's Supporter from 21/05/2025." and "Contact details: Aged Care ID: AC45259470". At the bottom of the supporters section, there is a yellow banner with a clock icon and the text "Pending".

! If a client's registered Supporter has died, it is important to notify My Aged Care as soon as possible to ensure the client's records are updated and appropriate support arrangements can be reviewed. The notification can be made by the client, a registered Supporter, or an authorised individual by contacting the My Aged Care contact centre. Relevant documentation, such as a death certificate, may be requested to verify the update. This helps maintain accurate records and ensures continuity of care planning.

To update the death of a client's nominated Supporter, search the nominated Supporter using the **FIND A CLIENT** tile, navigate to the **CLIENT DETAILS** page and select the [NOTIFY MY AGED CARE OF A DEATH](#) button.

Via Support Network Tab

1. Navigate to the record of the client who would like to establish a support relationship. If there is a pending support relationship, it will be displayed on the client summary page as shown in example below.

Mrs Roni Kimberely SMITH
Female, 59 years old, 4 November 1965, AC92374271
37 9 STRACHAN ROAD VICTORIA POINT, QLD, 4165
Identifies as Aboriginal and Torres Strait Islander

Client summary

 Roni Smith has pending [support relationships](#)

Client summary | Client details | Support network | Approvals | Plans | Attachments | Ser

Client tracker

Client summary

2. On the client's Support Network tab, the first sub-tab on the left **Client's support network** displays as the default. These are the people and organisations with pending or active relationships to support the client.

Mrs Roni Kimberely SMITH
Female, 59 years old, 4 November 1965, AC92374271
37 9 STRACHAN ROAD VICTORIA POINT, QLD, 4165
Identifies as Aboriginal and Torres Strait Islander

Roni's support network | People Roni supports | Pending documents | Declined and ended relationships

Supporters

Ariana POWERS Friend Will be Roni's Supporter from 21/05/2025. Contact details Aged Care ID: AC45259470  Pending	Dashel BROWNE Neighbour Primary Contact Is Roni's Supporter guardian from 01/07/2025. Contact details Aged Care ID: AC31903503 Phone: 02 1759 9054 Address: 15 8 BEAVERS ROAD NORTHCOTE, VIC, 3070  Active
---	--

3. To activate a relationship, select the **ACTIVATE** button on the card.

Mrs Roni Kimberely SMITH
Female, 59 years old, 4 November 1965, AC92374271
37 9 STRACHAN ROAD VICTORIA POINT, QLD, 4165
Identifies as Aboriginal and Torres Strait Islander

Roni's support network People Roni supports Pending documents Declined and ended relationships

Supporters

Ariana POWERS
Other

ACTIVATE  

Will be Roni's Supporter from 21/05/2025.

Contact details
Aged Care ID: AC45259470

Dashel BROWNE
Neighbour

Primary Contact

Is Roni's Supporter guardian from 01/07/2025.

Contact details
Aged Care ID: AC123456789

- ! For relationships undergoing delegate approval, it cannot be activated in the Assessor Portal.

 **Billy BANKS** **ADD DOCUMENTS**
Friend

 Relationship undergoing delegate approval

Will be Grammy's Supporter guardian from 14/08/2025.

Contact details
Aged Care ID: AC75119917
Address: 11 MARY STREET BREMER BAY, WA, 6338

 Pending

4. The next pop up will depend on the status of the consents and/or supply of documents already submitted in the creating relationship process. Follow the prompts to record the consent of both parties, regardless of which party has already consented.
 - For each party, ensure they understand the declaration they are making and agreeing to, and the implications of the consent they are providing, then record their consent by selecting **YES**.
 - Both parties' consent must be recorded by selecting **Yes** to both questions before the relationship can be activated. For Supporter Guardian relationships, only the prospective Supporter Guardian's consent is required.
 - Upload documentation if required.
 - Select **ACTIVATE**.
5. The following screenshot shows the Activate Relationship pop-up for a registered Supporter relationship.

Activate Relationship

All fields marked with an asterisk (*) are required.

Consent

Ariana POWERS consents to being registered as a supporter under the Aged Care Act 2024 for Roni SMITH. Ariana POWERS understands that they may request, access and receive information and documents, and communicate information, in line with the client's will and preferences, to support them to do a thing under, or for the purposes of, the Aged Care Act 2024 (other than for the purposes of means testing). Ariana POWERS understands that the Australian Privacy Principles will not apply to them if they receive information or documents in their capacity as a supporter outside of Australia. Ariana POWERS understands that any other supporters that are registered for the client that they support may also see information about them in their capacity as a supporter, including if their registration is suspended or cancelled. *

☒ Yes ☐ No

Conflict of interest

If you have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form, please advise below. For more information regarding what a Conflict of Interest is please visit [My Aged Care website](#)

I have a conflict of interest (either real, potential or perceived) acting as a supporter for the client named in this form. *

☐ Yes ☒ No

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

I declare that:

- I am voluntarily registering as a supporter.
- The information I provide to My Aged Care is accurate, complete and correct.

Roni SMITH consents to registering Ariana POWERS as their supporter under the Aged Care Act 2024. Roni SMITH understands that their supporter may request, access and receive information and documents, and communicate information, in line with their will and preferences, to support them to do a thing under, or for the purposes of, the Aged Care Act 2024 (other than for the purposes of means testing). Roni SMITH understands that the Australian Privacy Principles will not apply to their supporter if they receive any information or document, provided to them in their capacity as my supporter, outside of Australia. *

☒ Yes ☐ No

Roni SMITH consents to any information or document that is required or authorised under, or for the purposes of, the Aged Care Act 2024 to be given to them, to also be given to my supporter. Roni SMITH understand this will include historical documents that exist on their client record in My Aged Care. I understand that the Australian Privacy Principles will not apply to their supporter if they receive information or documents in their capacity as a supporter outside of Australia. *

☒ Yes ☐ No

I declare that:

- I am voluntarily registering a supporter.
- The information I provide to My Aged Care is accurate, complete and correct.

I understand and have read:

- The duties of a supporter. [view details](#)
- Terms and conditions of registering in My Aged Care. [view details](#)

ACTIVATE **CANCEL**

- The relationship will display as active with a tick in the support network tab. The card displays the name of the support person or organisation, their contact details, primary contact status (if applicable), and type and duration of the relationship.

Mrs Roni Kimberely SMITH
Female, 59 years old, 4 November 1965, AC92374271
37 9 STRACHAN ROAD VICTORIA POINT, QLD, 4165
Identifies as Aboriginal and Torres Strait Islander

Supporters

Dashel BROWNE

Neighbour

Primary Contact

Is Roni's Supporter guardian from 01/07/2025.

Contact details
Aged Care ID: AC31903503
Phone: 02 1759 9054
Address: 15 8 BEAVERS ROAD NORTHCOTE, VIC, 3070

✓ Active

Ariana POWERS

Other

Is Roni's Supporter from 21/05/2025.

Contact details
Aged Care ID: AC45259470

✓ Active

- ! A lapsed status will activate if you have not activated a relationship awaiting consent from a party but has exceeded a 30-day time limit.

Charlie LITTLE
Male, 70 years old, 1 July 1954, AC1778640
Private and Confidential

Support network

Client summary | Client details | **Support network** | Approvals | Plans | Attachments | Services | My Aged Care interactions | Notes | Tasks and notifications | Residential Funding Contributions

Client's support network | People Charlie supports | Pending documents | **Initiated and ended relationships**

People

James MAHERS

son

You added James MAHERS to represent you from 17 December 2024 with Personal and Care Hubfile. However this relationship has now lapsed.

Contact details
Aged Care ID: AC3888871

Lapsed

Daisy HATTE

Daughter

Represented Charlie from 17102024 to 17102024 Care.

Contact details
Aged Care ID: AC3775208

Special details
Consent to: Daisy HATTE
Special role: 17102024

Initiated

Removing a relationship

Most relationships can be removed, with some exceptions such as that a client cannot request the removal of a Supporter Guardian relationship.

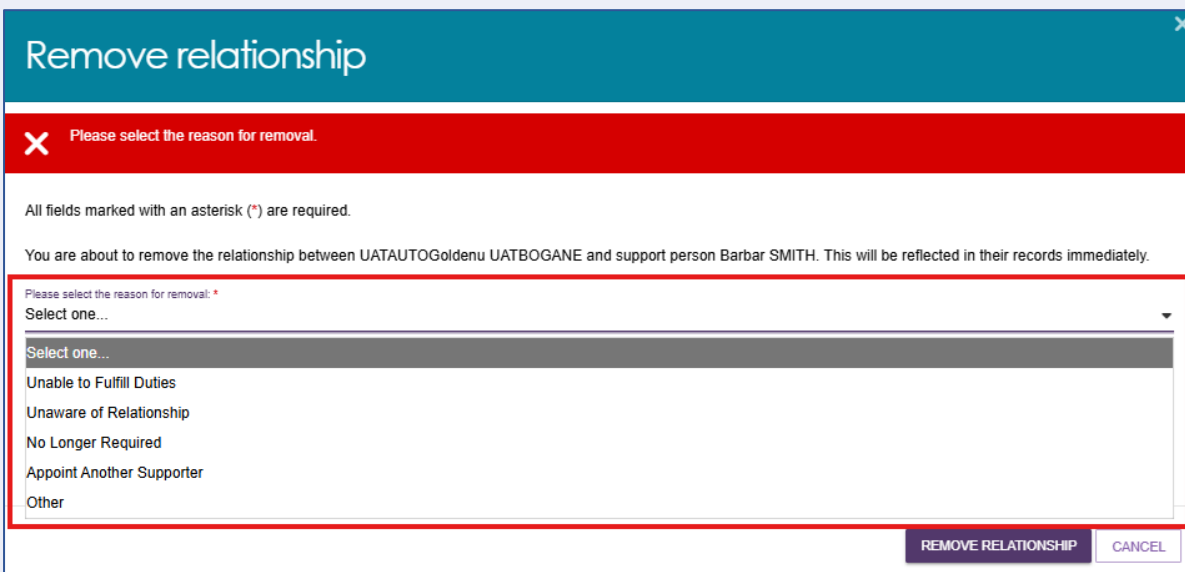
1. To remove a relationship, select the rubbish bin icon  on the relevant Supporter relationship.



Tomas MCKENZIE
Friend

Is Jennifer's Support Person from 21/05/2025.

2. Select the reason for removal.



Remove relationship

X Please select the reason for removal.

All fields marked with an asterisk (*) are required.

You are about to remove the relationship between UATAUTOGoldenu UATBOGANE and support person Barbar SMITH. This will be reflected in their records immediately.

Please select the reason for removal: *

Select one...

Select one...

Unable to Fulfill Duties

Unaware of Relationship

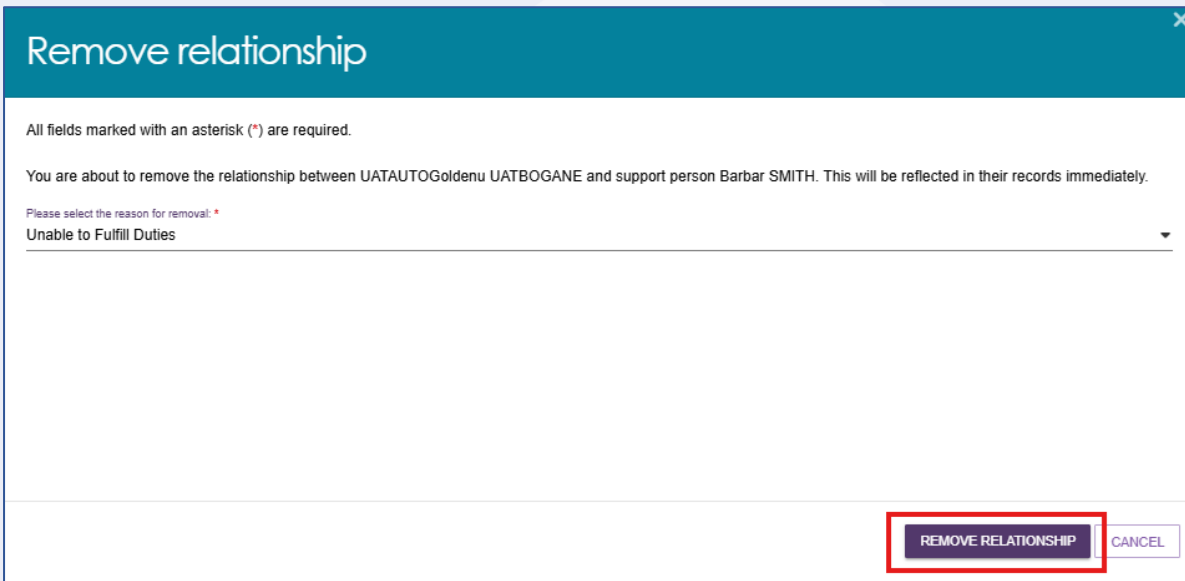
No Longer Required

Appoint Another Supporter

Other

REMOVE RELATIONSHIP CANCEL

3. A pop-up screen will be displayed to confirm removal of the relationship. Select **REMOVE RELATIONSHIP**.



Remove relationship

All fields marked with an asterisk (*) are required.

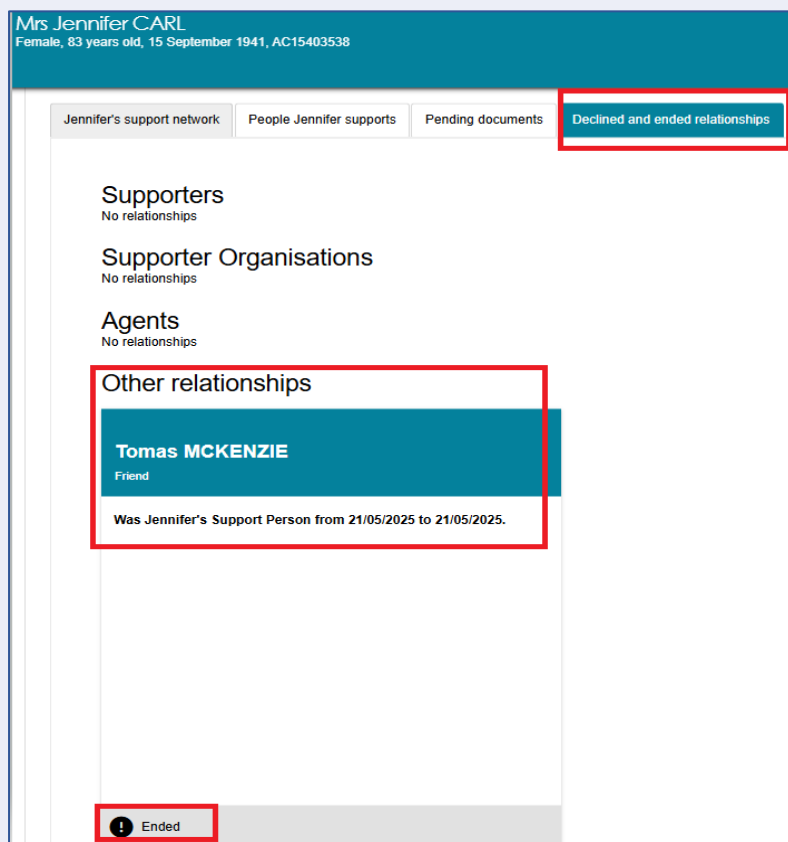
You are about to remove the relationship between UATAUTOGoldenu UATBOGANE and support person Barbar SMITH. This will be reflected in their records immediately.

Please select the reason for removal: *

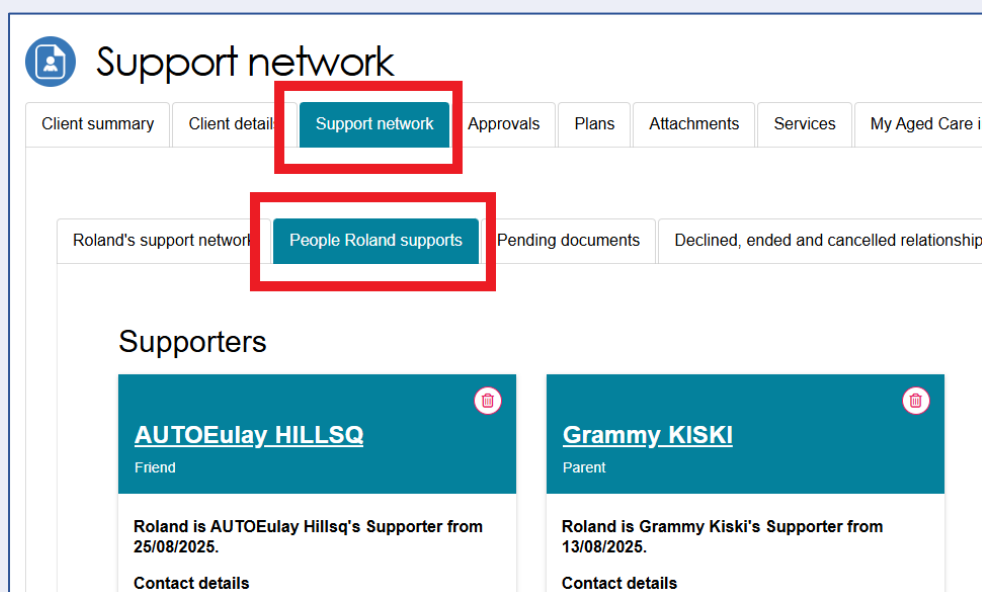
Unable to Fulfill Duties

REMOVE RELATIONSHIP CANCEL

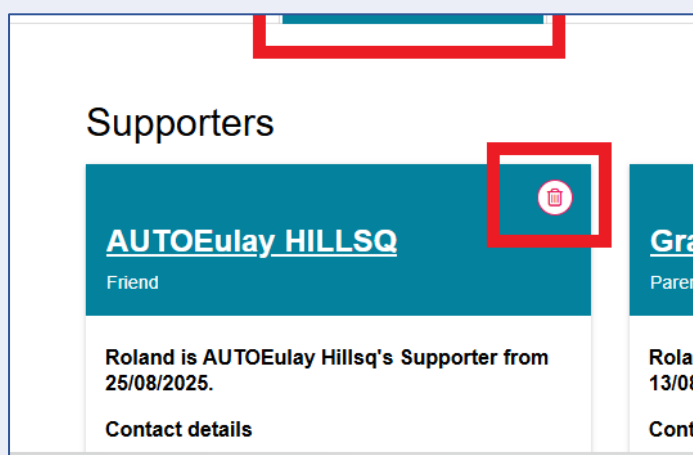
4. The Supporter relationship will disappear from the client's **SUPPORT NETWORK** tab and will be displayed under the **DECLINED AND ENDED RELATIONSHIPS** tab.



5. A person who is chosen as a registered Supporter of the client can choose to remove relationships through the **People [the client] supports** tab by following the steps below. From the Support Network screen, Select **People [client] supports** tab which displays the people the client supports.



6. Identify the relevant individual's client card from the **SUPPORTERS** section and press the red bin icon.



7. A **REMOVE RELATIONSHIP** pop-up window will be displayed prompting the user to select the reason for removal.

These are:

- Unable to fulfill duties
- Unaware of relationship
- No longer required
- Appoint another Supporter
- Other.

A screenshot of a 'Remove relationship' pop-up window. The title 'Remove relationship' is at the top. Below it, there is a message: 'All fields marked with an asterisk (*) are required.' and 'You are about to remove the relationship between AUTOEulay HILLSQ and support person Roland MOSES. This will be reflected in their records immediately.' A dropdown menu is open, showing the prompt 'Please select the reason for removal: *' and a list of options: 'Select one...', 'Unable to Fulfill Duties', 'Unaware of Relationship', 'No Longer Required', 'Appoint Another Supporter', and 'Other'. At the bottom right, there are two buttons: 'REMOVE RELATIONSHIP' and 'CANC'.

8. Select **REMOVE RELATIONSHIP**.

Remove relationship

All fields marked with an asterisk (*) are required.

You are about to remove the relationship between AUTOEulay HILLSQ and support person Roland MOSES. This will be reflected in their records immediately.

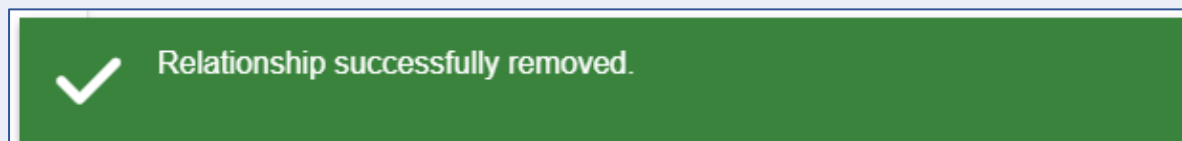
Please select the reason for removal: *

No Longer Required

REMOVE RELATIONSHIP

CANCEL

9. A green banner will be displayed at the bottom of the screen confirming the removal of relationship.



Viewing Suspended Relationships

A relationship is suspended when the System Governor has information to suspend the relationship. The Supporter, Supporter Lite or Supporter Guardian is notified and provided pathways to respond before a decision by the System Governor to either revoke the suspension or cancel the relationship. During the suspension a Supporter cannot receive information, or act as a Supporter for the older person (client).

Suspended relationships for the roles **Supporter, Supporter Guardian, and Supporter Lite** are displayed under the client's **SUPPORT NETWORK** tab with a **SUSPENDED** status.

! The suspend action is initiated in the Staff Portal. Once initiated, the suspension status is propagated to all other My Aged Care portals.

Client summary

Client details

Support network

Approvals

Plans

Attachments

Services

My Aged Care in

Roland's support network

People Roland supports

Pending documents

Declined, ended and cancelled relationships

Supporters

Patrick NYLES

Child

Supported Roland from 21/05/2025.



Suspended

Christopher ROSS

Neighbour

Is Roland's Supporter from 20/05/2025.

Contact details

Aged Care ID: AC06182331



Active

Viewing Declined, Ended and Cancelled relationship

A relationship can be **CANCELLED** and/or **DECLINED** in agreement with the individual / their authorised representative who provides support for a client.

The Declined process applies only to individuals who currently hold a Supporter role for the client, and occurs when the nominated Supporter chooses not to accept the role or relationship request initiated by the client or an assessor.

The System Governor can also Decline a relationship if a Conflict of Interest cannot be managed, or has information that supports declining a relationship, for example: previous cancellation of a relationship between the parties.

The Cancelled process is started by the System Governor.

! These actions are initiated in the Staff Portal. Once initiated, the suspension status is propagated to all other My Aged Care portals.

An **ENDED** relationship means the Supporter can no longer view or act on the client's behalf. This status appears when the relationship is removed by the user in the assessor portal as mentioned in the [Removing a relationship](#) process.

These relationships are viewable under the **Declined, Ended and Cancelled relationship** tab.

Captain Roland MOSES
Male, 86 years old, 14 June 1939, AC08403982
35 ISLAND ESPLANADE WHEREISIT, SA, 5897

Primary contact: Roland Moses (self) - 08 3091 1305
[View support network](#)

Client summary | Client details | **Support network** | Approvals | Plans | Attachments | Services | My Aged Care interactions | Notes | Tasks and Notifications | Residential Fund

Roland's support network | People Roland supports | Pending documents | **Declined, ended and cancelled relationships**

Supporters

Eugene SMITH Friend	Lokesh RAHUL Friend	AUTOEulay HILLSQ Friend
Supported Roland from 28/08/2025 to 28/08/2025. Contact details Aged Care ID: AC99376469 Phone: 02 3350 8110 Address: Mullumbimby Unit 201, 108A 1 ACACIA ROAD SUTHERLAND, NSW, 2232	Roland asked Lokesh RAHUL to support Roland from 20/05/2025. Contact details Aged Care ID: AC79013678	Was supported by Roland from 25/08/2025 to 28/08/2025. Contact details Aged Care ID: AC32147027 Phone: 07 7263 8691 Address: Lot Number 27 SEENEY STREET ZILLMERE, QLD, 4034
! Ended	✗ Declined	⊘ Cancelled

Configuring notification preferences for clients and their support people

My Aged Care clients and people who assist them (agents, registered Supporters, their organisations, carers, and other support people) can choose to receive email and/or SMS notifications when a client reaches the following key stages of their My Aged Care journey:

- client registration is complete
- the client's assessment is finalised
- the client is approved for care after a home support or comprehensive assessment
- a client is assigned Support at Home funding, and at all stages where a Support at Home letter would be generated, such as assignment letter or withdrawal letter
- a client is assigned permanent Residential Care, and at all stages where a Residential Care letter would be generated, such as assignment letter or withdrawal letter
- a Support Plan Review request has been submitted
- a support relationship is activated, declined, inactivated or expiring, and submission or actioning of documents relating to support relationships.

Support organisations (for agents, Supporter and Supporter Guardian) will automatically receive email notifications and cannot select SMS notifications, if the information may or must be provided to the client under the Act. Supporter Lite roles will only receive notification of a change to their record. No other automated information is sent to this role.

New clients can opt in to receive email and/or SMS notifications at registration (refer to [My Aged Care – Assessor Portal User Guide 1 – Registering and referring clients for assessments](#)).

Existing clients and support people can opt in to receive email and/or SMS notifications via the assessors (assessor portal), client's online account, or by calling the My Aged Care contact centre on 1800 200 422.

The client or support person must have a verified mobile number for SMS notifications to be sent.

The client or the person in the support network's phone number needs to be verified first, then notification preferences can be configured.

The below instructions are written in the client's perspective, however the same process applies for other people in the support network, by accessing the support person's **client details** tab.

Follow the steps below to set up and configure email and/or SMS notifications.

Verifying Mobile Phone Number

1. Select the **Client details** tab on the client record. If the client has a mobile number on record that is not verified, a notification banner will display on the client details. In this banner, a message will ask the assessor to verify their mobile number.

Captain Roland MOSES
Male, 85 years old, 14 June 1939, AC08403982
35 ISLAND ESPLANADE WHEREISIT, WA, 5897

If possible, please verify Roland Moses's mobile phone number when you are with them.

Client summary **Client details** Support network Approvals Plans Attachments

About Roland

Personal information

Born 14 June 1939, British, born in England, widowed, lives alone
Status: Active

To contact Roland

Contact details:

- 08 3091 1305 (home) - Preferred contact number
- 0418 357 043 (mobile) Unverified **VERIFY** ?

2. To verify a client's mobile number, select the **VERIFY** button.

Captain Roland MOSES
Male, 85 years old, 14 June 1939, AC08403982
35 ISLAND ESPLANADE WHEREISIT, WA, 5897

Client summary **Client details** Support network Approvals Plans Attachments Services My Aged

About Roland

Personal information

Born 14 June 1939, British, born in England, widowed, lives alone
Status: Active

To contact Roland

Contact details:

- 08 3091 1305 (home) - Preferred contact number
- 0418 357 043 (mobile) Unverified **VERIFY** ?
- captainmoses@hotmail.com (email)

3. A 6-digit verification code will be sent to the client's mobile number. Enter the verification code and click **VERIFY**.

Verify Roland's mobile phone number

All fields marked with an asterisk (*) are required.

We've sent the verification code to Roland's mobile phone number, 0418 357 043. Enter it below.

Verification code: *

e.g. 123456

If you didn't get the code, [Click here](#) to get another code. You can generate a new code 3 times. If you need help call 1800 836 799.

VERIFY CANCEL

- After entering the code, the **Unverified** number will change to **Verified** and a confirmation message will display on screen.

Captain Roland MOSES
Male, 85 years old, 14 June 1939, AC08403982
35 ISLAND ESPLANADE WHEREISIT, WA, 5897

Client summary Client details Support network Approvals Plans Attachments Services My Aged Care

About Roland

Personal information

Born 14 June 1939, British, born in England, widowed, lives alone
Status: Active

To contact Roland

Contact details:

- 08 3091 1305 (home) - Preferred contact number
- 0418 357 043 (mobile) ● Verified
- captainmoses@hotmail.com (email)

Primary Contact

This is who My Aged Care will contact first
Roland MOSES (self)

Notification preferences

Current preferences:

- Roland Moses, Self EMAIL SMS

Configuring Notification Preferences

! SMS notifications will only be sent to verified mobile numbers. Refer to [Verifying Mobile Phone Number](#).

- To configure notifications, in the **Client details** section, select the edit icon on the right of the **Notification preferences** heading.

Captain Roland MOSES
Male, 85 years old, 14 June 1939, AC08403982
35 ISLAND ESPLANADE WHEREISIT, WA, 5897

Client summary Client details Support network Approvals Plans Attachments Services My Aged Care

About Roland

Personal information

Born 14 June 1939, British, born in England, widowed, lives alone
Status: Active

To contact Roland

Contact details:

- 08 3091 1305 (home) - Preferred contact number
- 0418 357 043 (mobile) ● Verified
- captainmoses@hotmail.com (email)

Primary Contact

This is who My Aged Care will contact first
Roland MOSES (self)

Notification preferences

Current preferences:

No notification preferences found



2. In the pop-up box, you can configure who will receive email and/or SMS notifications from My Aged Care.
 - To enable email and/or SMS notifications about a client, tick **Consent to send SMS and emails about [client's name]** checkbox.
 - To configure the notification preferences, tick each of the people listed who are to receive the notifications ('Self' for the client, and/or any of the listed support people).
 - Email and/or SMS notifications can be disabled by unselecting the corresponding checkbox.
 - After selecting who will receive Email and/or SMS notifications, click **SAVE CHANGES**.

! Email notifications to support organisations appears for your information and cannot be removed.

! Both clients and people in their support network must provide an email address and/or mobile phone number and consent to receive email and/or SMS notifications from their respective records.

Email and/or SMS notifications will not be sent to an individual if a valid email address or verified mobile phone number has not been provided and/or if the client has not selected **consent to send SMS and emails about [client's name]**.

Where a client and a support person share the same mobile number and it is verified on both records, they will only be sent one SMS notification.

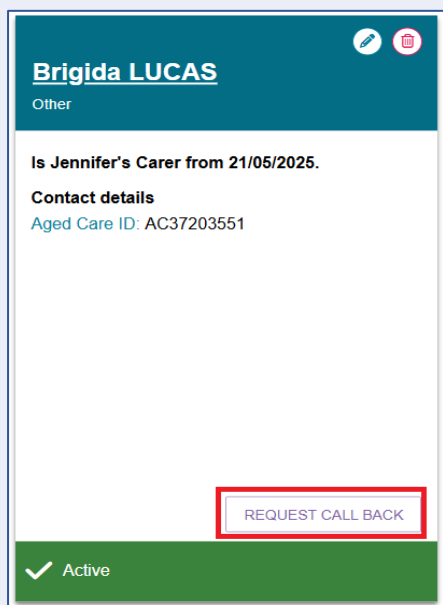
3. Your preferences will appear in the **Notifications Preferences** section as a list of the name of the support person or organisation, followed by an **EMAIL** icon or **SMS** icon.

Requesting a call back from Carer Gateway or National Dementia Helpline

A carer that is registered in the My Aged Care system can access support services for themselves. Help for carers is available from [Carer Gateway](#) and the [National Dementia Helpline](#).

The assessor can register the client and their carer's consent in the assessor portal to request a call back from Carer Gateway, and/or National Dementia Helpline.

1. Find the client who has a carer by [viewing my client's relationships](#).
2. Find the carer under the **Other Relationships** section and select **REQUEST CALL BACK**.



Brigida LUCAS
Other

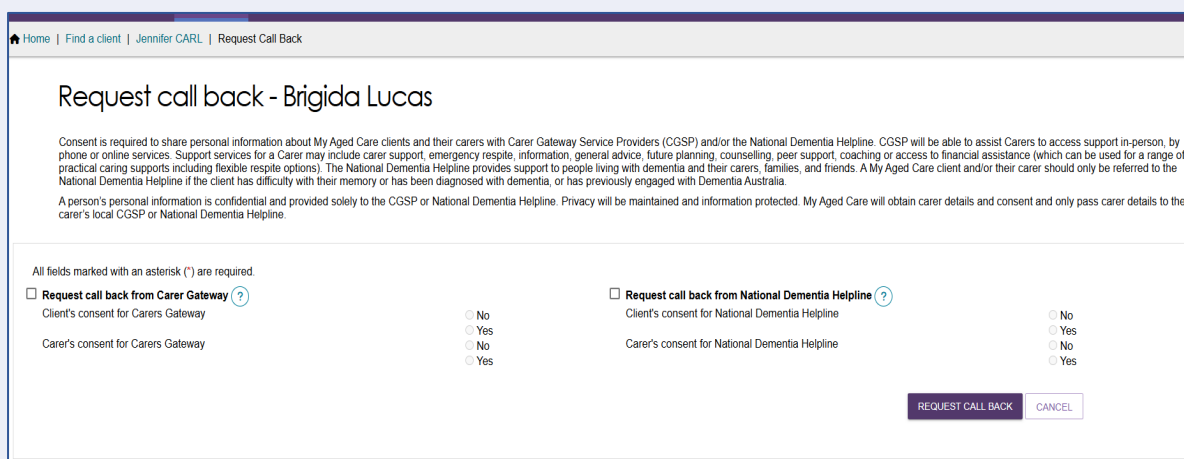
Is Jennifer's Carer from 21/05/2025.

Contact details
Aged Care ID: AC37203551

REQUEST CALL BACK

✓ Active

3. The **Request Call Back** screen will display. This screen explains how sharing the client's and/or carer's personal information will work, and the types of services Carer Gateway Service Providers and the National Dementia Helpline offer.



Home | Find a client | Jennifer CARL | Request Call Back

Request call back - Brigida Lucas

Consent is required to share personal information about My Aged Care clients and their carers with Carer Gateway Service Providers (CGSP) and/or the National Dementia Helpline. CGSP will be able to assist Carers to access support in-person, by phone or online services. Support services for a Carer may include carer support, emergency respite, information, general advice, future planning, counselling, peer support, coaching or access to financial assistance (which can be used for a range of practical caring supports including flexible respite options). The National Dementia Helpline provides support to people living with dementia and their carers, families, and friends. A My Aged Care client and/or their carer should only be referred to the National Dementia Helpline if the client has difficulty with their memory or has been diagnosed with dementia, or has previously engaged with Dementia Australia.

A person's personal information is confidential and provided solely to the CGSP or National Dementia Helpline. Privacy will be maintained and information protected. My Aged Care will obtain carer details and consent and only pass carer details to the carer's local CGSP or National Dementia Helpline.

All fields marked with an asterisk (*) are required.

☐ **Request call back from Carer Gateway** ?

Client's consent for Carers Gateway ☐ No ☐ Yes

Carer's consent for Carers Gateway ☐ No ☐ Yes

☐ **Request call back from National Dementia Helpline** ?

Client's consent for National Dementia Helpline ☐ No ☐ Yes

Carer's consent for National Dementia Helpline ☐ No ☐ Yes

REQUEST CALL BACK **CANCEL**

- To indicate consent, tick **Request call back from Carer Gateway** and/or **Request call back from National Dementia Helpline**. Then you can indicate the client's consent and/or the carer's consent for each service, by selecting the appropriate radio button. Fill out or edit the carer's and/or client's contact details. Select the **REQUEST CALL BACK** button

Request call back - Brigida Lucas

Consent is required to share personal information about My Aged Care clients and their carers with Carer Gateway Service Providers (CGSP) and/or the National Dementia Helpline. CGSP will be able to assist Carers to access support in-person, by phone or online services. Support services for a Carer may include carer support, emergency respite, information, general advice, future planning, counselling, peer support, coaching or access to financial assistance (which can be used for a range of practical caring supports including flexible respite options). The National Dementia Helpline provides support to people living with dementia and their carers, families, and friends. A My Aged Care client and/or their carer should only be referred to the National Dementia Helpline if the client has difficulty with their memory or has been diagnosed with dementia, or has previously engaged with Dementia Australia.

A person's personal information is confidential and provided solely to the CGSP or National Dementia Helpline. Privacy will be maintained and information protected. My Aged Care will obtain carer details and consent and only pass carer details to the carer's local CGSP or National Dementia Helpline.

All fields marked with an asterisk (*) are required.

☒ **Request call back from Carer Gateway** ?

Client's consent for Carers Gateway ☒ Yes ☐ No

Carer's consent for Carers Gateway ☒ Yes ☐ No

Carers Contact Details

Contact number: 0375249187 ✓

Email address: ✓

Client Contact Details

Contact number: 0457111269 ✓

Email address: ✓

☐ **Request call back from National Dementia Helpline** ?

Client's consent for National Dementia Helpline ☐ No ☐ Yes

Carer's consent for National Dementia Helpline ☐ No ☐ Yes

Carer address details: ✓

Client address details: ✓

REQUEST CALL BACK CANCEL

! To successfully request a call back:

- the Carer's consent must be **yes**
- both the client and carer's home addresses must be provided
- if the client or carer has put in a corresponding phone number in their profiles, then the contact number must also be filled in.

Viewing call back and consent history

Call back requests and consent are recorded in the **My Aged Care Interactions** tab.

- To access the tab, navigate to the client's record and Select the **My Aged Care Interactions** tab.
- In the **View Interaction** drop down menu, select **Call Back Requests** and then select **GO**.

Mrs Jennifer CARL

Female, 83 years old, 15 September 1941, AC15403538
72 PITTSBURGH LANE SANDRINGHAM, VIC, 3199

Primary contact
Carer: Brigida
View support r

Interactions

Client summary Client details Support network Approvals Plans Attachments Services **My Aged Care interactions**

View Interaction:
Call Back Requests

Show All
Appointments
Assessor contact
Calls
Emails
Fax
Letters
Complaints
Web
Inbound Referrals
Send publications
Acc Call Back Requests

Copyright
1800 836 799

3. Carer Call Back Requests will then display.

View Interaction:

Call Back Requests

GO

ADD INTERACTION

All dates and times are in Australian Eastern Standard Time (AEST)

Carer Call Back Request:

(ID: 2-77871642074)
Carer AC60093911 Hcghcgc Hgc has requested a call back request from Carers ACT
Comments: Carer AC60093911 Hcghcgc Hgc has requested a call back from Carers ACT.

Carer Call Back Request:

(ID: 2-77871642079)
Carer AC60093911 Hcghcgc Hgc has requested a call back request from National Dementia Helpline
Comments: Carer AC60093911 Hcghcgc Hgc has requested a call back from National Dementia Helpline.

More information

For further assistance, you can call the My Aged Care service provider and assessor helpline on 1800 836 799.