



Australian Government

Department of Health and Aged Care



Single Assessment System for older Aboriginal and Torres Strait Islander people

A simple pathway for accessing aged care services

This flyer contains information about the new Single Assessment System that will make it simpler for older Aboriginal and Torres Strait Islander people to start using aged care services. The Single Assessment System will change the way people access aged care assessments.

What is an aged care assessment?

Aged care services can help you stay healthy and supported as you get older. An aged care assessment lets a health worker understand what sort of supports or services will help you the most.

These aged care services might be delivered in your home and in the community. A worker might be able to help you with your shopping or cleaning. You might be able to get some extra support from allied health professionals, like a physiotherapist.

You also can be assessed for a place in an aged care home, if you need

and want it. Some aged care facilities are funded under the Government's National Aboriginal and Torres Strait Islander Flexible Aged Care Program and offer culturally safe care to Aboriginal and Torres Strait Islander people. An assessment can also take place while you are staying in hospital. This will help you to get aged care support for when you leave hospital, if you need it.

If you are Aboriginal and/or Torres Strait Islander person who is aged 50 or older, you can get an aged care assessment done under the Single Assessment System. That means you will have a yarn with a health worker, who will then help you work out what best suits your needs.

A simpler and better system

The new Single Assessment System will make getting an aged care assessment much easier.

- The system is a lot simpler than it used to be.
- You can get an aged care assessment, no matter where you live.
- You will only have to tell your story once.
- You won't have to wait as long for an appointment to see an assessor.

From 1 July 2025, there will also be First Nations organisations providing aged care assessments for older Aboriginal and Torres Strait Islander people. These organisations will be staffed by Aboriginal and Torres Strait Islander people, or people who have undertaken appropriate training to be culturally safe, trauma aware and healing informed. These services will roll out over time.

In the meantime, you can still use the regular Single Assessment System and get simpler and better access to aged care services that can make life easier for you.

All health workers who give assessments have been trained to be respectful of you, your culture and your experiences. They want to hear what is important to you.





How can I get an assessment?

You, or a trusted friend, family member or organization


- use the [Apply for an Assessment Online](#) form on the My Aged Care website
- call [My Aged Care](#) on **1800 200 422** for free 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 by calling **1800 227 475** between 8am to 5pm on weekdays.

If you have already booked an aged care assessment, your appointment will still go ahead. You do not need to do anything further.

You may be able to have an Elder Care Support Program worker or connector to help you with your aged care journey.



An Elder Care Support worker or connector can:

- help you book your aged care assessment
- sit with you during your aged care assessment and give you support, if you want them to
- give you advice about what you need to do next
- help you contact an aged care provider that's right for you.

 You can find where Elder Care Support workers and connectors are located on the [NACCHO.org.au/elder-care-support-program](https://naccho.org.au/elder-care-support-program)



For more information

-  Visit **MyAgedCare.gov.au**
-  Call My Aged Care on **1800 200 422**