



# Supporting clients with the rollout of Aboriginal and Torres Strait Islander assessment organisations

Information for ECS workers, care finders & OPAN advocates | June 2025

## Background

Under the new Single Assessment System, we are establishing Aboriginal and Torres Strait Islander assessment organisations. They will:

- Provide the choice of an alternate pathway for older Aboriginal and Torres Strait Islander people.
- Provide culturally safe, trauma aware and healing informed aged care assessments.
- Improve the assessment experience and provide more support to stay at home for longer.

They will commence rolling out in a phased approach from late July/early August 2025.

Over time, services will extend their reach and work towards covering more of Australia.

We will provide more detailed guidance for system navigators soon.

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**Aboriginal and Torres Strait Islander aged care assessment organisations will commence a phased rollout from late July / early August 2025.**

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## System functionality to support the rollout commenced in Feb 2025

In February, the button to capture a preference for an Aboriginal and Torres Strait Islander assessment organisation went live in the Aged Care Gateway contract centre portal and the assessor portals. This means:

- My Aged Care Staff will be capturing clients' preferences (via phone or Face-to-Face channels).
- Assessment organisations will be confirming preferences at triage.

Consumers will be asked “would you like your assessment to be with an Aboriginal and Torres Strait Islander assessment organisation, **if available**”.

**Rollout timing:** ability to capture preference for an Aboriginal and Torres Strait Islander assessment organisation



The preference button will go live in the My Aged Care consumer portal in November 2025.

This means that care finders, Elder Care Support workers and OPAN advocates will be able to support consumers to register their preference **online from November**.

In the meantime, you can support older people to register their preference by:

- calling My Aged Care on the phone with them,
- providing support when they speak to their assessment organisation;
- attending the assessment with the older person (with their consent).

## For more information

You can find more information at:

- the [My Aged Care Assessment manual](#), has an Appendix 6 containing detailed scenarios that may occur during this transition period
- the [fact sheet for assessors](#), has sample scripts and answers to frequently asked questions
- the [Department of Health and Aged Care](#) website will be updated regularly as information is ready for public release

If you have any further questions, please contact: [firstnationsagedcareassessment@health.gov.au](mailto:firstnationsagedcareassessment@health.gov.au)

Aboriginal and Torres Strait Islander assessment organisations will be added to the list of [Single Assessment System organisations](#) as they roll out.

We will provide further communication, guidance and support in the lead up to the rollout.

Thank you for the fantastic and important work that you do on the ground.

Warm regards,

The First Nations Aged Care Branch



Phone **1800 200 422**  
(My Aged Care's free call phone line)



Visit **[agedcareengagement.health.gov.au](https://agedcareengagement.health.gov.au)**

For translating and interpreting services, call 131 450 and ask for My Aged Care on 1800 200 422. To use the National Relay Service, visit [nrschat.nrs.gov.au/nrs](https://nrschat.nrs.gov.au/nrs) or call 1800 555 660.