



Single Assessment System

We are reforming aged care assessments to make it easier for you to enter aged care and access different services as your needs change.

What is the Single Assessment System?

The Single Assessment System for aged care has 3 key parts:

- **Integrated Assessment Tool (IAT)** started as the new tool for assessing eligibility for Australian Government-funded aged care on 1 July 2024
- **Single Assessment System workforce** will bring together 3 different assessment workforces from 9 December 2024
- **new First Nations assessment organisations** to provide more culturally safe pathways for older Aboriginal and Torres Strait Islander people will be rolled out from 1 July 2025.

The new system will provide a single assessment pathway to access all Government-funded in-home, flexible care and entry to residential aged care. It will:

- be simpler to navigate for you, your family and carers
- ensure you only have to tell your story once
- adapt to your changing needs, without having to change assessment provider
- ensure access to assessments in regional, rural and remote areas
- have shorter wait times for assessments.

There will be no changes to aged care eligibility requirements or referrals to urgent services.

What is the Single Assessment System workforce?

Previously, there were different assessment pathways. As a result, assessments were not consistent and older people often moved between organisations as their needs changed.

The Single Assessment System workforce provides a single assessment pathway that can quickly adapt to changing needs, without having to change assessment providers.

From 9 December 2024, all organisations conducting **aged care needs assessments** will be able to do both:

- **home support assessments** for the Commonwealth Home Support Programme (CHSP)
- **comprehensive assessments** for the Home Care Packages (HCP) Program, flexible aged care programs, residential respite and entry into residential aged care.

Some assessment organisations will conduct **residential aged care funding assessments** to determine an older person's Australian National Aged Care Classification (AN-ACC) after they have settled into residential aged care.

Most residential aged care funding assessment organisations will also conduct aged care needs assessments to expand availability and access across Australia.

State and territory governments will continue to deliver hospital-based assessments. If you need an assessment while in hospital, you will be allocated the next available assessor.

The Department of Health and Aged Care will work closely with incoming and exiting assessment organisations to support a smooth transition to the Single Assessment System workforce and ensure there are no service gaps.

How do I apply for an aged care needs assessment?

How you apply for an aged care needs assessment has not changed. But the Single Assessment System aims to make this process smoother.

You, or a representative on your behalf (i.e. family member or carer) will need to:

- visit the My Aged Care website to '[Apply for an Assessment Online](#)'
- call [My Aged Care](#) on **1800 200 422** (free call) between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays (local time)
- book a face-to-face appointment with an Aged Care Specialist Officer (ACSO) at select Services Australia service centres by calling **1800 277 475** between 8am to 5pm on weekdays.

My Aged Care can:

- register you with My Aged Care, if you are calling for the first time
- ask you some initial questions to discuss the aged care services you may need
- refer you to an assessment organisation in your local area.

A Triage Delegate from an assessment organisation will call you within 2 weeks of accepting your referral. This will be a quick call to support you being booked into the right type of aged care needs assessment for your needs.

I am waiting for my assessment, what happens to me?

If you have already contacted My Aged Care and are waiting for an assessment organisation to contact you, you don't need to do anything else at this stage. A local assessment organisation will call you to book an assessment within 2 weeks of accepting your referral.

If you already have an assessment booked in, nothing will change. An assessor will come to your home to conduct your assessment at your booked time and date.

Will there be any changes to how assessments are conducted?

Assessments will continue to be done in person, at your own home, or in hospital if required.

The Single Assessment System is flexible and will adapt to your changing needs without the older person having to change assessment organisations.

During your assessment, you will be supported by the same assessment organisation even if they identify a change of needs:

- If you are having a comprehensive assessment by a clinical assessor, they can change to a home support assessment if required.
- If you are having a home support assessment by a non-clinical assessor, they can call a clinical assessor (by phone or video conference) to discuss questions that require clinical judgment. If a clinical assessor is not available right away, they will call back or arrange a follow up assessment to ask the remaining clinical questions.

Will there be any changes to reassessments?

Aged care needs assessments

The process for reassessments and Support Plan Reviews has not changed – you, a family member or aged care provider will need to contact My Aged Care if your needs change.

Under the Single Assessment System, you may have your first reassessment or Support Plan Review with a different assessment organisation.

You will then keep the same assessment organisation for all future reassessments. Assessors will continue to be able to self-refer for Support Plan Reviews, making it easier to stay with the same assessment organisation you saw last time.

Residential aged care funding assessment

The process for residential aged care funding reassessments has not changed.

In most cases, your residential aged care provider will request a reassessment to adjust your AN-ACC classification to meet your changing needs. As a permanent aged care resident, you or your family can also request a reassessment by contacting My Aged Care.

Residential aged care funding assessments have an automated process for allocating referrals. This cannot guarantee you will have the same assessment organisation or assessor.

More information

Visit the My Aged Care website for more information about:

- [the assessment process](#)
- [how to apply for an assessment](#)
- [preparing for an assessment](#)
- [when to get re-assessed](#).

If you have further questions, please contact My Aged Care on **1800 200 422**.

Alternatively, you can book a face-to-face appointment with an ACSO by calling **1800 277 475** or by visiting a Services Australia service centre.