



# Assessor Portal User Guide 8 - Referring for services

A client may require services to support their needs as a result of an assessment. Assessors may refer the client (with consent) for service recommendations made in the client’s support plan, based on the client’s preferred service provider (or prioritised list of service providers) and location preferences.

## Table of Contents

Referral types .....	2
Sequential mode .....	2
Broadcast mode .....	2
Referral codes .....	2
No Care Approval.....	3
Urgent Referrals.....	3
Searching for service providers using the Find a Service Provider tile .....	3
Searching for service providers using the Service Finder in the Support Plan .....	12
Assessments tile .....	12
Find a Client tile .....	13
Tasks and Notifications tile .....	15
After support plan completion .....	16
Searching by map location.....	22
Referring for Help at Home and Aged Care Homes services.....	23
Issuing a referral for service.....	23
Recalling a referral.....	28
Issuing a referral code.....	30
Referring for Support at Home services.....	33
Support at Home Priority System and allocation of funding.....	33
Issuing a referral for service.....	33
Recalling a referral.....	37
Issuing a Support at Home referral code .....	39
Managing rejected service referrals .....	40

## Referral types

### ! Consent

You must obtain consent from the client and/or their supporter guardian prior to issuing a referral. This is complete by using the referral for services components of the My Aged Care Assessment Consent Form, which is available for download in the Documents & Reports tile in the My Aged Care assessor portal (assessor portal).

Refer to the [Assessment Manual](#) for more information about consent during referral generation.

For service recommendations made in the client's support plan, you can search for and match a client to a preferred service provider (or prioritised list of service providers) based on the client's preferred location and/or preferences, and service availability.

There are three types (modes) of referrals. You can:

- send a Sequential referral for service
- send a Broadcast referral for service, or
- provide the client with a referral code that allows them to visit providers prior to selecting their preferred provider.

You can also decline to refer, by issuing a "No Care Approval".

! **For CHSP only:** From 23 Feb 2026 for a Comprehensive Assessment, when a CHSP service is recommended, No Care Approval cannot be recommended and an error message will be displayed.

If No Care Approval is recommended, CHSP services cannot be recommended so the button to add CHSP services will not be displayed.

### Sequential mode

The assessor will send the client's referral to their chosen provider/s in the order of their preference. The client can limit their preference to one or more providers. If their first preference is not available, the referral is automatically sent to the next preference.

! From 1 November 2025, All Residential Permanent service referrals are only sent via Broadcast mode.

### Broadcast mode

The assessor will send the client's referral to all available providers. In agreeing to a broadcast referral, multiple providers could contact the client to see if they can provide them with the service/s. If a provider accepts their referral, the other provider/s will no longer see their information.

### Referral codes

For **residential aged care services**, assessors will normally generate a referral code for the client rather than issuing an electronic referral for service through the assessor portal. If a client has indicated preference or has been in discussions with particular provider/s, assessors can issue an electronic referral.

For **Support at Home**, once a client is allocated funding, they will also be assigned a referral code. This code will be mailed to the client with their funding allocation letter/upgrade letter or included in their support plan. Alternatively, assessors can provide this code (available in the client's support plan) to the client to allow them to visit Support at Home program providers prior to selecting their preferred provider. In addition, where the client has indicated a preference or discussed options with a Support at Home provider, assessors can issue an electronic referral.

## No Care Approval

If you have recommended 'No Care Approval' due to the client withdrawing their application for care or not wishing to apply for care under the Act, you can select **COMPLETE SUPPORT PLAN AND CONTINUE TO MATCH AND REFER** from any tab in the client's support plan.

COMPLETE SUPPORT PLAN AND CONTINUE TO MATCH AND REFER

## Urgent Referrals

Home support assessors, Comprehensive assessors and Triage delegates are able to send urgent service referrals to providers, regardless of delegate approval.

Urgent referrals can only be recommended during a client's assessment. It cannot be recommended during the period of support, or during Support Plan Review. Urgent referrals to MPSP or NATSIFACP services can only occur if the client already has an active care type approval for a service other than these programs.

## Searching for service providers using the Find a Service Provider tile

1. You can search for service providers without going through the match and refer process by selecting the **Find a service provider** tile from the Assessor portal's home page.

The screenshot shows the Assessor Portal interface. At the top, there is a header with the phone number 1800 836 799, operating hours (Mon-Fri 8am - 8pm, Sat 10am - 2pm), a welcome message for 'Bereniceg', and a 'Logout' link. Below the header is a grid of nine tiles. The 'Find a service provider' tile, located in the middle row and second column, is highlighted with a red border. The other tiles are: 'My Dashboard' (top-left), 'Find a client' (top-middle), 'Assessments' (top-right), 'Reviews' (middle-left), 'Delegate decisions' (middle-right), 'Organisation administration' (bottom-left), 'Reports and documents' (bottom-middle), 'Aged Care Assessor app' (bottom-left), 'Tasks and notifications' (bottom-middle), and 'My Aged Care interactions' (bottom-right).

2. The Find a service provider page appears.

**Find a service provider**

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

**Locate these services:**

Select a category \*

Select a service type \*

Using this location or service provider name: \*

Enter a suburb/postcode

Enter a service provider name

SEARCH

Select the service category from the drop down: **Aged Care Homes**, **Help at Home**, or **Support at Home**.

**Locate these services:**

Select a category \*

Select a category

Select a category

Aged Care Homes

Help at Home

Support at Home

For **Aged Care Homes**, choose between Residential permanent, Residential Respite care, or Services under the MPSP (Multi-purpose service program).

Residential Respite High Care and Residential Respite Low Care are for historical searches only. These services are no longer offered.

**Locate these services:**

Select a category \*

Aged Care Homes

Select a service type \*

Select a service type

Select a service type

Residential Permanent

Residential Respite Care

Residential Respite High Care

Residential Respite Low Care

Services under the MPSP



**Help at Home** services include:

- those that fall under the Commonwealth Home Support Program
- hoarding and squalor assistance
- services under the NATSIFACP (National Aboriginal and Torres Strait Islander Flexible Aged Care Program)

Select a category \*

Help at Home

---

Select a service type \*

Select a service type

Select a service type

- Allied health and therapy
- Assessment
- Case Management
- Client Care Coordination
- Community cottage respite
- Domestic assistance
- Equipment and products
- Hoarding and squalor assistance
- Home adjustments
- Home maintenance and repairs
- Home or community general respite
- Meals
- Nursing care
- Personal care
- Services under the NATSIFACP
- Short-Term Restorative Care
- Social support and community engagement
- Specialised support services
- Therapeutic services for independent living
- Transition Care
- Transport

For **Support At Home**, you can select one or more service groups – Home modifications, Assistive technology, or Home support – then select one or more service types.

For Home modifications, only Home adjustments can be chosen.

For Assistive technology, only Equipment and products can be chosen.

For Home support, the dropdown shows the following available service types:

- Home or community general respite
- Nutrition
- Therapeutic services for independent living
- Domestic assistance
- Home maintenance and repairs
- Meals
- Social support and community engagement
- Transport
- Care management
- Restorative care management
- Personal care
- Nursing care
- Allied health and therapy.

Select service group(s):

Home modifications

Assistive technology

Home support

---

Select service type/s

**Home support**

Select service type

Select a service type

Select a service type

Home or community general respite

Nutrition

Therapeutic services for independent living

Domestic assistance

Home maintenance and repairs

Meals

Social support and community engagement

Transport

Care management

Restorative care management

Personal care

Nursing care

Allied health and therapy



- Once your Help at Home, Aged Care Home, or Support at Home service is selected, you can either enter a suburb or postcode and then select from the drop down that appears, or enter a service provider name.

**Using this location or service provider name:\***

Enter a suburb/postcode  
 Enter a service provider name


Enter suburb or postcode and select from the list below: \*

Perth


- PERTH, WA, 6000
- PERTH, TAS, 7300
- PERTH AIRPORT, WA, 6105
- PERTHVILLE, NSW, 2795


SEARCH

- Optionally you can expand to open the **Advanced search** section, and search for providers by their **Diverse needs criteria**, **Specialised services**, **Language/s**, **Culture**, **Religion**, or search by **Keyword**.


Advanced search 

*The Expanded Advanced search section*


Advanced search 

**Diverse needs:** 


<input type="checkbox"/> Culturally and linguistically diverse	<input type="checkbox"/> Aboriginal and/or Torres Strait Islander peoples and communities
<input type="checkbox"/> Veterans	<input type="checkbox"/> Lesbian, gay, bisexual, transgender and intersex people
<input type="checkbox"/> Financially or Socially disadvantaged people	<input type="checkbox"/> Care-leavers
<input type="checkbox"/> Homeless or at risk of becoming homeless	<input type="checkbox"/> Parents separated from their children by forced adoption or removal
<input type="checkbox"/> People who live in rural or remote areas	


**Specialised services:** 

<input type="checkbox"/> Dementia	<input type="checkbox"/> Mental Health
<input type="checkbox"/> Continence	<input type="checkbox"/> Vision
<input type="checkbox"/> Hearing	<input type="checkbox"/> Terminal illness
<input type="checkbox"/> Respite care	<input type="checkbox"/> Mobility
<input type="checkbox"/> Wellness and reablement	<input type="checkbox"/> Assistive Technology
<input type="checkbox"/> Caters for cultural, spiritual or ethical food requirements	


**Languages:** 


Preferred language chosen:

Preferred client language:  


**Cultural:** 

Preferred culture chosen:

Culture:  

**Religion:** 

Preferred religion chosen:

Religion:  

**Keyword search:**

Keyword

RESET

## 5. Select **SEARCH**.

A list of matched providers appear. This example shows three out of the 40 providers that matched criteria. Each entry shows the provider's name, location, phone number and service/s from the search that are supported.

Select the magnifying glass icon at the top right of the entry to view more information about the provider.

Using this location or service provider name:\*

Enter a suburb/postcode  
 Enter a service provider name

Enter suburb or postcode and select from the list below: \*

PERTH, WA, 6000

Advanced search

**SEARCH**

40 providers matched criteria

<b>Alzheimer's WA - Perth Metro</b> SUBIACO 02 2657 4949 Services supported: All services searched supported	<b>Dovida Perth</b> OSBORNE PARK 02 8667 2196 Services supported: All services searched supported	<b>Dovida Perth North East</b> WELSHPOOL 02 7108 7265 Services supported: All services searched supported
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## 6. The provider's information appears in a separate page of the internet browser. The information shown include:

- Whether it is a Commonwealth Government recognised organisation
- A link to regulatory decisions information
- A list of service groups and types that are offered, service availability, classification type, and more information about each service
- Contact information
- (Support at home only) Pricing information including the full price list, website, and pricing schedule
- Any specialisations such as Diverse needs, Specialised services, Languages etc.


The example on the following page is a truncated view of a Support at Home service provider.

It offers services in three service groups: Assistive technology, Home modifications, and Home support.

Homely Caring Services Perth

✓ Commonwealth Government recognised organisation  
Regulatory decisions are available here

Service groups and types		Contact information
<p><b>Assistive technology</b></p> <p>Equipment and products</p> <p>See services</p>	<p>Service type availability: Yes</p> <p>Classification type: Ongoing, Short-term</p>	<p>876 CARING AVENUE PERTH WA 6001</p> <p>Phone: 02 2657 4949 Fax: 02 6251 1413 Email: Quiana.Griggs@test.nbbss.bbo Website: http://www.homelycaringservices.com.au/perth</p>
<p><b>Home modifications</b></p> <p>Home adjustments</p> <p>See services</p>	<p>Service type availability: Yes</p> <p>Classification type: Short-term</p>	
<p><b>Home support</b></p> <p>Home maintenance and repairs</p> <p>See services</p>	<p>Service type availability: Yes</p> <p>Classification type: Ongoing, Short-term</p>	
<p>Home or community general respite</p> <p>See services</p>	<p>Service type availability: Yes</p> <p>Classification type: Ongoing, Short-term</p>	
<p>Meals</p>	<p>Service type availability: Yes</p> <p>Classification type: Ongoing, Short-term</p>	<p><b>Support at home pricing</b></p> <p>Full Price List ? Website ? <a href="http://www.homelycaringservices.com.au/perth">http://www.homelycaringservices.com.au/perth</a> Pricing schedule ? No attachment available</p>
		<p><b>Specialisations</b></p> <p>Diverse needs ? Specialised services ?</p> <ul style="list-style-type: none"> <li>Dementia</li> <li>Continence</li> <li>Respite care</li> <li>Wellness and reablement</li> <li>Assistive Technology</li> </ul>



7. Select the Question mark icon  to show more information about the topic (help text).  
This example shows the help text associated with the Support at Home Full Price List.

**Support at home pricing**


Full Price List ?  
Website ?  
<https://www.alzheimerswa.org.au/home-care-packages/home-care-packages-prices/>

Pricing schedule ?  
No attachment available

Provider's link to their full price list. This is either a document and/or a link (URL) to the prices published on the provider's website. It includes costs for other services that are not outlined in the common services, and costs that are not published on My Aged Care.

Select 'See services'  to expand and 'Hide services'  to hide the expanded view.


This image shows the expanded view of the Home support – Home maintenance and repairs section of the provider's listing.


Select the Magnifying glass icon  for more information on the service's delivery hours and pricing.


These images below shows Gardening as an example.

## Home support

Home maintenance and repairs

 Hide services

 Assistance with home maintenance and repairs

 Expenses for home maintenance and repairs

 Gardening

Service type availability

Yes

Classification type

Ongoing  Short-term

Service availability

Yes

Yes

Yes

Waitlist availability

No

No

No

### Gardening Service Details and Service Pricing

## Gardening

### Service details

Delivery hours: Standard Hours, Non-Standard Hours, Saturday

Delivery setting: Not specified

### Staff notes

Not Specified

### Service pricing

	Common Price - Standard (Hours)	Common Price - Non-Standard (Hours)	Common Price - Saturday	Common Price - Sunday	Common Price - Public Holiday
Gardening (Hours)	\$75	\$80	\$80		

CLOSE



## Searching for service providers using the Service Finder in the Support Plan

1. To refer for services, you will firstly need to go to your client's Support Plan and Services record. You can do this in 4 ways:
  - a) [via the Assessments tile](#)
  - b) [Find A Client tile](#)
  - c) the [Tasks and Notifications tile](#), or
  - d) [straight after completion of a support plan with the client.](#)

### Assessments tile

Select the **Assessments** tile from the assessor portal home screen.

The screenshot shows the Assessor Portal home screen. At the top, there is a header with the phone number 1800 836 799, operating hours (Mon-Fri 8am - 8pm, Sat 10am - 2pm), and a welcome message for Elnaq. Below the header, there are several tiles for navigation. The 'Assessments' tile, which is yellow and features a clipboard icon, is highlighted with a red rectangular box. Other tiles include 'My Dashboard', 'Find a client', 'Reviews', 'Organisation administration', 'Residential Funding Referrals', 'Find a service provider', 'Reports and documents', 'Aged Care Assessor app', 'Tasks and notifications', and 'My Aged Care interactions'.

Select a client within the **Current assessments** tab.

The screenshot shows the 'Current assessments' tab in the assessor portal. The 'Current assessments' tab is highlighted with a red rectangular box. Below the tab, there is a table of assessment records. The table has columns for Name, Aged care user ID, Locality, Assessment type, Accepted date, Status, Date due, and Priority. There are three rows of data, each for a client named WEASLEY. The first row is for Amy, the second for Ariane, and the third for Arthur. The 'Current assessments' tab is highlighted with a red box.

Name	Aged care user ID	Locality	Assessment type	Accepted date	Status	Date due	Priority
WEASLEY Amy	AC50243138	ZILLMERE, QLD, 4034	Comprehensive	09/12/2025	Acceptance Pending		High
WEASLEY Ariane	AC32866055	ZILLMERE, QLD, 4034	Comprehensive	09/12/2025	Update Pending		High
WEASLEY Arthur	AC12324745	ZILLMERE, QLD, 4034	Comprehensive	09/12/2025	Delegate Decision Complete		High

Then, select the client's support plan link.

## Arthur Weasley

Aged 87 ( 9 December 1938 ), Male

Referred from Aged Care Gateway on 9 December 2025  
Accepted on 9 December 2025




**Preferences**  
No preference was recorded

**Assessment details**

Assessment type	Comprehensive
Assessment reason	No assessment reason was recorded
Assessment setting	Non-Hospital
Triage category	Auto text
Assessor	Elnaq Gibsone
Triage conducted by	Jackiem Murazikx

**Client story**  
No client story was recorded

**Comments**

Support plan	8 February 2026	
Comprehensive Assessment	8 February 2026	
Latest screening	9 December 2025	

### Find a Client tile

Select the **Find a Client** tile from the Assessor portal homepage.












1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm

Welcome Elnaq

Assessor Portal

Logout

### Welcome Elnaq

 My Dashboard	 Find a client	 Assessments
	 Reviews	 Organisation administration
 Residential Funding Referrals	 Find a service provider	 Reports and documents
 Aged Care Assessor app	 Tasks and notifications	 My Aged Care interactions



Search for your client directly using **Last Name, First name, Aged Care user ID** and/or **Advanced Search** functions.

Or you can select the client's link if it is in the **Recently Viewed Persons** section.

Then, select the client's listing.

*Find a client page, searching by Last name and First name*

### Find a client

CARD LIST

**Search by**

Last name:  First name:  Aged Care user ID:

ADVANCED SEARCH CLEAR FILTERS

SEARCH CLEAR

**Recently Viewed Persons**

- UATAUTOMurielq UATAUTOANKUNDINGO AC43783810
- RCPcommitted CLIENTONE AC20688040
- UATAUTOArdenn UATAUTOBODEM AC80447691
- UATAUTOJermainej UATAUTOGISLASONX AC72669831

*Find a client page with search results*

### Find a client

CARD LIST

**Search by**

Last name:  First name:  Aged Care user ID:

ADVANCED SEARCH CLEAR FILTERS

Last name is

SEARCH CLEAR

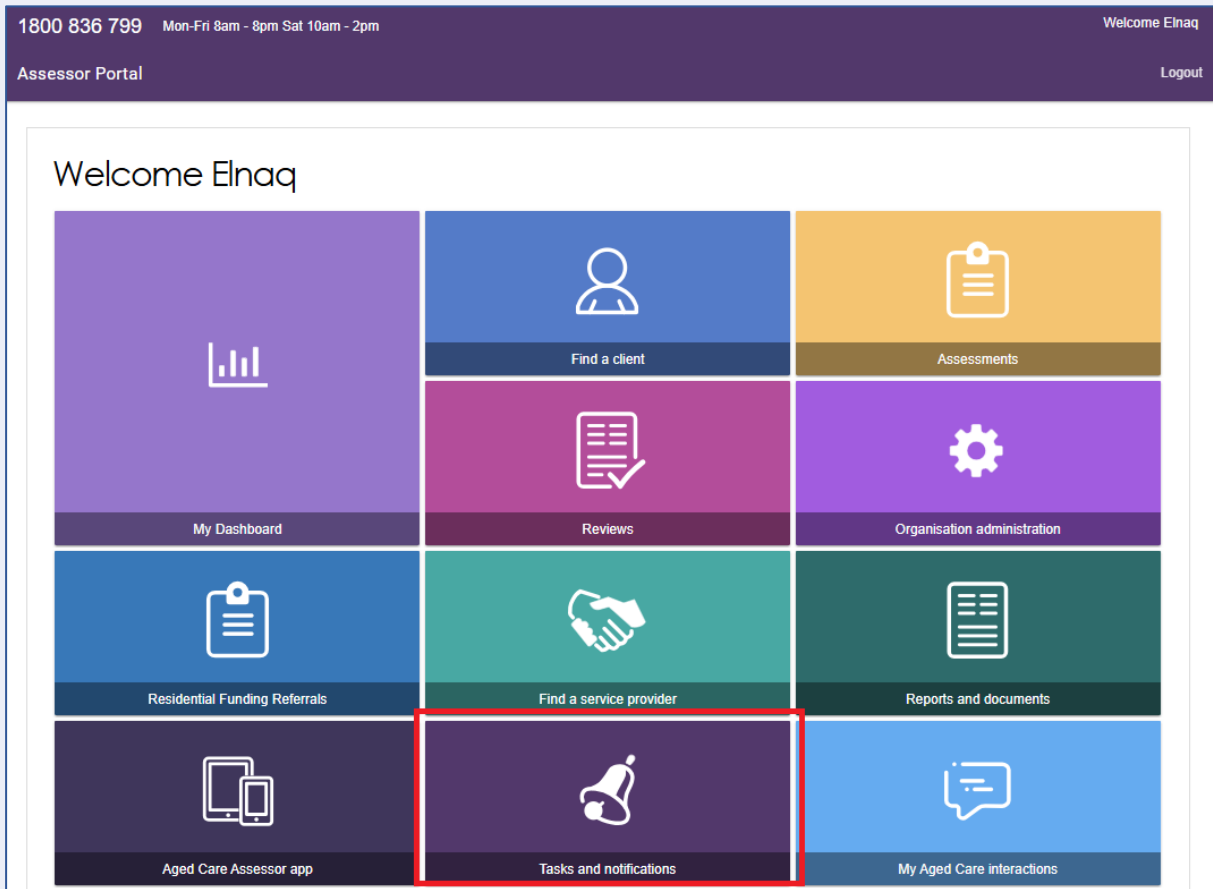
1 to 2 out of 2 matching results

Last name	First name	Aged care user ID	Address	Locality	Status	Home contact number
<a href="#">WEASLEY</a>	<a href="#">Amy</a>	AC20688040	Lot Number 28 SEENEY Street	ZILLMERE, QLD, 4034	Active	03 3785 6489
<a href="#">WEASLEY</a>	<a href="#">Arthur</a>	AC65082638	56 BULLER Terrace	ALBERTON, SA, 5014	Active	

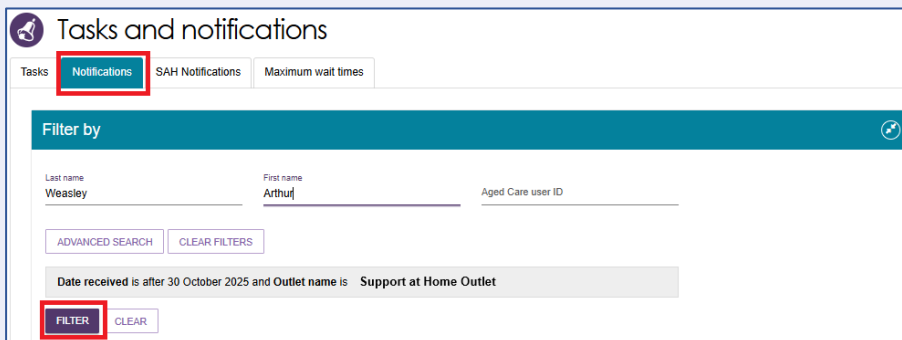
If you can't find the client record, try other search parameters or [Register new client](#)

## Tasks and Notifications tile

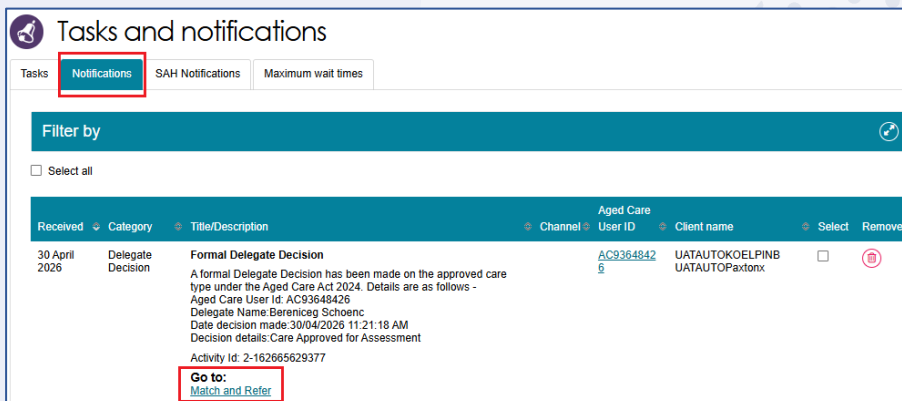
Select the **Tasks and Notifications** tile from the Assessor portal homepage.



Go to the **Notifications** tab, then search for the client.



Select the **Match and Refer** link.



## After support plan completion

1. When you have finished developing the support plan with the client, you can select **COMPLETE SUPPORT PLAN AND CONTINUE TO MATCH AND REFER.**

The screenshot shows the 'View support network' interface. At the top, there is a 'View support network' link. Below it, there is an 'ADD A GOAL' button. A goal is listed: 'Goal: To be able to perform household tasks'. Underneath, there is a section for 'Other recommendations' with buttons for 'ADD A GENERAL RECOMMENDATION', 'ADD A SERVICE RECOMMENDATION', 'RECOMMEND A PERIOD OF LINKING SUPPORT', and 'RECOMMEND A PERIOD OF REABLEMENT'. Two recommendations are shown: 'Recommend that the client receive Allied health and therapy' (dated 21 May 2025) and 'Recommend that the client receive Comprehensive Assessment'. At the bottom, there are two buttons: 'COMPLETE SUPPORT PLAN AND CONTINUE TO MATCH AND REFER' (highlighted with a red box) and 'RETURN TO CLIENT'.

2. You will be taken to the **Manage services & referrals** tab.

The services added in the **Goals and recommendations** tab of the support plan will be displayed under **Services not yet in place**.

Select **FIND PROVIDERS** to search and create electronic referrals for services.

Where available, you can also select multiple services.

In the below example, you can **Select all Help at Home** services, then select **FIND HELP AT HOME PROVIDERS**.

The screenshot shows the 'Services not yet in place' interface. It is divided into two main sections: 'Help at Home' and 'Aged Care Homes'. The 'Help at Home' section has a header with a plus icon and a checkbox for 'Select all Help at Home'. It contains two service cards. The first card is for 'Allied health and therapy' (Low priority, Not actioned) with sub-items 'Diet or nutrition' and 'Exercise physiology'. It shows 'No associated goals', 'Recommended By: Winfieldi Trantowg', and 'User Type: Assessor'. It has 'FIND PROVIDERS' and 'ISSUE REFERRAL CODE' buttons. The second card is for 'Services under the NATSIFACP' (Low priority, Not actioned) with 'No associated goals', 'Recommended By: Winfieldi Trantowg', and 'User Type: Assessor'. It also has 'FIND PROVIDERS' and 'ISSUE REFERRAL CODE' buttons. Below these cards is a 'FIND HELP AT HOME PROVIDERS' button. The 'Aged Care Homes' section has a header with a plus icon and a checkbox. It contains one service card for 'Residential Respite Care' (High priority, Not actioned) with 'No associated goals', 'Recommended By: Bereniceg Schoenc', and 'User Type: Assessor'. It has 'Residential Respite Care approval stops at:' and 'FIND PROVIDERS' and 'ISSUE REFERRAL CODE' buttons.

In the below example, all Aged Care Homes are already pre-selected, then you can select **FIND AGED CARE HOMES PROVIDERS**.

Services not yet in place

Aged Care Homes

Deselect all Aged Care Homes

**Residential Respite Care** ● High ● Not actioned

No associated goals  
Recommended By: Adelau Armstrongw  
User Type: Assessor

Residential Respite Care approval starts at: 28 April 2026

FIND PROVIDERS ISSUE REFERRAL CODE

**Residential Permanent** ● Low ● Place allocated

• Single room + shared bathroom

Approval starts: 28 April 2026  
Place allocation date: 28 April 2026

No associated goals  
Recommended By: Bereniceg Schoenc  
User Type: Assessor

Referral code 2-162578428157 (active)

FIND PROVIDERS

FIND AGED CARE HOMES PROVIDERS

Below is an example of a client assessed for Support at Home services.

The **FIND PROVIDERS** button is only visible when Support at Home funding is available.

For more information refer to [Referring for Support at Home services](#).

Support at Home

Home support Ongoing - Transitioned HCP Level 1

• Funding pending

Assistive technology Ongoing - Specified needs - Assistance Dogs

• Funding assigned

No associated goals  
Recommended By: Bereniceg Schoenc  
User Type: Assessor

Referral Code Generated

Referral code 2-162556745819 (active)

FIND PROVIDERS SEE SERVICE DETAILS

3. The **Service Finder page** appears and displays the service/s you ticked in the previous step. It allows you to enter the search criteria for the service. Depending on the service type you are searching for, the search criteria may include, but not necessarily be limited to, the following:

- The list of services that are available for the service type selected, to further refine the search for a specific client need. For example, the 'shopping assistance' service under the 'Domestic assistance' service type.
- The client's service delivery address for location-based searches
- Preferred service delivery setting: client location or service provider location
- Direct search for service providers by name or by [proximity on a map](#).

Depending on the service selected, a location search may either be region/area based (for example: domestic assistance services delivered to the client's home) or proximity based (for example: a centre or facility).

Detailed search options are available, including whether the client has previously received services with the service provider, or any specialisations required to cater for a client's diverse or specialised needs.

The below image shows an example of the Service Finder page for two types of Help at Home services – Allied health and therapy, and Services under the NATSIFACP.

**Service Finder**

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

**Locate these services:**

Allied health and therapy

Diet or nutrition  Exercise physiology

No associated goals

Services under the NATSIFACP

No associated goals

Using this location or service provider name:\*

Use the client's address  Enter a suburb/postcode  Enter a service provider name  Select a location

Diverse needs: ?

Aboriginal and/or Torres Strait Islander peoples and communities  Culturally and linguistically diverse

People who live in rural or remote areas  Financially or Socially disadvantaged people

Veterans  Homeless or at risk of becoming homeless

Care-leavers  Parents separated from their children by forced adoption or removal

Lesbian, gay, bisexual, transgender and intersex people  Specific services for people with dementia

Special focus on people with a terminal illness

Specialised services: ?

Dementia  Terminal illness

Caters for cultural, spiritual or ethical food requirements

Preferred language chosen:

Preferred client language

Using the following advanced options:

Previously used by client  Show only funded services

**SEARCH**

The image on the following page shows an example of the Service Finder page for three Support at Home services under Domestic assistance – Shopping assistance, General house cleaning, and Laundry services. The 'General house cleaning' option is ticked.

Service Finder

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

**Locate these services:**

Domestic assistance

Shopping assistance  
 Laundry services

General house cleaning

No associated goals

Using this location or service provider name:\*

Use the client's address
  Enter a suburb/postcode
  Enter a service provider name
  Select a location

Client address  
 225 4 ROCKY POINT Road  
 RAMSGATE NSW 2217

Diverse needs: ?

Aboriginal and/or Torres Strait Islander peoples and communities  
 People who live in rural or remote areas  
 Veterans  
 Care-leavers  
 Lesbian, gay, bisexual, transgender and intersex people  
 Special focus on people with a terminal illness

Culturally and linguistically diverse  
 Financially or Socially disadvantaged people  
 Homeless or at risk of becoming homeless  
 Parents separated from their children by forced adoption or removal  
 Specific services for people with dementia

Specialised services: ?

Dementia  
 Caters for cultural, spiritual or ethical food requirements

Terminal illness

Preferred language chosen:

Preferred client language +

4. Enter the search criteria. You can search by client's address, suburb/postcode, map location, service provider name, diverse needs, specialised services, language etc.

For detailed information on [searching by map location](#) refer to this topic below.

Some further criteria display, depending on previous selections, such as how a service is delivered.

Then, select the **SEARCH** button.

5. The search results will display in the following configuration depending on the criteria used when searching for services.

Search method	Service delivery location	Map View	List View
<b>Client Address; or Suburb/Postcode</b>	At Client Location	Outlet Address	Outlet Address
<b>Client Address; or Suburb/Postcode; or Select A Location</b>	At Provider Location	Address where services will be delivered	Outlet Address and service delivery address (under the individual service)
<b>Service provider name</b>	N/A	Map will be hidden for all services except Residential Care services	Outlet Address and service delivery address (under the individual service)

As services can be offered at both provider and client location in a service delivery outlet (with the exception of residential care services) the map will be hidden when searching by service provider name, as these results will not display consistently on the map.

For more information on how to refer services from the Service Finder page, refer to:

- [Referring for Help at Home and Aged Care Homes services](#)
- [Referring for Support at Home services.](#)

Non-Support at Home Service Finder results page

Service Finder (show search fields) 🔍

Sort results by  
 Relevance ▼

**4 Service Providers found** SHOW MAP

---

**Juninga Centre**  
 📍 119 1 Dick Ward Drive NIGHTCLIFF NT 0810 📞 02 9913 5443

Select
Preference

1 Residential Respite Care
● Available
● Waitlist

---

**Pearl Supported Care**  
 📍 18 2 Waratah Crescent FANNIE BAY NT 0820 📞 02 1957 3165

Select
Preference

1 Residential Respite Care
● Available
● Waitlist

🔍 Specialisations

---

**Regis Tiwi**  
 📍 18 1 CRESWELL Street TIWI NT 0810 📞 02 4862 5442

Select
Preference

1 Residential Respite Care
● Available
● Waitlist

🔍 Specialisations  
✓ Specialised services: • Dementia • Terminal illness

---

**Terrace Gardens**  
 📍 4 2 KETTLE Street FARRAR NT 0830 📞 02 5254 0949

Select
Preference

1 Residential Respite Care
● Available
● Waitlist

Support at Home Service Finder results page

Service finder 🔍

Sort results by  
 Relevance ▼

**3 Service Providers found** SHOW MAP

---

**Wayne Enterprises - Gotham**  
 📍 123 SYDNEY Road BRUNSWICK EAST VIC 3032 📞 1234567890

Select
Preference

1 SaH Gotham East

Support at Home services matched
● All services supported

Home Support

- **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)

SEE SERVICE DETAILS

🔍 Specialisations

---

**LexCorp - Metropolis**

- Select the link in the provider's listing to open a page containing more information about the provider.

Assessors can view any regulatory decisions made against the provider by selecting the **Regulatory decisions are available here** hyperlink under the provider's contact details.

For care types under the Act, this page will also include information around the status of the service, costs of service etc.

For example, Residential Permanent services outline information around the facility's accreditation and costs for different room types.

*Information details page for a Residential Permanent provider*

✖ CLOSE

## Information details for Fairway Meadow

### Fairway Meadow

Locally known as Fairway Meadow Inventory image

☎ 02 3352 3411

🏠 <http://www.fairwaymeadow.com.au>

✓ Commonwealth government subsidised

✓ Accredited

✓ Available

Regulatory decisions are available here [↗](#)

✓ This home participates in the voluntary National Aged Care Quality Indicator Programme

Description

Services

Costs

**Street address**

155 MOLE CREEK RD  
DELOIRAIN TAS 7304

- Download Smoking Policy
- Download Floor Plan - Individual Room
- Download Activity Calendar
- Download Electronic Brochure

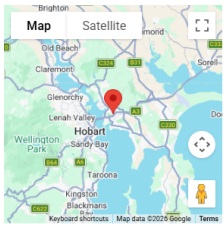
**Business address**

155 MOLE CREEK RD  
DELOIRAIN TAS 7304

☎ Phone: 02 1234 5678

☎ Fax: 02 1234 5678

✉ Email: [Edward.Canty@test.naacss.asw](mailto:Edward.Canty@test.naacss.asw)



Fairway Meadow has a diverse array of facilities and amenities designed to meet residents' evolving and individual needs, while simultaneously offering reassurance, comfort, and wellbeing to families. This recently constructed residence features a spacious and inviting foyer, creating numerous opportunities for residents and their loved ones to participate in a wide variety of activities. These include enjoying a relaxing mocha in the café, engaging in health and wellbeing programs within the Wellness Centre, exploring the library, or keeping in touch with friends through the sauna!

*Information Page of a Support at Home provider (truncated example)*

✖ CLOSE

## Information for Welcoming Community - BRISBANE

### Welcoming Community

✓ Commonwealth Government recognised organisation

Regulatory decisions are available here [↗](#)

Service groups and types

Assistive technology	Service type availability	Classification type
Equipment and products <a href="#">See services</a>	● Yes	• Ongoing • Short-term
Home modifications <a href="#">See services</a>	● Yes	• Short-term
Home support		
Home maintenance and repairs <a href="#">See services</a>	● Yes	• Ongoing • Short-term
Home or community general respite <a href="#">See services</a>	● Yes	• Ongoing • Short-term
Meals <a href="#">See services</a>	● Yes	• Ongoing • Short-term
Nutrition <a href="#">See services</a>	● Yes	• Ongoing • Short-term

Contact information

123 WELCOME ROAD  
BRISBANE QLD 4001

☎ Phone: 02 8703 1877

✉ Email: [Angelica.Carpenter@test.aqoss.ebik](mailto:Angelica.Carpenter@test.aqoss.ebik)

🌐 Website: <http://www.welcoming.com.au>

Support at home pricing

Full Price List [?](#)

Website [?](#)

<http://www.welcoming.com.au>

Pricing schedule [?](#)

No attachment available

Specialisations

**Diverse needs** [?](#)

**Specialised services** [?](#)

- Dementia
- Continence
- Respite care
- Mobility
- Wellness and reablement

**Languages** [?](#)

- Cantonese
- Vietnamese
- English
- Mandarin

## Searching by map location

1. To search by map location, choose **Select a location**.


Select a location on the map by placing a pin with a mouse. Move the pin to select a different location. You can navigate around the map to view areas adjacent to the one currently displayed, by clicking and dragging the mouse. Then, enter the kilometre radius (such as 100km).

Using this location or service provider name:\*

Use the client's address  Enter a suburb/postcode  Enter a service provider name  **Select a location**

That will be delivered:\* In a centre/facility environment

Within  km of the centre/facility



2. The search results displayed will contain a list of service providers who provided services at a service delivery address within the search radius entered. In this example there are three providers (Pins 1, 2 and 3) that are within the search radius of the searched for location (Pin with no number).

Service Finder (hide search fields)

Sort results by **Relevance**

3 Service Providers found

**1** Bindaree Care Centre  
4 5 BEACON Avenue BOYNE ISLAND QLD 4680 02 2403 7017

Select Preference

1 Residential Respite Care Available Waitlist

**2** Blue Care Gladstone Edenvale Aged Care Facility  
47 7 GLEN EDEN Drive GLEN EDEN QLD 4680 02 8795 6253

Select Preference

1 Residential Respite Care Available Waitlist

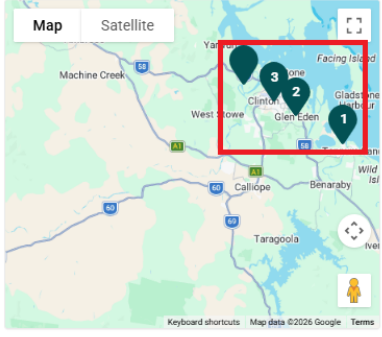
**3** New Auckland Place  
13 4 Wicks Street NEW AUCKLAND QLD 4680 02 4542 9357

Select Preference

1 Residential Respite Care Available No Waitlist

Specialisations

Specialised services: Dementia



Searches by location, client address and suburb/postcode will display the address where services will be delivered. Searches for services provided at the client's location will display results based on service delivery outlet address and should only be used as a guide, as the outlet address may not reflect where a service is provided.

If there are no search results, there will be an information banner that shows which service/s you were searching for, and that 'there were no providers found matching all of your applied search criteria. You may wish to revise your search criteria before searching again'.



**Services under the NATSIFACP**  
But there were no providers found matching all of your applied search criteria.  
You may wish to revise your search criteria before searching again.

- The search results will be sorted to display the most relevant service providers first or randomised in the case of equal relevance.

You can select **Hide Map** to switch to the list view and select **Show Map** when in the list view to revert to the map view.

Map view (truncated example)

List view (truncated example)

## Referring for Help at Home and Aged Care Homes services

### Issuing a referral for service

#### ! PRIOR CONSENT REQUIRED

You must obtain consent from the client or their supporter guardian in their support network prior to issuing a referral.


You should use the [My Aged Care Assessment Consent Form](#).

The Consent Form includes the consent scripts and fields to record the consent for service referrals. It is located via the Reports and Documents tile within the assessor portal.

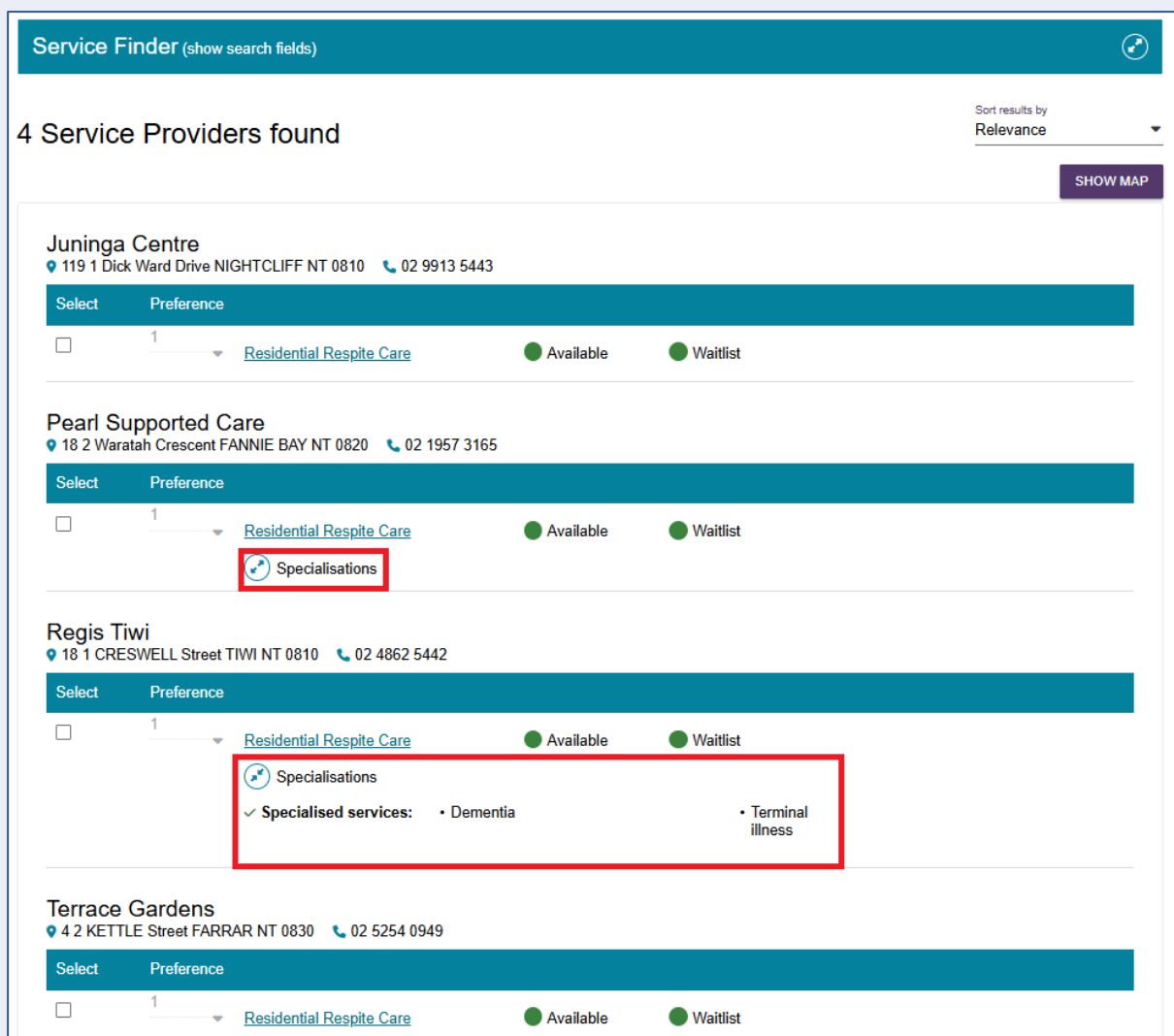


1. After you have searched for Help at Home or Aged Care Home service providers (either via [Find A Service Provider tile](#) or using the [Service Finder](#) in the support plan), the Service Finder page now displays a list of service providers found.

Each provider listing includes a link named after the service that they provide (for example, 'Residential respite care'.) The availability of services and waitlist options are displayed for each service provider.

Select the expand icon  to view more information about the services (including availability and wait list availability) and specialised service offerings of each service provider. For Diverse Needs, only verified diverse needs specialisations will be shown.

Select 'Hide services'  to hide the expanded view.



The screenshot displays the 'Service Finder' interface with the following details:

- Header:** 'Service Finder (show search fields)' with a search icon.
- Results:** '4 Service Providers found'. Sort results by 'Relevance'. A 'SHOW MAP' button is present.
- Juninga Centre:** 119 1 Dick Ward Drive NIGHTCLIFF NT 0810 | 02 9913 5443. Services: Residential Respite Care (Available, Waitlist).
- Pearl Supported Care:** 18 2 Waratah Crescent FANNIE BAY NT 0820 | 02 1957 3165. Services: Residential Respite Care (Available, Waitlist). Specialisations link is highlighted.
- Regis Tiwi:** 18 1 CRESWELL Street TIWI NT 0810 | 02 4862 5442. Services: Residential Respite Care (Available, Waitlist). Specialisations link is highlighted, showing 'Specialised services: Dementia' and 'Terminal illness'.
- Terrace Gardens:** 4 2 KETTLE Street FARRAR NT 0830 | 02 5254 0949. Services: Residential Respite Care (Available, Waitlist).

2. Select the client's preferred service provider(s), ensure that you have the client's consent to send the referrals, and select **SAVE SELECTION AND CONSENT**.

- For [broadcast referrals](#), set preferences for all service providers to **1st**. In agreeing to a broadcast referral, the client needs to be aware that multiple providers could contact them about their service referral.
- For [sequential referrals](#), set preferences for service providers in order of the client's preference.

This example below shows three Residential Permanent providers selected as broadcast referrals.

**Rubicon Grove**  
86 8 CLUB Drive PORT SORELL TAS 7307 02 7843 7318

Select

Residential Permanent Available Waitlist

**Emmertton Park Aged Care Facility**  
5-11 4 Senior Drive SMITHTON TAS 7330 02 6468 7819

Select

Residential Permanent Available Waitlist

Specialisations

**Coroneagh Park**  
55 6 IFONCLIFFE Road PENGUIN TAS 7316 02 6265 8498

Select

Residential Permanent Available Waitlist

Specialisations

Please make sure you have client consent before saving these preferences.

**SAVE SELECTION AND CONSENT** CANCEL

**Baptcare Karingal Community Care**  
37 9 Lovett Street DEVONPORT TAS 7310 02 2195 6344

This example below shows three Residential Respite Care providers selected as sequential referrals.

**Flynn Lodge**  
442 8 Stuart Highway ALICE SPRINGS NT 0870 02 8984 9813

Select Preference

2 Residential Respite Care Available Waitlist

**Old Timers**  
442 8 Stuart Highway BRAITLING NT 0870 02 8682 9636

Select Preference

3 Residential Respite Care Available Waitlist

Specialisations

**Hetti Perkins**  
9 9 Percy Court ALICE SPRINGS NT 0870 02 1051 1080

Select Preference

1 Residential Respite Care Available Waitlist

Please make sure you have client consent before saving these preferences.

**SAVE SELECTION AND CONSENT** CANCEL

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Australian Government  
Department of Health and Aged Care myag

## ! Waitlisting

If none of the client's preferred service providers are available, they may wish to be placed on a waitlist. The search results will indicate whether a service provider has a waitlist available.

When referrals are sent sequentially and a provider accepts a client on to a waitlist, this will automatically trigger a referral to be issued to the next preference.

Clients may choose to be on multiple waitlists at the same time.

Clients will remain on a provider's waitlist until the provider indicates services are available and accepts the client referral.

Aged Care Outlet 2  
34 STREET SUBURB STATE 0000 00 1234 5678

Select Preference  
 1 Allied Health and Therapy Services Available Waitlist  
Sub-type availability

Aged Care Outlet 1  
12 STREET SUBURB STATE 0000 00 1234 5678

Select Preference  
 1 Allied Health and Therapy Services Not Available Waitlist  
Sub-type availability

Aged Care Outlet 4  
34 STREET SUBURB STATE 0000 00 1234 5678

Select Preference  
 Allied Health and T Please make sure you have client consent before saving these preferences. No Waitlist  
Sub-type avail SAVE SELECTION AND CONSENT CANCEL

- The selected service provider(s) will now display as saved against the recommended service. Select **CHANGE THIS SELECTION** to choose additional provider preferences.

To edit or remove existing provider preferences, select **EDIT PREFERENCES**.

Services not yet in place

Aged Care Homes

Residential Respite Care ● High ● Not actioned

No associated goals  
Recommended By: Adela Armstrong  
User Type: Assessor

Selected providers

- ARRCS - Hetti Perkins Home for the Aged
- ARRCS - Flynn Lodge
- ARRCS - Old Timers Homes

CHANGE THIS SELECTION ISSUE REFERRAL CODE EDIT PREFERENCES

Residential Permanent ● Low ● Place allocated

• Single room + shared bathroom

Approval starts: 28 April 2026  
Place allocation date: 28 April 2026

No associated goals  
Recommended By: Bereniceg Schoenc  
User Type: Assessor

Selected providers

Referrals not yet sent:

- OneCare's Rubicon Grove
- Emmerton Park Aged Care Facility
- Respect Coroneagh Park

Referral code 2-162578428157 (active)

4. To issue electronic referrals, select **SEND REFERRALS**.

! The **SEND REFERRALS** button only appears under the following circumstances:

Non-urgent CHSP services: after delegate approval

Non-urgent MPSP or NATSIFACP services: client also has an active approval for residential care, transition care, home support, Assistive technology or Home modifications service/s.

All Urgent referrals (except for CHSP urgent referrals that are past the approval cease date)

Services not yet in place

Help at Home

Equipment and products ● Low ● Not actioned

No associated goals

Recommended By: Africa Green

User Type: Assessor


Selected providers

- Mercy Health Home Care Services Young

**SEND REFERRALS** CHANGE THIS SELECTION ISSUE REFERRAL CODE REMOVE THIS SERVICE RECOMMENDATION EDIT PREFERENCES

The Send Referrals screen then displays for you to review preferences and capture any other information relevant to the service provider prior to issuing the referrals. You can also **REMOVE** a service provider in this screen by ticking the relevant checkbox.

Once all information has been reviewed, select **SEND REFERRALS**.

 **Send referrals**

Identified needs | Goals & recommendations | Decisions | Manage s

**Referral for service -**  
You are about to send referrals to the following providers. To change your p

SET ALL PREFERENCES TO 1ST

Preference	Remove	Service Provider
1st	<input type="checkbox"/>	Metro North Transition Care Program
3rd	<input type="checkbox"/>	West Moreton Transition Care Program
1st	<input type="checkbox"/>	PROVIDEROUTLET_byebjxx

**Transition Care**  
No associated goals

Please provide the following **Transition Care** subtypes:

- Rehabilitation

Client preferences  
No preferences found

Comments to the provider for this referral

**SEND REFERRALS** CANCEL

- You will receive a confirmation message that referrals have been sent. You will also be able to see a visual indicator of the status of the referrals.

The screenshot shows the 'Manage services & referrals' tab selected. Under 'Services not yet in place', there is a card for 'Help at Home' with the category 'Equipment and products'. The referral status is 'Low' (green dot) and 'Referral/s Pending' (yellow dot). It lists 'No associated goals', 'Recommended By: Africa Green', 'User Type: Assessor', and 'Selected providers: Mercy Health Home Care Services Young'. A green confirmation banner at the bottom states 'Referrals successfully sent.' with a checkmark icon. Buttons for 'RECALL' and 'EDIT PREFERENCES' are visible.

- Once the referral has been accepted, the service will be displayed under **Services in place**. The referral statuses that will display are:

Category	Status
<b>Service not yet in place</b>	Not actioned, Rejected referral, Recalled referral, Referral/s pending, Accepted to waitlist
<b>Services pending</b>	Referral code generated, Referral accepted but services have not commenced
<b>Service in place</b>	Services are being provided

### Recalling a referral

When a referral for a Help at Home or Aged Care Home service is issued, it is expected that the service provider will action the referral by accepting or rejecting it.

You can recall the referral before the service provider actions it.

- On the **Manage services & referrals** tab, select the **RECALL** button to recall the referral.

The screenshot shows the 'Manage services & referrals' tab selected. Under 'Services not yet in place', there is a card for 'Help at Home' with the category 'Home maintenance and repairs'. The referral status is 'High' (red dot) and 'Referral/s Pending' (yellow dot). It lists 'No associated goals', 'Recommended By: Jackiem Murazikx', 'User Type: Assessor', and 'Selected providers: McLean Care Community Services - NSW Tamworth'. It also shows 'Approval starts: 30 April 2026' and 'Approval stops: 29 May 2026'. A 'Manual referral code 2-162665627790' is displayed. A red box highlights the 'RECALL' button. A 'PRINT COPY OF SUPPORT PLAN' button is in the top right.

A pop-up box displays.

Select which provider to recall the referral from and select **RECALL REFERRALS**.

**Recall referral**

You are about to cancel and recall a referral for Equipment and products for Flexi Care UAT. Recalled referrals cannot be re-sent.

Select the referrals to be recalled from the list below:

Mercy Health Home Care Services Young

**RECALL REFERRALS** CANCEL

2. You will receive a banner confirming that the referral/s are successfully recalled.

**Services not yet in place**

Help at Home

Equipment and products ● Low

No associated goals

Recommended By: Africa Green

User Type: Assessor

FIND PROVIDERS ISSUE REFERRAL CODE

**i** Referrals are successfully recalled for Equipment and products for Flexi Care

3. The referral status will be updated to **Recalled Referrals**.

In the case of sequential preference referrals, the status of the referral will not change to **Recalled Referrals** until the final preference has been recalled.

If you recall a referral, you cannot send it to the same provider again. You can send referrals to different providers for that service.

**Services not yet in place**

Help at Home

Equipment and products ● Low

No associated goals

Recommended By: Africa Green

User Type: Assessor

FIND PROVIDERS ISSUE REFERRAL CODE

● Recalled Referrals

## Issuing a referral code

! Assessors cannot issue referral codes to the older person or service providers for all service referrals (including for CHSP) until after the Assessment Delegate has completed and signed a Notice of Decision.

For more information, please refer to *Chapter 9: Finalising the Assessment and Service Referral* of [My Aged Care Assessment Manual](#).

The **ISSUE REFERRAL CODE** button only appears under the following circumstances:

All CHSP services: after delegate approval

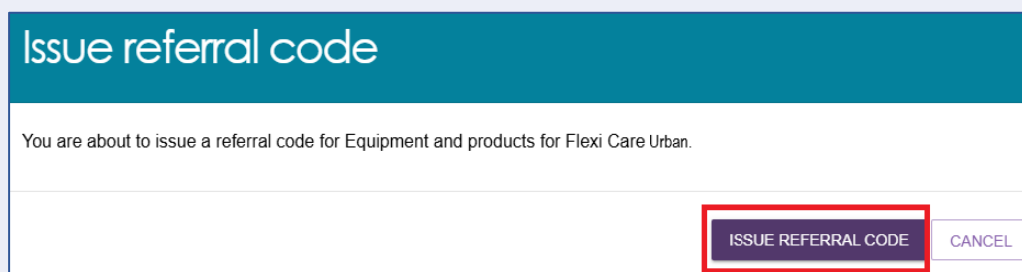
Non-urgent MPSP or NATSIFACP services: client also has an active approval for residential care, transition care, home support, Assistive technology or Home modifications service/s.

All Urgent referrals (except for CHSP urgent referrals that are past the approval cease date)

1. Select the **Manage services & referrals** tab from the client's Support Plan and select **ISSUE REFERRAL CODE** for the service.

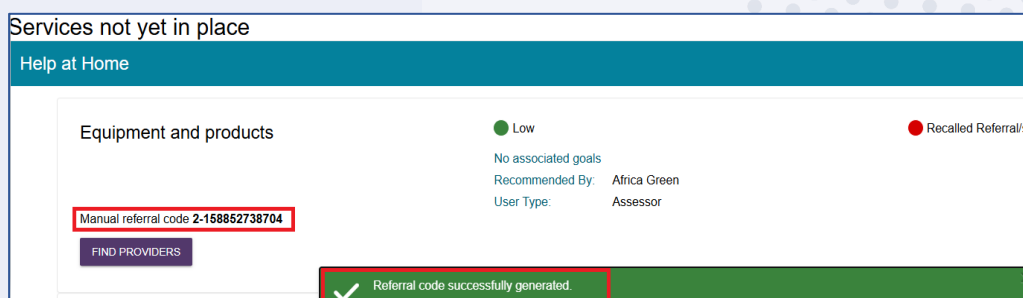


2. A confirmation message will be displayed. Select **ISSUE REFERRAL CODE**.



3. You will receive a confirmation message that the referral code has been generated, and the details of the referral will appear under the **Services pending** section.

The referral code will be displayed on the referral list, and the referral code letter should be printed and provided to the client.



4. Select **GENERATE REFERRAL CODE LETTER** to print the referral code letter.

The screenshot displays the 'Aged Care Homes' section of a web application. It features two program cards. The first card is for the 'National ATSI Aged Care Program' with a manual referral code of 2-158852738704. The second card is for 'Multi-Purpose Service - Residential' with a manual referral code of 2-158852738628. Both cards show a 'Low' priority status, 'No associated goals', and are recommended by 'Africa Green' (Assessor). The second card lists 'Horton House and Warrington Lodge' as selected providers and is 'Awaiting response'. At the bottom of the interface, a button labeled 'GENERATE REFERRAL CODE LETTER' is highlighted with a red rectangular border.

5. A processing window will be displayed indicating the letter being generated.

The screenshot shows a processing window with a white background and a light blue border. The text inside the window reads: "Generating report. You will be redirected to the Reports page if the request takes longer than expected...". Below the text, there are three small purple dots arranged in a slight arc. The background of the window is partially obscured by a large, light blue circular graphic with a pattern of small dots.

6. The generated report (letter) will be available under the **REPORTS AND DOCUMENTS** page ready to be downloaded.

Home | Reports and documents

## Reports and documents

Reports Forms Links

### My Reports

Name	Requested Date	Status
Jane Doe Referral Code and List of Providers 3 June 2026	3 June 2026	Ready - <a href="#">View</a>

7. Below is an example copy of the generated referral code letter.

**Mrs Jane Doe**

Aged Care ID: AC12345678

Mrs Jane Doe,

As a result of your recent assessment with Addisonb Ryann (TSTOUT1 cdcezsrx) and conversations with My Aged Care, we are providing referral codes to enable you to access the following service(s).

The referral code allows you (or your registered supporter) to visit and select your preferred service provider. Please quote the referral code to service providers to assist with discussions and determine the best service for you.

**Your recommended services**

Service	Referral code
Equipment and Products	2-158876535621

Use the Find a Provider tool on the My Aged Care website at [www.myagedcare.gov.au/find-a-provider](http://www.myagedcare.gov.au/find-a-provider) to search and compare providers.

If you have any further queries, please call the My Aged Care contact centre on 1800 200 422 or book a face-to-face appointment with an [Aged Care Specialist Officer](#) at select Services Australia centres.

Date: 03/06/2026 Time: 14:46:59 Page 1 of 1

The information contained in this report is produced for My Aged Care and is current at the date and time specified.

## Referring for Support at Home services

### **! PRIOR CONSENT REQUIRED**

You must obtain consent from the client or their supporter guardian in their support network prior to issuing a referral.

You should use the [My Aged Care Assessment Consent Form](#).

The Consent Form includes the consent scripts and fields to record the consent for service referrals. It is located via the Reports and Documents tile within the assessor portal.

### Support at Home Priority System and allocation of funding

For Home Support services, you will be able to match and refer for a service provider when the client has been allocated ongoing classification funding from the Support at Home Priority System or immediately following approval for the Restorative Care Pathway or End-of-Life Pathway.

On allocation of ongoing classification funding, a referral code is generated, and a letter is sent to the client, with a copy to their supporter/s, instructing them that they can use the referral code to start services prior to the take-up deadline.

For the Restorative Care Pathway or End-of-Life Pathway, a referral code is generated in the client's support plan (if no service referral has been made and the older person has not been approved for an ongoing Support at Home classification previously). The Notice of Decision will advise the client to start services prior to the take-up deadline and what to do if their current provider does not provide Restorative Care.

If the client and/or their supporter has elected to receive email notifications, they will also receive an email notification on assignment of their classification funding.

For more information about setting up and configuring email notifications for clients and/or their supporters, refer to [My Aged Care - Assessor Portal User Guide 2 - Registering support people and adding relationships](#).

If you have elected to receive notification of Support at Home correspondence for the client, you will receive a notification of this and you can proceed to matching and referral if you wish. All electronic referrals should be issued in the client's support plan under Manage services & referrals.

### Issuing a referral for service

1. After you have searched for Support at Home service providers (either via [Find A Service Provider tile](#) or using the [Service Finder](#) in the support plan), The Service Finder page now displays a list of service providers found.

Each provider listing includes a link named after the organisation's outlet name. More than one outlet from the same organisation may be displayed. The providers are ranked in the order of highest number of matching Home Support services to the lowest.

Each listing also contain a visual indicator to let you know that the outlet has **All services supported**, **Partial services supported**, or **No services supported**. A list of actual Home Support services matched will display underneath the visual indicator.



3 Service Providers found

Sort results by  
Relevance

SHOW MAP

[Home Care Services Canberra](#)

Level 9, 1 HOMECARE AVENUE, PHILLIP ACT 2606 02 1234 5678

Select	Preference	
<input type="checkbox"/>	1	Support at Home services matched ● All services supported
		Assistive technology • <b>Equipment and products:</b> Assistive technology prescription and clinical support, Communication and information management products, Domestic life products, Managing body functions, Mobility products, Self-care products  Home modifications • <b>Home adjustments:</b> Home modification products, Home modifications prescription and clinical support  Home support • <b>Allied health and therapy:</b> Aboriginal or Torres Strait Islander Health Practitioner assistance, Aboriginal or Torres Strait Islander Health Worker assistance, Allied health assistance, Counselling or psychotherapy, Diet or nutrition, Exercise physiology, Music therapy, Occupational therapy, Physiotherapy, Podiatry, Psychology, Social work, Speech pathology • <b>Care management:</b> Home support care management • <b>Domestic assistance:</b> General house cleaning, Laundry services, Shopping assistance • <b>Home maintenance and repairs:</b> Assistance with home maintenance and repairs, Expenses for home maintenance and repairs, Gardening
		<a href="#">SEE SERVICE DETAILS</a>

[ABC Support At Home](#)

08 8765 4321


Select	Preference	
<input type="checkbox"/>	2	Support at Home services matched ● Partial services supported
		Assistive technology  Home modifications
		<a href="#">SEE SERVICE DETAILS</a>

[New Provider](#)

07 7654 9876

Select	Preference	
<input type="checkbox"/>	3	Support at Home services matched ● No services supported

Finally, select **SEE SERVICE DETAILS** to view more information about the service, including service availability and waitlist options.

Select the expand icon  or 'See services' to view more information about the services (including availability and wait list availability) and specialised service offerings of each service provider.

For Diverse Needs, only verified diverse needs specialisations will be shown.

Select 'Hide services'  to hide the expanded view.

Service Details pop up

- To select Providers, select the tickbox next to the providers' listings, then select the preference from its drop down. 1 indicating the top preference, 2 indicating the second preference and so on.

Finally, select **SAVE SELECTION AND CONSENT** from the bottom of the screen.

If successful, a green banner displays: 'You have successfully saved your referral selection(s) and associated preferences.'

3. The client's Manage Services & Referrals tab now shows the list of selected providers.  
Select **SEND REFERRALS**.

The screenshot shows the 'Support plan and services' interface. The 'Manage services & referrals' tab is active. Under the 'Services not yet in place' section, the 'Support at Home' service is selected. The service details include: 'Support at Home', 'Home support Ongoing - SaH Classification 4', 'Funding assigned', 'No associated goals', 'Recommended By: Novellab Schuppee', 'User Type: Assessor', and 'Selected providers: SAH Provider 1, SAH Provider 2, SAH Provider 3'. A 'Referral Code Generated' indicator is present. The 'Referral code 2-162788735604 (active)' is displayed. The 'SEND REFERRALS' button is highlighted with a red box.

4. The Send Referrals page appears.

This gives another chance to edit your preferences – you can:

- Set all preferences to First – select **SET ALL PREFERNECES TO 1st**
- Remove a selection by ticking the checkbox next to the provider in the Remove column
- Change the preference by selecting the current preference in the Preference column, then select the new preference in the drop down that appears.

Optionally, you can write some comments to the prospective provider in the text box labelled **Comments to the provider for this referral**.

Then, select **SEND REFERRALS**.

The screenshot shows the 'Send referrals' interface. The 'Manage services & referrals' tab is active. The 'Referral for service -' section is displayed, with the text 'You are about to send referrals to the following providers. To change your preference order use the options below.' A button labeled 'SET ALL PREFERENCES TO 1ST' is highlighted with a red box. Below this is a table with columns 'Preference', 'Remove', and 'Service Provider'. The table lists three providers: SAH Provider 1, SAH Provider 2, and SAH Provider 3. The 'Preference' column shows a dropdown menu for each provider, with the current preference highlighted. The 'Remove' column has checkboxes. The 'SEND REFERRALS' button is highlighted with a red box.

Preference	Remove	Service Provider
1st	<input type="checkbox"/>	SAH Provider 1
2nd	<input type="checkbox"/>	SAH Provider 2
1st	<input type="checkbox"/>	SAH Provider 3
2nd	<input type="checkbox"/>	
3rd	<input type="checkbox"/>	

5. The client's Manage Services & Referrals tab now shows a status of Referral/s Pending for Support At Home services.

It also shows the list of selected providers in order of Referral status.

For a sequential referral, the top preference is sent first. Any other providers will have a status of **Awaiting Response**.

The screenshot shows the 'Support at Home' service page. At the top, there is a teal header with 'Support at Home' and a plus icon. Below this, the service details are displayed. On the left, it says 'Support at Home' and 'Home support Ongoing - SaH Classification 4 • Funding assigned'. On the right, it says 'No associated goals', 'Recommended By: Novellab Schuppee', and 'User Type: Assessor'. Below this, there are two sections: 'Selected providers' and 'Referrals sent to:'. The 'Referrals sent to' section is highlighted with a red box and contains a list: 'SAH Provider 1'. Below this, there is a section 'Awaiting response' with 'Referrals not yet sent:' containing a list: 'SAH Provider 2' and 'SAH Provider 3'. At the top right of the main content area, there is a yellow circle icon with the text 'Referral/s Pending', also highlighted with a red box. At the bottom right, it says 'Referral code 2-162788735604 (active)'. At the bottom, there are five buttons: 'SEND REFERRALS', 'CHANGE THIS SELECTION', 'RECALL', 'EDIT PREFERENCES', and 'SEE SERVICE DETAILS'.

You can now also:

- **SEND REFERRALS** for the referrals that are not yet sent.
- **CHANGE THIS SELECTION** which will open the Service Finder.
- [RECALL one or more referral/s.](#)
- **EDIT PREFERENCES**, which will also show you current waitlist status and availability of your providers.
- **SEE SERVICE DETAILS.**

## Recalling a referral

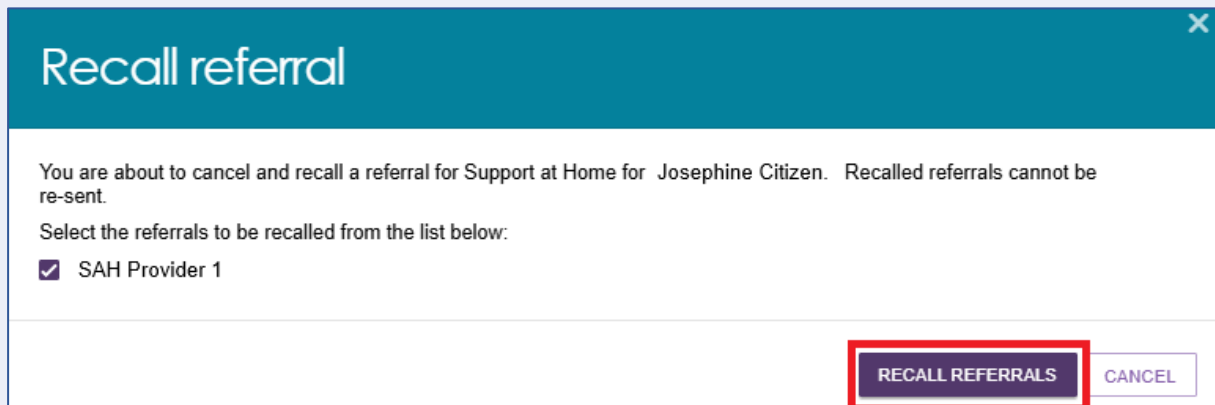
1. To recall a Support at Home service referral, select **RECALL** from the Support at Home Referral listing.

This screenshot is identical to the one above, but the 'RECALL' button at the bottom is highlighted with a red box.

- The Recall Referral pop up appears. Select the referral/s from the list by ticking its checkbox, then select **RECALL REFERRALS**.

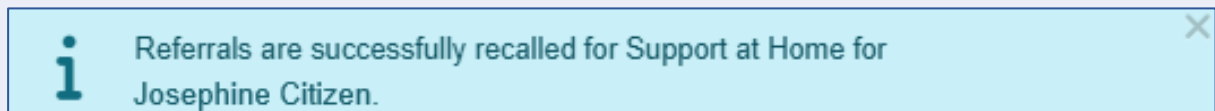
In this example, the Top preference is being recalled.

Recalled referrals cannot be re-sent.



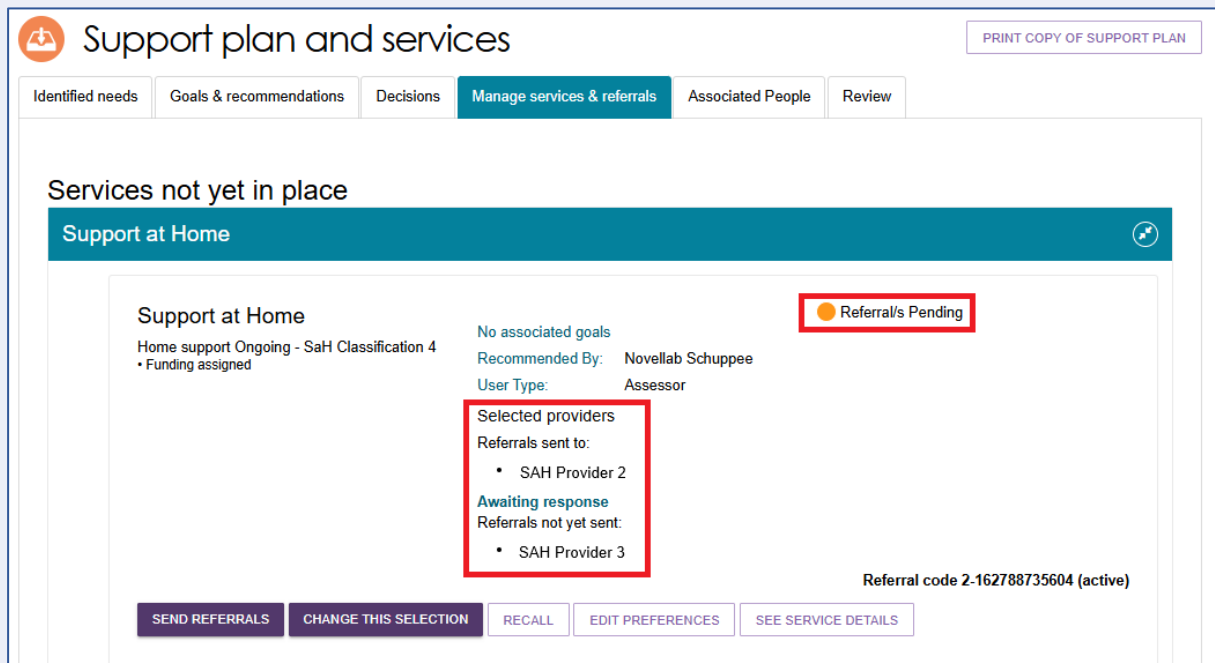
A dialog box titled "Recall referral" with a close button (X) in the top right corner. The text inside reads: "You are about to cancel and recall a referral for Support at Home for Josephine Citizen. Recalled referrals cannot be re-sent. Select the referrals to be recalled from the list below:" followed by a checked checkbox next to "SAH Provider 1". At the bottom right, there are two buttons: "RECALL REFERRALS" (highlighted with a red box) and "CANCEL".

- If successful, an information banner appears: 'Referrals are successfully recalled for Support at Home for [Client's name]'.



- The client's Manage Services & Referrals tab now reflects the cancellation of the referral. In a Sequential referral scenario, the **Referrals Sent To** section now shows the second preference.

The **Referrals not yet sent** section now reflects the third preference.



The "Support plan and services" interface. The top navigation bar includes "Identified needs", "Goals & recommendations", "Decisions", "Manage services & referrals" (active), "Associated People", and "Review". A "PRINT COPY OF SUPPORT PLAN" button is in the top right. Below the navigation, the "Services not yet in place" section is visible, with a sub-section for "Support at Home". The "Support at Home" card shows: "Home support Ongoing - SAH Classification 4", "Funding assigned", "No associated goals", "Recommended By: Novellab Schuppee", "User Type: Assessor", "Selected providers" (highlighted with a red box), "Referrals sent to: SAH Provider 2", "Awaiting response", "Referrals not yet sent: SAH Provider 3", and "Referral code 2-162788735604 (active)". At the bottom of the card are buttons: "SEND REFERRALS", "CHANGE THIS SELECTION", "RECALL", "EDIT PREFERENCES", and "SEE SERVICE DETAILS". A "Referral/s Pending" status indicator (orange circle) is also present.

## Issuing a Support at Home referral code

A client can change providers without changing their referral code.

You can view the referral status of a Support at Home service in the client's **Manage Services & Referrals** tab.

It is located in the top right corner of the service listing and it can be one of the following:

- **Active** – a client is assigned a Support at Home classification, and the referral code can be used.
- **Used** – an old referral code for a previous approval that can no longer be used by the client or the service provider for referrals.
- **Inactive** – this status will display if a client has notified that they are not seeking services and/or has had an assigned Support at Home classification withdrawn and not replaced or upgraded.
- **Disabled** – this status will display once a service referral is accepted. The referral code is disabled and unable to be used by other providers until it is reactivated.

If a client wishes to **reactivate** their referral code, for example they might be changing providers, a client or supporter can do this via the My Aged Care online account or by contacting the My Aged Care contact centre.

Assessors can also perform this function in the **Manage Services & Referrals** tab of the support plan.

The following screenshot shows a disabled referral code, and the **REACTIVATE REFERRAL CODE** button highlighted.

The screenshot displays the 'Manage services & referrals' interface. At the top, there are navigation tabs: 'Identified needs', 'Goals and recommendations', 'Decisions', 'Manage services & referrals' (selected), 'Associated people', and 'Review'. Below the tabs, there is a section for 'Services not yet in place' with a 'Help at home' card. Underneath, the 'Services pending' section features a 'Support at home' card. This card provides details for a 'Support at home' service, including 'Support at Home Ongoing', 'Funding assigned', and 'Assistive Technology Short-term'. It also lists 'No associated goals', 'Recommended by: Alex Assessor', 'User type: Assessor', and 'Selected providers' (Wayne Enterprises - Gotham, Iceberg Lounge - Gotham, LexCorp - Metropolis). A 'Referral accepted' table shows 'Review date: None', 'End date: None', and 'Reason for care: Test'. The 'Referral code 2-1234567891022 (disabled)' is displayed, and the 'REACTIVATE REFERRAL CODE' button is highlighted with a red box. At the bottom, there are buttons for 'GENERATE REFERRAL CODE LETTER' and 'RETURN TO CLIENT', along with action buttons for 'FIND PROVIDERS', 'VIEW DETAILS', and 'SEE SERVICE DETAILS'.

## Managing rejected service referrals

To connect clients to appropriate service providers and ensure consistency for clients, any referrals sent by you will be returned to you for actioning if they are rejected and there are no referral preferences for the client remaining.

Where a referral for service is rejected, and it is the client's final preference, assessors will:

- Receive a notification that the referral was rejected (an All Referrals Rejected task); and
- Be able to reissue referrals to different providers or accept a provider's offer to waitlist, based on discussion with the client.

Follow these steps to follow up a rejected referral:

1. Navigate to the **Tasks** tab in the **Tasks and notifications** section and select the **All Referrals Rejected** link to navigate directly to the client's support plan or the Aged Care User ID link to navigate to the client record.

Tasks and notifications

Tasks Notifications Maximum HCP wait times

Filter by

Due Date	Category	Title/Description	Aged Care User ID	Client name	Activity Id
12/02/2019 ● Overdue	Referrals	<b>All Referrals Rejected</b> All referrals for this service have been rejected or revoked. Aged Care User Id: AC25336017 Service Type: Home maintenance Rejection Reason: Other - test other Assigned to: ASSESSOR, Frank Go to: All Referrals Rejected	AC25336017	SUMMER Talia	1-55826169521

Alternatively, if you know the client's name you can view all tasks and notifications for an individual client in the **Tasks and Notifications** tab in the client record.

Client summary Client details Approvals Plans Attachments Services My Aged Care interactions Notes **Tasks and Notifications**

Filter by

Type	Due Date	Received Date	Category: Title/Description	Activity Id	Portal	Outlet
Notification		11/02/2019	Referrals <b>New Referral</b> You have a new referral from My Aged Care. Referral created at: 11/02/2019 14:29 Aged Care User Id: AC25336017 Outlet Name: Aged Care Outlet 1 Service Type: Allied Health and Therapy Services Priority: Medium	1-55826169521	Service Provider Portal	Aged Care Outlet 1, Aged Care Service
Task	12/02/2019 ● Overdue	11/02/2019	Referrals <b>All Referrals Rejected</b> All referrals for this service have been rejected or revoked. Aged Care User Id: AC25336017 Service Type: Home maintenance Rejection Reason: Other - test other Assigned to: ASSESSOR, Frank Go to: All Referrals Rejected	1-55826169521	Assessor Portal	Kingston Aged Care Assessment Service, Corporation of Health and Human Services

2. If navigating directly from the notification, the **Manage services & referrals** tab in the client's support plan will open, where the rejected service type will be displayed with **Rejected Referral/s** on the recommendation.

Services not yet in place

Help at home

Select all Help at home

Allied Health and Therapy Services

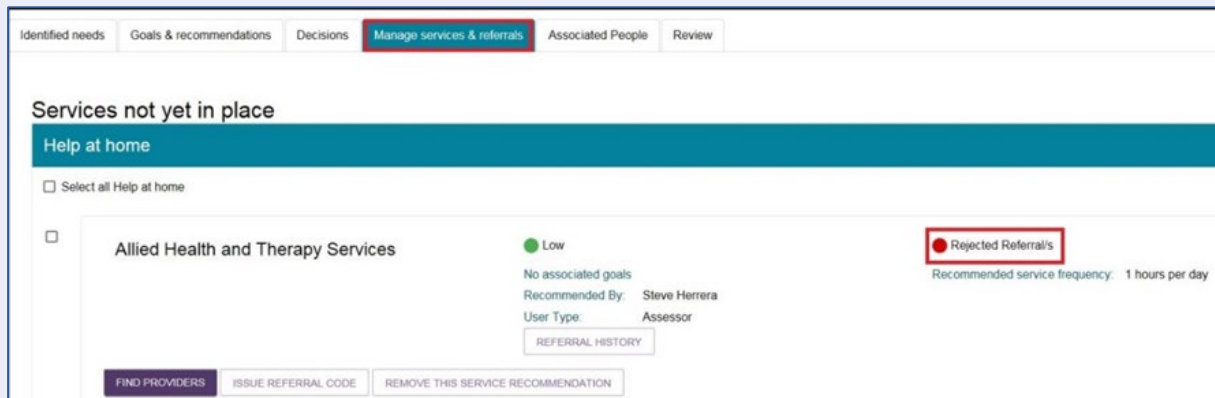
● Low  
No associated goals  
Recommended By: Steve Herrera  
User Type: Assessor  
REFERRAL HISTORY

● Rejected Referral/s  
Recommended service frequency: 1 hours per day

FIND PROVIDERS ISSUE REFERRAL CODE REMOVE THIS SERVICE RECOMMENDATION

You will also be able to see the status of any other of the client's referrals.

3. Navigate to the **Manage services & referrals** tab to see the status of the client's referrals.



For Rejected Referrals, select **Referral history** to see the further detail about the reason the referral was rejected.

4. You can now send referrals to new providers or generate a referral code for the client, following the steps described earlier in this guide.

Based on the referral rejection reason, you may be required to add further information to a client's referral or need to discuss alternative options with the client prior to issuing another referral.