

Duties of a registered supporter and Terms and Conditions of registering with My Aged Care

Registered Supporter Duties under the Aged Care Act 2024

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

Registered supporters must:

- Act in a way that promotes the will and preferences, and personal, cultural, and social wellbeing of the older person they are supporting.
- Support the older person only to the extent necessary for the older person to make their own decisions.
- Apply their best endeavours to maintain the ability of the older person to make their own decisions.
- Avoid or manage any conflict of interest they have in their role as a supporter (either real, potential or perceived) and notify the System Governor of conflicts if they arise.

Additionally, a registered supporter must notify the System Governor of any circumstances that will or may affect their ability to:

- act as a registered supporter
- comply with their duties or any requirements or notices given to them by the System Governor, or
- be contacted by the System Governor.

Information a registered supporter requests, receives or communicates in their capacity as a registered supporter cannot be misused.

Some registered supporters also have guardianship, enduring power of attorney or similar legal authority. These people are appointed decision makers for the older person and can make decisions on behalf of the older person under Commonwealth, state or territory arrangements. An appointed decision maker can only make decisions on the older person's behalf in line with their active legal authority.

Terms and Conditions of My Aged Care

General (all parties)

I understand:

- Making this request to be or have a registered supporter will create a My Aged Care record for the parties to the supporter relationship, if either I or the other party do not already have one. The supporter relationship if registered comes under the Aged Care Act 2024 (Cth).
- I must inform My Aged Care of any changes to my address and contact details, and changes in the circumstances of the person registering to supporting me or the person I am registering to support.
- Giving false or misleading information is a serious offence.
- I can request to cancel this registration at any time by calling My Aged Care on 1800 200 422, through my Online Account or with an Aged Care Specialist Officer or assessor.

Client

I understand My Aged Care may:

- Collect information about me from my registered supporter.
- Provide information or documents to my registered supporter, including my progress in My Aged Care.
- Take action in response to information my registered supporter has communicated for me.

My Aged Care may do the above in line with my known will and preferences, or otherwise as authorised by law.

Registered supporter

I understand:

- Any information I obtain from My Aged Care must be kept confidential, and will not be used or disclosed to any unauthorised person without the permission of the client I am registering to support, unless such use or disclosure is otherwise authorised by law.
- Any action I take as a registered supporter must be in line with the will and preferences of the person I support.
- My personal information is collected by My Aged Care and may be shared with any assessors, service providers, organisations, medical professionals, the Aged Care Quality and Safety Commission, and other registered supporters that are supporting the person I support.
- My name and telephone number will be shared with all other registered supporters and organisations, for the purpose of enabling me to assist the person I support.
- If I am the nominated Primary Contact, I will be the first point of telephone contact for My Aged Care for the person I am registered to support.