



老年护理服务信息和帮助

My Aged Care 为您提供有关政府资助老年护理服务的信息和帮助。我们的 Aged Care Specialist Officers（老年护理专员，以下简称 ACSOs）可以帮助您了解有哪些支持服务可供选择。

ACSO 可以提供哪些帮助？

他们可以为您提供以下帮助：

- 提供有关不同类型老年护理服务、费用及如何开始申请服务的信息
- 将您转介至评估机构进行老年护理评估
- 协助设置一位注册支持者（registered supporter）来帮助您处理 My Aged Care 事宜
- 帮助您联络本地支持服务。

如何与 ACSO 联系

您可以前往部分 Service Australia 服务中心与 ACSO 面谈，或者通过电脑或移动设备进行视频咨询。

您可以通过以下方式免费预约 ACSO：

- 拨打 **131 202**，用您的语言与我们交谈。
- 前往当地 Services Australia 服务中心预约。

如果您在致电或到访服务中心时需要口译员，我们将免费为您提供。

更多信息

如需进一步了解 My Aged Care 和 ACSOs，您可以：

- 访问 myagedcare.gov.au
- 访问 servicesaustralia.gov.au/myagedcarefacetoface
- 在周一至周五上午 8:00 至下午 5:00，拨打 Services Australia 老年护理热线 **1800 227 475**。

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Information and help about aged care services

My Aged Care gives you information and help about government-funded aged care services. Our Aged Care Specialist Officers (ACSOs) can help you understand what support is available.

What does an ACSO do

They can help you by:

- giving information about different types of aged care services, costs and how to start getting help
- referring you to an assessment organisation for an aged care assessment
- setting up a registered supporter to help you deal with My Aged Care
- connecting you to local support services.

How you can speak with an ACSO

You can speak with an ACSO at some of our service centres or through video chat on your computer or mobile device.

You can book a free appointment with an ACSO by:

- calling **131 202** to speak with us in your language
- asking at your local Services Australia service centre.

If you need an interpreter when you call or visit us, we will provide one for free.

For more information

To find out more about My Aged Care and ACSOs, you can:

- go to **myagedcare.gov.au**
- go to **servicesaustralia.gov.au/myagedcarefacetoface**
- call Services Australia aged care line on **1800 227 475** between Monday to Friday 8 am to 5 pm.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.