



Improving access to aged care assessments

To help older people access an aged care assessment sooner, we're moving some referrals to assessment organisations that have capacity to take on additional assessments. This process is part of the Single Assessment System, which aims to simplify and improve access to aged care services.

Frequently asked questions

What's changing?

Some clients may have their referral transferred to a different assessment organisation. This helps reduce wait times and ensures assessments are completed more quickly. All assessment organisations follow the same national standards and guidelines.

Why has my referral been transferred?

Your referral may be moved to another assessment organisation to help reduce your wait time. This happens when your original organisation may be experiencing delays or have limited capacity.

Will this delay my assessment?

No. The transfer is designed to speed up your assessment, not delay it.

Will I be notified of the transfer?

Assessment transfers are happening behind the scenes. If your referral has been transferred, the new assessment organisation will contact you directly to let you know and to arrange your assessment.

If you'd like to check which organisation currently holds your referral, you can do this by logging into your **My Aged Care Online Account** through myGov.

Once you're logged in:

1. Link **My Aged Care** to your myGov account if you haven't already.
2. Select the **My Aged Care** tile to access your online account.
3. Navigate to the **Summary** or **Services** section to view your current assessment organisation and referral history.

For more help, visit:

- [Access your Online Account](#)
- [How to use your Online Account](#).

Can I choose my assessment organisation?

Your assessment organisation is allocated based on your location and their availability to undertake your assessment.

Will this affect my eligibility or services?

No, your eligibility and access to services will not be affected by the transfer. From 1 November 2025, eligibility is determined at the point of triage.

Will I be assessed differently by the new organisation?

No. All assessment organisations use the same national guidelines under the Single Assessment System.

Need help?

If you have questions or concerns, contact My Aged Care on **1800 200 422**, 8:00 am to 8:00pm Monday to Friday and 10:00 am to 2:00 pm Saturday (local time) or log in to your My Aged Care Online Account.



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



Visit **health.gov.au/aged-care-reforms**

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.nrscall.gov.au/nrs or call 1800 555 660.