



MEDIA RELEASE

Thursday, 2 July 2026

OPAN WELCOMES CHANGES TO AGED CARE ASSESSMENT TOOL BUT FURTHER DETAILS NEEDED TO SAFEGUARD RIGHTS OF OLDER PEOPLE

The Older Persons Advocacy Network (OPAN) has welcomed the Albanese Government's commitment to reform and simplify its aged care Integrated Assessment Tool (IAT), which has been subject to hundreds of complaints from older people, their families and support network including independent advocates since its introduction.

The IAT has received significant criticism from older people by replacing human clinical assessors with a digital algorithm when making decisions around aged care funding levels.

OPAN also acknowledged the cross-party work from several MPs and Senators in raising these concerns including a bill to restore human override of the IAT now tabled in the Senate.

OPAN CEO Craig Gear welcomed the move in principle, but said the changes must be built around an agile process that includes independent aged care advocates as part of that process.

"We welcome this sensible approach from the Government. OPAN has been raising concerns and exposing challenges with this algorithm since it was introduced and it is encouraging that the Government is listening," Mr Gear said.

"The IAT algorithm has been an ongoing challenge and concern for older people, especially since it determines a person's level of aged care funding and impacts their livelihood and wellbeing.

"While the new Aged Care Act is well intentioned, this algorithm has caused widespread confusion and uncertainty and needs reform.

"These assessments have a real impact on an older person's life, so it is crucial that a human remains part of the decision making and outcomes.

"Giving older people and independent aged care advocates the ability to have a decision escalated is a step in the right direction. Our advocates work on the front line and have deep insight into the personalised nature of these assessments.

"Several details, including pathways to appeal a decision, need clarification and consultation. The changes must cater for an older person's changing circumstances, given the complex needs of older people.

"We look forward to working with Government to get these policy settings right and ensure that an older person's dignity and independence remain at the core.

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IMPORTANT NOTICE TO MEDIA FOR STORIES RELATING TO OLDER PEOPLE

It is critical to provide older people with an avenue to get support when covering stories about aged care. We strongly encourage you to include the following message in your story to enable older people to seek support:

For information or support regarding aged care, please call the Aged Care Advocacy Line on 1800 700 600 or visit opan.org.au