



Connecting you to aged care services

We've made it easier for you to find out about My Aged Care services.

It can be overwhelming when you start your aged care journey and are thinking about how to access aged care services. Whether you're looking for help at home or thinking about entering an aged care home, we're here to help.

If you need help finding general information about government-funded aged care services you can:

- go to **myagedcare.gov.au**
- call My Aged Care on **1800 200 422**
- go to **servicesaustralia.gov.au/myagedcarefacetoface**
- have a free face-to-face appointment in any Services Australia service centre.

For more in-depth information about aged care services you can:

- talk to an Aged Care Specialist Officer
- call My Aged Care on **1800 200 422**.

Aged Care Specialist Officers

You, your family or a registered supporter may be able to speak to one of our Aged Care Specialist Officers (ACSOs). This is a free service available to help you with your aged care matters. You can meet with an ACSO in-person in some of our service centres or through video chat from anywhere in Australia. They can help you by:

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

Find out if there's an Aged Care Specialist Officer in your area

To find out more about how we can help you, including if there's an Aged Care Specialist Officer in your area, go to **servicesaustralia.gov.au/myagedcarefacetoface**

To book an in-person or video chat appointment with an Aged Care Specialist Officer:

- call **1800 227 475**
- ask at your local Services Australia service centre.

