



# Referral Guide - New South Wales and Australian Capital Territory

Services	New South Wales		Australian Capital Territory
	Chronic Care Coordination Service	In home aged care services: Commonwealth Home Support Program (CHSP) and Support at Home (SAH)	In home aged care services: Commonwealth Home Support Program(CHSP) and Support at Home (SAH)
<b>Description</b>	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 clients in their home longer. Services can include personal care, cleaning, social support, respite, nursing, allied health, and dementia specialist.	A broad range of services to help keep clients in their home longer. Services can include personal care, cleaning, social support, respite, nursing, allied health, and dementia specialist.
<b>Geographic availability</b>	GP clinics within the LGAs of Bega Valley, Eurobodalla, Goulburn Mulwaree, Jervis Bay, Kiama, Queanbeyan, Palerang, Shellharbour, Shoalhaven, Snowy Monaro, Upper Lachlan Shire, Wollongong, and Yass Valley.	Greater Sydney, Central Coast, Illawarra and some other parts of regional NSW. Contact us for specific availability.	Territory wide. Contact us for specific availability.
<b>Patients eligible for the service</b> 	<ul style="list-style-type: none"> <li>18 years and over, or 15 years and over for Aboriginal and Torres Strait Islanders (ATSI).</li> <li>Consents to the service.</li> <li>Has a diagnosis of chronic or complex health condition/s.</li> <li>Lives in or attends a GP in the locations listed above.</li> </ul>	<ul style="list-style-type: none"> <li>65 years and over, or 50 years and over for ATSI people.</li> <li>Assessments are via My Aged Care. See how to refer below.</li> <li>If your patient already has approved funding they can call us on <b>1300 650 803</b> and we can schedule an appointment.</li> <li>Private (self funded) options also available by calling us on <b>1300 650 803</b>.</li> </ul>	<ul style="list-style-type: none"> <li>65 years and over, or 50 years and over for ATSI people.</li> <li>Assessments are via My Aged Care. See how to refer below.</li> <li>If your patient already has approved funding they can call us on <b>1300 650 803</b> and we can schedule an appointment.</li> <li>Private (self funded) options also available by calling us on <b>1300 650 803</b>.</li> </ul>
<b>Patients not eligible for the service</b> 	Where the answer is No to any of the above criteria, or is a: <ul style="list-style-type: none"> <li>NDIS client whose chronic condition is being managed under NDIS.</li> <li>DVA (Gold) cardholder eligible for care coordination services through DVA.</li> <li>Permanent resident of a residential aged care facility.</li> <li>Medicare ineligible.</li> </ul>		
<b>Cost</b>	This program is funded by COORDINARE - South Eastern NSW Primary Health Network and is free for patients with a referral.	Patients may be required to pay a co-contribution, based on their income. See <a href="https://silverchain.org.au/fees-and-charges">silverchain.org.au/fees-and-charges</a>	Patients may be required to pay a co-contribution, based on their income. See <a href="https://silverchain.org.au/fees-and-charges">silverchain.org.au/fees-and-charges</a>
<b>How to refer</b>	For more information on how to refer and to access the referral form please visit <a href="https://silverchain.org.au/refer-to-us">silverchain.org.au/refer-to-us</a>	Patients can visit My Aged Care at <a href="https://myagedcare.gov.au">myagedcare.gov.au</a> for more information or by calling <b>1800 200 422</b> .  Alternatively, GPs can refer online to My Aged Care <a href="https://myagedcare.gov.au/make-a-referral">myagedcare.gov.au/make-a-referral</a>	Patients can visit My Aged Care at <a href="https://myagedcare.gov.au">myagedcare.gov.au</a> for more information or by calling <b>1800 200 422</b> .  Alternatively, GPs can refer online to My Aged Care <a href="https://myagedcare.gov.au/make-a-referral">myagedcare.gov.au/make-a-referral</a>



## For further information

- call **1300 300 122**
- email [SCReferrals@silverchain.org.au](mailto:SCReferrals@silverchain.org.au)
- or visit [silverchain.org.au/refer-to-us](https://silverchain.org.au/refer-to-us)