# Aged Care Specialist Officer video transcript

**Vonda**

I was feeling a bit down this morning because I'd had other information sort of passed on to me that for the house that wasn't really good.

**Ryan**

There's a lot of anxiety and stress around how we assess income and how fees are determined particularly when there's a property involved.

My name’s Ryan and I’m an Aged Care Specialist Officer. I work for Services Australia and my role is to assist people face to face with My Aged Care, navigating My Aged Care and also any inquiries regarding their Services Australia records.

Our staff are also doing a great job at promoting when there is an ACSO appointment available or just giving general information through the training that they've received as staff members of the agency to provide My Aged Care services and the ability to navigate the My Aged Care website.

**Noel**

I'll go through the My Aged Care website with them which we help them register for My Aged Care and go through the online setup for their My Aged Care account and if they're not comfortable with an online to use computers or using the online services we refer them to the   
Aged Care Specialist Officer.

So the Aged Care Specialist Officer will do an end-to-end process. He will interview someone from the start. They let him know the situation, he'll gather the information, he will do the registration for them, and it's end to end.

**Vonda**

Very helpful yeah things were explained in a manner that everybody could understand it wouldn't matter what level of intelligence you had really.

**Ryan**

So by attending an axile appointment we can really break down that you know these are the rules that we have and this is how we're going to assess your income and assets. This is how we're going to assess your property and what options you have going forward.

**Vonda**

You know you you start talking about one thing and you might sort of end up referring to something else and then that will get explained so it's just a nice conversation that you're having that helps you understand.

**Ryan**

We can provide some clear explanations and options for you and give you a lot of thought to go home with your family and make that decision.

There is a lot of good feedback once the appointment’s over. A lot of thank yous and a lot of happy customers, that’s for sure.