**How Aged Care Specialists Officers can help transcript**

BRUCE: I came into Services Australia offices today to get some advice, some help regarding aged care for my father and his partner. They've recently, their circumstances have changed quite dramatically. He's got advanced dementia, so he needs specialist care. And his partner is also at the stage of life now and she needs that care. And it's quite a complex terrain to navigate.

CHRISTOPHER: As an Aged Care Specialist Officer I provide information and education and assistance with engaging with aged care from home care in the very start of the process of understanding that right the way through to the more complex things of entry into aged care. Understanding any financial implications and also understanding social security and how that then plays in with the aged care system.

BRUCE: Having someone who is a specialist has that knowledge and able to, you know, take the information that I had feed that into the system and provide the answers that I was after was invaluable.

CHRISTOPHER: I think my favourite part of working as an ACSO is helping people understand what's going on and giving them the options so that they realise that it's not just they have options that they're not feeling forced into a certain decision.

BRUCE: Yeah, I highly recommend others to come in and speak to a specialist. It's a very stressful time, emotionally charged time considering, you know, it's a big change for the people who have been affected by this.

CHRISTOPHER: Being able to give all the information and having someone that has the information, not just about aged care or not just about Centrelink or not just about the financial implications. So talking about financial implications beyond Centrelink, someone who has that full spectrum of knowledge is vital for those people because they don't have to go through four different layers or three different sets of people to understand something. They can go to one place and get a good understanding across the spectrum.