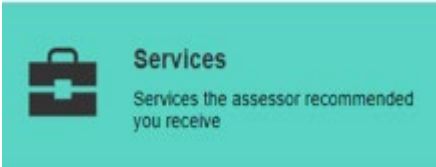


Your Online Account Guide:

Services

<p>How do I get to Services?</p>	<p>Sign into your Online Account via myGov 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:

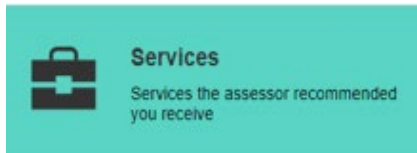

- Meals:** A callout box explains that recommended services are listed here with start and end dates. The page shows 'Meals' with a 'Recommended start date' of 'None'.
- Services not yet in place:** A callout box explains that these services need confirmation from a service provider. The page shows a 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 (Home Care Package Level approved: Home Care Package Level 3, approval starts: 4 March 2020).
- VIEW CLIENT REPORT:** A callout box explains that users can view and print a client record summary.
- PRINT OR DOWNLOAD REFERRAL CODE:** A callout box explains that users can print out a referral code letter to give to service providers.
- Referrals to Providers:** A callout box explains that these are the providers referred to for services, and the referral result (accepted or not).
- WITHDRAW ONE OR MORE REFERRALS:** A callout box explains that this button allows users to cancel their referral to a service provider.
- REACTIVATE REFERRAL CODE:** A callout box explains that the reactivated referral code can be given to a service provider so they can access information on aged care needs. The page shows a 'Referral code' of '1-75003520068'.

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

How to generate a Referral Code

There may be a situation where an assessor has recommended service(s) for you and a referral code for the service(s) 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 about you and your recommended aged care services.

Services not yet in place

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

Meals: At Home

Service details

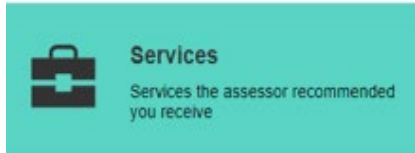

Recommended start date	None
Recommended end date	None
Recommended review date	None

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




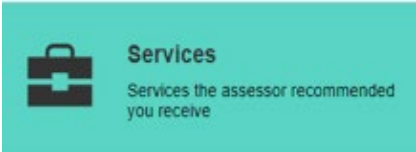

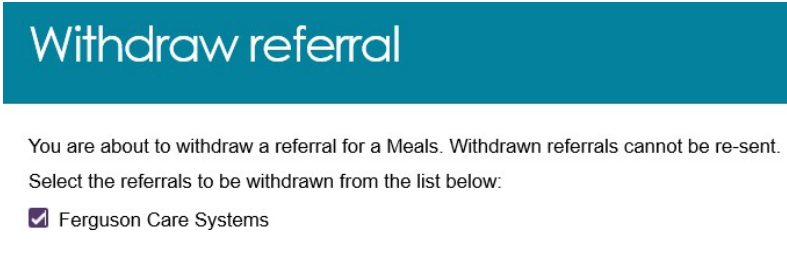

Your Online Account Guide: Services (Aug 2023)

	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.	
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
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.

If you would like more information on contact details, support services for contacting us, tips on how to share documents with My Aged Care, and important things to keep in mind to help you protect your personal information go to [Contact us](#).

