

Services	Community Nursing		Community Specialist Palliative Care Service (CSPCS)	Continence Management and Advice Service (CMAS)	Domiciliary Oxygen	Hospital at the Home (HATH)	Hospital Discharge Support (HDS)
	Commonwealth Home Support Program (CHSP) Nursing	Complex Nursing					
Description	A community nursing service for non-acute, planned, predictable and maintenance care.	A community based complex nursing service that aims to divert care away from hospital settings. Patients are supported via shared care with their referring GP or other medical specialists (eg a Reconstructive Surgeon).	A 24/7 interdisciplinary specialist palliative care service to support community based end of life care. Patients supported via shared care with their own GP or Silverchain palliative care team doctors.	A community based, nurse led management and advice service for patients with long term continence conditions.	A specialised service for patients with chronic respiratory, or other eligible conditions, needing oxygen therapy at home.	A hospital substitution program of up to two nursing visits per day and 24/7 clinical escalation. Clients predominantly supported via shared care with referring inpatient hospital team or Silverchain HATH GPs.	A short term, goal orientated, allied health led reablement service for patients discharged from public hospitals.
Geographic availability	Perth metropolitan area. For regional areas, see locations over page.	Perth metropolitan area. For regional areas, see locations over page.	Perth metropolitan area.	Perth metropolitan area. For regional areas, see locations over page.	Perth metropolitan area.	Perth metropolitan area.	Perth metropolitan area, South West and Great Southern.
Patients eligible for the service	 65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander (ATSI) people. - Eligibility is screened by Silverchain nurses and is approved by My Aged Care.	18 years and over. - Medically stable for home based care with a low risk of acute deterioration. Cohorts also eligible: - Receiving SAH funding classifications 1 to 5. - Patients who have CHSP, NDIS, or community TCP services, but the scope excludes Complex Nursing. - Living in a residential aged care facility, including residential TCP, or Disability Supported Accommodation settings (for approved intervention only, contact Silverchain to discuss). - Children older than 13 if: - Dosed as an adult. - Not under a pediatrician’s care. - Have a responsible adult present.	- Progressive, life limiting condition, confirmed by a Medical Practitioner (malignant or nonmalignant). - Likely to die in the next year, months, weeks or days. - Requiring specialist palliative care advice, support and care at home for complex symptom management.	16 years and over. - Urinary and/or faecal incontinence for at least six months. - Financially disadvantaged (holder of a Commonwealth Pensioner Concession or Health Care card). - Permanent WA resident for at least six months. Cohorts also eligible for assessment only: - Receiving SAH funding classifications 1 to 5. - Those eligible for the Rehabilitation Appliances Program by the DVA.	18 years and over. - Meet clinical criteria detailed in the Domiciliary Oxygen referral form. - Living in a home, hostel, or independent living facility. Cohorts also eligible: - Residents of Disability Supported Accommodation settings. - Receiving community TCP services. - Receiving NDIS funding.	18 years and over. - Medically stable for home based care with a low risk of acute deterioration. Cohorts also eligible: - Patients who have CHSP/NDIS/SAH/ community TCP services but the scope excludes HATH services. - Living in a residential aged care facility, including residential TCP, or Disability Supported Accommodation settings. - Children older than 13 if: - Dosed as an adult. - Not under a pediatrician’s care. - Have a responsible adult present.	18 years and over. - Current public hospital inpatient. - Patient in public hospital Emergency Department or WAVED. - Has a functional need requiring personal care reablement. - Has ability to set achievable reablement goals and engage in the program. - Has needs that can be met by the HDS service.
Patients not eligible for the service	 Receiving a Support at Home (SAH) package.	- Discharged from hospital within the last 14 days. - Receiving SAH funding classifications 6 to 8. - Pregnant women >20 weeks gestation.	Where the answer is No to any of the above criteria.	- Receiving SAH funding classifications 6 to 8. - Are funded for continence products/ supports under their NDIS plan or compensation. - Living in a residential aged care facility.	- Living in a residential aged care facility, including residential TCP. - Currently a smoker. - Receiving oxygen supplement under SAH.	- Discharged from Perth Children’s Hospital. - Discharged from private hospital beds (including a private ward in a public/ private hospital) for at least 14 days post discharge. - Pregnant women >20 weeks gestation.	- Discharged from private hospital beds (including private beds in a public/ private hospital). - Receiving or waitlisted for SAH. - Receiving TCP services. - Receiving NDIS. - Living in a residential aged care facility.
Cost	Patients may be required to pay a co-contribution, based on their income. See silverchain.org.au/fees-and-charges	These programs are funded by the Department of Health WA (DOH) and are free for patients with a referral.					
How to refer	Referrer requirements vary across services. Refer to the service referral form and instructions below for further information.						
	Go to silverchain.org.au/refer to us for the Community Nursing referral form.		Go to silverchain.org.au/refer to us for the Community Specialist Palliative Care referral form.	Go to silverchain.org.au/refer to us for the CMAS referral form.	Requires referral from a Respiratory Specialist, or other referrers in accordance with the Domiciliary Oxygen referral form available on silverchain.org.au/refer to us	Go to silverchain.org.au/refer to us for the Hospital at the Home and Post Acute referral form.	Prior to discharge, call 1300 650 803 and ask to place an allied health Hospital Discharge Support referral.

Referral notes

- For more information, eligibility, and referral forms go to silverchain.org.au/refer-to-us/western-australia
- Send completed referral forms and supporting documents to SCReferrals@silverchain.org.au or fax on: **1300 601 788**.
- A Silverchain Ambulatory Liaison Nurse may call the referrer for further information or clarification.



For further information

- Call **1300 300 122**
- Email SCReferrals@silverchain.org.au
- Visit silverchain.org.au/refer-to-us



Community Specialist Palliative Care

For Community Specialist Palliative Care queries call **1300 512 322** and ask to speak to the Palliative Care Liaison Nurse 24/7.

Services	In home aged care services: - Commonwealth Home Support Program (CHSP). - Support at Home (SAH) levels 1 to 8. - SAH short term pathways.	Post Acute Care	Priority Response Assessment (PRA)	St Patrick’s Centre	Transition Care Program (TCP)
Description	A broad range of services to help keep patients in their home longer. Services can include personal care, cleaning, social support, respite, nursing, allied health, and dementia specialist.	Short term nursing care to support hospital discharge up to 21 days from a Perth metropolitan area hospital.	A time sensitive service that provides advanced clinical assessment in the home and residential aged care facilities, as an alternative to attending an emergency department in non-emergency situations. Phone nursing support is available.	A nursing clinic provided at St Patrick’s Community Support Centre.	A 12 week program seeking to optimise function and independence of older persons after a hospital stay.
Geographic availability	Perth metropolitan area For regional areas, see locations below.	Perth metropolitan area.	Perth metropolitan area.	Fremantle.	Great Southern.
 Patients eligible for the service	65 years and over, or 50 years and over for ATSI people. - Assessments are via My Aged Care. See how to refer below. - Information on Support at Home pathway eligibility can be found at silverchain.org.au/support-at-home. 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. - Medically stable for home based care with a low risk of acute deterioration. Cohorts also eligible: - Patients who have CHSP/NDIS/SAH/community TCP services but the scope excludes Post Acute Care. - Living in a residential aged care facility, including residential TCP, or Disability Supported Accommodation settings. - Children older than 13 if: - Dosed as an adult. - Not under a pediatrician’s care. - Have a responsible adult present.	18 years and over. - Medically stable for home based care with a low risk of acute deterioration. Cohorts also eligible: - Living in a residential aged care facility, including residential TCP, or Disability Supported Accommodation settings. - Children older than 13 if: - Dosed as an adult. - Not under a pediatrician’s care. - Have a responsible adult present.	18 years and over. - Consents to service.	65 years and over, or 50 years and over for ATSI people. - Valid ACAT assessment. - Consents to referral. - Inpatient, ready for discharge from a public or private hospital. - Has realistic and functional goals. - Clients with existing SAH funding may be eligible to pause their SAH to access the TCP program.
 Patients not eligible for the service		- Discharged from Peel Health Campus or Perth Children’s Hospital. - Discharged from private hospital beds (including a private ward in a public/ private hospital). - Requires care longer than 21 days. - Pregnant women >20 gestation.	- Discharged from Perth Children’s Hospital. - Pregnant women >20 weeks gestation.	Where the answer is No to any of the above criteria.	Where the answer is No to any of the above criteria, including patients already discharged to the community.
Cost	Patients 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 DOH WA and is free for patients with a referral.	This program is funded by the DOH WA and is free for patients with a referral.	This program is funded by the Silverchain Foundation and is free for clients with a referral.	A daily fee may apply, assessed by Services Australia.
How to refer	Referrer requirements vary across services. Refer to the service referral form and instructions below for further information.				
	Patients can visit My Aged Care at myagedcare.gov.au for more information or by calling 1800 200 422 . Alternatively, GPs can refer online to My Aged Care myagedcare.gov.au/make-a-referral Information on how to refer to Support at Home pathways can be found at silverchain.org.au/support-at-home	Go to silverchain.org.au/refer-to-us for the Hospital at the Home and Post Acute referral form .	Call 1300 300 122 and ask to speak to our Ambulatory Liaison Nurse.	Go to silverchain.org.au/refer-to-us for the St Patrick’s Clinic referral form .	Contact ACAT assessor via myagedcare.gov.au/make-a-referral or by calling 1800 200 422 .

Private Services

A range of nursing, allied health and aged care services can be provided on a fee for service basis. Referrers can call **1300 300 122**, or clients can call **1300 650 803** for current availability and to obtain a quote.

Silverchain WA country service locations

Services include Complex and CHSP Nursing, Continence Management and Advice, and in home aged care, and are delivered within our centres, or in patients’ homes or virtually, depending on the location. Please contact Silverchain directly to discuss service availability in the Pilbara.

Albany: 91 Seymour Street	Collie: Collie Hospital, Steer Street	Narrogin: 30 Clayton Road	Toodyay: 79 Stirling Terrace
Carnarvon: 107 Olivia Terrace	Margaret River: 7 Farrelly Street	Northam: 84 Newcastle Road	Bunbury: 1 Mitchell Crescent
Kalgoorlie: 19 York Street, Boulder	Broome: U4 and 5, 2/9 Napier Terrace	Busselton: Unit 1/53 Prince Regent Drive	Harvey: Harvey Hospital, Wright Street
Bridgetown: 22 Peninsula Road	Donnybrook: Donnybrook Hospital, Bentley Street	Geraldton: Suite 2, 114 Sanford Street	Warren-Blackwood: Warren Hospital, Hospital Avenue, Manjimup