

# Upcoming changes to agent support roles

## Overview

On 1 July 2025 some agent support roles in My Aged Care will change.

The current agent role does not align with the new Aged Care Act (the Act) and its emphasis on how an older person can be supported to make their own decisions. In addition, agent roles will not be governed by the new Act and therefore need to be adjusted to protect older people and to empower them to make their own decisions.

### Current situation

Currently, an agent is a professional who, with the older person's consent, can be involved in My Aged Care discussions. They can also access and update some of an older person's information in the My Aged Care system. They have a similar role to a representative but cannot make or convey My Aged Care decisions for the individual/s they support.

An agent cannot be a family member or friend. They must support the older person in a professional capacity.

Currently there are two different types of agents:

- **Individual agents** who are professional support persons in the community, such as community advocates and cultural workers.
- **Organisation agents** which are department approved and funded support organisations (and their staff). These organisations deliver the [care finder](#), [Elder Care Support](#) and [National Aged Care Advocacy](#) programs.

## What is changing and when?

### Individual agents

From 1 July 2025, the **individual agent** support role will be retired, and all individual agent relationships will end at that time. If you currently have an individual agent supporting you, or you are an individual agent for a client of My Aged Care, please consider alternative support options before 1 July 2025.

### Organisation agents

Organisation agent relationships will remain unchanged. After 1 July 2025, however, they will no longer be able to be created by an older person seeking support.

From 1 July 2025, Organisation Agent relationships must be created by staff from one of the following:

- an Agent Organisation
- the My Aged Care Contact Centre
- [Aged Care Specialist Officers](#) (ACSOs) at Services Australia, or
- an aged care assessor.

The requirement for the person seeking the support and the supporting organisation mutually agreeing to the relationship will remain.

Organisation agents will still be able to help clients use the '[Apply for an Assessment Online](#)' tool but will need to create the agent relationship separately.

## What can you do to prepare for the agent changes

### Individual agent relationships

Those in individual agent relationships can continue their support beyond 1 July 2025, however, it will not be through an agent relationship. After 1 July 2025, those who were previously individual agents will no longer have access in their Online Account to view the details of those they supported. They will also be unable to talk with My Aged Care without the supported individual being present.

While My Aged Care can continue to assist, the older person seeking support will also need to be present. My Aged Care must authenticate both the older person, and the person supporting them, and get the older person's consent before they can help.

If you currently have an individual agent, or you are an individual agent for a client of My Aged Care, alternative support options after 1 July 2025 are:

1. If the relationship is not required, you don't need to do anything. The relationship will be ended automatically on 1 July 2025.
2. Contact **My Aged Care on 1800 200 422** or book a face-to-face **ACSO appointment on 1800 227 475** for assistance (for example to check assessment outcomes, seek referral codes etc.). The older person and the person who is helping them will both need to be present, and the older person must agree to the help.
3. Set up a new relationship. The options from 1 July 2025 will be:
  - setting up a new registered [supporter relationship](#) with a trusted person of your choosing.  
**Please note:** If you are seeking to set up a relationship *before* 1 July 2025, you can set up a representative relationship in My Aged Care. Regular and authorised representatives active in My Aged Care on 30 June 2025 will be known as 'registered supporters' from 1 July 2025.
  - seeking help through the department's Organisation Agents such as the [care finder](#), [Elder Care Support](#) and [National Aged Care Advocacy](#) programs. Please note an Organisation Agent provider will advise on relationship suitability.

Each option should be evaluated individually for suitability, recognising that different roles provide varying levels of support and limitations.

### Organisational Agent relationships

No changes are necessary for Organisation Agent relationships before 1 July 2025, as they will remain unaffected. However, the process for establishing these relationships in My Aged Care will change after 1 July 2025.

#### **FURTHER INFORMATION**

For further information on the alternative support options, as listed in this fact sheet, or for help to create a new relationship, call My Aged Care on **1800 200 422**.

