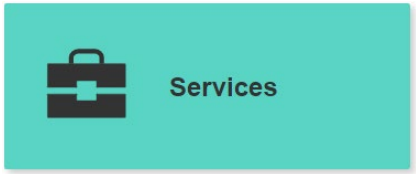
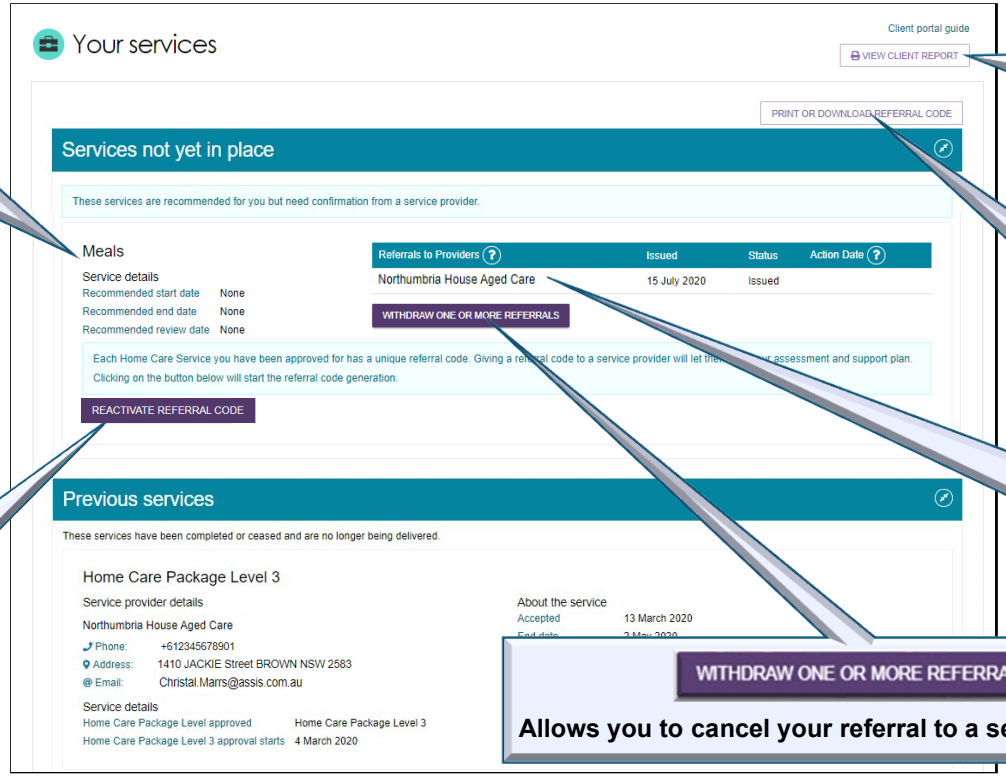
Australian Government | myagedcare

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?	➢ View current services and previously received status and details. ➢ Get referral codes for new services.
What do you want information on?	Show me ➢ 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 6).

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

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

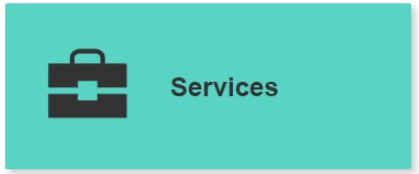
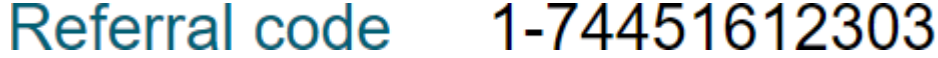
Allows you to cancel your referral to a service provider

How to reactivate a Referral Code

If your provider ceases a service you can reactivate a referral code so that the service recommendation becomes active again.

Note:

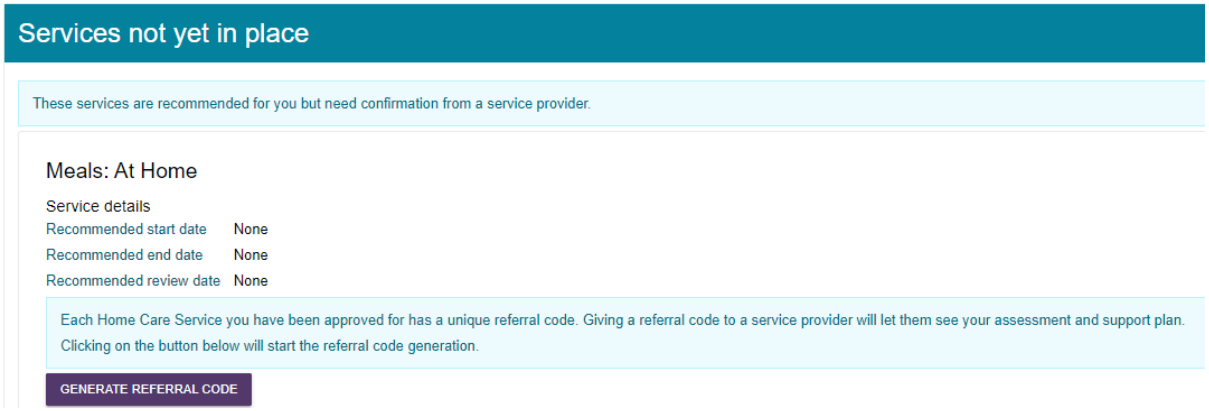
- ⚠ Referral codes can be used to request government-funded aged care service provider services.
- ⚠ You can only reactivate referral codes for services where an assessment has recommended that service for you.
- ⚠ You can find service providers and the services they offer here: Find a Provider.
- ⚠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

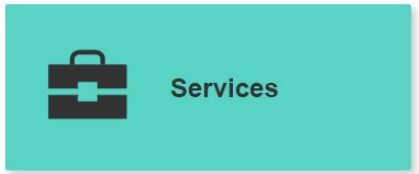
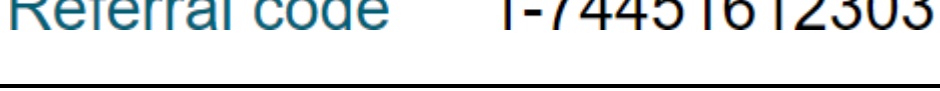
	It's my account or I am an Authorised Representative	
1	Navigate to "Services".	
2	Click on the Reactivate Referral Code button.	
3	Your referral code will display.	
END		

How to Generate a Referral Code

There may be a situation where an assessor has recommended services for you and a referral code for the services has not been generated.

By clicking on the Generate a referral code function for a recommended service it can be given to a service provider so they can access information on your aged care.

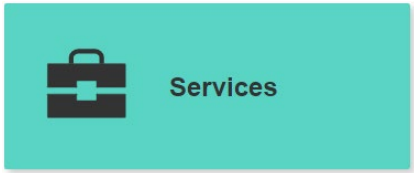
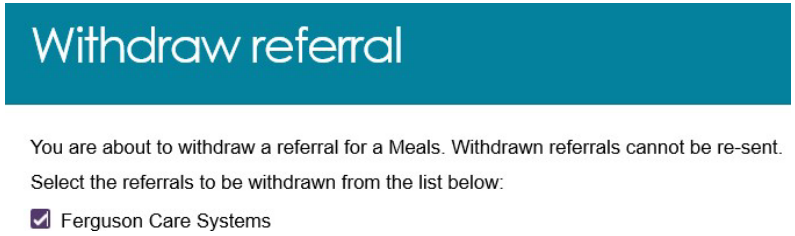


	It's my account or I am an Authorised Representative	
1	Navigate to "Services".	
2	Click on the Generate Referral Code button.	
3	Your referral code will display.	

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".	
END		

Contact Us

Phone (domestic)	**1800 200 422** (freecall)	The call centre is open: • 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.