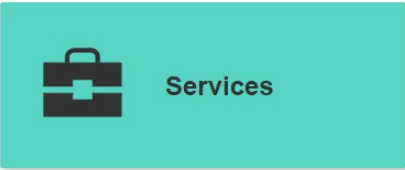


Your Online Account Guide: Services

<p>How do I get to Services?</p>	<p>Log into your Online Account and select the Services tile:</p> 
<p>What can I do on the Services page?</p>	<ul style="list-style-type: none"> ➤ View current services and previously received status and details. ➤ Get referral codes for new services.
<p>What do you want information on?</p>	<p>Show me</p> <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 6).

Your Services Page

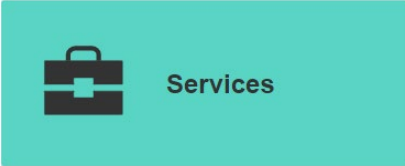

The screenshot shows the 'Your services' page with the following sections and callouts:

- Meals:** A callout box explains that recommended services are listed here with their start and end dates. The page shows 'Meals' with a 'Recommended start date' of 'None'.
- Services not yet in place:** A callout box explains that these services need confirmation from a service provider. The page shows a table with one entry: 'Northumbria House Aged Care' issued on '15 July 2020' with a status of 'Issued'. A 'WITHDRAW ONE OR MORE REFERRALS' button is visible below the table.
- Previous services:** A callout box explains that these services have been completed or ceased. The page shows 'Home Care Package Level 3' with service provider details for 'Northumbria House Aged Care' (Phone: +612345678901, Address: 1410 JACKIE Street BROWN NSW 2583, Email: Christal.Marrs@assis.com.au) and service details (Approved: Home Care Package Level 3, Approval starts: 4 March 2020).
- VIEW CLIENT REPORT:** A callout box explains that this button allows users to view and print a client record summary.
- PRINT OR DOWNLOAD REFERRAL CODE:** A callout box explains that this button allows users to print out a referral code letter to give to service providers.
- Referrals to Providers:** A callout box explains that this section shows providers referred to for services and the result of the referral. The page shows 'Northumbria House Aged Care' as a provider.
- REACTIVATE REFERRAL CODE:** A callout box explains that this button allows users to reactivate a referral code so it can be given to a service provider. The page shows a 'REFERRAL CODE' of '1-75003520068'.
- WITHDRAW ONE OR MORE REFERRALS:** A callout box explains that this button allows users to cancel their 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.	Referral code 1-74451612303
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.

Services not yet in place

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

Meals: At Home

Service details

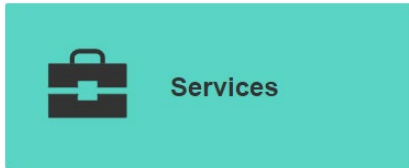

Recommended start date	None
Recommended end date	None
Recommended review date	None

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 see your assessment and support plan. Clicking on the button below will start the referral code generation.

GENERATE REFERRAL CODE




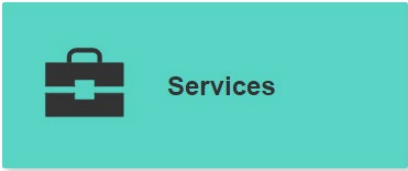



Your Online Account Guide: Services (Feb 2023)

	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.	<p>Referral code 1-74451612303</p>

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 data-bbox="1196 1110 1951 1166">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 data-bbox="1196 1182 1442 1206"><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.