My Aged Care face-to-face services talking points

Older Australians, their families, nominees and registered supporters can get face-to-face aged care support through Services Australia.

My Aged Care general service offer

* All Services Australia face-to-face staff and aged care telephony staff can help older Australians, their families and nominees with:
  + providing general aged care information
  + accessing and using [**myagedcare.gov.au**](http://www.myagedcare.gov.au/)
  + accessing the My Aged Care contact centre
  + making an appointment to talk to an Aged Care Specialist Officer (ACSO).
* Staff on some other telephony lines, including the Indigenous call centre and the Multilingual phone service, can also provide this support.
* You can book a free face-to-face appointment in a service centre to get general information about aged care by either:
* using the Express Plus Centrelink mobile app
* using your Centrelink online account through myGov
* calling the [Aged Care Line](https://www.servicesaustralia.gov.au/individuals/contact-us/phone-us) on [**1800 227 475**](tel:1800227475)
* visiting a service centre.

Aged Care Specialist Officers (ACSOs)

* ACSOs offer in-depth information about government-funded aged care services in over 80 service centres across Australia. Some of the ACSOs also provide mobile services in rural and regional areas.
* You can also meet with an ACSO using video chat. Video chat appointments give you access to the aged care support you need from the privacy and comfort of your own home.
* ACSOs can help with:
  + providing in-depth information on the different types of aged care services
  + referring someone to an assessment organisation for an aged care assessment
  + helping someone appoint a registered supporter for My Aged Care
  + providing financial information about aged care services
  + connecting older Australians to local support services.
* You can book a free appointment with an ACSO by calling the [Aged Care Line](https://www.servicesaustralia.gov.au/individuals/contact-us/phone-us) on [**1800 227 475**](tel:1800227475)or visiting a service centre.
* To find out where ACSOs are available and how to book an appointment, go to [**servicesaustralia.gov.au/myagedcarefacetoface**](https://www.servicesaustralia.gov.au/my-aged-care-face-to-face-services-resources-for-community-groups?context=23551)

How customers can access My Aged Care services

* For support to access Australian Government-funded aged care services, you can:
  + go to [**myagedcare.gov.au**](http://www.myagedcare.gov.au)
  + call [My Aged Care](https://www.myagedcare.gov.au/contact-us) on **1800 200 422,** or
  + visit a Services Australia service centre to speak with someone in person.
* You can call the Services Australia [Aged Care Line](https://www.servicesaustralia.gov.au/individuals/contact-us/phone-us) on [**1800 227 475**](tel:1800227475) if you want to:
* make an appointment to see an Aged Care Specialist Officer (in person or through video chat)
* talk about aged care costs or update financial details.
* If you need an interpreter, Services Australia will arrange one for free.

More information

Older Australians can get more information:

* at [**myagedcare.gov.au**](http://www.myagedcare.gov.au)
* at [**servicesaustralia.gov.au/myagedcarefacetoface**](http://www.servicesaustralia.gov.au/myagedcarefacetoface)
* by calling [My Aged Care](https://www.myagedcare.gov.au/contact-us) on **1800 200 422**
* by visiting a Services Australia service centre to speak with someone in person.