



# Single Assessment System assessment organisations by service area, region, state and territory

Aged care assessments are delivered in 22 service areas across Australia (see table below). Each service area is made up of a number of Aged Care Planning Regions.

Assessment organisations conduct:

- *aged care needs assessments* for in-home aged care, flexible aged care programs, residential respite and entry into residential aged care, and/or
- *residential aged care funding assessments* to determine Australian National Aged Care Classification (AN-ACC).

Each service area is made up of a number of Aged Care Planning Regions.

Aboriginal and Torres Strait Islander aged care assessment organisations commenced a phased rollout from August 2025, and are available in some regions of Australia.

They are listed in **Orange**, with 'FNAO' in the Service Area column (First Nations assessment organisation).

Service area	Aged Care Planning Regions	Aged care needs assessment organisations	Residential aged care assessment organisations
<b>Australian Capital Territory (ACT)</b>			
ACT	ACT	<ul style="list-style-type: none"> <li>• Canberra Health Services</li> <li>• Catholic Healthcare</li> <li>• Community Options</li> </ul>	<ul style="list-style-type: none"> <li>• Australian Healthcare Associates (AHA)</li> <li>• Catholic Healthcare</li> </ul>
<b>New South Wales (NSW)</b>			
NSW 1	Northern Sydney, Western Sydney, Inner West	<ul style="list-style-type: none"> <li>• Aspire4Life</li> <li>• Catholic Healthcare</li> <li>• Community Options</li> <li>• NSW Health Administration Corporation</li> </ul>	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• Catholic Healthcare</li> <li>• NSW Health Administration Corporation</li> </ul>

Service area	Aged Care Planning Regions	Aged care needs assessment organisations	Residential aged care assessment organisations
NSW 2	South East Sydney, South West Sydney  Including Lord Howe Island	<ul style="list-style-type: none"> <li>Aspire4Life</li> <li>Catholic Healthcare</li> <li>Community Options</li> <li>NSW Health Administration Corporation</li> </ul>	<ul style="list-style-type: none"> <li>Access Care Network Australia (ACNA)</li> <li>Catholic Healthcare</li> <li>NSW Health Administration Corporation</li> </ul>
NSW 3	Riverina/Murray, Southern Highlands, Illawara  Including Jervis Bay	<ul style="list-style-type: none"> <li>Catholic Healthcare</li> <li>Community Options</li> <li>NSW Health Administration Corporation</li> </ul>	<ul style="list-style-type: none"> <li>Catholic Healthcare</li> <li>NSW Health Administration Corporation</li> </ul>
NSW 4	New England, Far North Coast, Mid North Coast, Hunter, Central Coast, Nepean	<ul style="list-style-type: none"> <li>Access Care Network Australia (ACNA)</li> <li>Aspire4Life</li> <li>Catholic Healthcare</li> <li>Community Options</li> <li>NSW Health Administration Corporation</li> </ul>	<ul style="list-style-type: none"> <li>Access Care Network Australia (ACNA)</li> <li>Aspire4Life</li> <li>Catholic Healthcare</li> <li>NSW Health Administration Corporation</li> </ul>
NSW 5	Orana Far West, Central West	<ul style="list-style-type: none"> <li>APM (Serendipity)</li> <li>NSW Health Administration Corporation</li> </ul>	<ul style="list-style-type: none"> <li>APM (Serendipity)</li> <li>NSW Health Administration Corporation</li> </ul>
<b>Northern Territory (NT)</b>			
NT	Alice Springs, Barkly, Darwin, East Arnhem, Katherine  Including Alice Springs, Groote Eylandt, Katherine, Melville Island, Tennant Creek, Tiwi Islands	<ul style="list-style-type: none"> <li>APM (Serendipity)</li> <li>Northern Territory Department of Health</li> </ul>	<ul style="list-style-type: none"> <li>APM (Serendipity)</li> </ul>
NT (FNAO)	Alice Springs	<ul style="list-style-type: none"> <li>FNAO - NPY Womens Council</li> </ul>	

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<b>Queensland (QLD)</b>			
QLD 1	Brisbane North, Brisbane South, Norfolk Island	<ul style="list-style-type: none"> <li>• Aspire4Life</li> <li>• Centacare</li> <li>• Department of Health Queensland</li> <li>• Footprints</li> <li>• Suncare</li> </ul>	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• Australian Healthcare Associates</li> <li>• Healthcare Australia</li> </ul>
QLD 2	Wide Bay, Darling Downs, Sunshine Coast, Cabool, West Moreton, Logan River Valley, South Coast	<ul style="list-style-type: none"> <li>• Aspire4Life</li> <li>• Centacare</li> <li>• Department of Health Queensland</li> <li>• Footprints</li> <li>• Suncare</li> </ul>	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• Australian Healthcare Associates (AHA)</li> <li>• Healthcare Australia</li> </ul>
QLD 2 (FNAO)	Cabool, Sunshine Coast	<ul style="list-style-type: none"> <li>• FNAO - Institute of Urban Indigenous Health</li> </ul>	
QLD 3	Far North, Northern, Mackay, Fitzroy Including Magnetic Island, Palm Island, Thursday Island	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• Centacare</li> <li>• Department of Health Queensland</li> </ul>	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• Australian Healthcare Associates (AHA)</li> </ul>
QLD 4	North West, Central West, South West	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• Centacare</li> <li>• Department of Health Queensland</li> </ul>	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• Australian Healthcare Associates (AHA)</li> </ul>
<b>South Australia (SA)</b>			
SA 1	Metropolitan East, Metropolitan North, Metropolitan South, Metropolitan West	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• APM (Serendipity)</li> <li>• South Australian Department of Health and Wellbeing</li> <li>• Uniting Communities</li> </ul>	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• APM (Serendipity)</li> <li>• Australian Healthcare Associates (AHA)</li> </ul>

Service area	Aged Care Planning Regions	Aged care needs assessment organisations	Residential aged care assessment organisations
SA 2	Eyre Peninsula, Mid North, Riverland, Hills Mallee and Southern, South East, Yorke Lower North, Barossa Including Kangaroo Island	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• South Australian Department of Health and Wellbeing</li> <li>• Uniting Communities</li> </ul>	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• Australian Healthcare Associates (AHA)</li> </ul>
SA 3	Flinders, Far North	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• South Australian Department of Health and Wellbeing</li> <li>• Uniting Communities</li> </ul>	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• Australian Healthcare Associates (AHA)</li> </ul>
SA 3 (FNAO)	Flinders, Far North	<ul style="list-style-type: none"> <li>• FNAO - NPY Women's Council</li> </ul>	
<b>Tasmania (TAS)</b>			
TAS	North Western, Northern, Southern Including Bruny Island, Flinders Islands, King Island	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• Care Tasmania (Care Assess)</li> <li>• Tasmanian Department of Health</li> </ul>	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• Care Tasmania (Care Assess)</li> </ul>

Service area	Aged Care Planning Regions	Aged care needs assessment organisations	Residential aged care assessment organisations
<b>Victoria (VIC)</b>			
VIC 1	Western Metro, Northern Metro	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• Aspire4Life</li> <li>• Department of Health, Victoria</li> <li>• DPV Health</li> </ul>	<ul style="list-style-type: none"> <li>• Australian Healthcare Associates (AHA)</li> <li>• DPV Health</li> <li>• Healthcare Australia</li> </ul>
VIC 2	Southern Metro, Eastern Metro	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• APM (Serendipity)</li> <li>• Aspire4Life</li> <li>• Bodycare</li> <li>• Department of Health, Victoria</li> </ul>	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• Australian Healthcare Associates (AHA)</li> <li>• Healthcare Australia</li> </ul>
VIC 3	Barwon-South Western, Grampians, Loddon-Mallee	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• Barwon Health</li> <li>• Department of Health, Victoria</li> </ul>	<ul style="list-style-type: none"> <li>• Australian Healthcare Associates (AHA)</li> <li>• Healthcare Australia</li> </ul>
VIC 3 (FNAO)	Campaspe within Loddon-Mallee	<ul style="list-style-type: none"> <li>• FNAO - Rumbalara Aboriginal Co-operative</li> </ul>	
VIC 4	Hume, Gippsland	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• Aspire4Life</li> <li>• Department of Health, Victoria</li> </ul>	<ul style="list-style-type: none"> <li>• Aspire4Life</li> <li>• Australian Healthcare Associates (AHA)</li> </ul>
VIC 4 (FNAO)	Hume	<ul style="list-style-type: none"> <li>• FNAO - Rumbalara Aboriginal Co-operative</li> </ul>	

Service area	Aged Care Planning Regions	Aged care needs assessment organisations	Residential aged care assessment organisations
<b>Western Australia (WA)</b>			
WA 1	Metropolitan East, Metropolitan North, Metropolitan South East, Metropolitan South West, Indian Ocean Territories.  Including Christmas Island, Cocos (Keeling) Islands, Rottnest Island	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• APM (Serendipity)</li> <li>• Department of Health WA</li> <li>• Independent Living Assessment (iLA)</li> </ul>	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• APM (Serendipity)</li> <li>• Independent Living Assessment (iLA)</li> </ul>
WA 2	South West, Great Southern, Mid West, Wheatbelt	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• APM (Serendipity)</li> <li>• Department of Health WA</li> <li>• Independent Living Assessment (iLA)</li> </ul>	<ul style="list-style-type: none"> <li>• Access Care Network Australia (ACNA)</li> <li>• APM (Serendipity)</li> </ul>
WA 3	Goldfields, Pilbara, Kimberly  Including Broome, Kalgoorlie, Karratha	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> <li>• Department of Health WA</li> <li>• Independent Living Assessment (iLA)</li> </ul>	<ul style="list-style-type: none"> <li>• APM (Serendipity)</li> </ul>
WA 3 (FNAO)	Goldfields, Pilbara	<ul style="list-style-type: none"> <li>• FNAO - NPY Women's Council</li> </ul>	