

Factsheet: About the My Aged Care Face-To-Face Service Offer

My Aged Care is the main entry point into the aged care system in Australia. My Aged Care aims to make it easier for senior Australians, their families, and carers to access information on ageing and aged care, have their needs assessed, eligibility identified, and be supported to find and access services.

This new service is a third My Aged Care channel with 80 Aged Care Specialist Officers (ACSOs) based in Services Australia service centres. The program is being delivered by Services Australia for the Department of Health. It complements the existing My Aged Care website and contact centre.

What can the Aged Care Specialist Officers help with?

- screening, registering, and referring senior Australians for assessment.
- information on the different types of aged care services including: help at home, short term care and aged care homes.
- reviews of consumer circumstances and referrals for a reassessments (where needs have changed).
- appointing a representative for My Aged Care and/or authorising a person/ organisation to enquire or act on their behalf.
- assisting consumers or their representatives in crisis by problem solving, providing support and connecting to other government services.
- connecting people to community and external services where appropriate.
- identifying how a consumer's financial situation impacts the cost of aged care services.
- determining how financial arrangements may affect their entitlements under the Social Security and Aged Care Acts.

Ten of the ACSOs will deliver outreach services to rural and regional areas, to:

- support people in remote locations, through a fleet of Services Australia Mobile Service Centres.
- work with community specialists to support people experiencing a vulnerability or complex needs in local and surrounding communities.
- support Aboriginal and Torres Strait Islander communities.

Better connecting government services

We are also making it easier for people to move between My Aged Care and Services Australia. A general service offer will be introduced.

All Services Australia Aged Care call centre and service centre staff will be able to:

- provide information on the different types of government funded aged care services and basic fee information.
- offer digital support to navigate the My Aged Care website.
- connect consumers to the My Aged Care contact centre, or book an appointment with an ACSO, if more specialised assistance is needed.
- transfer consumer calls between Services Australia and My Aged Care, will give callers a better experience and avoid the need to repeat information.

When will these services be available?

The My Aged Care face-to-face service offer started on 1 November 2021. Aged Care Specialist Officer's will be rolled out to all 80 locations by the end of 2022. Please visit the [Services Australia website](#) to find out more information on locations and how to make an appointment.

How to access My Aged Care?

Website: myagedcare.gov.au

Call: 1800 200 422*

Weekdays – 8am to 8pm

Saturdays – 10am to 2pm

(closed on Sundays & public holidays)

Visit: any **Services Australia service centre** for general help in accessing My Aged Care information **or** call **1800 227 475** to book a in person appointment with an Aged Care Specialist Officer.

Weekdays – 8:30am to 4:30pm

(closed on public holidays)