My Aged Care face-to-face services

Article

My Aged Care face-to-face support available

Services Australia has Aged Care Specialist Officers (ACSOs) who can help you with your aged care matters. ACSOs can meet with people in person in over 80 of our service centres. They’re also available through video chat if you don’t have access to a service centre or simply prefer to have the appointment in the comfort of your own home. Some ACSOs also provide mobile services in rural and regional areas.

ACSOs can help with:

* providing in-depth information on the different types of aged care services
* referring people to an assessment organisation for an aged care assessment
* providing financial information about aged care services
* helping appoint a registered supporter for My Aged Care
* connecting people to local support services.

You can also seek general My Aged Care support in any Services Australia service centre or through the Services Australia Aged Care Line. Staff can help you to:

* access aged care services
* use the [My Aged Care](https://www.myagedcare.gov.au/) website
* connect you to the My Aged Care contact centre for additional support.

To find out more, including where ACSOs are located and how to book an appointment, go to **servicesaustralia.gov.au/myagedcarefacetoface**

You can also access My Aged Care information:

* at [**myagedcare.gov.au**](http://www.myagedcare.gov.au)
* by calling **1800 200 422**.