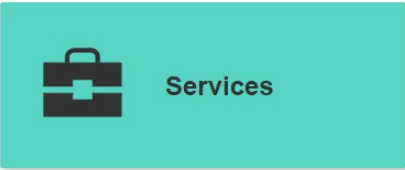


Your Online Account Guide:

Services

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

Your Services Page

Meals

Service details
Recommended start date None

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

REACTIVATE REFERRAL CODE

The reactivated referral code can be given to a service provider so they can access information on your aged care needs.

Referral code 1-75003520068

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	

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@assis.com.au

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

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)

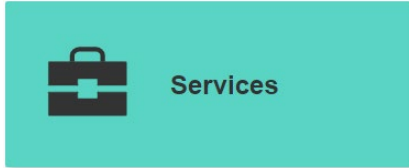

WITHDRAW ONE OR MORE REFERRALS

Allows you to cancel your referral to a service provider

How to reactivate a Referral Code


Note:

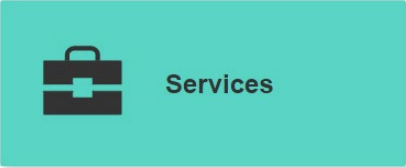



- ⚠ Referral codes can be used to request government-funded aged care service provider services.
- ⚠ You can only reactivate referral codes for services where an assessment has recommended that service for you.
- ⚠ You can find service providers and the services they offer here: [Find a Provider](#).
- ⚠ 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 Reactivate Referral Code button.	
3	Your referral code will display.	Referral code 1-74451612303
END		

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.	 <p>You are about to withdraw a referral for a Meals. Withdrawn referrals cannot be re-sent. Select the referrals to be withdrawn from the list below:</p> <p><input checked="" type="checkbox"/> Ferguson Care Systems</p>
4	Select "Withdraw Referrals".	
END		

Contact Us

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