

Assessor Portal User Guide 8 - Referring for services

Following an assessment, a client may need services to support their identified needs. With the client's consent, assessors can refer the client for the services recommended in the support plan. Assessors base these referrals on the client's preferred service provider, or prioritised list of providers, and their location preferences.

This guide shows you how to:

- Search for service providers using the Find a Provider tool
- Search for service providers using the service finder in the client's support plan
- Refer for Help at Home and Aged Care Homes services
- Refer for Support at Home services.

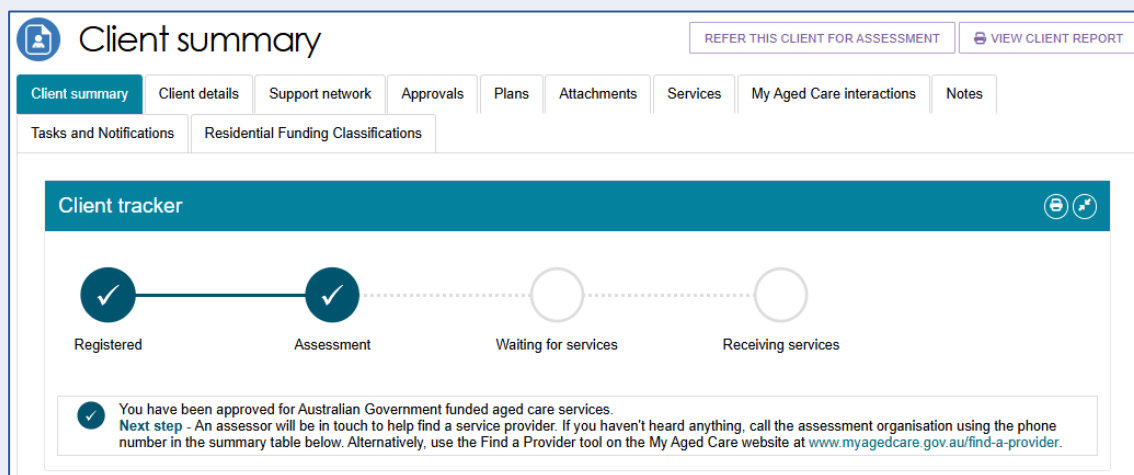
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Client Journey Tracker

The Client Journey Tracker is a visual tool that shows where a client is in their My Aged Care journey and what happens next. It displays above the Client Summary.

When a client is approved for care, their tracker will show their next step as 'an assessor will be in touch to help find a service provider... alternatively, use the Find a Provider tool on the My Aged Care website...'.



Client summary REFER THIS CLIENT FOR ASSESSMENT VIEW CLIENT REPORT

Client summary | Client details | Support network | Approvals | Plans | Attachments | Services | My Aged Care interactions | Notes

Tasks and Notifications | Residential Funding Classifications

Client tracker

Registered — Assessment — Waiting for services — Receiving services

✓ You have been approved for Australian Government funded aged care services.
Next step - An assessor will be in touch to help find a service provider. If you haven't heard anything, call the assessment organisation using the phone number in the summary table below. Alternatively, use the Find a Provider tool on the My Aged Care website at www.myagedcare.gov.au/find-a-provider.

You can confirm the client's status by going to their client summary page. Do this by going to their client card or listing, and then select **VIEW FULL CLIENT RECORD**.

Referral types

! Consent

Before issuing a referral, you must obtain consent from the client or their supporter or guardian. To do this, complete the referral for services section of the My Aged Care Assessment Consent Form, which you can download from the **Documents & Reports** tile in the My Aged Care Assessor Portal.

For more information about obtaining consent when generating referrals, refer to the [Assessment Manual](#).

For services recommended in the client's support plan, you can search for providers and match the client to their preferred provider, or a prioritised list of providers. Base the referral on the client's location, preferences, and service availability.

You can create one of three types of referrals:

- Send a **Sequential Referral**.
- Send a **Broadcast Referral**.
- Give the client a **referral code** so they can contact providers and choose their preferred provider.

You can also choose not to make a referral by issuing a **No Care Approval**.

! For CHSP only: From 23 February 2026, you cannot recommend No Care Approval during a Comprehensive Assessment if the client has a recommended CHSP service. If you select No Care Approval, the system will display an error message. The option to add CHSP services will not be available.

Sequential referral

With a **Sequential Referral**, you send the client's referral to providers in the order of the client's preference. The client can nominate one or more preferred providers.

If the first provider cannot accept the referral, the system automatically sends it to the next provider on the list.

! From 1 November 2025, all permanent residential care referrals must be sent using Broadcast Referral mode.

Broadcast referral

With a **Broadcast Referral**, you send the client's referral to all available providers at the same time. Multiple providers may contact the client to discuss whether they can deliver the required services.

Once one provider accepts the referral, the other providers can no longer view the client's information.

Referral codes

For **residential aged care services**, assessors will usually provide the client with a referral code rather than sending an electronic referral through the Assessor Portal.

If the client has already identified a preferred provider or discussed their care needs with specific providers, you can send an electronic referral instead.

For **Support at Home**, clients receive a referral code when funding is allocated. Services Australia sends the code with the client's funding allocation or upgrade letter, and it is also included in the support plan.

You can provide the referral code to the client so they can contact Support at Home providers before choosing their preferred provider.

If the client has already selected or discussed care options with a Support at Home provider, you can send an electronic referral instead.

No Care Approval

If you recommend **No Care Approval** because the client has withdrawn their application for care or does not wish to apply for care under the Act, 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

The [Client Journey Tracker](#) and summary will show that 'you have not been approved to access government-funded aged care services'.

Urgent Referrals

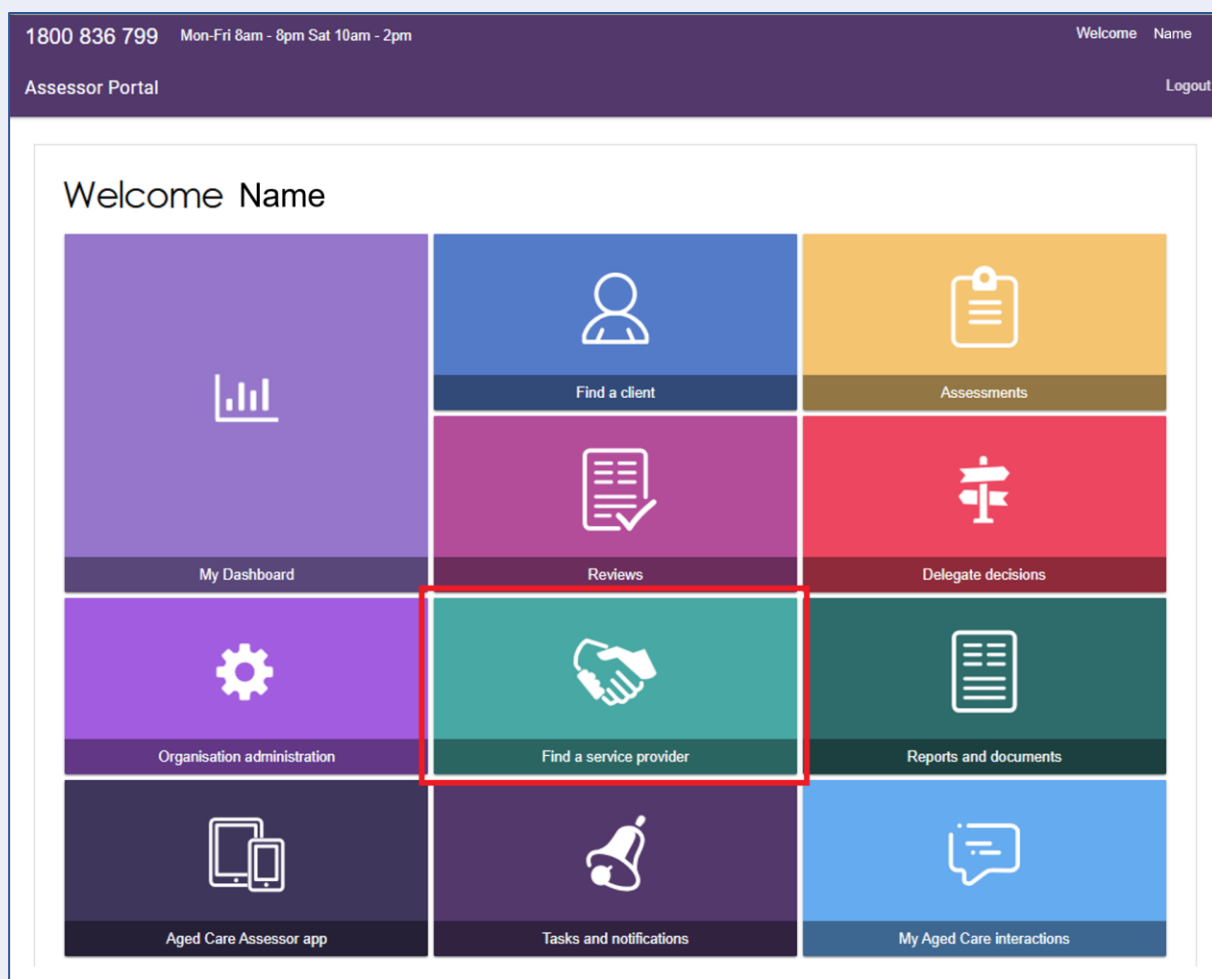
Home Support Assessors, Comprehensive Assessors, and Triage Delegates can send urgent service referrals directly to providers without waiting for delegate approval.

You can only recommend an urgent referral during a client's assessment. You cannot recommend an urgent referral during a period of support or as part of a Support Plan Review.

You can only refer a client urgently to **MPSP** or **NATSIFACP** services if the client already has an active approval for another care type.

Searching for service providers using the Find a Service Provider tile

1. From the Assessor Portal home page, select the **Find a Service Provider** tile to search for service providers without using the match and refer process.



2. The Find a service provider page appears. Select a service category from the drop-down list:
- **Aged Care Homes**
 - **Help at Home**
 - **Support at Home.**

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

Locate these services:

Select a category *

Select a category

Select a category

Aged Care Homes

Help at Home

Support at Home

- a) For **Aged Care Homes**, select **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. Do not search for these when referring for services for your client.

- b) For **Help at Home** services, choose from:

- [all service types that are in the Commonwealth Home Support Program](#)
- services under the NATSIFACP (National Aboriginal and Torres Strait Islander Flexible Aged Care Program)
- Short Term Restorative Care
- Specialised Support Services (Advisory services).

! Short-Term Restorative Care are for historical searches only. Do not search for this when referring for services for your client.

c) For **Support at Home**, select one or more service groups:

- **Home Modifications**
- **Assistive Technology**
- **Home Support**

Then select one or more service types.

- For **Home Modifications**, you can only select **Home Adjustments**.
- For **Assistive Technology**, you can only select **Equipment and Products**.
- For **Home Support**, the drop-down list displays the 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

- d) Some service types allow you to further select individual services.
In the Transport example below, select **ADD/REMOVE SERVICES**, then select Direct transport and/or Indirect transport.

Select service group(s):

☐ Home modifications

☐ Assistive technology

☒ Home support

Select service type/s

Home support

Select service type

Transport

ADD/REMOVE SERVICES

- e) Be sure to select **SAVE** when complete.

This will take you back to the **Find a service provider** page.

Select service type/s

Home support

Select service type

Transport

Transport

All fields marked with asterisk (*) are required.

What services are you adding to this service type?

☐ Direct transport

☐ Indirect transport

SAVE

3. After selecting the required options under **Help at Home**, **Aged Care Homes**, or **Support at Home**, enter a suburb or postcode and select a location from the drop-down list. Alternatively, 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

4. You can refine your search results if needed:

- For **Aged Care Homes** and **Help at Home**, use **Specialisation Verification**, **Specialised Services**, or **Languages** filters to find providers that meet specific requirements
- For **Support at Home**, expand the **Advanced Search** section and use filters such as **Specialisation Verification**, **Specialised Services**, **Languages**, **Culture**, **Religion**, or **Keyword**.

Find a Service Provider page for Aged Care Homes or Help at Home

Locate these services:

Select a category *

Aged Care Homes

Select a service type *

Using this location or service provider name:*

☐ Enter a suburb/postcode

☐ Enter a service provider name

Specialisation Verification: ?

☐ Aboriginal and Torres Strait Islander persons, including Stolen Generations

☐ People from culturally, ethnically and linguistically diverse (CALD) backgrounds

☐ People who live in rural, remote or very remote areas

☐ People who are financially or socially disadvantaged

☐ Veterans or war widows

☐ People who are experiencing homelessness or at risk of experiencing homelessness

☐ Care leavers, including Forgotten Australians and former child migrants placed in out of home care

☐ Parents and children who are separated by forced adoption or removal

☐ Lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse

Specialised services: ?

☐ Dementia

☐ Terminal illness

☐ Caters for cultural, spiritual or ethical food requirements

Preferred language chosen:

Preferred client language ? +

The Expanded Advanced search section for Support at Home

Advanced search

Specialisation Verification: ?
☐ Aboriginal and Torres Strait Islander persons, including Stolen Generations
☐ People from culturally, ethnically and linguistically diverse (CALD) backgrounds
☐ People who are financially or socially disadvantaged
☐ Veterans or war widows
☐ People who are experiencing homelessness or at risk of experiencing homelessness
☐ Care leavers, including Forgotten Australians and former child migrants placed in out of home care
☐ Parents and children who are separated by forced adoption or removal
☐ Lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse
☐ People who live in rural, remote or very remote areas

Specialised services: ?

☐ Dementia
☐ Continence
☐ Hearing
☐ Respite care
☐ Wellness and reablement
☐ Caters for cultural, spiritual or ethical food requirements

☐ Mental Health
☐ Vision
☐ Terminal illness
☐ Mobility
☐ Assistive Technology

Languages: ?
Preferred language chosen:
Preferred client language:

Cultural: ?
Preferred culture chosen:
Culture:

Religion: ?
Preferred religion chosen:
Religion:

Keyword search:
Keyword

5. Select **SEARCH**.

The system displays a list of matching providers. In this Support at Home example, three of the 40 matching providers are shown. Each result displays the provider's name, location, phone number, and the services that match your search criteria.

To view more details about a provider, select the **magnifying glass** icon in the top-right corner of the provider entry.

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: *

PSUBURB, STATE, POSTCODE

Advanced search 

SEARCH

40 providers matched criteria

Provider Name	Provider Name	Provider Name
 SUBURB  XX XXXX XXXX	 SUBURB  XX XXXX XXXX	 SUBURB  XX XXXX XXXX
Services supported: All services searched supported	Services supported: All services searched supported	Services supported: All services searched supported

6. The provider's details open in a separate browser page. The information may include:
- Whether the provider is a Commonwealth Government-recognised organisation
 - A link to regulatory decisions information
 - The service groups and service types the provider offers, service availability, classification type, and additional service details
 - Contact information
 - For **Support at Home**, pricing information, including the full price list, website, and pricing schedule
 - For **Aged Care Homes**, room information and costs
 - Specialisations, including **Specialisation Verification**, **Specialised Services**, and **Languages**.

[Help at Home Provider Listing](#)

Support at Home Provider Listing (truncated)

Information for Provider Name

CLOSE

Provider Name

✓ Commonwealth Government recognised organisation

Regulatory decisions are available here

Service groups and types

Assistive technology

Equipment and products

See services

Service type availability: Yes

Classification type: Ongoing, Short-term

Home modifications

Home adjustments

See services

Service type availability: Yes

Classification type: Short-term

Home support

Home maintenance and repairs

See services

Service type availability: Yes

Classification type: Ongoing, Short-term

Home or community general respite

See services

Service type availability: Yes

Classification type: Ongoing, Short-term

Meals

See services

Service type availability: Yes

Classification type: Ongoing, Short-term

Service type

Classification

Contact information

XX Street Name, SUBURB, STATE, POSTCODE

Phone: XX XXXX XXXX

Email: Info@provider.com

Website: www.providerwebsite.com

Support at home pricing

Full Price List

Website

www.providerwebsite.com

Pricing schedule

No attachment available

Specialisations

Specialisation Verifications

This outlet has no verified specialisations to display

Specialised services

Dementia

Respite care

Wellness and reablement

Assistive Technology

Languages

7. Select the Question mark icon  to show more information about the topic (help text).

In this example, the help text relates to the **Support at Home Full Price List**.

Support at home pricing - Full price list

Support at home pricing

Full Price List

Show help text

Website

www.providerwebsite.com

Pricing schedule

No attachment available

Full Price List - Help Text

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.

X

Select 'See services'  to expand the list of services, or 'Hide services'  to collapse it. This image below shows the expanded view of the **Home Support – Home Maintenance and Repairs** section of the provider's listing.

Select the Magnifying glass icon  to view more details about a service, including its delivery hours and pricing.

The examples below use **Gardening** to demonstrate how this information is displayed.

Home support - Home Maintenance and Repairs section of Provider listing

Home support	
Home maintenance and repairs	Service type availability
 Hide services	 Yes
	Classification type
	• Ongoing • Short-term
 Assistance with home maintenance and repairs	Service availability
 Expenses for home maintenance and repairs	 Yes
 Gardening	 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)	\$ XX	\$ XX	\$ XX		

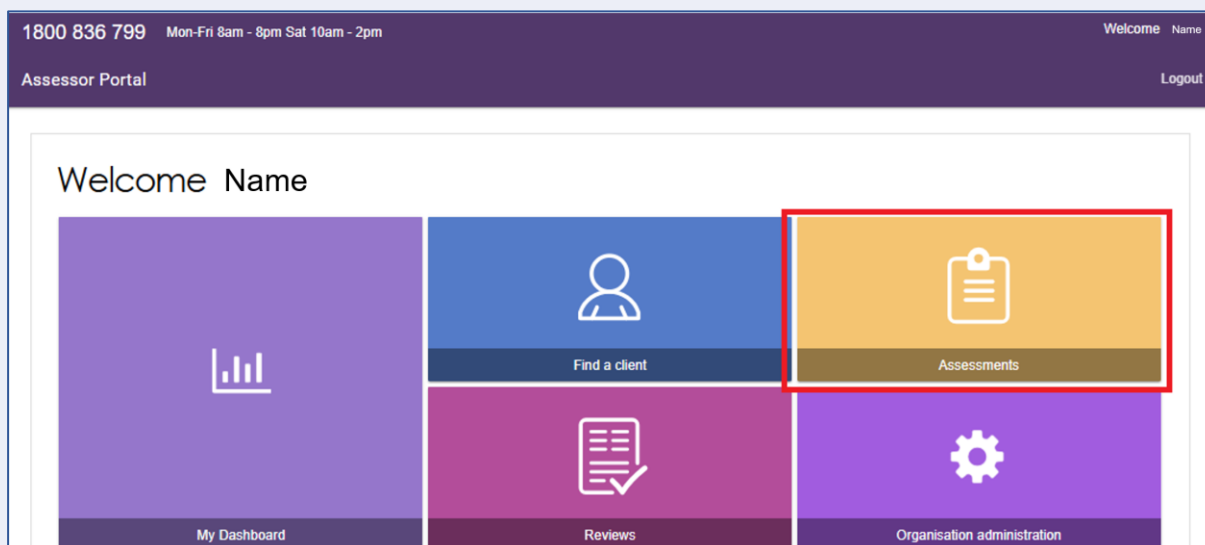
CLOSE

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

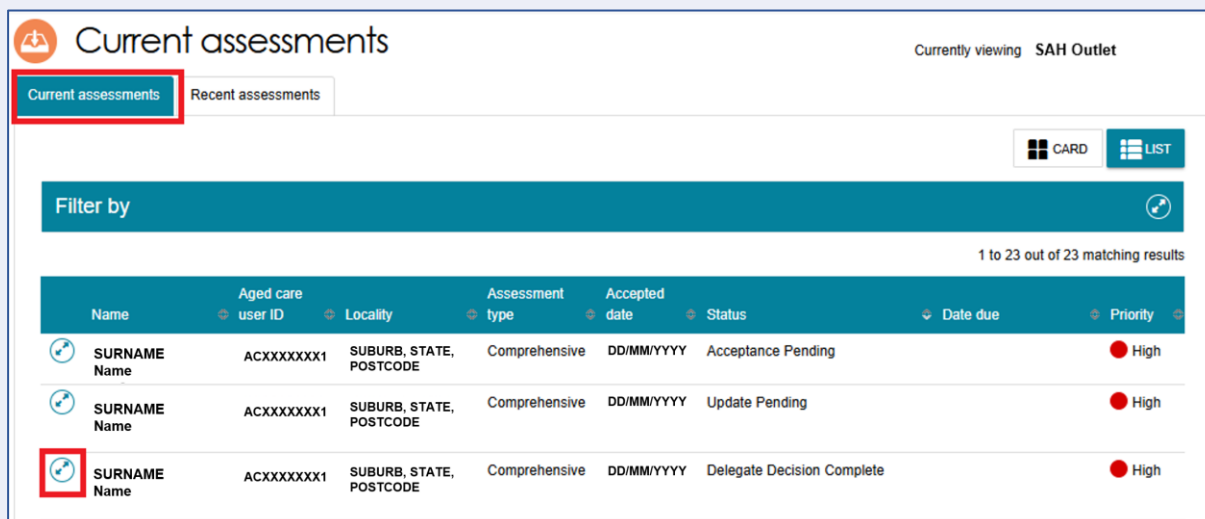
- To refer a client for services, first open the client's **Support Plan and Services** record. You can access it in one of four ways:
 - From the [Assessments tile](#)
 - From the [Find A Client tile](#)
 - From the [Tasks and Notifications tile](#), or
 - [Immediately after completing the client's support plan.](#)
- Once the client's Support Plan opens continue with instructions in [Find Provider.](#)

Assessments tile

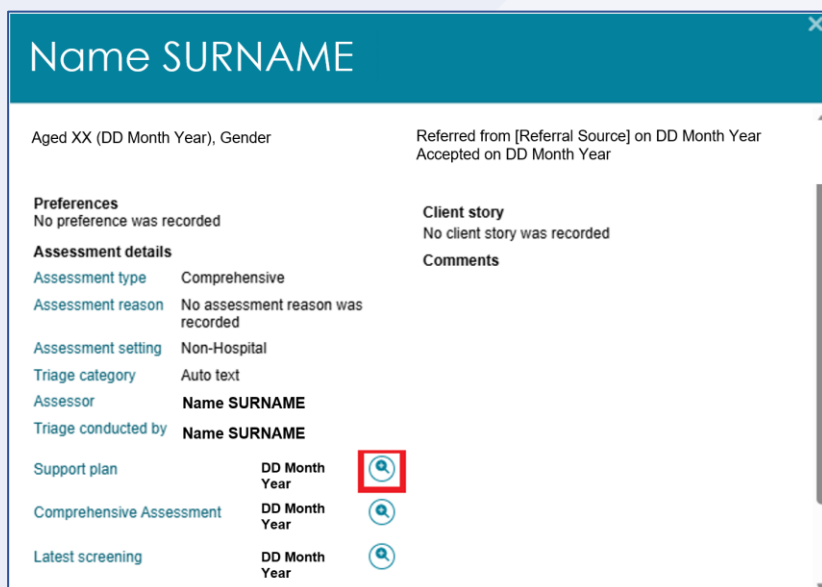
Select the **Assessments** tile from the assessor portal home screen.



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

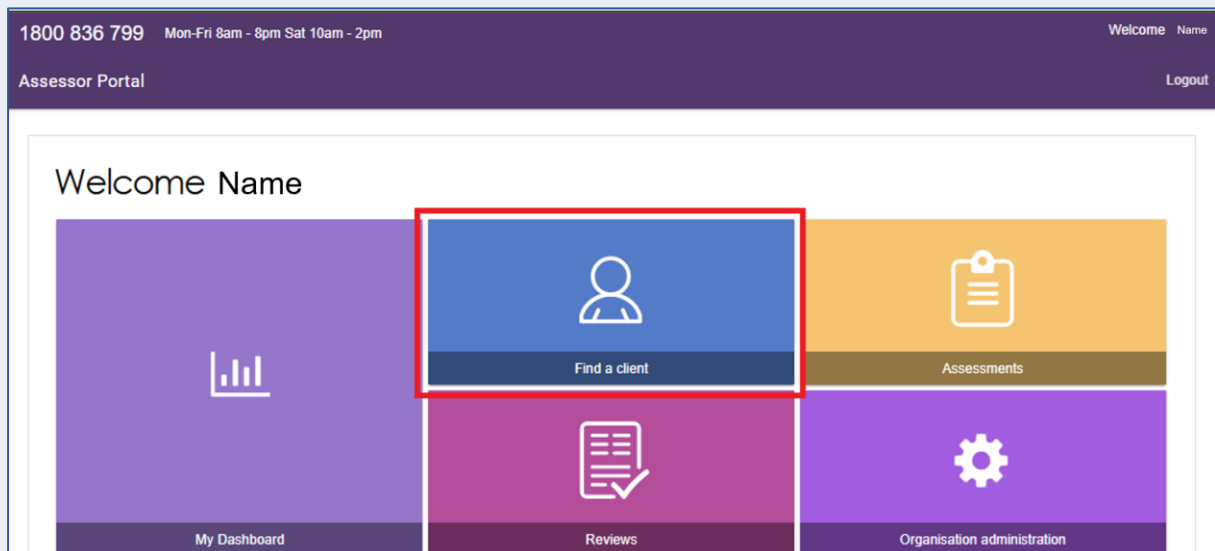


Select the client's support plan link.



Find a Client tile

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



Search for your client directly using **Last Name**, **First name**, **Aged Care user ID** or the **Advanced Search** option.

You can also select the client from the **Recently Viewed Persons** section.

Once you find the client, select their record to open it.

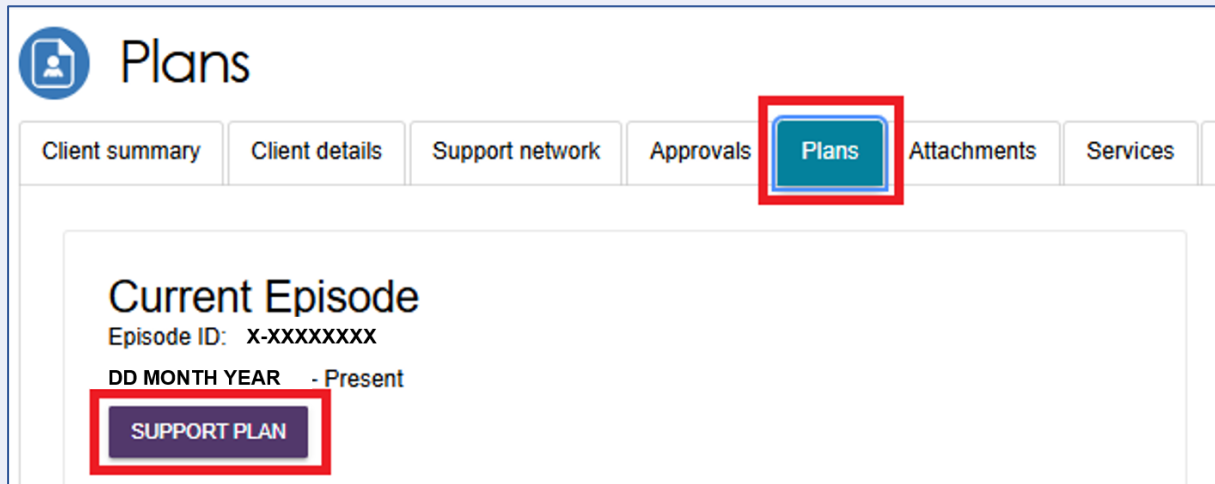
Find a client page, searching by Last name and First name

Find a client page with search results

Last name	First name	Aged care user ID	Address	Locality	Status	Home contact number
SURNAME	Name	ACXXXXXX1	XX Street Name	SUBURB, STATE, POSTCODE	Active	XX XXXX XXXX
SURNAME	Name	ACXXXXXX1	XX Street Name	SUBURB, STATE, POSTCODE	Active	XX XXXX XXXX

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

Open the client's Support Plan.



Plans

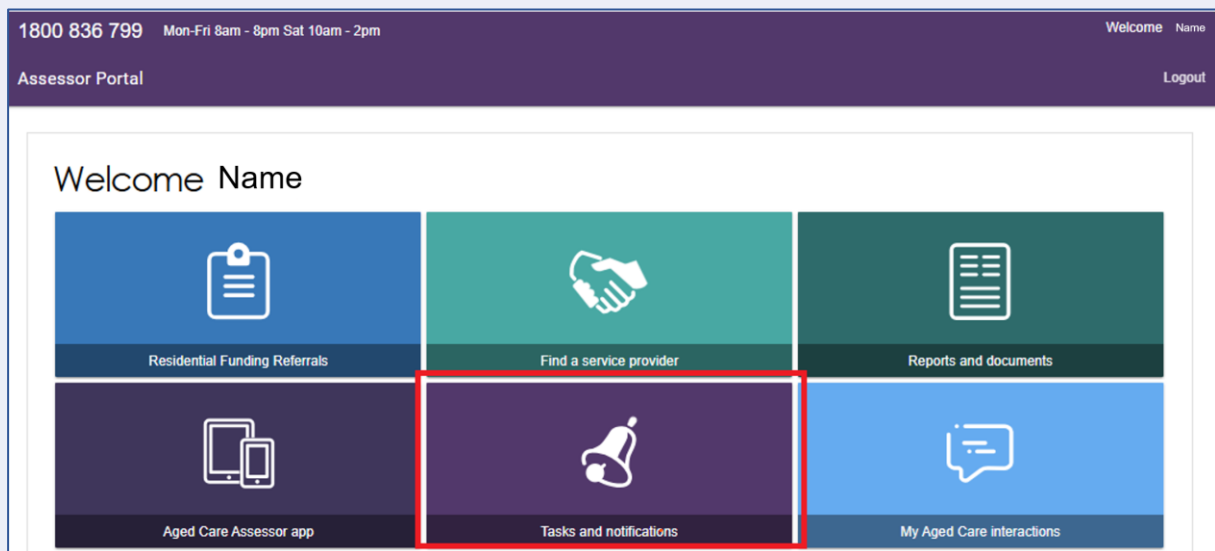
Client summary | Client details | Support network | Approvals | **Plans** | Attachments | Services

Current Episode
 Episode ID: X-XXXXXXX
 DD MONTH YEAR - Present

SUPPORT PLAN

Tasks and Notifications tile

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



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

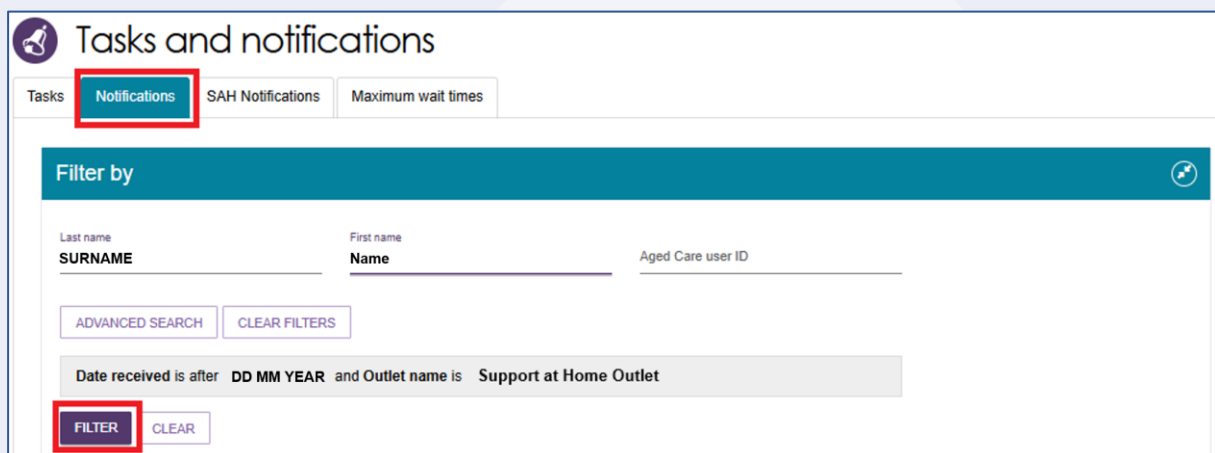
Assessor Portal Logout

Welcome Name

Residential Funding Referrals | Find a service provider | Reports and documents

Aged Care Assessor app | **Tasks and notifications** | My Aged Care interactions

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



Tasks and notifications

Tasks | **Notifications** | SAH Notifications | Maximum wait times

Filter by

Last name: SURNAME | First name: Name | Aged Care user ID

ADVANCED SEARCH | CLEAR FILTERS

Date received is after DD MM YEAR and Outlet name is Support at Home Outlet

FILTER | CLEAR

Select the **Match and Refer** link.

Tasks and notifications

Tasks **Notifications** SAH Notifications Maximum wait times

Filter by

☐ Select all

Received	Category	Title/Description	Channel	Aged Care User ID	Client name	Select	Remove
DD MONTH YEAR	Delegate Decision	Formal Delegate Decision A formal Delegate Decision has been made on the approved care type under the Aged Care Act 2024. Details are as follows - Aged Care User Id: ACXXXXXX1 Delegate Name: Name SURNAME Date decision made: DD/MM/YYYY HH:MM:SS Decision details: Care Approved for Assessment Activity Id: X-XXXXXXX Go to: Match and Refer		ACXXXXXX1	Name SURNAME	☐	

After support plan completion

When you finish developing the support plan with the client and the Delegate approves the service recommendations, select **COMPLETE SUPPORT PLAN AND CONTINUE TO MATCH AND REFER**.

[View support network](#)

[ADD A GOAL](#)

Goal: To be able to perform household tasks

Other recommendations

[ADD A GENERAL RECOMMENDATION](#) [ADD A SERVICE RECOMMENDATION](#) [RECOMMEND A PERIOD OF LINKING SUPPORT](#) [RECOMMEND A PERIOD OF REABLEMENT](#)

Recommend that the client receive **Allied health and therapy** DD/MM/YYYY

Recommend that the client receive **Comprehensive Assessment**

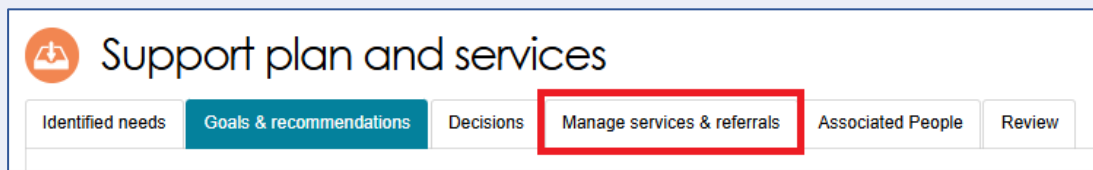
COMPLETE SUPPORT PLAN AND CONTINUE TO MATCH AND REFER [RETURN TO CLIENT](#)

Find Provider

After opening the client's **Support Plan and Services** page from one of these four ways:

- From the [Assessments tile](#)
- From the [Find A Client tile](#)
- From the [Tasks and Notifications tile](#), or
- [Immediately after completing the client's support plan.](#)

1. The system opens the **Manage Services & Referrals** tab, from the client's Support Plan and Services page.

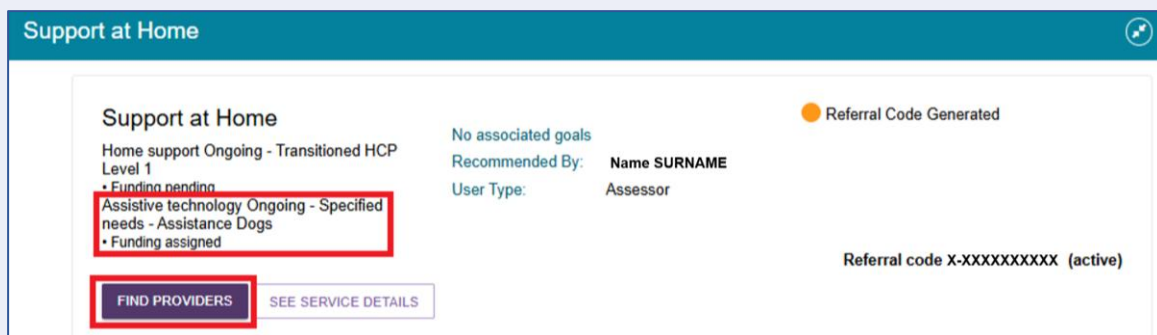


2. The services you added in the **Goals and Recommendations** tab appear under **Services Not Yet in Place**.

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

For clients assessed for **Support at Home** services, the **FIND PROVIDERS** button is only available when Support at Home funding has been allocated. For more information refer to [Referring for Support at Home services](#).

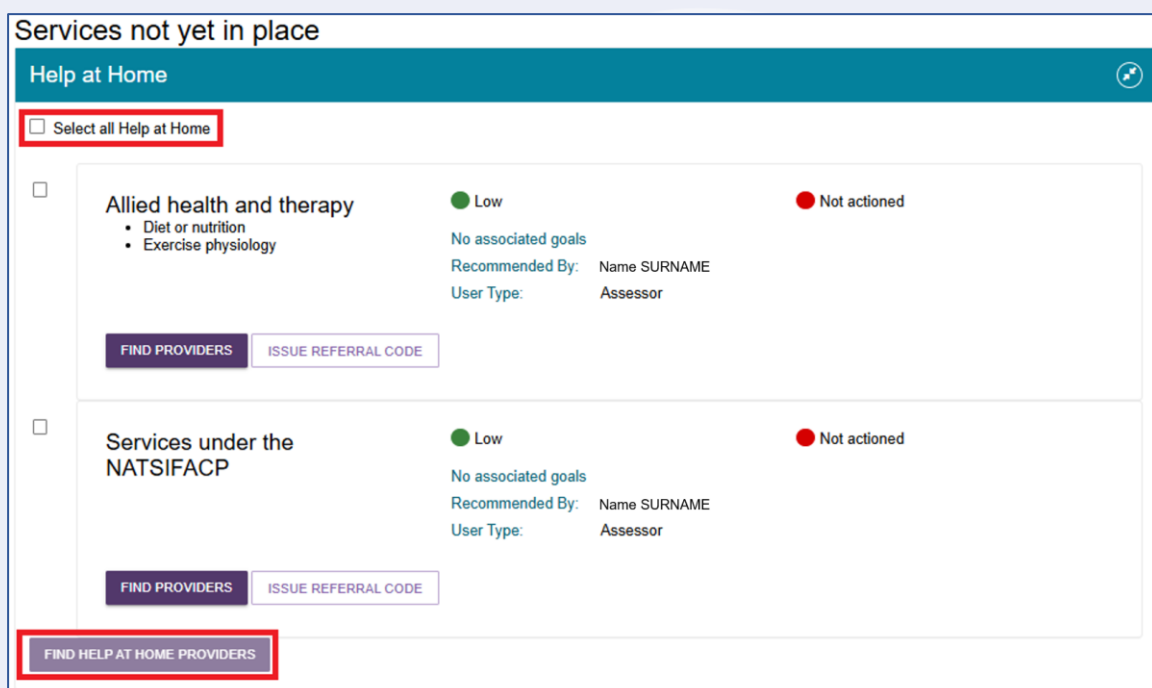
Support at Home



Where available, you can select multiple services at the same time. For example:

- Select all **Help at Home** services, then select **FIND HELP AT HOME PROVIDERS**
- Select all **Aged Care Home** services, then select **FIND AGED CARE HOME PROVIDERS**.

Help at Home providers



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

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

Residential Respite Care approval starts at:

Recommended By: Name SURNAME

DD Month Year

User Type: Assessor

FIND PROVIDERS

ISSUE REFERRAL CODE

Residential Permanent

● Low

● Place allocated

• Single room + shared bathroom

No associated goals

Approval starts: DD Month Year

Recommended By: Name SURNAME

Place allocation date: DD Month Year

User Type: Assessor

Referral code X-XXXXXXXXXX (active)

FIND PROVIDERS

FIND AGED CARE HOMES PROVIDERS

3. The **Service Finder** page opens and displays the service or services you selected in the previous step.

Search using the available criteria and then select **SEARCH**.

Depending on the service type, you may be able to search using:

- Specific services within a service type to better match the client's needs. For example, Shopping Assistance within the Domestic Assistance service type
- The client's service delivery address
- The preferred service delivery location, such as: the client's location, or the provider's location
- A provider name
- [A map-based location search](#).

Depending on the service, the search may use either:

- a region or area-based search, such as services delivered in the client's home, or
- a proximity-based search, such as services provided at a centre or facility.

You can also use detailed search options to refine results. These options include whether the client has previously received services from a provider and whether the provider offers specific specialisations needed to meet the client's requirements.

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

Service Provider Search Results Display Configuration table

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

Refer to these image examples below for:

- A Service Finder page for a Help at Home service.
- Service Finder page for some Support at Home services.

Service Finder page for a Help at Home service

Service Finder

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

Locate these services:

Allied health and therapy

☒ Diet or nutrition

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

Specialisation Verification: ?

☐ Aboriginal and Torres Strait Islander persons, including Stolen Generations
☐ People from culturally, ethnically and linguistically diverse (CALD) backgrounds

☐ People who live in rural, remote or very remote areas
☐ People who are financially or socially disadvantaged

☐ Veterans or war widows
☐ People who are experiencing homelessness or at risk of experiencing homelessness

☐ Care leavers, including Forgotten Australians and former child migrants placed in out of home care
☐ Parents and children who are separated by forced adoption or removal

☐ Lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse

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

CANCEL

Service Finder Page for some Home Support services



Choose service provider for Name

Identified needs
Goals & recommendations
Decisions
Manage services & referrals
Associated People
Review

Service Finder

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

Locate these services:

Home support Ongoing - SaH Classification 4

Home support

- Allied health and therapy: Exercise physiology
- Home maintenance and repairs: Gardening
- Domestic assistance: Laundry services
- Care management: Home support care management

Using this location or service provider name:*

☒ Use the client's address
☐ Enter a suburb/postcode
☐ Enter a service provider name

Client address

XX Street Name, SUBURB,
STATE, POSTCODE

Advanced search

Specialisation Verification: ?

☐ Aboriginal and Torres Strait Islander persons, including Stolen Generations
☐ People from culturally, ethnically and linguistically diverse (CALD) backgrounds
☐ People who are financially or socially disadvantaged
☐ Veterans or war widows
☐ People who are experiencing homelessness or at risk of experiencing homelessness
☐ Care leavers, including Forgotten Australians and former child migrants placed in out of home care
☐ Parents and children who are separated by forced adoption or removal
☐ Lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse
☐ People who live in rural, remote or very remote areas

Specialised services: ?

☐ Dementia
☐ Continence
☐ Hearing
☐ Respite care
☐ Wellness and reablement
☐ Caters for cultural, spiritual or ethical food requirements

☐ Mental Health
☐ Vision
☐ Terminal illness
☐ Mobility
☐ Assistive Technology

Languages: ?

Preferred language chosen:

Preferred client language: +

Cultural: ?

Preferred culture chosen:

Culture: +

Religion: ?

Preferred religion chosen:

Religion: +

Keyword search:

Keyword

4. The Service Finder then displays providers that match your criteria.

Non-Support at Home Service Finder results page

Service Finder (show search fields)

4 Service Providers found
Sort results by Relevance
SHOW MAP

Provider Name
XX Street Name, Suburb, State, Postcode XX XXXX XXXX
Select Preference
☐ 1 Residential Respite Care Available Waitlist

Provider Name
XX Street Name, Suburb, State, Postcode XX XXXX XXXX
Select Preference
☐ 1 Residential Respite Care Available Waitlist
Specialisations

Provider Name
X Street Name, Suburb, State, Postcode XX XXXX XXXX
Select Preference
☐ 1 Residential Respite Care Available Waitlist
Specialisations
✓ Specialised services: • Dementia • Terminal illness

Provider Name
X Street Name, Suburb, State, Postcode XX XXXX XXXX
Select Preference
☐ 1 Residential Respite Care Available Waitlist

Support at Home Service Finder results page

Service finder

3 Service Providers found
Sort results by Relevance
SHOW MAP

Provider Name
XX Street Name, Suburb, State, Postcode XX XXXX XXXX
Select Preference
☐ 1 Provider Name
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

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.

5. Select the provider's name in the search results to view more information about the provider.

You can view any regulatory decisions that apply to the provider by selecting the **Regulatory decisions are available here** link under the provider's contact details.

For care types covered under the Act, the provider details page also includes information such as service status, service costs, and other relevant details.

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

Information for Provider Name

CLOSE

Provider Name

✓ Commonwealth Government recognised organisation

Regulatory decisions are available here

Service groups and types

Assistive technology

Equipment and products

See services

Service type availability

Yes

Classification type

Ongoing • Short-term

Home modifications

Home adjustments

See services

Service type availability

Yes

Classification type

Short-term

Home support

Home maintenance and repairs

See services

Service type availability

No

Classification type

Ongoing • Short-term

Home or community general respite

See services

Service type availability

Yes

Classification type

Ongoing • Short-term

Meals

See services

Service type availability

Yes

Classification type

Ongoing • Short-term

Nutrition

See services

Service type availability

Yes

Classification type

Ongoing • Short-term

Contact information

XX Street Name, SUBURB, STATE,
POSTCODE

Phone: XX XXXX XXXX

Email: [Info@provider.com](mailto:info@provider.com)

Website: www.providerwebsite.com

Support at home pricing

Full Price List

Website

www.providerwebsite.com

Pricing schedule

No attachment available

Specialisations

Specialisation Verification

This outlet has no verified specialisations to display

Specialised services

Dementia

Mental Health

Continence

Hearing

Terminal illness

Respite care

Mobility

Wellness and reablement

Languages

Afrikaans

Cantonese

Chinese

For example, for **Permanent Residential Care**, the page shows the facility's accreditation information and the costs of different room types.

Information details page for a Residential Permanent provider

Information details for Provider Name ✕ CLOSE

Provider Name

Locally known as Provider Name

XX XXXX XXXX

[www.providerwebsite.com](#)

✓ 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
XX Street Name, SUBURB, STATE,
POSTCODE

Business address
XX Street Name, SUBURB, STATE,
POSTCODE

Phone: XX XXXX XXXX
Fax: XX XXXX XXXX
Email: info@provider.com

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

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!

Map Satellite

Searching by map location

- To search by map location, select **Select a Location**.

Place a pin on the map by selecting (or clicking on) the desired location. To choose a different location, move the pin to a new position. You can view nearby areas by clicking and dragging the map.

Enter a search radius in kilometres, for example, **100 km**.

Using this location or service provider name:*

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

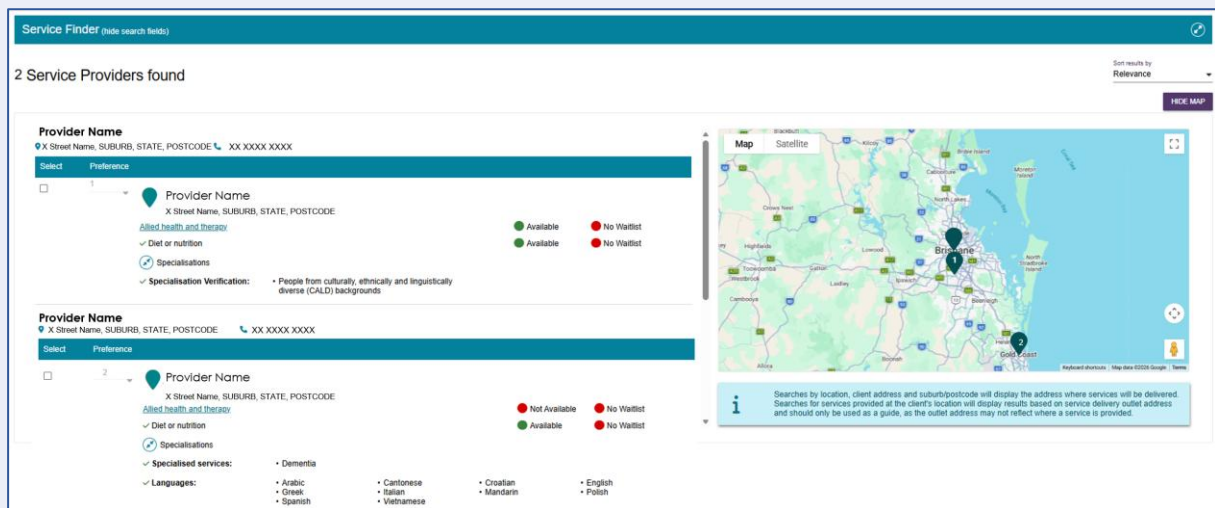
That will be delivered: In a centre/facility environment

Within km of the centre/facility

Map Satellite

- The system displays service providers that deliver services within the search radius you entered.

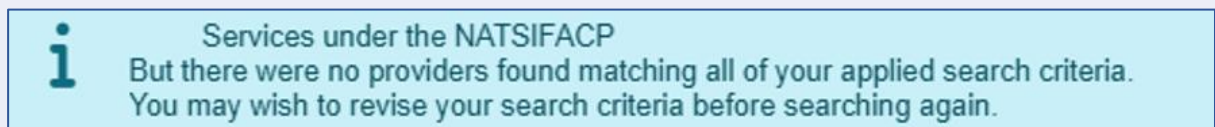
In this example, two providers (**Pins 1 and 2**) are located within the search radius of the selected location (**the unnumbered pin**).



If no providers match your search criteria, the system displays an information message that:

- identifies the service or services you searched for, and
- advises that no providers matched all of the selected criteria.

If this occurs, review and adjust your search criteria before searching again.

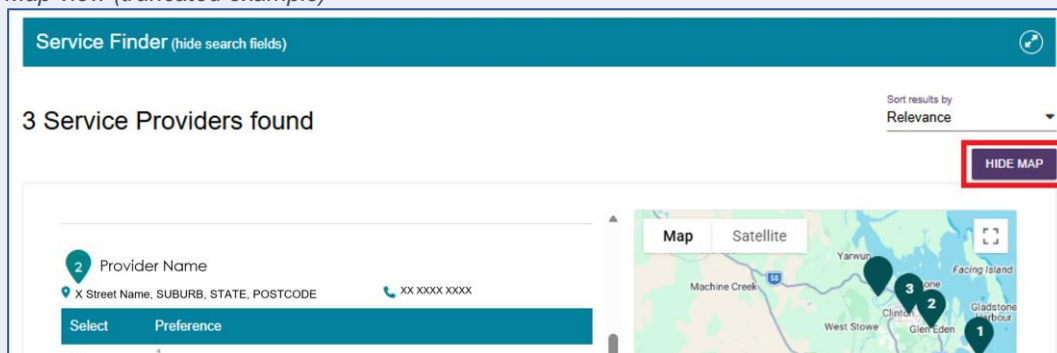


- The system sorts search results by relevance. If multiple providers have the same relevance, the system displays them in a random order.

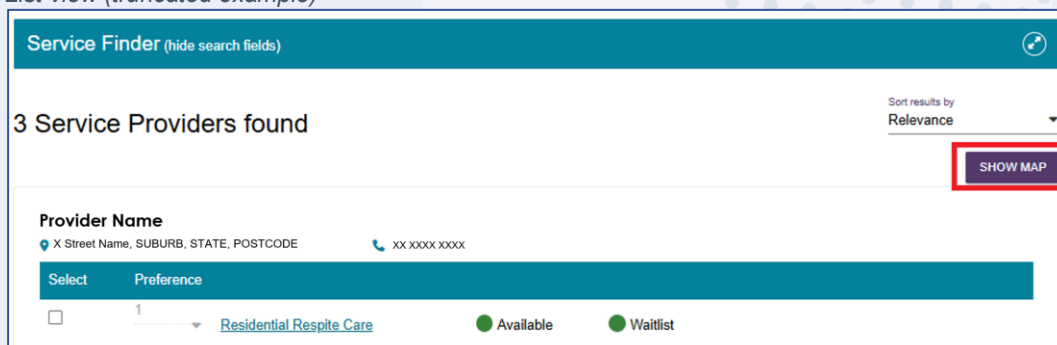
Select **Hide Map** to switch to the list view.

When you are viewing the list, select **Show Map** to return 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

Before issuing a referral, you must obtain consent from the client or their supporter or guardian.

Use the [My Aged Care Assessment Consent Form](#) to record this consent.

The form includes consent scripts and fields for recording consent to service referrals. You can access it from the **Reports and Documents** tile in the Assessor Portal.

1. After searching for **Help at Home** or **Aged Care Home** providers, either through the [Find a Service Provider tile](#) or the [Service Finder in the support plan](#), the **Service Finder** page displays a list of matching providers.

Each provider listing includes a link for the service they offer, such as **Residential Respite Care**. The listing also shows service availability and any waitlist information.

Select the **Specialisations** expand icon  to view the provider's specialised service offerings. Under **Specialisation Verification**, the system only displays verified specialisations. Whereas, the system will display any non-verified specialisation offerings a provider has self nominated.

Select **Hide services**  to collapse the expanded view.

Service Finder (show search fields) 

Sort results by Relevance

SHOW MAP

2 Service Providers found

Provider Name

X Street Name, SUBURB, STATE, POSTCODE  XX XXXX XXXX

Select Preference

Provider Name

X Street Name, SUBURB, STATE, POSTCODE

[Allied health and therapy](#)

Available

Waitlist

✓ Diet or nutrition

Available

Waitlist

 Specialisations

✓ Specialisation Verification:

• People from culturally, ethnically and linguistically diverse (CALD) backgrounds

Provider Name

X Street Name, SUBURB, STATE, POSTCODE  XX XXXX XXXX

Select Preference

Provider Name

X Street Name, SUBURB, STATE, POSTCODE

[Allied health and therapy](#)

Not Available

No Waitlist

Not available

No Waitlist

 Specialisations

✓ Specialised services:

• Dementia

✓ Languages:

Arabic

Cantonese

Croatian

English

Greek

Italian

Mandarin

Polish

Spanish

Vietnamese



For further information, go to My Aged Care | www.myagedcare.gov.au | 1800 836 799

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OFFICIAL

2. Select the client's preferred service provider or providers, confirm that you have the client's consent to send the referrals, and then select **SAVE SELECTION AND CONSENT**.
 - For [broadcast referrals](#), set all selected providers to **1st**. Before you send a broadcast referral, make sure the client understands that multiple providers may contact them about the referral.
 - For [sequential referrals](#), rank the providers in the order of the client's preference.

The example below shows three **Permanent Residential Care** providers selected for a broadcast referral.

The screenshot displays three provider selection cards. Each card has a 'Select' checkbox, a provider name, address, and phone number, and radio buttons for 'Residential Permanent', 'Available', and 'Waitlist'. The 'Residential Permanent' option is selected for all three. A red box highlights the 'Select' column for all three providers. At the bottom, a message states 'Please make sure you have client consent before saving these preferences.' and a red box highlights the 'SAVE SELECTION AND CONSENT' button.

The example below shows three **Residential Respite Care** providers selected for a sequential referral.

The screenshot displays three provider selection cards. Each card has a 'Select' checkbox, a 'Preference' dropdown menu, a provider name, address, and phone number, and radio buttons for 'Residential Respite Care', 'Available', and 'Waitlist'. The 'Residential Respite Care' option is selected for all three. The preference dropdowns are set to 2, 3, and 1 respectively. A red box highlights the 'Select' and 'Preference' columns for all three providers. At the bottom, a message states 'Please make sure you have client consent before saving these preferences.' and a red box highlights the 'SAVE SELECTION AND CONSENT' button.

! Waitlisting

If the client's preferred providers are unavailable, the client may choose to join a waitlist. The search results show whether a provider offers a waitlist.

For sequential referrals, if a provider places the client on a waitlist, the system automatically sends the referral to the client's next preferred provider.

Clients can join multiple waitlists at the same time.

A client remains on a provider's waitlist until the provider has a place available and accepts the referral.

Provider Name
X Street Name, SUBURB, STATE, POSTCODE XX XXXX XXXX

Select Preference

☒ 1 Allied Health and Therapy Services Available Waitlist

Sub-type availability

Provider Name
X Street Name, SUBURB, STATE, POSTCODE XX XXXX XXXX

Select Preference

☐ 1 Allied Health and Therapy Services Not Available Waitlist

Sub-type availability

Provider Name
X Street Name, SUBURB, STATE, POSTCODE XX XXXX XXXX

Select Preference

Allied Health and T No Waitlist

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

SAVE SELECTION AND CONSENT CANCEL

3. The selected provider or providers now appear against the recommended service.

Select **CHANGE THIS SELECTION** to add more provider preferences.

To update 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: Name SURNAME

User Type: Assessor

Selected providers

- Provider Name
- Provider Name
- Provider Name

CHANGE THIS SELECTION ISSUE REFERRAL CODE EDIT PREFERENCES

Residential Permanent Low Place allocated

Single room + shared bathroom

Approval starts: DD Month Year

Place allocation date: DD Month Year

Recommended By: Name SURNAME

User Type: Assessor

Selected providers

Referrals not yet sent:

- Provider Name
- Provider Name
- Provider Name

CHANGE THIS SELECTION EDIT PREFERENCES

Referral code X-XXXXXXXXXX (active)

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



- For **non-urgent CHSP services**, after the Delegate approves the service recommendation.
- For **non-urgent MPSP or NATSIFACP services**, when the client also has an active approval for **Residential Care, Transition Care, Home Support, Assistive Technology**, or **Home Modifications** services.
- For **all urgent referrals**, except CHSP urgent referrals submitted after the approval cease date.

Services not yet in place

Help at Home

Equipment and products Low ● Not actioned

No associated goals

Recommended By: Name SURNAME

User Type: Assessor

Selected providers

• Provider Name

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

The **Send Referrals** screen opens and allows you to review the provider preferences and add any information that may help the provider before you send the referrals.

You can also remove a provider by selecting the relevant checkbox and then choosing **REMOVE**.

After reviewing all information, select **SEND REFERRAL**

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	☐	Provider Name
3rd	☐	Provider Name
1st	☐	Provider Name

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

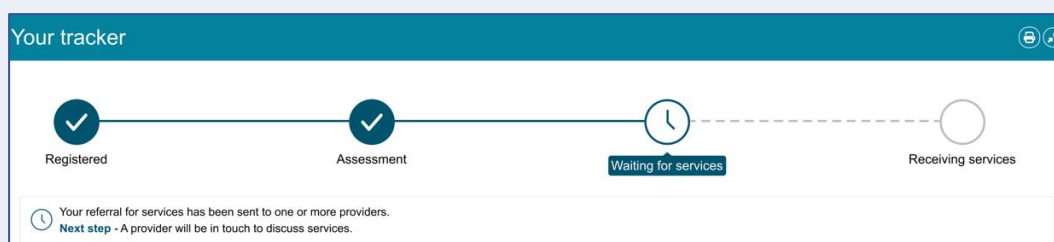
5. After you send the referrals, the system displays a confirmation message. The system also shows the status of each referral.

The screenshot shows the 'Manage services & referrals' tab. Under 'Services not yet in place', there is a section for 'Help at Home'. It lists 'Equipment and products' with a 'Low' priority. Below this, it states 'No associated goals', 'Recommended By: Name SURNAME', 'User Type: Assessor', and 'Selected providers' with a list of 'Provider Name'. A green bar at the bottom contains a checkmark and the text 'Referrals successfully sent.' A red box highlights the 'Referral/s Pending' status indicator in the top right corner.

6. When a provider accepts a referral, the service moves to the **Waiting for Services** section. The system can display the following referral statuses:

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

The Client Journey Tracker will show that 'your referral for services has been sent to one or more providers'.



Recalling a referral

When you send a **Help at Home** or **Aged Care Home** referral, the provider must accept or reject it. You can recall the referral before the provider takes action.

1. On the **Manage Services & Referrals** tab, select **RECALL**.

The screenshot shows the 'Manage services & referrals' tab. Under 'Services not yet in place', there is a section for 'Help at Home'. It lists 'Home maintenance and repairs' with a 'High' priority. Below this, it states 'No associated goals', 'Recommended By: Name SURNAME', 'User Type: Assessor', and 'Selected providers' with a list of 'Provider Name'. A green bar at the bottom contains a checkmark and the text 'Referrals successfully sent.' A red box highlights the 'Recall' button at the bottom left.

- In the pop-up window, select the provider you want to recall the referral from, then select **RECALL REFERRALS**.

- The system displays a confirmation message when it successfully recalls the referral or referrals.

- The system updates the referral status to **Recalled Referrals**.
For **sequential referrals**, the status does not change to **Recalled Referrals** until you recall the referral from the final preferred provider.
If you recall a referral, you cannot send that referral to the same provider again. However, you can send a referral for that service to a different provider.

Issuing a referral code

! Assessors can only issue referral codes to clients or service providers after the Assessment Delegate completes and signs the **Notice of Decision**. This requirement applies to all service referrals, including **CHSP** referrals.

For more information, refer to *Chapter 9: Finalising the Assessment and Service Referral of My Aged Care Assessment Manual*.

The **ISSUE REFERRAL CODE** button is only available in the following situations:

- For **all CHSP services**, after Delegate approval.
- For **non-urgent MPSP or NATSIFACP services**, when the client also has an active approval for **Residential Care, Transition Care, Home Support, Assistive Technology**, or **Home Modifications** services.
- For **all urgent referrals**, except CHSP urgent referrals submitted after the approval cease date.

1. From the client's **Support Plan**, open the **Manage Services & Referrals** tab and select **ISSUE REFERRAL CODE** for the relevant service.

The screenshot shows the 'Services not yet in place' page with a teal header 'Help at Home'. Below, there's a section for 'Equipment and products' with a 'Low' priority indicator (green dot) and 'No associated goals'. It also shows 'Recommended By: Name SURNAME' and 'User Type: Assessor'. At the bottom, there are two buttons: 'FIND PROVIDERS' and 'ISSUE REFERRAL CODE', with the latter highlighted by a red rectangular box.

2. A confirmation message appears. Select **ISSUE REFERRAL CODE** to continue.

The screenshot shows the 'Issue referral code' screen with a teal header. Below the header, it says 'You are about to issue a referral code for Equipment and products for Provider Name.' At the bottom right, there are two buttons: 'ISSUE REFERRAL CODE' (highlighted with a red box) and 'CANCEL'.

3. The system generates the referral code and displays a confirmation message. The referral details appear in the **Services Pending** section.

The system also displays the referral code in the referral list. Print the referral code letter and give it to the client.

The screenshot shows the 'Services not yet in place' page after the referral code has been generated. It displays 'Manual referral code X-XXXXXXXXX' in a red box. Below this is a 'FIND PROVIDERS' button. At the bottom, a green banner with a checkmark icon and the text 'Referral code successfully generated.' is visible.

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

Manual referral code X-XXXXXXXXXX

FIND PROVIDERS

National ATSI Aged Care Program

● Low

No associated goals

Recommended By: Name SURNAME

User Type: Assessor

Selected providers

- Provider Name

Awaiting response

RECALL **EDIT PREFERENCES**

GENERATE REFERRAL CODE LETTER

5. The system displays a processing message while it generates the letter.

Generating report. You will be redirected to the Reports page if the request takes longer than expected...

6. When the letter is ready, you can download it from the **Reports and Documents** page.

Home | Reports and documents

Reports and documents

Reports Forms Links

My Reports

Name	Requested Date	Status
Name SURNAME Referral Code and List of Providers DD Month Year	DD Month Year	Ready - View

7. The example below shows a generated referral code letter.

 Australian Government	 myagedcare
Mrs Name SURNAME	
Aged Care ID: ACXXXXXXX1	
Mrs Name SURNAME As a result of your recent assessment with Assessor's Name [Name SURNAME] 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 Equipment and Products	Referral code X-XXXXXXXXXXXX
Use the Find a Provider tool on the My Aged Care website at 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.

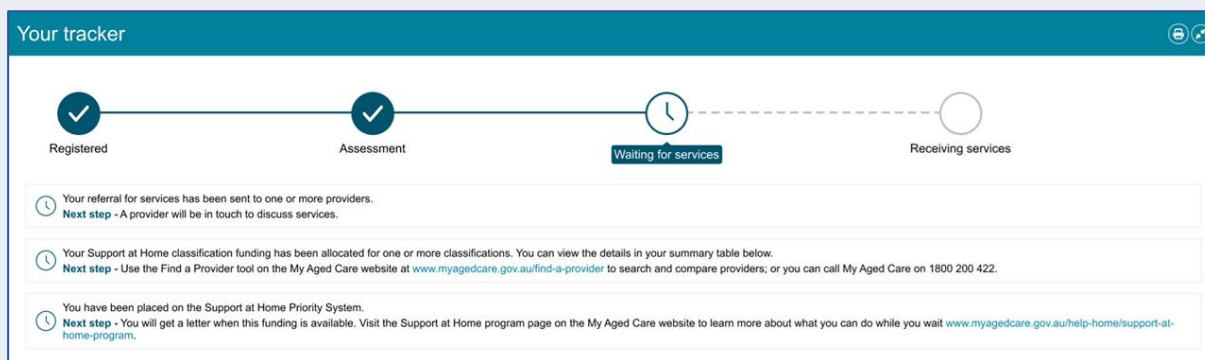
Support at Home Priority System and allocation of funding

For **Home Support** services, you can match and refer a client to a service provider when:

- the client receives ongoing classification funding through the **Support at Home Priority System**, or
- the client is approved for the **Restorative Care Pathway** or **End-of-Life Pathway**.

Depending on the client's circumstances, the [Client Journey Tracker](#) may display one or more of the following statuses:

- You have been placed on the Support at Home Priority System
- Your Support at Home classification funding has been allocated for one or more classifications
- Your Support at Home classification funding has been allocated for all classifications.



When the client receives ongoing classification funding, the system automatically generates a referral code and sends a letter to the client, with a copy to their supporter or supporters. The letter explains how to use the referral code to start services before the take-up deadline.

For clients approved for the **Restorative Care Pathway** or **End-of-Life Pathway**, the system generates a referral code in the client's support plan if:

- no service referral has been issued, and
- the client has not previously been approved for an ongoing Support at Home classification.

The **Notice of Decision** tells the client how to start services before the take-up deadline and explains what to do if their current provider does not offer Restorative Care.

If the client or their supporter has chosen to receive email notifications, the system sends an email when classification funding is allocated.

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

If you have chosen to receive Support at Home correspondence for the client, the system will notify you when the funding is allocated. You can then begin the matching and referral process if needed.

Issue all electronic referrals through the client's support plan under **Manage Services & Referrals**.

Issuing a referral for service

1. After searching for Support at Home providers, either through the **Find a Service Provider** tile or the **Service Finder** in the support plan, the Service Finder page displays a list of matching providers.

Each provider listing includes a link that displays the provider outlet's name. The results may include multiple outlets from the same organisation.

The system ranks providers based on how many of the selected **Home Support** services they can deliver, from the highest number of matching services to the lowest.

Each listing also shows whether the provider has:

- **All services supported**
- **Partial services supported**
- **No services supported.**

Below this indicator, the system displays the specific **Home Support** services that match your search criteria.

Service Finder



3 Service Providers found

 Sort results by
 Relevance

[SHOW MAP](#)
[Provider Name](#)

X Street Name, SUBURB, STATE, POSTCODE

XX XXXX XXXX

Select

Preference



1

Support at Home services matched ● All services supported

Assistive technology

- **Equipment and products:** Assistive technology prescription and clinical support, Communication and information management products, Domestic life products, Managing body functions, Mobility products, Self-care products

Home modifications

- **Home adjustments:** Home modification products, Home modifications prescription and clinical support

Home support

- **Allied health and therapy:** 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
- **Care management:** Home support care management
- **Domestic assistance:** General house cleaning, Laundry services, Shopping assistance
- **Home maintenance and repairs:** Assistance with home maintenance and repairs, Expenses for home maintenance and repairs, Gardening

[SEE SERVICE DETAILS](#)
[Provider Name](#)

XX XXXX XXXX

Select

Preference



2

Support at Home services matched ● Partial services supported

Assistive technology

Home modifications

[SEE SERVICE DETAILS](#)
[Provider Name](#)

XX XXXX XXXX

Select

Preference

3

Support at Home services matched ● No services supported



2. 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 detailed service information, including availability and waitlist availability.

Select 'Hide services' to collapse the expanded view.

Service Details pop up showing See Services and Hide Services functions

Service details

Support at Home services matched

Assistive technology	Service type availability	Classification type	Waitlist availability
Equipment and products	Yes	Ongoing • Short-term	
Assistive technology prescription and clinical support	Yes		No
Communication and information management products	Yes		No
Domestic life products	Yes		No
Managing body functions	Yes		No
Mobility products	Yes		No
Self-care products	Yes		No

Home modifications

Home adjustments	Service type availability	Classification type
Home adjustments	Yes	Short-term

3. To select providers, tick the checkbox next to each provider's listing. Then choose a preference from the drop-down list, where **1** is the client's first preference, **2** is the second preference, and so on.

Once you have selected the providers and recorded the client's preferences, select **SAVE SELECTION AND CONSENT** at the bottom of the screen.

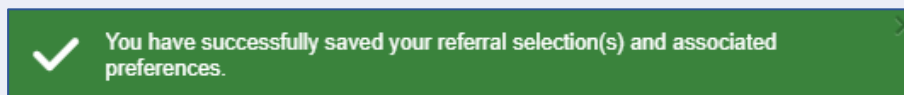
Provider Name
X Street Name, SUBURB, STATE, POSTCODE XX XXXX XXXX

Select	Preference	Support at Home services matched	All services supported
☒	2	Support at Home services matched	All services supported
☒	1	Support at Home services matched	All services supported
☒	3	Support at Home services matched	All services supported

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

SAVE SELECTION AND CONSENT CANCEL

If the save is successful, the system displays a green confirmation message: 'You have successfully saved your referral selection(s) and associated preferences'.



4. The client's **Manage Services & Referrals** tab now displays the selected providers.
Select **SEND REFERRALS** to open the **Send Referrals** page.

Before sending the referrals, you can update your selections by:

- Selecting **SET ALL PREFERENCES TO 1st** to make all providers first preference.
- Removing a provider by ticking the checkbox in the **Remove** column.
- Changing a provider's preference by selecting the current preference in the **Preference** column and choosing a new preference from the drop-down list.

You can also add comments for the provider in the **Comments to the Provider for this Referral** field.

When you are ready, select **SEND REFERRALS**.

5. The **Manage Services & Referrals** tab then displays a status of **Referral(s) Pending** for Support at Home services. The tab also lists the selected providers in order of referral status. For sequential referrals, the system sends the referral to the client's first-preference provider first. The remaining providers display a status of **Awaiting Response**.

Services not yet in place

Support at Home

Support at Home
Home support Ongoing - SaH Classification 4
• Funding assigned

No associated goals

Recommended By: Name SURNAME

User Type: Assessor

Selected providers

Referrals sent to:

- Provider Name 1

Awaiting response

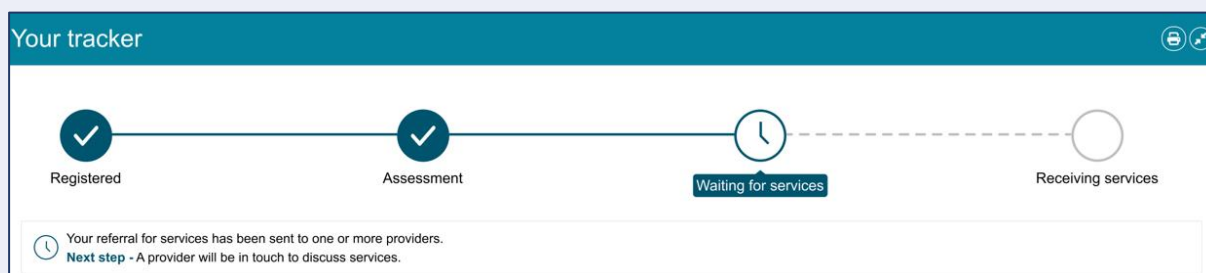
Referrals not yet sent:

- Provider Name 2
- Provider Name 3

Referral code x-xxxxxxxxxx (active)

SEND REFERRALS CHANGE THIS SELECTION RECALL EDIT PREFERENCES SEE SERVICE DETAILS

The Client Journey Tracker also updates to show that 'your referral for services has been sent to one or more providers'.



You can also:

- Select **SEND REFERRALS** for any referrals that have not yet been sent
- Select **CHANGE THIS SELECTION** to open the **Service Finder** and update provider selections
- Select **RECALL** to [recall one or more referral/s](#)
- Select **EDIT PREFERENCES** to update provider preferences and view current waitlist status and availability
- Select **SEE SERVICE DETAILS** to view additional information about a service.

Recalling a referral

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

The screenshot shows a web interface for 'Support at Home' referrals. At the top, it says 'Services not yet in place' and 'Support at Home'. Below this, there's a card with details: 'Support at Home', 'Home support Ongoing - SaH Classification 4', and 'Funding assigned'. To the right, it says 'No associated goals', 'Recommended By: Name SURNAME', 'User Type: Assessor', 'Selected providers', 'Referrals sent to: Provider Name 1', and 'Awaiting response Referrals not yet sent: Provider Name 2, Provider Name 3'. At the bottom right, it says 'Referral code x-xxxxxxxxxxxx (active)'. At the bottom, there are five buttons: 'SEND REFERRALS', 'CHANGE THIS SELECTION', 'RECALL' (highlighted with a red box), 'EDIT PREFERENCES', and 'SEE SERVICE DETAILS'.

2. The **Recall Referral** window opens. Select the referral or referrals you want to recall by ticking the relevant checkbox, then select **RECALL REFERRALS**.

In this example, the referral to the client's first-preference provider is being recalled.

Once you recall a referral, you cannot send it to the same provider again.

The screenshot shows a 'Recall referral' window. It has a title bar with a close button. The main content area says: 'You are about to cancel and recall a referral for Support at Home for Name SURNAME. Recalled referrals cannot be re-sent. Select the referrals to be recalled from the list below:'. Below this, there's a list with a checkbox and 'Provider Name 1'. At the bottom right, there are two buttons: 'RECALL REFERRALS' (highlighted with a red box) and 'CANCEL'.

3. If the recall is successful, the system displays an information message: 'Referrals are successfully recalled for Support at Home for [Client's name]'.

The screenshot shows an information message box with a blue background and a white border. It contains an information icon (i) and the text: 'Referrals are successfully recalled for Support at Home for Name SURNAME.' There is a close button (X) in the top right corner.

4. The **Manage Services & Referrals** tab updates to reflect the recalled referral.

For sequential referrals:

- The **Referrals Sent To** section now displays the client's second-preference provider
- The **Referrals Not Yet Sent** section now displays the client's third-preference provider.

Support plan and services PRINT COPY OF SUPPORT PLAN

Identified needs | Goals & recommendations | Decisions | **Manage services & referrals** | Associated People | Review

Services not yet in place

Support at Home

Support at Home
Home support Ongoing - SaH Classification 4
• Funding assigned

No associated goals
Recommended By: Name SURNAME
User Type: Assessor

Selected providers
Referrals sent to:
• Provider Name 1
Awaiting response
Referrals not yet sent:
• Provider Name 3

Referral code X-XXXXXXXXXX (active)

[SEND REFERRALS](#) [CHANGE THIS SELECTION](#) [RECALL](#) [EDIT PREFERENCES](#) [SEE SERVICE DETAILS](#)

Issuing a Support at Home referral code

A client can change providers without changing their referral code.

You can view the status of a **Support at Home** referral code in the **Manage Services & Referrals** tab. The referral code status appears in the top-right corner of the service listing and can be one of the following:

- **Active** – The client has an assigned Support at Home classification and can use the referral code.
- **Used** – The referral code relates to a previous approval and can no longer be used by the client or a service provider.
- **Inactive** – The client has advised that they do not want services, or their assigned Support at Home classification has been withdrawn without being replaced or upgraded.
- **Disabled** – A provider has accepted a service referral. The system disables the referral code so other providers cannot use it until it is reactivated.

If a client wants to reactivate their referral code, for example when changing providers, the client or their supporter can do this through their **My Aged Care online account** or by contacting the **My Aged Care contact centre**.

You can also reactivate a referral code from the **Manage Services & Referrals** tab in the client's support plan.

The example below shows a disabled referral code and highlights the **REACTIVATE REFERRAL CODE** button.

Identified needs | Goals & recommendations | Decisions | **Manage services & referrals** | Associated people | Review

[ADD A NEW SERVICE](#)

Services not yet in place

Help at home

Services pending

Support at home

Support at home
Support at Home Ongoing
• Funding assigned
Assistive Technology (Short-term)

No associated goals
Recommended by: Name SURNAME
User type: Assessor

Selected providers
• Provider Name 1
• Provider Name 2
• Provider Name 3

Referral accepted
Review date: None
End date: None
Reason for care: test

Referral code X-XXXXXXXXXX (disabled)

[REACTIVATE REFERRAL CODE](#)

[FIND PROVIDERS](#) [VIEW DETAILS](#) [SEE SERVICE DETAILS](#)

[GENERATE REFERRAL CODE LETTER](#)
[RETURN TO CLIENT](#)

Managing rejected service referrals

To help clients access suitable services and provide a consistent experience, the system returns a referral to you if a provider rejects it and the client has no remaining referral preferences.

If a provider rejects the client's final referral preference, you will:

- Receive an **All Referrals Rejected** task notification.
- Be able to discuss the outcome with the client and either:
 - send referrals to different providers, or
 - accept a provider's offer to place the client on a waitlist.

To follow up a rejected referral:

1. Go to the **Tasks** tab in **Tasks and Notifications** and select the **All Referrals Rejected** link to open the client's support plan. Alternatively, select the **Aged Care User ID** link to open the client's record.

If you know the client's name, you can also view their tasks and notifications directly from the **Tasks and Notifications** tab in the client record.

2. If you open the support plan from the notification, the **Manage Services & Referrals** tab opens automatically. The rejected service displays a status of **Rejected Referral(s)**. (You can also view the status of the client's other referrals.)

3. For rejected referrals, select **Referral History** to view the reason for the rejection.

Identified needs | Goals & recommendations | Decisions | **Manage services & referrals** | Associated People | Review

Services not yet in place

Help at home

☐ Select all Help at home

☐ Allied Health and Therapy Services

Low

No associated goals

Recommended By: Name SURNAME

User Type: Assessor

Rejected Referral/s

Recommended service frequency: 1 hours per day

REFERRAL HISTORY

FIND PROVIDERS | ISSUE REFERRAL CODE | REMOVE THIS SERVICE RECOMMENDATION

4. After reviewing the rejection reason, you can:

- send referrals to different providers, or
- generate a referral code for the client.

Follow the referral process described earlier in this guide.

Depending on the reason for the rejection, you may need to add more information to the referral or discuss alternative options with the client before sending another referral.