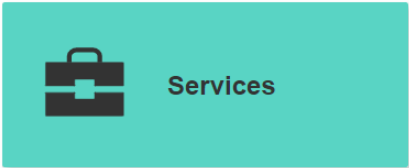


# Your Online Account Guide: *Services*

<b>How do I get to Services?</b>	Log into your Online Account and select the Services tile: 
<b>What can I do on the Services page?</b>	<ul style="list-style-type: none"><li>➤ View current services and previously received status and details.</li><li>➤ Get referral codes for new services.</li></ul>
<b>What do you want information on?</b>	Show me <ul style="list-style-type: none"><li>➤ What is on the Services page, <a href="#">click here (page 2)</a>.</li><li>➤ How to get a referral code, <a href="#">click here (page 3)</a>.</li><li>➤ How to withdraw (cancel) a referral, <a href="#">click here (page 4)</a>.</li></ul>

# Your Services Page

**Meals**

Service details  
Recommended start date None

Your recommended services are listed here, with any recommended start and end dates.

**GENERATE REFERRAL CODE**

Generate a referral code for a recommended service.

Referral code 1-75003520068

This is a generated referral code. It can be given to a service provider so they can access information on your aged care needs.

Your services

Client portal guide

VIEW CLIENT REPORT

PRINT OR DOWNLOAD REFERRAL CODE

### Services not yet in place

These services are recommended for you but need confirmation from a service provider.

Referrals to Providers ?	Issued	Status	Action Date ?
Northumbria House Aged Care	15 July 2020	Issued	

WITHDRAW ONE OR MORE REFERRALS

Each Home Care Service you have been approved for has a unique referral code. Giving a referral code to a service provider will let them access your assessment and support plan. Clicking on the button below will start the referral code generation.

GENERATE REFERRAL CODE

### Previous services

These services have been completed or ceased and are no longer being delivered.

Home Care Package Level 3

Service provider details  
Northumbria House Aged Care  
Phone: +612345678901  
Address: 1410 JACKIE Street BROWN NSW 2583  
Email: Christal.Marrs@asssis.com.au

About the service  
Accepted: 13 March 2020  
End date: 3 May 2020

Service details  
Home Care Package Level approved: Home Care Package Level 3  
Home Care Package Level 3 approval starts: 4 March 2020

WITHDRAW ONE OR MORE REFERRALS

**VIEW CLIENT REPORT**

View and print a client record summary.

**PRINT OR DOWNLOAD REFERRAL CODE**

Print out a referral code letter (you can give this to service providers)

**Referrals to Providers ?**

Northumbria House Aged Care

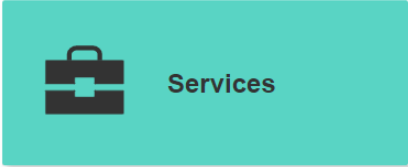

These are the providers that you have been referred to for service/s, and the referral result (i.e. if it has been accepted)

**WITHDRAW ONE OR MORE REFERRALS**

Allows you to cancel your referral to a service provider


## How to get a Referral Code

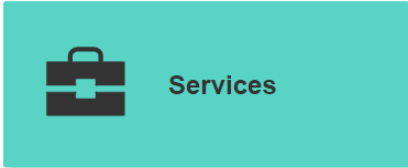

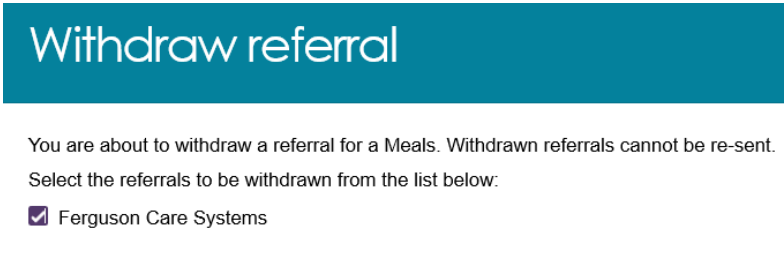

- Note:**
- ⚠ Referral codes can be used to request government-funded aged care service provider services.
  - ⚠ You can only generate referral codes for services where an assessment has recommended that service for you.
  - ⚠ You can find service providers and the services they offer here: [Find a Provider](#).
  - ⚠ Service providers may or may not accept your referral. Their response will be shown in your Online Account.

It's my account or I am an Authorised Representative		
1	Navigate to "Services".	
2	Click on the Generate Referral Code button.	
3	Your referral code will display.	Referral code    1-74451612303
<b>END</b>		

## How to withdraw (cancel) a referral

**Note:**

 This is to cancel the referral to a specific service provider. You will still receive the My Aged Care supports.

It's my account or I am an Authorised Representative		
1	Navigate to "Services".	
2	Select Withdraw One or More Referrals directly under the referral you want to cancel.	
3	Select the Service Provider you no longer want services from.	
4	Select "Withdraw Referrals".	
<b>END</b>		

## Contact Us

<b>Phone (domestic)</b>	<b>1800 200 422</b> (freecall)	The call centre is open: <ul style="list-style-type: none"> <li>• Monday to Friday: 8am - 8pm</li> <li>• Saturdays: 10am - 2pm</li> <li>• Closed: Sundays and national public holidays.</li> </ul>
<b>Phone (international)</b>	+61 2 6289 1555	Monday to Friday: 8.30am - 5.30pm AEST
<b>Online enquiry</b>	Go to <a href="#">Contact us</a> , and complete the form.	
<b>Post</b>	PO Box 1237 Runaway Bay QLD 4216	

If you have difficulty speaking or understanding English, have a hearing or speech impairment, or want support from someone who understands your situation, go to "[Accessible for all](#)" website page.