



Service and Support Portal User Guide – Managing Referrals for Service

This User Guide is designed for Team Leaders within the My Aged Care Service and Support Portal and describes the procedures for managing referrals.

Each provider outlet needs at least one person assigned the 'Team Leader' role in the portal. This person will be responsible for managing referrals for service (accepting, accepting to waitlist, rejecting referrals and revoking referrals after acceptance) within the portal.

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Introduction

Service Providers may receive referrals from clients for services via four different pathways:

- Clients with existing approvals for care types under the *Aged Care Act 2024* can approach service providers directly. These clients may not be registered with My Aged Care.
- Providers can receive electronic referrals for service via the Portal.
- Clients can approach providers directly with a referral code issued by assessors or the My Aged Care contact centre; or
- Providers can accept electronic referrals to their waitlist, if a waitlist is available.

These pathways are described in detail in this guide.

For further detail regarding the procedures for managing referrals, please refer to the [My Aged Care Service and Support Portal User Guide: Part 2 - Team Leader and Staff Member functions](#).

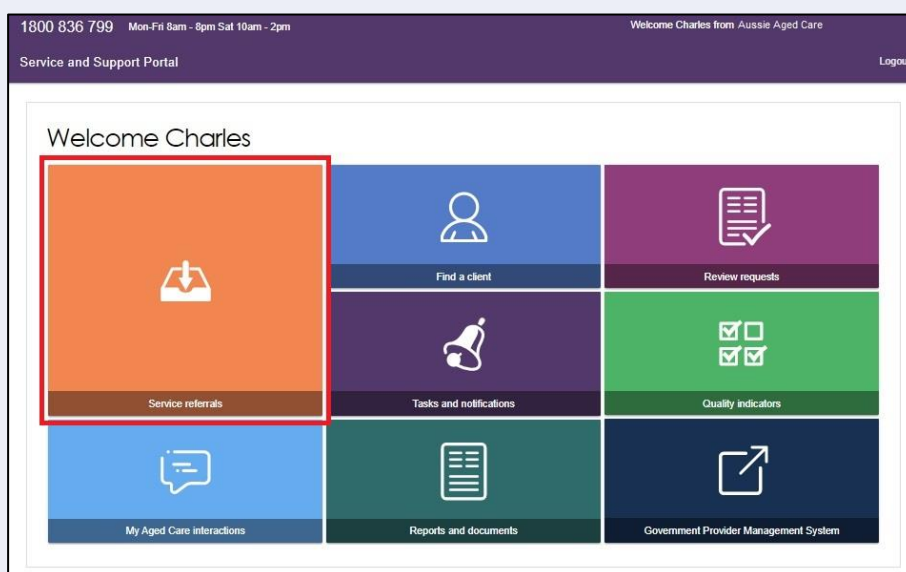
! Referrals for service mentioned in this guide are for Support at Home referrals, which may include multiple service types and services (excluding self-referrals). Providers either receive referrals electronically or via a referral code, depending on the client's preferences, and incoming referrals have a priority status (low, medium, high).

! All clients with existing approvals should be registered in My Aged Care. Please contact the My Aged Care Assessor and Service Provider helpline on 1800 836 799 for further assistance.

Viewing Referrals

To view referrals and search for a particular client:

1. Select **Service referrals** from the homepage.

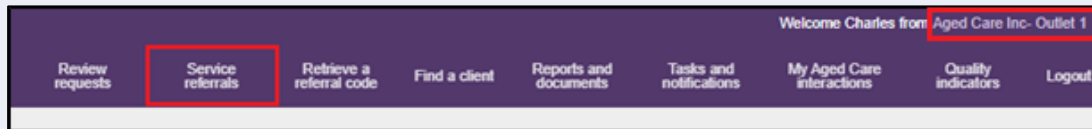


Team Leaders and Staff Members can view referrals, however only Team Leaders can accept, accept to waitlist, and reject referrals or revoke referrals after acceptance. You may have multiple roles within the provider portal. Your homepage will display different tiles depending on the role(s) you are assigned.



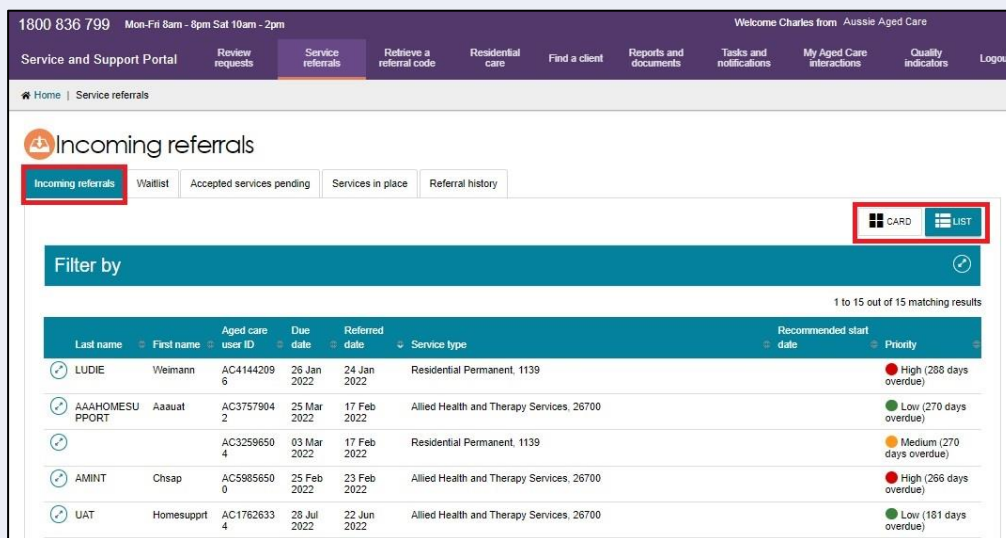
Alternatively, from any other page in the Service and Support portal, you can choose the **Service referrals** option from the tool bar displayed at the top of the portal.

You will need to select the relevant outlet name to ensure that you are looking for referrals in the correct outlet. This can be done by selecting the outlet name from the top right corner of the portal, next to the **Logout** link.



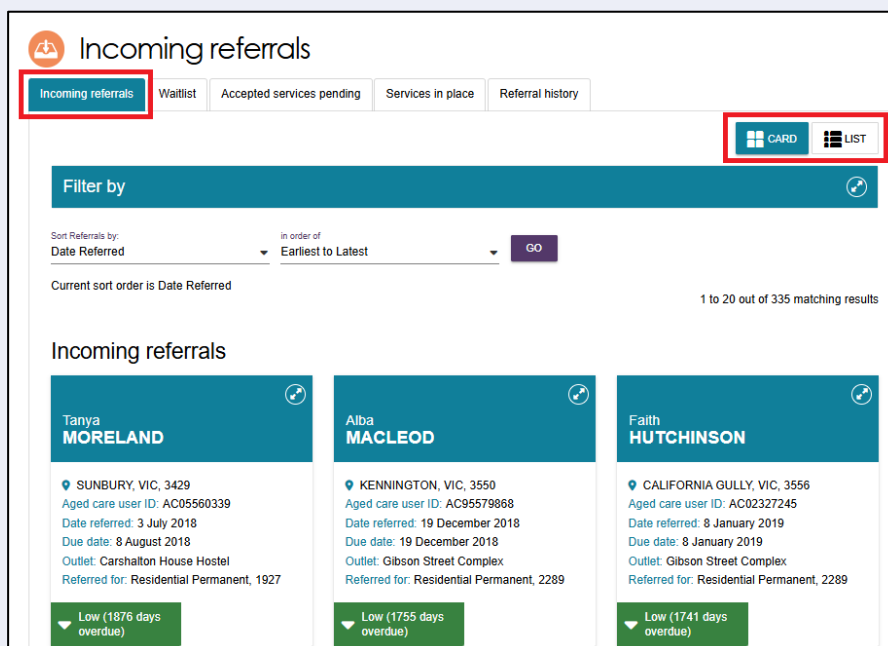
- The **Incoming referrals** page will now display a list of incoming referrals (those that have not been actioned). You can alternate between card and list view by using the toggle at the top of the page.

LIST VIEW



Last name	First name	Aged care user ID	Due date	Referred date	Service type	Recommended start date	Priority
LUDIE	Weimann	AC41442096	26 Jan 2022	24 Jan 2022	Residential Permanent, 1139		High (288 days overdue)
AAAHOMESU PPORT	Aaaat	AC37579042	25 Mar 2022	17 Feb 2022	Allied Health and Therapy Services, 26700		Low (270 days overdue)
		AC32596504	03 Mar 2022	17 Feb 2022	Residential Permanent, 1139		Medium (270 days overdue)
AMINT	Chsap	AC59856500	25 Feb 2022	23 Feb 2022	Allied Health and Therapy Services, 26700		High (266 days overdue)
UAT	Homesupport	AC17626334	28 Jul 2022	22 Jun 2022	Allied Health and Therapy Services, 26700		Low (181 days overdue)

CARD VIEW



Sort Referrals by: Date Referred | In order of: Earliest to Latest | GO

Current sort order is Date Referred | 1 to 20 out of 335 matching results

Incoming referrals

Tanya MORELAND

SUNBURY, VIC, 3429
Aged care user ID: AC05560339
Date referred: 3 July 2018
Due date: 8 August 2018
Outlet: Carshalton House Hostel
Referred for: Residential Permanent, 1927
Low (1876 days overdue)

Alba MACLEOD

KENNINGTON, VIC, 3550
Aged care user ID: AC95579868
Date referred: 19 December 2018
Due date: 19 December 2018
Outlet: Gibson Street Complex
Referred for: Residential Permanent, 2289
Low (1755 days overdue)

Faith HUTCHINSON

CALIFORNIA GULLY, VIC, 3556
Aged care user ID: AC02327245
Date referred: 8 January 2019
Due date: 8 January 2019
Outlet: Gibson Street Complex
Referred for: Residential Permanent, 2289
Low (1741 days overdue)

- Select the Expander icon in Card or List view next to each person's listing, to display more information about the referral.



In the case of Support at Home services, If the client has more than one Support at Home classification assigned or approved, they will all be listed in the expanded Card or List view, along with their funding status.

The screenshot displays the 'Incoming referrals' section of the My Aged Care portal. At the top, there is a navigation bar with various menu items. Below it, a filter bar allows users to refine search results. A table lists referrals with columns for Last name, First name, Aged care user ID, Due date, Referred date, Referred for, Recommended start date, and Priority. The first row, for Bruce Wayne, is highlighted with a red box. This box contains an expanded view of the referral, showing:

- Client details: Age 92 (February 19, 1970), Male; BRUNSWICK, VIC, 2900.
- Service details: Support at Home Ongoing - Classification 5; Funding assigned.
- Service list: Domestic assistance (General house cleaning, Shopping assistance), Home maintenance and repairs (Gardening), Meals (Meal delivery), Transport (Direct transport), Nursing care (Enrolled nurse clinical care), Personal care (Continence management (non-clinical)).
- Place assigned: FSO.
- Buttons: VIEW REFERRAL SUMMARY AND CLIENT RECORD, ACCEPT REFERRAL, ACCEPT TO WAITLIST, REJECT REFERRAL.

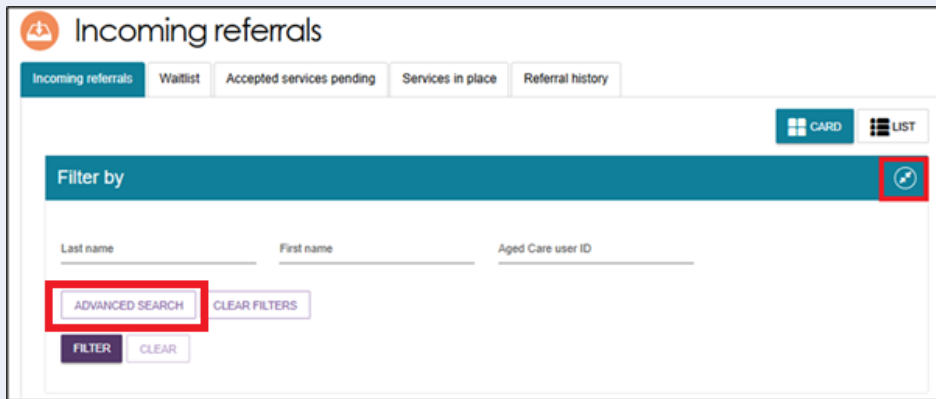
 Below the expanded view, a table shows other referrals for the same client:

Last name	First name	Aged care user ID	Due date	Referred date	Referred for	Priority
TODD	Jason	AC123456789	21 Feb 2025	23 Dec 2024	Support at home	Low
DRAKE	Tim	AC123456789	21 Feb 2025	23 Dec 2024	Support at home	Low
BROWN	Stephanie	AC123456789	21 Feb 2025	23 Dec 2024	Support at home	Low
GORDAN	Barbara	AC123456789	21 Feb 2025	23 Dec 2024	Support at home	Low

- You can refine the search results by entering a client's **First name, Last name, or Aged Care User ID**. You can show the filter option by clicking the double arrows (expander) icon at the right of the filter bar.

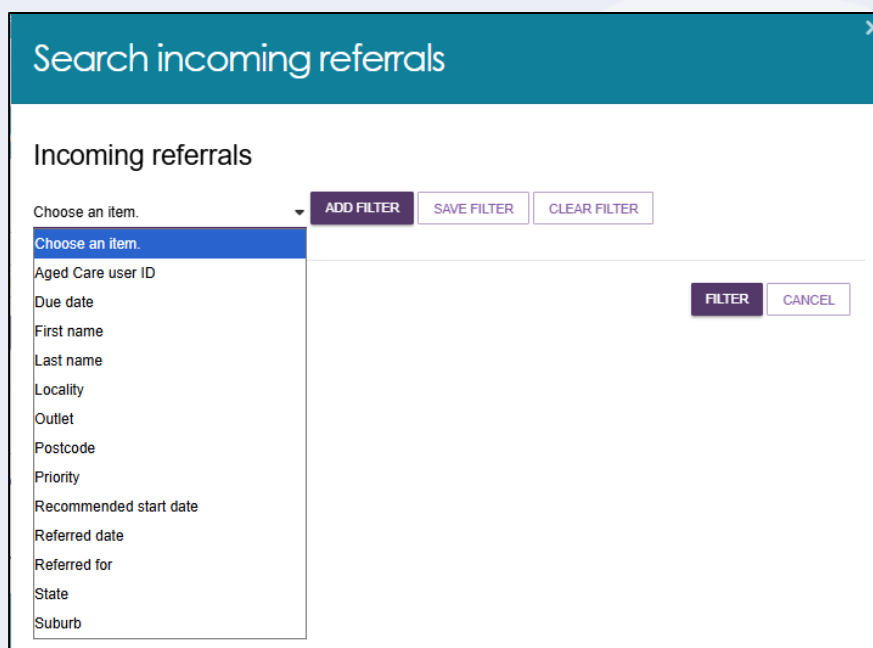
You can use the **Advanced search** button to expand search parameters.





The **Search incoming referrals pop** up then displays. The following search filters can be chosen from the **Optional Filter Field** drop down box and applied to your search by clicking **Add Filter**. You can save any filters that have been applied by selecting **Save filter**, so that they may be quickly used again through the **Advanced search** option.

- Aged Care User ID
- Due date
- First name
- Last name
- Locality
- Outlet
- Postcode
- Priority
- Recommended start date
- Referred date
- Service type
- State
- Suburb.



When finished, select **Filter**.

Search incoming referrals

Incoming referrals

ADD FILTER SAVE FILTER CLEAR FILTER

2 of 7 filters used

Last name Postcode

FILTER CANCEL

Alternatively, these referrals can also be sorted by the following fields, in either ascending/descending or alphabetical A-Z/Z-A:

- Client Last Name
- Client First Name
- Aged Care User ID
- Suburb
- State
- Postcode
- Locality
- Date Referred
- Due Date
- Recommended Start Date
- Priority
- Service Type.

Incoming referrals

Incoming referrals Waitlist Accepted services pending Services in place Referral history

CARD LIST

Filter by

Sort Referrals by: Date Referred in order of: Latest to Earliest GO

Current sort order is Date Referred



Accepting or Rejecting a Referral for Service

To accept a referral for service, select **Service referrals** from the home page, the toolbar at the top of the portal, or the side-bar from the Menu option at the top left of the portal and follow the procedure below.

For Support at Home services, once funding has been assigned, providers can view the provision of a referral code to the client. Providers should note the take up deadline by which they must have commenced services with a client, or else funding will be withdrawn.

! Referrals for waitlists are no longer sent as a specific waitlist referral. If a waitlist is available for the service the client has been referred to, a team leader can accept the referral to start service immediately or accept the referral to waitlist.

1. From the Incoming referrals tab in Service referrals select the expanding arrows at the top right of the referral in card view, that you wish to view to display information about the referral.

Incoming referrals

Ian DONNELLY

WESTON, ACT, 2611
Aged care user ID: AC85126431
Date referred: 22 August 2025
Due date: 25 August 2025
Outlet: Aussie Healthcare - Support At Home
Referred for: Support at Home, 1265

Low (13 days overdue)

Long NOSE

BRADDON, ACT, 2612
Aged care user ID: AC25651589
Date referred: 5 June 2025
Due date: 7 June 2025
Outlet: Aussie Healthcare - Support At Home
Referred for: Short-Term Restorative Care, 27636

High (69 days overdue)

Or in list view, select the expanding arrows to the left.

Incoming referrals

Incoming referrals | Waitlist | Accepted services pending | Services in place | Referral history

CARD LIST

Filter by

1 to 50 out of 335 matching results

Last name	First name	Aged care user ID	Due date	Referred date	Referred for	Recommended start date	Priority
DONNELLY	Ian	AC85126431	25 Aug 2025	22 Aug 2025	Support at Home, 1265		Low (13 days overdue)
NOSE	Long	AC25651589	07 Jun 2025	05 Jun 2025	Short-Term Restorative Care, 27636		High (69 days overdue)
NOSE	Long	AC25651589	11 Jul 2025	05 Jun 2025	Domestic assistance, 25236: General house cleaning		Low (69 days overdue)

The expanded information will provide, in addition to what was already visible, the NAPS Service ID that the referral was issued to, any referral comments made by the assessor or contact centre, and whether or not the client has multiple referrals for additional service types to your outlet.

You may decide to accept, reject or waitlist referrals based on the information available on the referral card. However, if you want to see more client information prior to accepting a referral, select **View referral summary and client record** to view details of the referral, the

client's assessment and assessment outcomes and more detailed information about the client.

Ian DONNELLY

Aged 114 (1 January 1911), Male WESTON, ACT, 2611

About this referral	About this service
Outlet Aussie Healthcare - Support At Home	Referred for Support at Home
Date referred 22 August 2025	Service item name Allied health and therapy
Date due 25 August 2025	Naps service Id 1265
Referral comments No referral comments provided	

Home support Short-term - SaH Restorative Care Pathway ● Funding assigned

[VIEW REFERRAL SUMMARY AND CLIENT RECORD](#)
[ACCEPT REFERRAL](#) [ACCEPT TO WAITLIST](#) [REJECT REFERRAL](#)

! For Support at Home services, the detailed referral view will display the recommended frequency and intensity.

! The detailed referral view will also display the recommended frequency and intensity of recommended CHSP services. This is a recommendation only to assist providers when discussing service options with the client. This information is also available from the **Services** and **Referrals for my Organisation** tabs in the client record.

Bruce WAYNE

Age 92 (February 19, 1970), Male BRUNSWICK, VIC, 2900

Client contact details	About this service
Preferred contact number: 1234567890	Referred for: Support at Home
About this referral	Service item name: Support at Home - Brunswick
Outlet: Wayne Enterprises - Gotham	NAPS service ID: 24113
Date referred: 22 January 2025	
Date accepted: 29 January 2025	
Referral comments: No referral comments	

Home Support Ongoing - Classification 5 ● Service ceased

Start date: 22 January 2025
End date: 23 January 2025
Service provider comments: none
Status: Ceased

Assistive Technology Short-term - High ● Service ceased

Start date: 22 January 2025
End date: 23 January 2025
Service provider comments: none
Status: Ceased

2. If you select **View referral summary and client record**, the **Referrals for my organisation** screen will display. Any referrals issued to your organisation for the client will be displayed.

Referrals are also shown on the **Services** tab.

3. You must review the referral and client information and that you have decided to provide services to the client prior to accepting the referral.

The information is located in the Client Details tab. These details include:

- Primary contact person
- Identity information and status of identity check
- Communication requirements
- Address and contact details (Suburb, State/Territory and postcode only) (viewable only once a referral has been accepted)
- Payment details
- Health insurance details
- Service information
- Current notes
- A **Notify My Aged Care of Death** button.

You can view the following information on the other tabs of the client record:

- Client Summary



- Referrals
- Attachments
- Approvals under the Act
- Services in place
- Tasks and notifications for that client
- My Aged Care interactions
- Current and previous assessment and support plan review information.

Ian Edward DONNELLY
 Male, 114 years old, 1 January 1911, AC85126431
 WESTON, ACT, 2611

Primary contact: Ian Donnelly (self)
 No support relationships recorded

Client details

⚠ The client has not yet completed a wallet check.
[Conduct a wallet check now](#)
 Please remind Ian Donnelly to verify their mobile phone number when you see them next.

Client summary

Client details

Referrals for my organisation

Plans

Attachments

Approvals

Services

My Aged Care interactions

Notes

Tasks and Notifications

Residential Care

About Ian

[NOTIFY MY AGED CARE OF A DEATH](#)

Personal information

Born 1 January 1911, Afrikaans, born in Australia, divorced, lives alone
 Status: Active
 Preference for a First Nations Assessment Organisation to do their assessment: No

Identity documents (ID)

Aged Care ID: AC85126431
 Aged Care Management Payment System (ACMPS) number: 0413384919

Identity Status

IHI Record status: Not Attempted
 Identity match status: Not Attempted
 Wallet check status: Not Attempted
 Client association status: Not Associated

Primary Contact

This is who My Aged Care will contact first

Ian DONNELLY (self)

Payment details

Receiving payments
 No payments found

Communication requirements

- Prefer to speak English

Health insurance

Address details

Home address
 WESTON, ACT, 2611

4. Finally:

To accept the referral, refer to [Accepting a Referral](#).

To reject the referral, refer to [Rejecting a Referral](#).

To accept the referral to waitlist, refer to [Accepting a Referral to Waitlist](#).

The [Service and Support Portal User Guide – The Client Record](#) contains further information about navigating the client record and what information can be viewed.



! It is critical that you review the referral and client information and that you have decided to provide services to the client prior to accepting the referral.

! Only accept the referral once the provider has confirmed the capacity to deliver the required services. Client agreement to proceed should also be confirmed prior to acceptance.

! Client contact details and full address details can only be viewed once a referral has been accepted.

Accepting a Referral

1. To accept the referral, select **ACCEPT REFERRAL** from the **Referral summary** page or from the expanded card or list view in incoming referrals tab.

Accepting Referral from Referral Summary

Referral summary for Ian Donnelly

Client summary | Client details | **Referrals for my organisation** | Plans | Attachments | Approvals | Services | My Aged Care interactions | Notes

Tasks and Notifications | Residential Care

Referrals for my organisation

ACCEPT REFERRAL | ACCEPT TO WAITLIST | REJECT REFERRAL | SEE SERVICE DETAILS

Support at Home

About this referral	About this service
Issued Date 22 August 2025	Home support Short-term - SaH Restorative Care Pathway
Due Date 25 August 2025	

▼ Priority Low

Accepting Referral from Incoming Referrals Tab (Card View)

Ian DONNELLY

Aged 114 (1 January 1911), Male | WESTON, ACT, 2611

About this referral	About this service
Outlet Aussie Healthcare - Support At Home	Referred for Support at Home
Date referred 22 August 2025	Service item name Allied health and therapy
Date due 25 August 2025	Naps service Id 1265
Referral comments No referral comments provided	

Home support Short-term - SaH Restorative Care Pathway | Funding assigned

VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT REFERRAL | ACCEPT TO WAITLIST | REJECT REFERRAL

Accepting Referral from Incoming Referrals Tab (List View)

Incoming referrals

Incoming referrals | Waitlist | Accepted services pending | Services in place | Referral history

CARD LIST

Filter by

1 to 50 out of 335 matching results

Last name	First name	Aged care user ID	Due date	Referred date	Referred for	Recommended start date	Priority
DONNELL	Ian	AC85126431	25 Aug 2025	22 Aug 2025	Support at Home, 1265		Low (13 days overdue)

Aged 114 (1 January 1911), Male

WESTON, ACT, 2611

About this referral

Outlet: Aussie Healthcare - Support At Home

Date referred: 22 August 2025

Date due: 25 August 2025

Referral comments: No referral comments provided

About this service

Referred for: Support at Home

Service item name: Allied health and therapy

Naps service Id: 1265

Home support Short-term - SaH Restorative Care Pathway

Funding assigned

VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT REFERRAL | ACCEPT TO WAITLIST | REJECT REFERRAL

- Select the correct service item name or NAPS Service ID (if your organisational has more than one service or NAPS ID available for the service type) you wish to link the referral to. Confirm that you want to accept the referral by selecting **ACCEPT**.

Accept this referral for Ian Donnelly (Referral ID#2-2268TR11)

Select service item ?

Referred for	NAPS ID	Service Name
<input checked="" type="radio"/> Support at Home	1265	Allied health and therapy
<input type="radio"/> Support at Home	18684	BHCG Case Management Services
<input type="radio"/> Support at Home	17561	Yass Valley 1234 Test 2

ACCEPT CANCEL

- A confirmation banner will appear at the bottom of your screen confirming your acceptance of the referral and advising that the referral.

Referral for Ian Donnelly has now been added to your Accepted, Services Pending list. You are now able to view their full client record.

- Access to the client's full record including complete address and contact information, will be

available through the **Accepted services pending** tab.

Accepted services pending

Incoming referrals | Waitlist | **Accepted services pending** | Services in place | Referral history

CARD LIST

Filter by

1 to 1 out of 1 matching result

Last name	First name	Aged care user ID	Accepted date	Referred date	Referred for	Recommended start date	Priority
DONNELLY	Ian	AC85126431	15 Sep 2025	22 Aug 2025	Support at Home, 1265		Low

Aged 114 (1 January 1911), Male
WESTON, ACT, 2611

Client contact details
Preferred contact number Not specified

About this referral
Date issued 22 August 2025
Date accepted 15 September 2025
Outlet Aussie Healthcare - Support at Home
Referral comments No referral comments provided

About this service
Referred for Support at Home
Service item name Allied health and therapy
Naps service Id 1265

Home support Short-term - SaH Restorative Care Pathway Funding assigned

VIEW REFERRAL SUMMARY AND CLIENT RECORD VIEW CLIENT REPORT

REQUEST A REVIEW REVOKE REFERRAL

! Once a referral has been accepted, service delivery information must be provided within the priority status timeframes; details regarding this can be found in the [My Aged Care - Service and Support Portal Resources page](#) on the Department's Website.

Rejecting a Referral

1. To reject the referral, select **REJECT REFERRAL** located next to **ACCEPT REFERRAL** on the referral card or **Referral summary** page.

Rejecting Referral from the Referral Summary Page

Referral summary for Roger Newman

Client summary | Client details | **Referrals for my organisation** | Plans | Attachments | Approvals | Services | My Aged Care interactions | Notes

Tasks and Notifications | Residential Care

Referrals for my organisation

ACCEPT REFERRAL ACCEPT TO WAITLIST **REJECT REFERRAL**

Allied health and therapy: Physiotherapy

About this referral
Issued Date 29 May 2025
Due Date 12 June 2025

Priority Medium

Rejecting Referral from Incoming Referrals Tab (Card View)

Roger NEWMAN ✕

Aged 85 (5 May 1940), Male

About this referral		About this service	
Outlet	Aussie Healthcare	Referred for	Allied health and therapy
Date referred	29 May 2025	Service sub type	Physiotherapy
Date due	12 June 2025	Service item name	Support At Home
Referral comments	No referral comments provided	Naps service Id	25236

VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT REFERRAL
ACCEPT TO WAITLIST
REJECT REFERRAL

Rejecting Referral from Incoming Referrals Tab (List View)

i Incoming referrals

Incoming referrals
Waitlist
Accepted services pending
Services in place
Referral history

CARD
LIST

Filter by Collapse filter

1 to 1 out of 1 matching result

Last name	First name	Aged care user ID	Due date	Referred date	Referred for	Recommended start date	Priority
NEWMAN	Roger	AC53400735	12 Jun 2025	29 May 2025	Allied health and therapy, 25236: Physiotherapy		● Medium (74 days overdue)

Aged 85 (5 May 1940), Male

About this referral		About this service	
Outlet	Aussie Healthcare	Referred for	Allied health and therapy
Date referred	29 May 2025	Service sub type	Physiotherapy
Date due	12 June 2025	Service item name	Support at Home
Referral comments	No referral comments provided	Naps service Id	25236

VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT REFERRAL
ACCEPT TO WAITLIST
REJECT REFERRAL

- You will be asked to select a reason for rejecting the referral from the drop-down list. You may also elect to enter additional information in the **Rejection reason** free text field. If a client has passed away during an assessment period, Team Leaders will need to select **Client deceased** from the drop-down list.

Reject referral for Roger Newman

All fields marked with an asterisk (*) are required.

You are about to reject the referral for Roger Newman (Referral ID#2-21L8QZ8H).

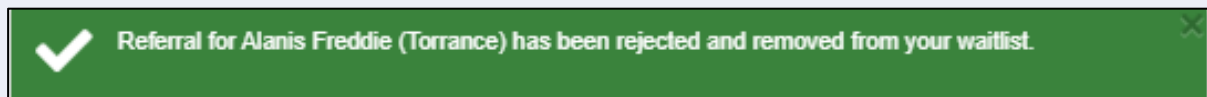
Reason for rejecting *

Select one

- Select one
- Client in respite/hospital
- Client ineligible
- Client uncontactable
- Outside service region
- Referral made in error
- Insufficient capacity
- No one accredited
- Conflict of interest
- Other
- Further info to be added
- Service no longer required
- Client deceased
- Unable to process referral

- Comments regarding the **Rejection reason** are displayed in the Assessor portal but not in the client's Online Account. Providing a rejection reason assists assessors and the My Aged Care contact centre to support clients in accessing services.

Upon rejection, a confirmation banner will appear at the bottom of the screen.



! If you do not have capacity to provide the service type, your Administrator should update your service availability and information in the portal. This process is described in the [Adding service items](#) section of the [Service and Support Portal User Guide Part 1 – Administrator Functions](#).

- If you are unable to provide the service at the time and you have a waitlist available, you can [accept the referral to your waitlist](#). The referral will appear in your outlet's **Waitlist** tab. This process is described in [Service and Support Portal User Guide Part 1 – Administrator Functions](#). This option is only available if the service is configured by your Administrator to offer waitlist.

VIEW FULL CLIENT RECORD ACCEPT REFERRAL **ACCEPT TO WAITLIST** REJECT REFERRAL

Rejecting a Referral – Client Deceased

! Rejecting a referral with the reason of **Client deceased** will change the client's status to **Deceased** and make the client record read-only.

Any unaccepted service referrals will be recalled, services in place will be ceased, assessments will be cancelled and the client's access to the client portal will be revoked.

My Aged Care will not send correspondence to the client or their supporters after the status is changed to **Deceased**.

Where a client is active in the Support at Home Priority System or has been assigned Support at Home funding, this will remove the client from the Support at Home Priority System and withdraw any assigned Support at Home funding.

1. After selecting 'Client Deceased' from Step 2, You will be redirected to the **Reject referral** screen and will need to enter the following information:
 - Who, when and how you were informed that this person is deceased. For example, "Mrs Smith rang to inform us that Mr Smith has passed away on Saturday"
 - Date of Death (if known)
 - Add Attachments, for example Death Certificate, Hospital Discharge documents
 - Enter additional information in the **Rejection reason** free text field (not mandatory).

Reject referral for Roger Newman

All fields marked with an asterisk (*) are required.

You are about to reject the referral for Roger Newman (Referral ID#2-21L8QZ8H).

Reason for rejecting *
Client deceased

You are about to notify the department that Roger Newman has passed away. Their record will become read only. You will still be able to finalise outstanding assessments and support plan reviews, and add notes and attachments.

Please supply the following information:

Who, when and how were you informed that this person is deceased? * ?
0 / 500

Date of death
(if known)
dd/mm/yyyy

Add Attachments
You can upload files up to 5 MB to this record. The following file types are accepted:
.jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, .txt
(if available)

Choose a file...

Rejection reason:

REJECT CANCEL

! The provider can add notes and attachments to the client record for 14 days after ceasing services for their client.

Revoking a Referral After Acceptance

There may be circumstances after you have accepted a referral for service that affect your ability to provide services to that client. For example, the client withdraws their consent for service provision, or their circumstances change.

You can only revoke accepted referrals where service delivery information has not been entered and/or services haven't commenced.

The Department will monitor the use of this functionality, and notifications will be sent to service providers where 20% or more of referrals issued to the outlet over a period of 12 months have been revoked after acceptance.

Follow these steps to revoke a referral after acceptance:

1. Navigate to the **Accepted services pending** tab in the **Service referrals** section of the provider portal and locate the accepted referral that you wish to revoke. You are able to filter the results by expanding the **Filter** functionality, sort the results by editing the sort order and selecting **GO**, or change the display of information between **Card** or **List** views.

Accepted services pending

Incoming referrals Waitlist **Accepted services pending** Services in place Referral history

CARD LIST

Filter by

Sort Referrals by: Accepted Date in order of: Earliest to Latest GO

Current sort order is Accepted Date

1 to 4 out of 4 matching results

Lori KNOWLES
HARRISON, ACT, 2914
Aged care user ID: AC76460476
Date accepted: 12 February 2019
Date referred: 12 February 2019
Outlet: Aged Care Inc - Outlet 1
Service type: Meals, 1-HUVJ2EC
Medium

Sam POWELL
PHILLIP, ACT, 2606
Aged care user ID: AC02320257
Date accepted: 20 February 2019
Date referred: 20 February 2019
Outlet: Aged Care Inc - Outlet 1
Service type: Domestic Assistance, 1-560SZG9
Low

Lilly FIELD
DOWNER, ACT, 2602
Aged care user ID: AC65143935
Date accepted: 20 February 2019
Date referred: 20 February 2019
Outlet: Aged Care Inc - Outlet 1
Service type: Allied Health and Therapy Services, 1-12DMT35; Dietitian or Nutritionist
Medium

2. Select the accepted referral you wish to revoke and expand the information. You are then able to select **REVOKE REFERRAL**.



CARD VIEW

Ian DONNELLY

Aged 114 (1 January 1911), Male WESTON, ACT, 2611

Client contact details **About this service**

Preferred contact number Not specified Referred for Support at Home

About this referral Service item name Allied health and therapy

Date issued 22 August 2025 Naps service Id 1265

Date accepted 15 September 2025

Outlet Aussie Healthcare

Referral comments No referral comments provided

Home support Short-term - SaH Restorative Care Pathway Funding assigned

[VIEW REFERRAL SUMMARY AND CLIENT RECORD](#) [VIEW CLIENT REPORT](#)

[REQUEST A REVIEW](#) [REVOKE REFERRAL](#)

LIST VIEW

Last name	First name	Aged care user ID	Accepted date	Referred date	Referred for	Recommended start date	Priority
DONNELLY	Ian	AC85126431	15 Sep 2025	22 Aug 2025	Support at Home, 1265		Low

Aged 114 (1 January 1911), Male WESTON, ACT, 2611

Client contact details **About this service**

Preferred contact number Not specified Referred for Support at Home

About this referral Service item name Allied health and therapy

Date issued 22 August 2025 Naps service Id 1265

Date accepted 15 September 2025

Outlet Aussie Healthcare

Referral comments No referral comments provided

Home support Short-term - SaH Restorative Care Pathway Funding assigned

[VIEW REFERRAL SUMMARY AND CLIENT RECORD](#) [VIEW CLIENT REPORT](#)

[REQUEST A REVIEW](#) [REVOKE REFERRAL](#)

3. Select the reason for revocation from the drop-down menu and enter detailed information in the Comments section to explain why you are revoking the referral after acceptance. Select **REVOKE REFERRAL**.



Revoke Ian Donnelly referral



You should only accept a referral for service where you intend to provide services to a client. If the circumstances have changed and you're no longer able to provide services to a client, then you can revoke the accepted referral once you've provided a reason.

Please note that the department monitors revoked referrals as they have a direct impact on the timely delivery of aged care services to clients.

All fields marked with an asterisk (*) are required.

Please select a reason for revocation after acceptance (*)

Reason for revocation after acceptance *

Select one

Select one

Client withdrew

Unable to deliver service

Client deceased

Other

REVOKE REFERRAL

CANCEL

- You will receive confirmation that the referral has been revoked, and it will no longer appear in your **Accepted services pending** tab.



Referral for Ian Donnelly has been revoked and removed from your accepted services pending list.



When a referral is revoked after acceptance, other referrals (such as from a broadcast or preference referral) will be automatically issued.

Revoking a Referral - Client Deceased

Revoking a referral with the reason of **Client deceased** will change the client's status to **Deceased** and make the client record read-only. Any unaccepted service referrals will be recalled, services in place will be ceased, assessments will be cancelled and the client's access to the My Aged Care Online Account will be revoked. My Aged Care will not send correspondence to the client or their support network after the status is changed to **Deceased**.

Where a client is active in the Support at Home Priority System or has been assigned a Support at Home service, updating the client to deceased will remove the client from the Support at Home Priority System and withdraw any assigned Support at Home services.

When the **Client deceased** option is selected, you will be prompted to enter the following details:

- Who, when and how you were informed that this person is deceased. For example "Mrs. Smith rang to inform us that Mr. Smith passed away on Saturday".
- Date of death (if known)
- Attachments to be added. For example Death certificate, hospital discharge documents.



Revoke Ian Donnelly referral ✕

You should only accept a referral for service where you intend to provide services to a client. If the circumstances have changed and you're no longer able to provide services to a client, then you can revoke the accepted referral once you've provided a reason.

Please note that the department monitors revoked referrals as they have a direct impact on the timely delivery of aged care services to clients.

All fields marked with an asterisk (*) are required.

Please select a reason for revocation after acceptance (*)

Reason for revocation after acceptance *

Client deceased ▼

You are about to notify the department that Ian Donnelly has passed away. Their record will become read only. You will still be able to finalise outstanding assessments and support plan reviews, and add notes and attachments.

Please supply the following information:

Who, when and how were you informed that this person is deceased? *

0 / 500

Date of death (if known)

dd/mm/yyyy

Add Attachments

You can upload files up to 5 MB to this record. The following file types are accepted: .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, .txt (if available)

Choose a file...

Comments:

REVOKE REFERRAL
CANCEL

Accepting a Referral to Waitlist

If a service provider chooses to turn on the waitlist function in the provider portal, they will be able to accept electronic referrals to a waitlist. Accepting a referral to waitlist allows a client to be placed on a waitlist for a particular service until the service becomes available.

To accept waitlist referrals, the Administrator for your organisation must ensure that **Waitlist availability** for specific services is set to **On**. This procedure is described in [Service and Support Portal User Guide - Create Service Delivery outlets and add Service information.](#)

1. Navigate to the **Service referrals** page and view the **Incoming referrals** tab.
2. Expand the client's information in either the card or list view and select **Accept to Waitlist**.



VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT REFERRAL **ACCEPT TO WAITLIST** REJECT REFERRAL

3. Select **Accept**.

Accept referral to waitlist

Accept this waitlist for Roger Newman (Referral ID#2-21L8QZ8H)

ACCEPT CANCEL

4. You will receive confirmation that the referral has been waitlisted. The referral will now appear in the **Waitlist** tab in the **Service referrals** page.

✓ Referral for Roger Newman has now been added to your Waitlist.

Waitlist

Incoming referrals **Waitlist** Accepted services pending Services in place Referral history

CARD LIST

Filter by

Sort Referrals by: Date Waitlisted in order of Latest to Earliest GO

Current sort order is Date Waitlisted 1 to 20 out of 28 matching results

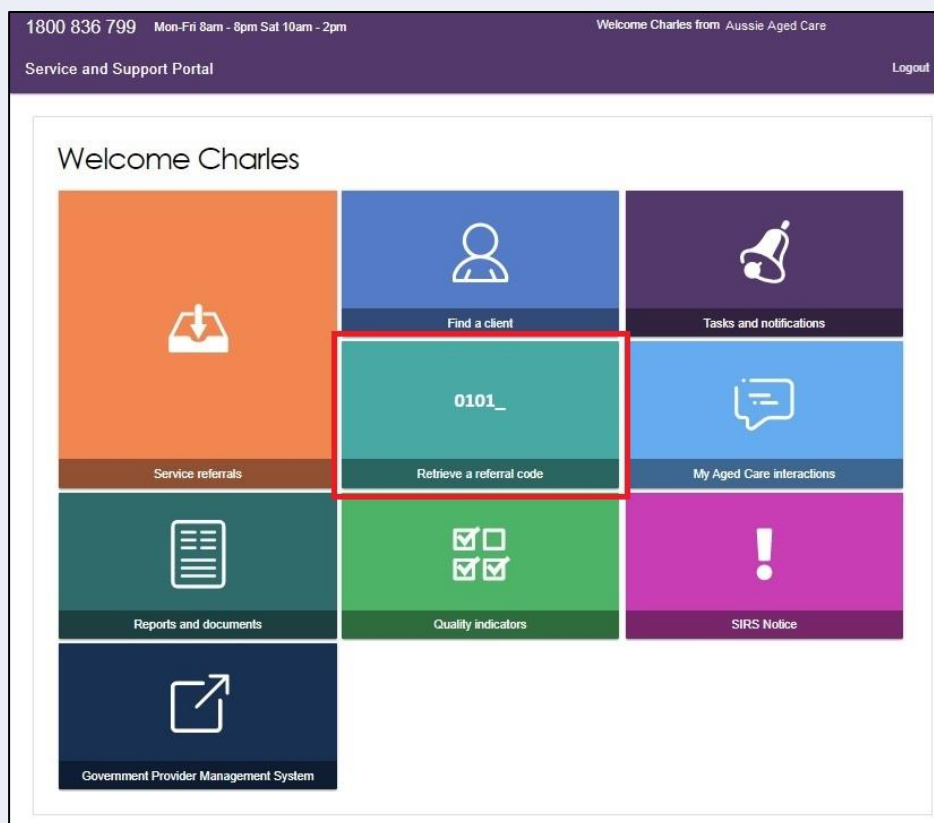
<p>Roger NEWMAN</p> <p>Aged care user ID: AC53400735 Accepted Date: 15 September 2025 Date referred: 29 May 2025 Outlet: Aussie Healthcare</p> <p>Referred for: Allied health and therapy, 25236: Physiotherapy</p> <p>To start: None — Medium</p>	<p>Zula (Christa) MEANS</p> <p>SHELBOURNE, VIC, 3515 Aged care user ID: AC29875820 Accepted Date: 1 July 2024 Date referred: 28 June 2024 Outlet: Aussie Healthcare</p> <p>Referred for: Home or community general respite, 24680: Flexible respite</p> <p>To start: None — Medium</p>	<p>Olliver HENDRICKSON</p> <p>QUAMBATOOK, VIC, 3540 Aged care user ID: AC68384270 Accepted Date: 1 July 2024 Date referred: 28 June 2024 Outlet: Aussie Healthcare</p> <p>Referred for: Specialised support services, 25236: Continence advisory services</p> <p>To start: None — Medium</p>
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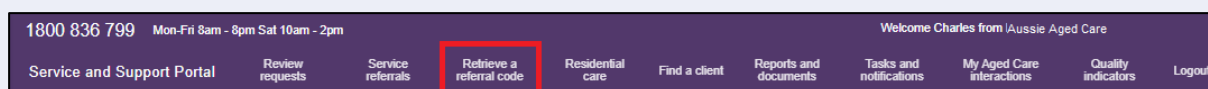
Retrieving a Referral Code

A client may choose to be issued with a referral code by assessors or My Aged Care contact centre staff. A referral code allows clients to visit different service providers to discuss their needs prior to choosing their preferred provider. If a service provider Team Leader has been given a referral code, they should follow the procedure below to retrieve the referral.

1. From the homepage select **Retrieve a referral code**.



Alternatively, from any other page you can select **Retrieve a referral code** from the toolbar displayed at the top right corner of the portal.



2. Enter the client's referral code and select the outlet in which services will be provided from. Then select **Retrieve referral**.

The screenshot shows the 'Retrieve referral code' form. It has a title bar with a close button (X). Below the title bar, there is a message: 'All fields marked with an asterisk (*) are required.' The form contains a text input field labeled 'Referral code: *' which is highlighted with a red border. At the bottom right of the form, there are two buttons: 'RETRIEVE REFERRAL' (highlighted with a red border) and 'CANCEL'.

If you are a team leader at the organisation, select the outlet you wish to refer the client to. Outlet team leaders will not have this option.

3. A confirmation message will display confirming the successful retrieval of the referral, and the referral will be added to your **Incoming referrals** tab within the **Service referrals** tile.

4. You will be directed to the **Incoming referrals** page where you can view details of the referral. Depending on client preferences, and your capacity to provide services, you can either:
 - [accept or reject the referral for service\(s\)](#);
 - [accept the referral to waitlist](#); or
 - [revoke the referral after acceptance](#).

! It is critical that you review the referral and client information and that you have decided to provide services to the client prior to accepting the referral. Only accept the referral if both the provider and client agree to commence services.

! A referral code will need to be reactivated if it has previously been accepted by another provider, a previously commenced service has ceased, or the time limited approval has lapsed. Clients and their supporter can now manage their referral codes via their My Aged Care Online Account.

! Home Support services

If you are a Support at Home service provider and encounter a client who would like to change their provider, they can reactivate their referral code via the My Aged Care Online Account. For further information, refer the client to the [Access Your Online Account website](#) or call the My Aged Care contact centre on 1800 200 422.

Referrals for Support at Home services will only be issued, usually via the provision of a referral code to the client once a service has been assigned. Providers should not use the **take up deadline** by which they must have commenced services with a client for the Support at Home program, or else the assigned service/s will be withdrawn.

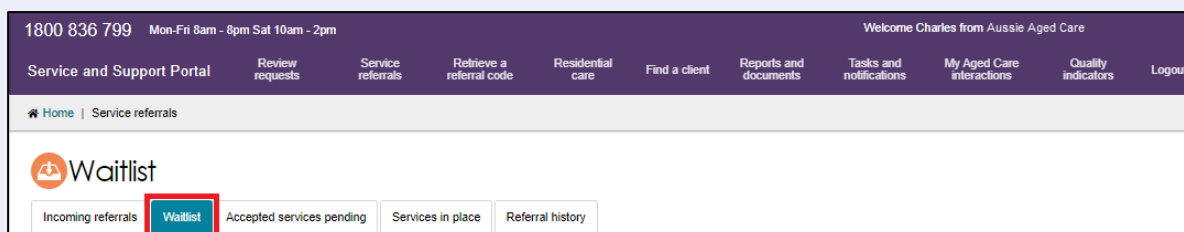
Drawing a Client into Service from a Waitlist

When a service becomes available for a corresponding referral in your waitlist, you can draw the client into service and commence service delivery.

Clients may be on more than one waitlist, with other providers, at any one time. If a service becomes available, and the client is **drawn down into service**, the client will be removed from all other provider waitlists for that same service type.

1. Navigate to the **Waitlist** tab in the **Service referrals** tile of the Service and Support Portal.

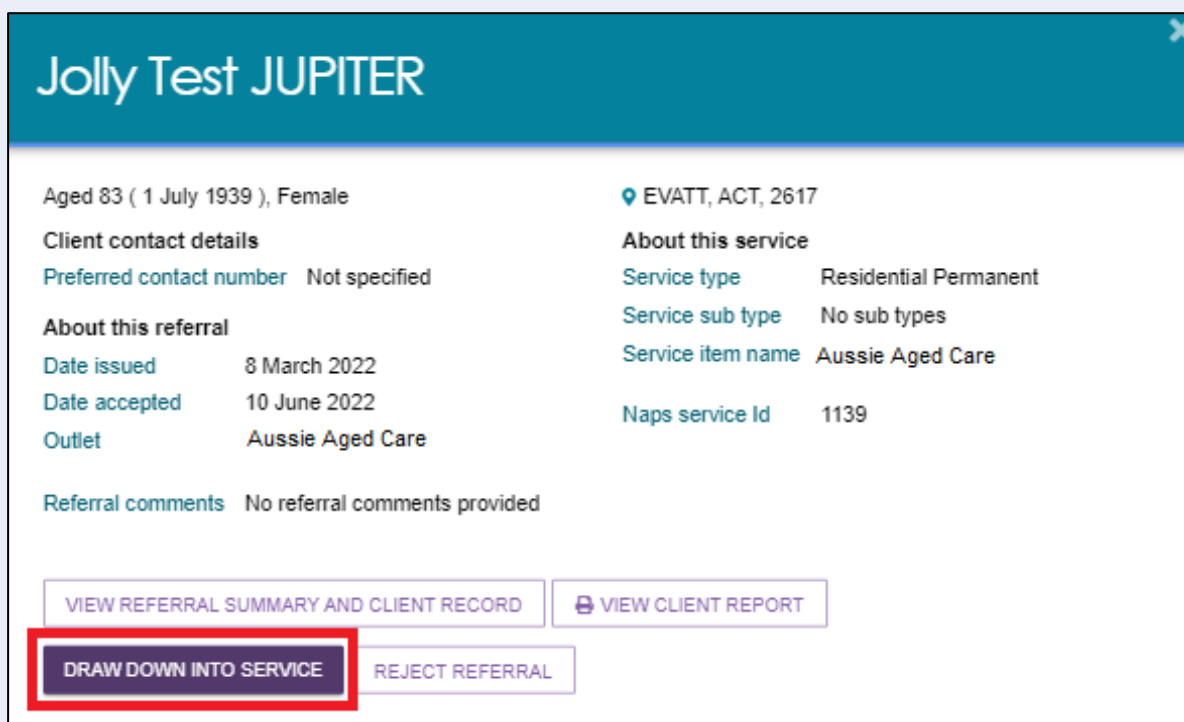
Referrals that have been accepted to waitlist will be displayed here.



2. Find the client referral that you want to accept to service and expand the client's information by selecting the arrows on the card or list view. You can filter the results by expanding the **Filter** functionality, sort the results by editing the sort order and selecting **Go**, or change the display of information between **Card** or **List** views.

! Prior to drawing down a client into service, be sure to review the referral summary and client record to confirm that you are still able to provide this service to the client.

Select **Draw down into service**.



3. Select the correct service item name or NAPS Service ID (if your organisation has more than one service/NAPS ID available for a service type) you wish to link the referral to. Confirm that you want to accept the referral by selecting **Accept**.

Draw down into service for Jolly Test Jupiter ✕

Draw down into service for Jolly Test Jupiter (Referral ID#2-ZNVTS7C)

Select service item ?

Service Type	NAPS ID	Service Name
<input checked="" type="radio"/> Residential Permanent	1139	Aussie Aged Care

ACCEPT
CANCEL

A confirmation message will appear confirming the acceptance of the referral. The referral has now been accepted into service and the client's referral will now appear in the **Accepted services pending** tab until service delivery information is recorded for the service.

Accepted services pending

Incoming referrals
Waitlist
Accepted services pending
Services in place
Referral history

- To reject a referral that is on your waitlist, select **Reject referral** and a reason for rejection, then select **Reject**. Providing a rejection reason assists assessors and the My Aged Care contact centre to support clients in accessing services.

Tara SUMMER ✕

Aged 78 (1 July 1939), Female 📍 FRANKLIN, ACT, 2913

<p>Client contact details</p> <p>Preferred contact number 0411 899 636</p> <p>About this referral</p> <p>Date issued 22 May 2018</p> <p>Date accepted 11 June 2018</p> <p>Outlet Aged Care Inc - Outlet 1</p> <p>Referral comments No referral comments provided</p>	<p>About this service</p> <p>Service type Allied Health and Therapy Services</p> <p>Service sub type Podiatry</p> <p>Service item name Allied Health and Therapy Services - At Client Location</p> <p>Naps service Id 7765</p> <p>Recommended start date 1 June 2018</p>
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VIEW REFERRAL SUMMARY AND CLIENT RECORD
VIEW PDF OF CLIENT RECORD

DRAW DOWN INTO SERVICE
REJECT REFERRAL

The referral will be removed from your waitlist and will no longer be visible in the Service and Support Portal.



Notifications for Overdue Referrals

Team Leaders will see visual indicators in their incoming referral tab for referrals that have not been actioned (accepted, rejected or waitlisted) within priority timeframes.

Incoming referrals

Smita WINTER

DUNLOP, ACT, 2615
Aged Care ID: AC64715667
Date referred: 12 July 2017
Due date: 26 July 2017
Outlet: Aged Care Allied Health & Residential
Service type: Domestic Assistance, 8693: General House Cleaning

Medium (85 days overdue)

Beryl (Everett) WARING

MERIMBULA, NSW, 2548
Aged Care ID: AC84694512
Date referred: 2 March 2017
Due date: 16 March 2017
Outlet: Aged Care Allied Health & Residential
Service type: Flexible Respite, 8693: Other planned respite

Medium (179 days overdue)

An email will also be sent to the email address connected to the outlet prompting them to action the referrals. These notifications will also display in the **Tasks and notifications** section of the provider portal, displaying as **Overdue referral** tasks.

Tasks and notifications

Tasks Notifications Maximum HCP wait times

Filter by

Due Date	Category	Title/Description	Aged Care User ID	Client name	Activity Id
	Client Services	Overdue Referral A referral has not been actioned in the required priority timeframes. Please review the referral and action appropriately. Assigned to: FOLIO, Alford Go to: Client Services	AC77564987	GAYNELLE Ina	1-30746437924

Referral History

The **Referral history** tab allows service provider Team Leaders and Staff Members to view referral history, including information on whether a referral was revoked or recalled.

Detailed referral information is available by selecting the arrow to the left or right of the referral (in list view or card view, respectively).



Filter by

Sort Referrals by: Date Referred in order of Latest to Earliest GO

Current sort order is Date Referred

Recalled

Stella MARY

📍 FRANKLIN, ACT, 2913
Aged care user ID: AC57603433
Date referred: 21 February 2019
Date recalled: 21 February 2019
Outlet: Aged Care Inc - Outlet 1
Service type: Allied Health and Therapy Services, 1-12DMT35: Dietitian or Nutritionist

! Recalled
▼ Low

Revoked after acceptance

Sam POWELL

📍 PHILLIP, ACT, 2806
Aged care user ID: AC02320257
Date referred: 20 February 2019
Date accepted: 20 February 2019
Date revoked after acceptance: 21 February 2019
Outlet: Aged Care Inc - Outlet 1
Service type: Domestic Assistance, 1-560SZG9

! Revoked after acceptance
▼ Low

In the case of Support at Home services, If the client has more than one Support at Home classification assigned or approved, they will all be listed in the expanded Card or List view, along with their service history.

Referral Priority Status

Incoming service referrals are assigned a priority status (low, medium, high) based on a client's level of function, the level of risk in relation to the care situation, and any other concerns that are relevant to the client's circumstances identified during the screening or assessment process.

Service providers are required to action referrals (accept, reject or waitlist) within 3 calendar days of receiving an electronic referral for service or electronic referral for waitlist.

! Support at Home program approvals will not display as a service priority.

More Information and Support

Further information is available from the [My Aged Care Service and Support Portal Resources](#) webpage.

The My Aged Care Service Provider and Assessor Helpline is available by calling 1800 836 799.

