

Health. Human. Home.



About Silverchain

Silverchain is Australia's leading in home health and aged care service provider, caring for more than 115,000 clients a year. Trusted by Australians to deliver quality care for almost 130 years. We provide care accredited in national health and aged care standards.

Working together with our clients, governments, hospitals, health, and community service providers, we tailor our services to meet Australian needs in Western Australia, South Australia, Queensland, Victoria and New South Wales.

Care Plan Support and Coordination Service

A free support service for adults living in the City of Wanneroo.



Contact us

Silver Chain Group Ltd

National enquiries: 1300 650 803

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silverchain.org.au



Silverchain uses recycled, carbon neutral and chlorine free, responsibly sourced paper for our publications.

If you live in the City of Wanneroo, have long term health conditions, together with mental health and/or drug and alcohol problems, Silverchain can provide you with free support to help you maintain your wellbeing and keep you out of hospital.

About our Care Plan Support and Coordination Service

Our free service is for adults living with mental health and/or drug and alcohol issues. You may also be living with long term health conditions such as asthma, back pain, cancer, heart, or lung disease.

Our Care Plan Support and Coordination Service helps you get the most out of your life and stay out of hospital. Working closely with you and your GP we can provide you with the support you need.

If you do not have a GP, we can also help find you one, near where you live.



How our service works



If you would like our help, you can ask your GP for a referral or call us on **1300 650 803** and we will help you find a GP for a referral.

Once we receive your referral, our nurse will call you. They will explain the services we can provide and check to see if you would still like our help. They will also make a time to meet you at a place of your choice.

What we do to help you



Our Registered Nurse will do a health assessment and work with you to understand what you would like to achieve with your health and will prepare a Care Plan. Based on your plan, we will connect you to the care and services you need. This can include:

- Providing advice and information on what you need to manage your health well.
- Finding mental health and/or alcohol and other substance use support services.
- Booking appointments for other services.
- Help to find social support like financial, relationship or grief counselling services.
- Finding other solutions when you face long wait times for the services you need.
- Sharing information (with your consent) with other care providers to ensure you get the right care.

Personal support



We keep in regular contact with you by phone or in person to check on your health and wellbeing. We can also provide you with other personal support by:

- arranging transport to your health care appointments
- speaking to your family members if you need
- explaining medical language and test results to you
- assisting you to fill your prescriptions.

How to access our service

Our service is free.

However, you will need a referral from a GP based in the City of Wanneroo.

You can ask your GP for a referral or we can speak to your GP on your behalf to arrange the referral. There are eligibility criteria for the service, which we, or your GP, can discuss with you.

For more information



To find out more call us on **1300 650 803** and ask for the WA Care Plan Support & Coordination Service, you can also email us on WACarePlanSupport@silverchain.org.au, or ask your GP for a referral when you visit them next.