

Your Online Account Guide: *Support networks*

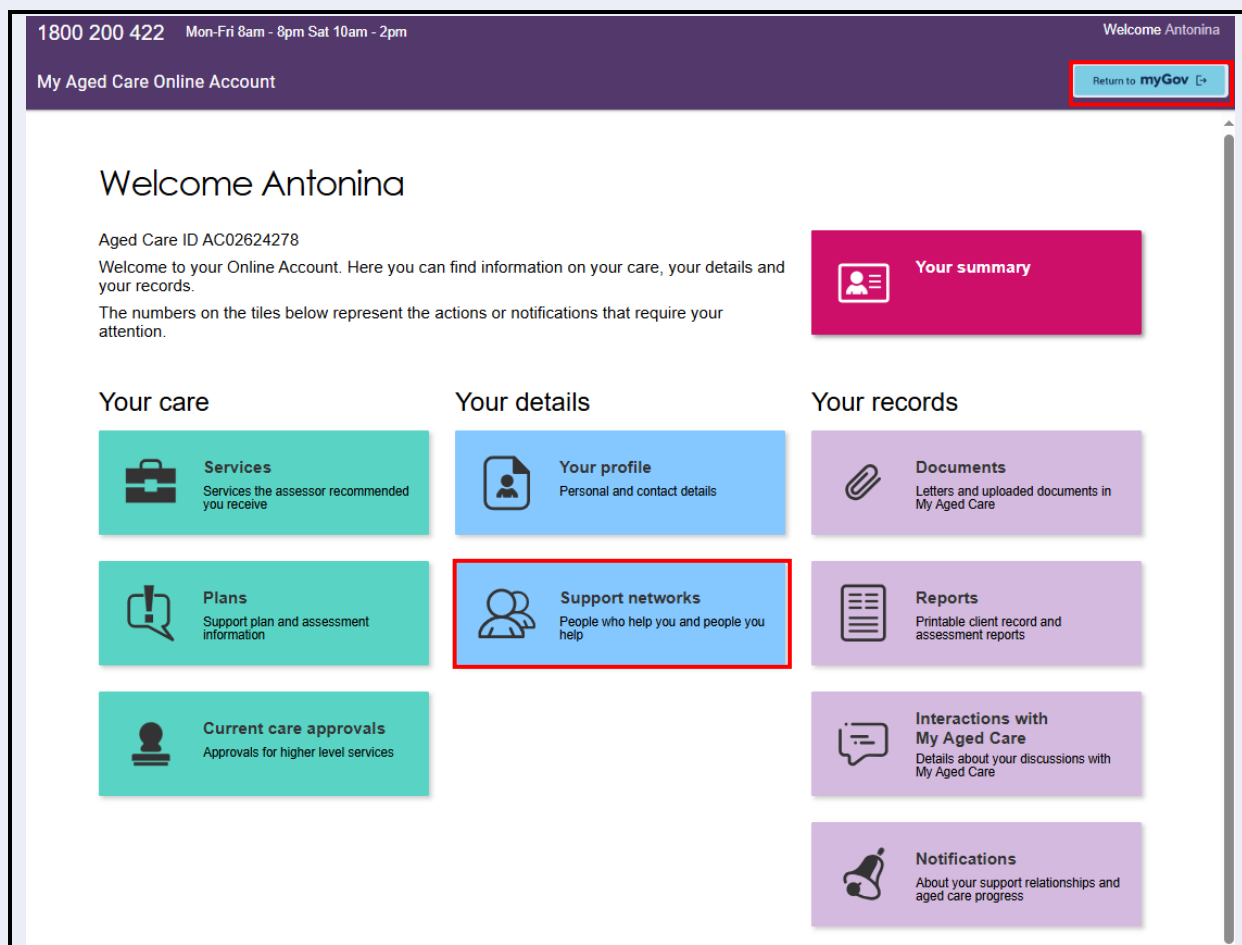
In the *Support Networks* section of your Online Account, you can see a list of people involved in your aged care needs. This includes people you trust to support you to make and communicate your own decisions. If you are someone's registered supporter with authority to access their information, you can also access and manage their account here. For more information, go to the My Aged Care webpage on [Registering a Supporter](#). This includes information about the duties of a registered supporter.

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Sign in to your Online Account

1. **Sign in** to your Online Account via [myGov](#) and select the **Support networks** tile from the home screen:



! When you are done using your Online Account, remember to select 'Return to myGov' in the top right corner and then click on the 'Sign out' button in myGov. Doing this keeps your information safe and protects your privacy.

Support networks page

The Support networks page contains:

- Your support network
- People you support
- Declined, ended and cancelled relationships
- Create relationship
- Notify My Aged Care of a death

CREATE RELATIONSHIP NOTIFY MY AGED CARE THAT A PERSON HAS DIED

Your support network	People you support	Declined, ended and cancelled relationships
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CARD

LIST

 Pending

Arranging someone to support you

View details of previous relationships. This may include declined, ended, suspended or cancelled relationships.

Registered supporter. Registered supporters can make decisions on their own decisions about their aged persons, and they can support the older person to make decisions on their own with the older person's will and

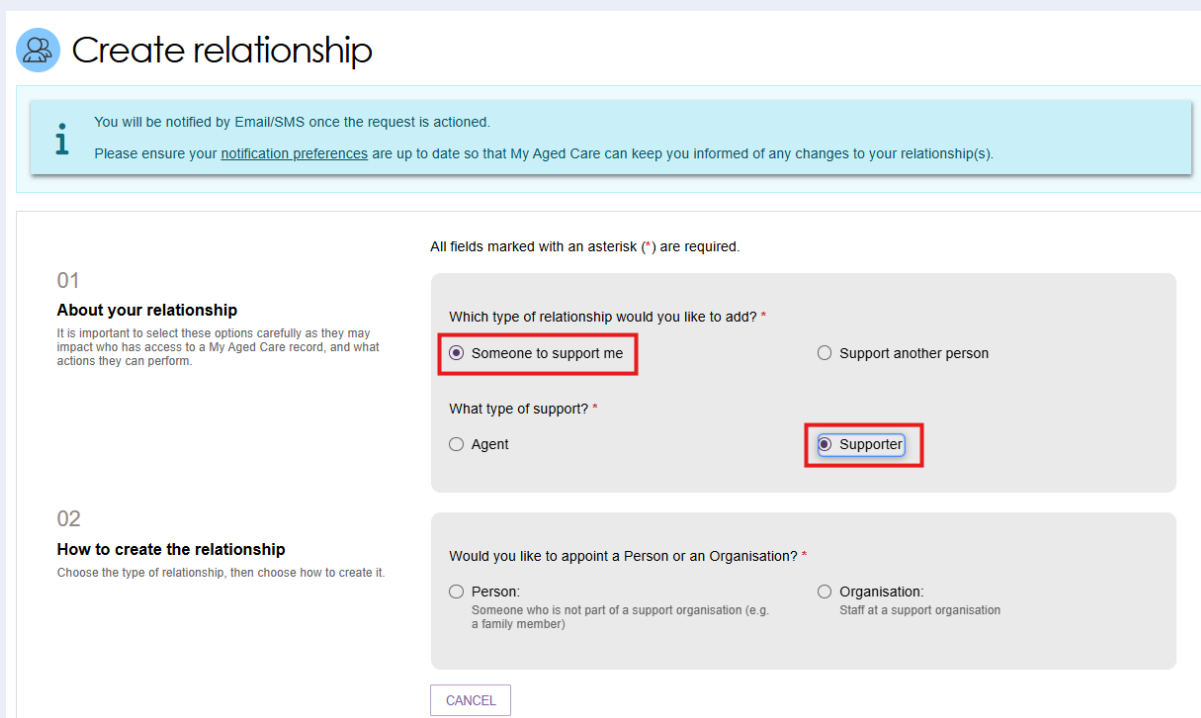
Registered supporter. Registered supporters can help older people make their own decisions about their aged care and support services. They can also help the older person to make decisions about their care and support services in line with the older person's will and preferences.

For information on the role of supporters, see the [glossary](#) below and [Registering a Supporter](#) on the My Aged Care website.

1. Select the **Create relationship** button which will then give options of someone for you to support or for someone to support you.



2. Select **Someone to support me** and **Supporter** if you would like them to help you to make and communicate your own decisions about your care:



If you want to create a relationship where you support another person, select **Support another person**. The steps will be the same.

! Agent and organisation - Do not select these options.

While the option to create an Agent organisation relationship remains available, this functionality should not be used.

While the option to select a supporter Organisation is available, the functionality to choose an organisation online is not currently active.

3. Select **Person** then choose **Select a person already known to my Aged Care** or **Upload a completed Registration of Supporter or Organisation form**.



02

How to create the relationship

Choose the type of relationship, then choose how to create it.

Would you like to appoint 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

How would you like to request the relationship? *

☒ **Select a person already known to My Aged Care**

You must know the person's full name and Aged Care ID.

☐ **Upload a completed 'Registration of a Supporter or Organisation' form**You may have received a hard copy or downloaded it from the My Aged Care [website](#).

4. If you choose **Select a person already known to My Aged Care** you will be asked to enter the person's full name and Aged Care ID to **find person** in the system.

03

Add support person details

Enter support person and relationship details.

Please enter the details of your support person.

First name: *

Last name: *

Aged Care ID: *

Date of birth (DD/MM/YYYY):



FIND PERSON

CLEAR

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.

SEND RELATIONSHIP REQUEST

CANCEL

5. Use the checkbox to select the right person. You will be asked for details of their relationship to you and when you would like the relationship to start and an end date if you want.

If the person cannot be found on My Aged Care, go back to Step 3 (above). **How to create the relationship** and select **Upload a completed Registration of Supporter or Organisation form** – see [Registration of supporter form](#) steps below.

6. You can [add documents for a support relationship](#).



Consent and confirmation to request a relationship

To register a supporter relationship, there are consent requirements. Depending on the type of supporter relationship, both the older person and the prospective supporter may need to provide consent. These are captured in the final steps of Create a relationship in the Online Account before you submit the request to My Aged Care.

Client consent to proceed with registering a supporter

The older person is asked for their consent:

1. to register their prospective supporter under the Act
2. for any information that may or must be provided to the older person under the Act to be automatically shared with their supporter:

05
Consent

Your consent

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

Consent to sharing information

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

Declaration

- 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](#)

If you don't consent for any information or document that may or must be provided to you under the *Aged Care Act 2024*, to also be given to your supporter, they can still be your registered supporter but will not be given automatic access to information given to you. They will be recorded as a supporter lite and will not be able to access your record in the Online Account. You can change or withdraw your consent at any time.

Consent to sharing information

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.

Declaration

- 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](#)

SEND RELATIONSHIP REQUEST

CANCEL

3. Once you provide your consent click on **Send relationship request**. If successful, this will appear as a pending relationship in your support network tab. Your prospective supporter will be notified in the system, and if they consent the relationship will become active, pending consideration of any declared conflict of interest and/or ability of the prospective supporter to comply with the duties of a supporter.

Supporter consent and conflict of interest

The supporter is asked:

1. for their consent to be registered as a supporter for the older person under the Act
2. if they have a conflict of interest acting as a supporter for the older person:

05

Consent

Your 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](#)

SEND RELATIONSHIP REQUEST

CANCEL

If you don't consent to being registered as a supporter, the creation of the relationship will be declined.

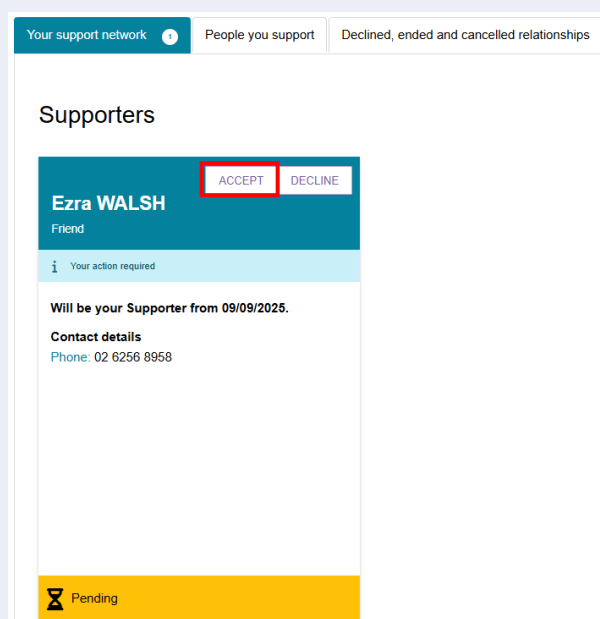


If you have a conflict of interest acting as a supporter, enter the description of the conflict in the form, including how you intend to avoid or manage the conflict. The information provided will be considered by the System Governor to determine if the conflict can be avoided or managed, and the prospective supporter can comply with the supporter duties in the Act.

3. Once you provide your consent click on **Send relationship request**. If successful, this will appear as a pending relationship in your support network tab. The older person will be notified in the system, and if they consent the relationship will become active, pending consideration of any declared conflict of interest and/or ability of the prospective supporter to comply with the duties of a supporter.

Pending relationships with an action required by other party

Once a relationship request has been submitted, it will appear as a pending relationship in your support network tab. The other party will be notified in the system and will also be asked to consent to progress registering the relationship, or decline the relationship.



1. If you consent to establish the relationship, click **accept** for it to become active (pending consideration of any declared conflict of interest and/or ability of the prospective supporter to comply with the duties of a supporter):

Provide consent

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

Consent to establishment of relationship

Provide your consent to activate the relationship *

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

Consent to sharing of information

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

Declaration

- 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](#)

ACCEPT

CANCEL

Supporter example

If you do not consent to the relationship request, you can **decline** the relationship:

Decline Relationship

Decline

Are you sure you would like to decline this relationship?

Evelyn SCOTT will be unable access your information in My Aged Care in order to represent you.

DECLINE

CANCEL

Client example

Registration of supporter form

1. If you select **Upload a completed Registration of Supporter form**, enter the name of the support person you want to register, select **Yes** and then **Choose file**.

After you click **Choose file**, select the document you want from your computer and add a name that describes the document.

The printed and online forms to register a supporter are available on the website at www.myagedcare.gov.au/registering-supporter.

To have the forms ready to upload to the Online Account, you can either:

- complete the online form (when the older person and prospective supporter are together), download it and save to your device, or
- complete the PDF version, print and/or download and save to your device once it is completed by both parties.



03

Registration of supporter or organisation form

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

Support person details

Full name: *

Note to My Aged Care

0 / 200

Would you like to add an 'Registration of a supporter or organisation form'? *

☒ Yes☐ No

Registration of a supporter or organisation form *

CHOOSE FILE

No file chosen

Document name *

2. Click **Submit to My Aged Care** and the document will be uploaded.

If you choose no, you cannot submit the supporter relationship request because you have not given consent. Call My Aged Care on 1800 200 4225 to discuss further.

Add documents for a support relationship

You can add documents to support your request to register a supporter relationship including:

- legal documents (for example, for supporter guardians)
- medical documents (for example, for supporter guardians)
- other documents

1. Click **Add an attachment** and **Choose file** to select the document saved to your device. Add file name and type details and then click **Upload**.
2. Click **Submit to My Aged Care** and the documents will be uploaded.

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.

SUBMIT TO MY AGED CARE

SAVE

CANCEL

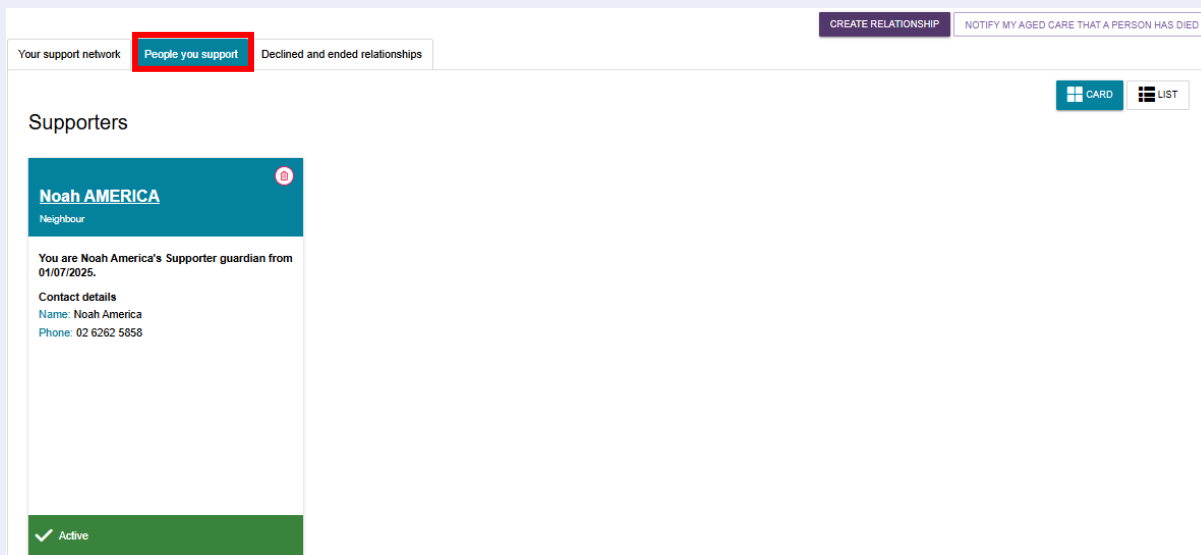


✓ Upload successful. To view uploaded documents, click here.

Kai Africa has been notified in the My Aged Care system of your relationship request. They can action this request through the My Aged Care Online Account or by calling the My Aged Care contact centre.

Access the account of people you support

1. From the support networks tile of your own Online Account landing page, select the **People you support** tab.



2. Select the name of the person's account that you want to view from the **card** or list view. The name of the person you support will display in the top right-hand side of your Online Account, and you can now review and navigate through their account.
3. Any requests to support an older person will appear in this tab to accept or decline.
4. To view other people you support, or to return to your own account, select the 'Back to your support networks page' link.

1800 200 422 Mon-Fri 8am - 8pm Sat 10am - 2pm

My Aged Care Online Account

You are supporting Noah Back to your support networks page
Welcome Asher (Supporter Guardian)

Return to myGov

Remove a relationship

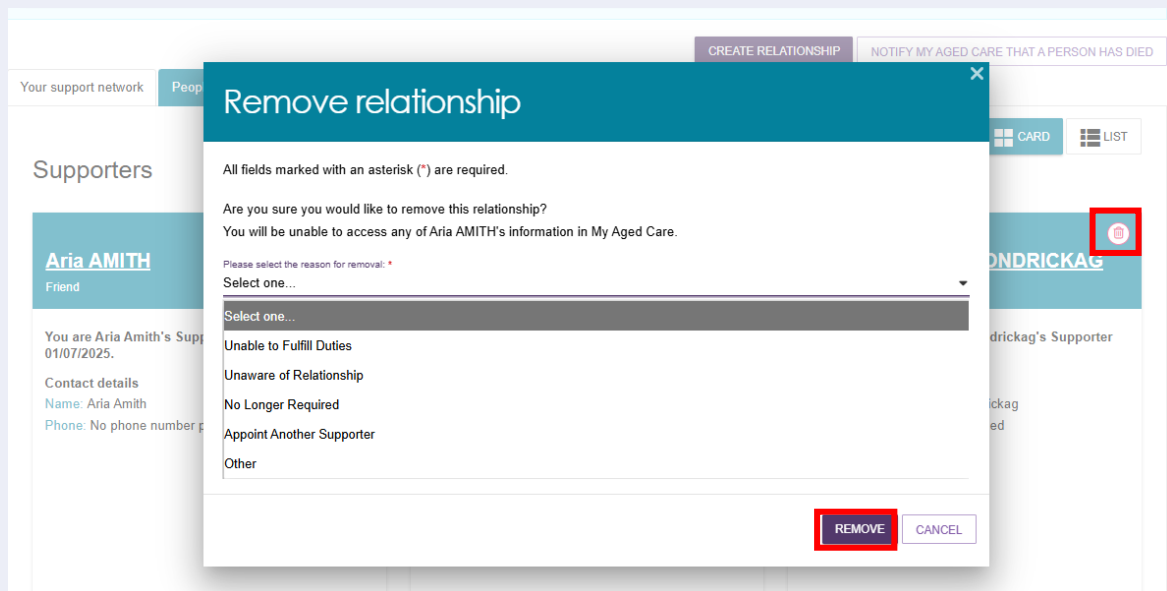
Both the older person and the registered supporter can request to end a relationship. For a supporter or supporter lite relationship, either party can remove their consent at any time. This will end the relationship. Removal of a support relationship will not delete recipient or registered supporter accounts. It will only "unlink" the two accounts from each other.

If you wish to end your registered supporter relationship, where that registered supporter is also an appointed decision maker with active legal authority (being, a supporter guardian), you will need to call My Aged Care to request that the relationship be ended.

If you are able to end your relationship (i.e. by withdrawing your consent), you will be able to select the rubbish bin icon button in the top right corner of the support relationship tile.

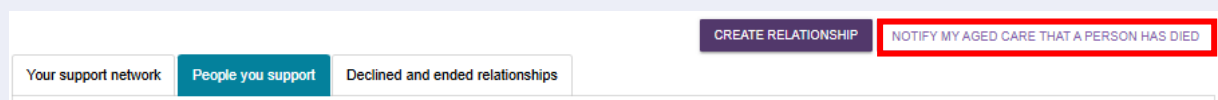
1. In your account, select the rubbish bin icon on the tile for the relationship you wish to remove.
2. Select a reason you are removing the relationship from the drop-down list.
3. Select **Remove** to confirm you wish to end the relationship.





Notify My Aged Care that a person has died

1. Select the **Notify My Aged Care that a person has died** button at top right of Support networks screen



2. Select the name of the person who has died
3. Provide us with as much information as you can such as the date of death if known and when and how you were informed.
4. Attach any relevant documents by selecting **Choose a file** to upload and select **Save**.

Glossary

Term	Means
Carer	A person who has an ongoing role in supporting you and your needs (for example, a family member or friend).
Conflict of interest	A conflict of interest arises if a registered supporter's personal interests or obligations interfere with, could compromise, or may influence the supporter's ability to carry out their role under the Act. This could include a conflict between the older person's interests and the registered supporter's interests. A conflict of interest that cannot be avoided or managed can call into question the registered supporter's ability to be impartial, selfless and act only in accordance with the older person's will and preferences. Conflicts of interest can be real, perceived or potential.
Emergency contact	A person to be contacted in case of an emergency.
Organisation Agent	An organisation approved by the Department of Health, Disability and Ageing, or a nominated person from that organisation, that/who can help you to connect with My Aged Care. They can talk with My Aged Care on your behalf but they cannot make, or convey, decisions for you. Organisation Agents can be care finders, Elder Care Support Connectors or OPAN Advocates. Whilst the Online Account allows the creation of Organisation Agent relationships, this functionality should not be used. Organisation Agent relationships must be established by staff from the organisation or by My Aged Care, including contact centre staff, Aged Care Specialist Officers (ACSOs) and assessors. Note: The My Aged Care individual agent support role ended on 1 November 2025.
Primary contact	A person (which can be yourself) who will be the first point of contact for phone calls.
Registered supporters	Registered supporters help older people to make and communicate their own decisions about their aged care services and needs. This may include speaking to My Aged Care, aged care assessors, aged care providers, and the Aged Care Quality and Safety Commission. Registered supporters can also request, access and receive information about the older person they support. Becoming a registered supporter does not provide a person with decision-making authority for the older person. A registered supporter's role is to support the older person to make their own decisions. Registered supporters must act in line with the older person's will and preferences. Based on the consent an older person gives while registering a supporter, there are three types of registered supporters: a supporter, a supporter lite and a supporter guardian.

Supporter	A registered supporter who has been registered with the consent of the older person. The older person has also given consent for the registered supporter to automatically be given certain information about them. This includes access to the older person's information in their Online Account.
Supporter guardian	A registered supporter who also has guardianship, enduring power of attorney or similar. 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. A supporter guardian can only make decisions on the older person's behalf in line with their active, legal authority. Proof of legal decision-making authority needs to be provided to the System Governor as part of registering. This is likely to be legal documentation. Active, appointed decision makers can register a supporter relationship without the older person's consent. A supporter guardian will automatically be given information about the older person.
Supporter lite	A registered supporter who has been registered with the consent of the older person, but the older person has not given consent for the registered supporter to automatically be given certain information about them. For example, the supporter lite will not be given access to information about their older person through their Online Account.

For further information see [Registered supporters glossary | Australian Government Department of Health, Disability and Ageing](#).

More Information

For more information on registered supporters, go to the My Aged Care webpage on [Registering a Supporter](#).

For information on how to set up your Online Account, visit [Access your information online](#).

Learn more about [How to use your Online Account](#).

For further assistance, you can contact My Aged Care:

<i>Phone (domestic)</i> 1800 200 422 (free call)	My Aged Care is open: Monday to Friday: 8am - 8pm Saturdays: 10am - 2pm Closed: Sundays and national public holidays
<i>Phone (international)</i> +61 2 6289 1555	Monday to Friday: 8.30am - 5.30pm AEST Ask for My Aged Care
<i>In Person</i> Services Australia service centres	Visit any Services Australia service centre for general My Aged Care support Book an appointment with an Aged Care Specialist Officer in selected locations or calling 1800 227 475 (free call) Monday to Friday: 8am - 5pm AEST

If you have difficulty speaking or understanding English, have a hearing or speech impairment, or want support from someone who understands your situation, go to [Accessible for all](#) website page.

If you would like more information on contact details, support services for contacting us, tips on how to share documents with My Aged Care, and important things to keep in mind to help you protect your personal information go to [Contact us](#).

Updated November 2025