

Registered Supporters in Home Care

The Aged Care Act 2024 introduces new ways to support older Australians in making decisions about their care. One of the key changes is the introduction of Registered Supporters to replace the Authorised Representatives arrangements.

Registered Supporters are trusted individuals who help the participant to make and communicate decisions about their care by following a supported decision-making approach. Supported decision-making involves assisting participants in making their own decisions and expressing them, ensuring they retain control over their lives.

Importantly, Registered Supporters do not have the authority to make decisions **on behalf of the person** they support.

What is a Registered Supporter?

A Registered Supporter is a person nominated by an older person to assist them in **making and communicating decisions** about their aged care. Under the Aged Care Act, every participant is presumed to have the ability to make decisions, so Registered Supporters are there to help, not to take over.



Even if a person is living with dementia, many decisions can and should be made with their involvement, so providers and staff must ensure that all participants have the opportunity to be part of the decision-making process.

Registered Supporters cannot make decisions for participants, and they are not substitutes for appointed decision-makers, such as formal guardians or enduring Powers of Attorney.

Role and Duties of Registered Supporters

Registered Supporters are there to support participants in their care journey.

Their key responsibilities may include:

- Helping participants understand their options and think about the advantages and disadvantages
- Supporting the participant to clearly communicate their choices, or communicating the participant's decisions and choices to organisations
- Supporting the participant during assessments and other conversations about their care
- Promoting the participant's personal, cultural, and social well-being
- Acting honestly, diligently, and in good faith
- Supporting only as much as needed and not taking control or making decisions on behalf of the participant.

Interacting with Registered Supporters

As a home care support worker, you may interact with Registered Supporters during everyday care being delivered. While Registered Supporters can assist participants in understanding information and communicating decisions, it is important that you acknowledge the participant directly when there are choices or care decisions to be made.

Registered Supporters may help participants interact with you and their home care organisations, but the participant remains in control.

Tips for Support Workers

1	Respect participant autonomy: Always check with the participant directly and encourage their participation in decisions.
2	Work collaboratively: If a Registered Supporter is involved, include them in the conversation, but keep the participant's voice central.
3	Communicate clearly: Use simple and direct language and wait for the participant to respond.
4	Promote well-being: Consider the participant's cultural, social, and personal preferences in all interactions.
5	Be mindful of potential conflicts: If you notice a conflict between the participant and the Registered Supporter, do your best to prioritise the participant's wishes and report concerns to your supervisor, if needed.

Support workers are involved in the lives of participants in very specific ways, depending on the type of services you deliver. The Registered Supporters legislation is designed to empower participants and strengthen their ability to make decisions about their aged care.

As a home care support worker, your role is to respect and involve participants whilst respecting the role of Registered Supporters where appropriate.




Scan to watch a short and helpful explainer video for this topic!



May 2026