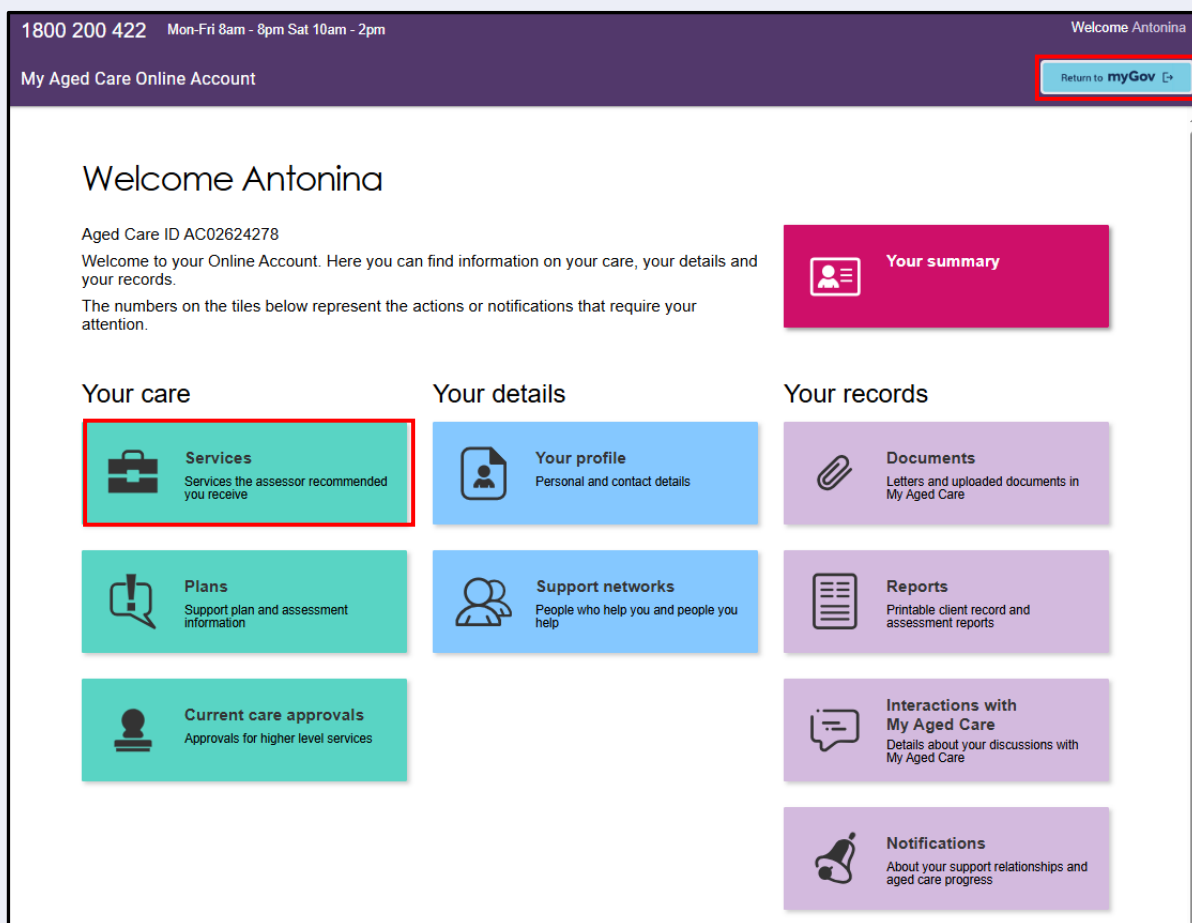


Your Online Account Guide: *Services*

In the *Services* section of your Online Account, you can see a list of your aged care services. This includes services you are currently receiving and those you may have received in the past. You can also find or reactivate referral codes to give to any new service providers.

Sign in to your Online Account

1. **Sign in** to your Online Account via [myGov](#) and select the **Documents** tile from the home screen:



1800 200 422 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Antonina

My Aged Care Online Account [Return to myGov](#)

Welcome Antonina

Aged Care ID AC02624278

Welcome to your Online Account. Here you can find information on your care, your details and your records.

The numbers on the tiles below represent the actions or notifications that require your attention.

Your care	Your details	Your records
Services Services the assessor recommended you receive	Your profile Personal and contact details	Your summary
Plans Support plan and assessment information	Support networks People who help you and people you help	Documents Letters and uploaded documents in My Aged Care
Current care approvals Approvals for higher level services		Reports Printable client record and assessment reports
		Interactions with My Aged Care Details about your discussions with My Aged Care
		Notifications About your support relationships and aged care progress

! When you are done using your Online Account, remember to select 'Return to myGov' in the top right corner and then click on the 'Sign out' button in myGov. Doing this keeps your information safe and protects your privacy.

Your services page

The services page contains:

- Services not yet in place
- Services pending
- Services in place
- Previous services

On this page you can:

- View current and past services and details
- Get referral code for new services
- Reactivate referral codes
- Withdraw (cancel) a referral

! The Home Care Packages Program (HCP) Program is now the Support at Home program. On 1 November 2025, the HCP Program transitioned to the Support at Home program. Learn more at: www.myagedcare.gov.au/support-home-program

My Aged Care Online Account guide

 **Your services**

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.

Support at Home

Service details

Support at home services approved: Home support Ongoing - SaH Classification 1

Funding assigned: 17 September 2025

Support at home services approved: Home support Ongoing - SaH Classification 3

Funding pending

Support at home services approved: Assistive technology Short-term - AT High

Funding assigned: 19 September 2025

Support at home services approved: Home modifications Short-term - HM Low

Funding withdrawn: 18 September 2025

Referrals to Providers ?	Issued	Status	Action Date ?
Bendigo Health Services - Community Care Mildura - Support at Home - MILDURA	18 September 2025	Replaced	18 September 2025

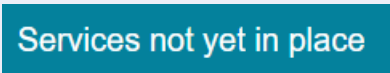
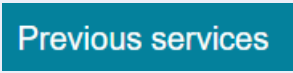
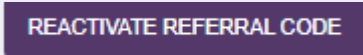
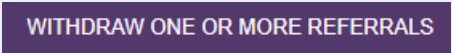
Referral code ? 2-161851755330 (active)

SEE SERVICE DETAILS

Services pending

These services have been accepted by service provider but have not yet started



Services not yet in place 	The services in this section are recommended for you but need confirmation from a service provider
Services pending 	These services have been accepted by service provider but have not yet started
Services in place 	These services have been accepted by a service provider and have already started.
Previous services 	These services have been completed and are no longer being delivered.
Referrals to Providers 	These are the providers that you have been referred to for service/s, and the referral results (i.e. if it has been accepted)
Reactivate referral code 	The reactivated referral code can be given to a service provider so they can access information on your aged care needs.
Withdraw one or more referrals 	Allows you to cancel your referral to a service provider.
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)
Previous services	This section details previous services that have been completed or ceased and are no longer being delivered

About referral codes

Referral codes can be used to request government-funded aged care service provider services.

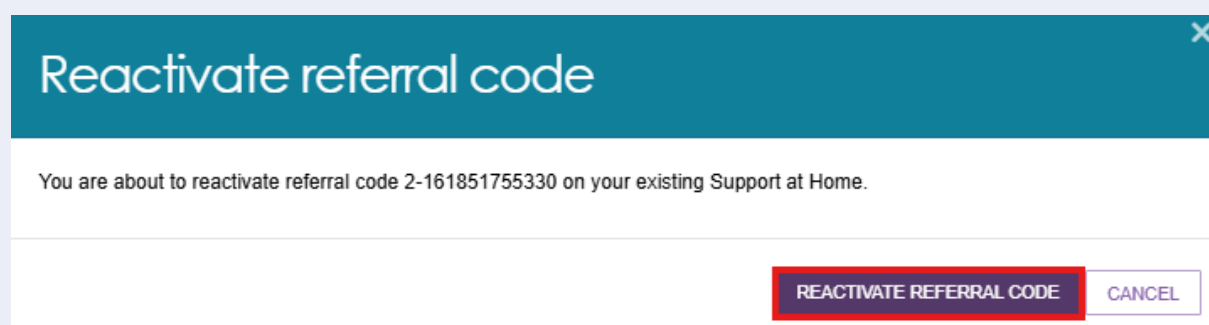
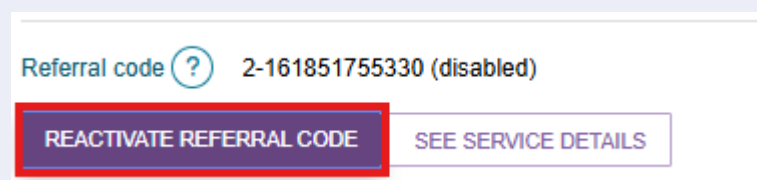
You can only reactivate referral codes for services where an assessment has recommended that service for you.

You can find service providers and the services they offer in the [Find a Provider](#) tool.

Service providers may or may not accept your referral. Their response will be shown in this section of your Online Account.

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. If it's your account or you are a supporter guardian and it is within your active, decision-making authority:



1. Click on the **Reactive Referral Code** button.
2. Your referral code will display as active.

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.



1. Click on the Generate Referral Code button.
2. Your referral code will display.

How to withdraw (cancel) a referral

You can cancel the referral to a specific service provider.

Referrals to Providers ?	Issued	Status	Action Date ?
Bendigo Health Services - Community Care Mildura - Support at Home - MILDURA	17 September 2025	Issued	

Referral code ? 2-161837721438 (active)

WITHDRAW ONE OR MORE REFERRALS

SEE SERVICE DETAILS

Withdraw referral

You are about to withdraw a referral for a Support at Home. Withdrawn referrals cannot be re-sent.
Select the referrals to be withdrawn from the list below:

☒ Bendigo Health Services - Community Care Mildura - Support at Home

WITHDRAW REFERRALS

CANCEL

1. Select **Withdraw One or More Referrals** directly under the referral you want to cancel.
2. Select the Service Provider you no longer want services from.
3. Select **Withdraw Referrals**.



More Information

For information on how to set up your Online Account, visit [Access your information online.](#)

Learn more about [How to use your Online Account.](#)

For further assistance, you can contact My Aged Care:

<i>Phone (domestic)</i> 1800 200 422 (free call)	My Aged Care is open: Monday to Friday: 8am - 8pm Saturdays: 10am - 2pm Closed: Sundays and national public holidays
<i>Phone (international)</i> +61 2 6289 1555	Monday to Friday: 8.30am - 5.30pm AEST Ask for My Aged Care
<i>In Person</i> Services Australia service centres	Visit any Services Australia service centre for general My Aged Care support Book an appointment with an Aged Care Specialist Officer in selected locations or calling 1800 227 475 (free call) Monday to Friday: 8am - 5pm AEST

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](#).

Updated November 2025

