Referral Guide - Victoria and Tasmania

	Victoria			Tasmania
Services	**In home aged care services:** Commonwealth Home Support Program (CHSP) and Support at Home (SAH)	**Care Coordination Support Service**	**Right Care Better Health (Chronic Care Coordination Service)**	**In home aged care services:** Commonwealth Home Support Program (CHSP) and Support at Home (SAH)
Description	A broad range of services to help keep patients in their home longer. Services can include personal care, cleaning, social support, respite, nursing, and allied health.	Supporting people to manage the impact of their chronic and/or complex conditions, by connecting them with community health and social service providers to help them achieve their personal goals.	A non-urgent service for patients with complex and chronic conditions to support them to self manage their condition/s.	A broad range of services to help keep patients in their home longer. Services can include personal care, cleaning, social support, respite, nursing, and allied health.
Geographic availability	Greater Melbourne, Geelong, and many parts of regional Victoria. Contact us for specific availability.	Residents in the LGAs of Glen Eira, Port Phillip, Mornington Peninsula, Casey, Stonnington, Greater Dandenong, Kingston, Bayside, Cardinia, and Frankston.	Eastern Melbourne.	State wide. Contact us for specific availability.
Patients eligible for the service	65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander (ATSI) people. • Assessments are via My Aged Care. See how to refer below. • If your patient already has approved funding they can call us on **1300 650 803** and we can schedule an appointment. • Private (self funded) options also available by calling us on **1300 650 803**.	• 18 years and over, or 15 years and over for ATSI people. • Consents to the service. • Diagnosed with chronic or complex health condition/s.	• 18 years and over, or 15 years and over for ATSI people. • Consents to the service. • Diagnosed with cardiovascular disease, respiratory disease and/or frailty. • Attends one of the 16 participating GP clinics.	65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander (ATSI) people. • Assessments are via My Aged Care. See how to refer below. • If your patient already has approved funding they can call us on **1300 650 803** and we can schedule an appointment. • Private (Fee for service) options are also available by calling us on **1300 650 803**.
Patients not eligible for the service		Where the answer is No to any of the above criteria, or is a: • DVA cardholder eligible for care coordination services through DVA. • Permanent resident of a residential aged care facility. • Recipient of palliative care services.	Where the answer is No to any of the above criteria, or: • Has mental health conditions as their primary focus that requires significant case management and/or specialised management. • Is a permanent resident of a residential aged care facility. • Does not have the capacity to benefit from the program.	
Cost	Clients may be required to pay a co-contribution, based on their income. See silverchain.org.au/fees-and-charges	This program is funded by the South Eastern Melbourne Primary Health Network (SEMPHN) and is free for patients with a referral.	This program is funded by the Eastern Melbourne Primary Health Network (EMPHN) and is free for patients with a referral.	Clients may be required to pay a co-contribution, based on their income. See silverchain.org.au/fees-and-charges
How to refer	Patients can visit My Aged Care at myagedcare.gov.au for more information or call **1800 200 422**. Alternatively, GPs can refer online to My Aged Care myagedcare.gov.au/make-a-referral	For more information on how to refer and to access the referral form please visit silverchain.org.au/refer-to-us	For more information please visit silverchain.org.au/refer-to-us	Patients can visit My Aged Care at myagedcare.gov.au for more information or call **1800 200 422**. Alternatively, GPs can refer online to My Aged Care myagedcare.gov.au/make-a-referral

Referral notes

- Please check referral eligibility.
- Send completed referral forms and supporting documents to email: SCReferrals@silverchain.org.au or, via fax: **1300 601 788**
- A Silverchain representative may call the referrer for further information or clarification if the referral form is not fully completed.

For further information

- call **1300 300 122**
- email SCReferrals@silverchain.org.au
- or visit silverchain.org.au/refer-to-us

SG0275-NAT-26-Referral guide to Silverchain - VIC-TAS
CS-INFC-0008