



Services	Care Plan Support and Coordination	Chronic Obstructive Pulmonary Disease (COPD)	Community Nursing		Community Specialist Palliative Care Service (CSPCS)	Continence Management and Advice Service (CMAS)	Domiciliary Oxygen	Health Navigator	Hospital at the Home (HATH)
			Commonwealth Home Support Programme (CHSP) Nursing	Complex Nursing					
<b>Description</b>	A non-urgent, nurse led service for clients with chronic conditions, and mental health and/or alcohol and substance use disorders.	A nurse led coordination service for patients that have been discharged from a public hospital following a COPD related admission.	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 urologist).	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 a chronic respiratory condition, needing oxygen therapy at home.	A nurse led virtual care coordination service for people in country areas with chronic disease.	A hospital substitution program of up to 2 nursing visits per day and 24/7 clinical escalation. Clients predominantly supported via shared care with referring inpatient hospital team or Silverchain HATH GPs.
<b>Geographic availability</b>	Patients of General Practitioners (GPs) practicing within the Wanneroo Local Government Area.	Perth metropolitan area.	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.	Wheatbelt, Great Southern, and South West.	Perth metropolitan area.
<b>Patients eligible for the service</b>	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Consents to service.</li> <li>Diagnosed with a chronic disease and mental health disease and/or alcohol and substance use disorder.</li> </ul> 	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Recent (within last 4 weeks) public hospital admission for an exacerbation of COPD.</li> <li>Not on home oxygen.</li> </ul>	<ul style="list-style-type: none"> <li>65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander (ATSI) people.</li> <li>Eligibility is screened by Silverchain nurses and is approved by My Aged Care.</li> </ul>	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Medically stable for home based care with a low risk of acute deterioration.</li> <li>If pregnant, &lt;20 weeks gestation.</li> </ul> <p>Cohorts also eligible:</p> <ul style="list-style-type: none"> <li>Patients who have CHSP/ NDIS/ HCP services but the scope excludes Complex Nursing.</li> <li>Children older than 13 if:                             <ul style="list-style-type: none"> <li>Dosed as an adult.</li> <li>Not under a pediatrician's care.</li> <li>Have a responsible adult present.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Progressive, life limiting condition (malignant or nonmalignant).</li> <li>Likely to die in the next year, months, weeks or days.</li> <li>Requiring specialist palliative care advice, support and care at home for complex symptoms management.</li> </ul>	<ul style="list-style-type: none"> <li>16 years and over.</li> <li>Urinary and /or fecal incontinence for at least six months.</li> <li>Financially disadvantaged (holder of a Pensioner Concession or Health Care card).</li> <li>Permanent WA resident for at least six months.</li> </ul>	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Meet clinical criteria detailed in the <a href="#">Domiciliary Oxygen referral form</a>.</li> <li>Living in a home, hostel, or independent living facility.</li> </ul>	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Has one or more of: diabetes, heart disease, heart failure, chronic lung condition; or</li> <li>Has two or more risk factors for the above conditions.</li> <li>Contactable via telephone.</li> </ul>	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Medically stable for home based care with a low risk of acute deterioration.</li> <li>If pregnant, &lt;20 weeks gestation.</li> </ul> <p>Cohorts also eligible:</p> <ul style="list-style-type: none"> <li>Patients who have CHSP/ NDIS/ HCP services but the scope excludes HATH service.</li> </ul> <p>Children older than 13 if:</p> <ul style="list-style-type: none"> <li>Dosed as an adult.</li> <li>Not under a pediatrician's care.</li> <li>Have a responsible adult present.</li> </ul>
<b>Patients not eligible for the service</b>	<ul style="list-style-type: none"> <li>Where the answer is No to any of the above criteria.</li> </ul> 	<ul style="list-style-type: none"> <li>Living in a residential aged care facility.</li> <li>Is oxygen dependent.</li> </ul>	<ul style="list-style-type: none"> <li>Receiving a Home Care Package (HCP) level 3 or 4.</li> </ul>	<ul style="list-style-type: none"> <li>Receiving care from CHSP, DVA or HCP level 3 or 4.</li> <li>Discharged from hospital within the last 14 days.</li> </ul>	<ul style="list-style-type: none"> <li>Where the answer is No to any of the above criteria.</li> </ul>	<ul style="list-style-type: none"> <li>Receiving a HCP level 3 or 4.</li> <li>Living in a Commonwealth funded high level residential care home.</li> </ul>	<ul style="list-style-type: none"> <li>Living in a residential aged care facility.</li> <li>Currently a smoker.</li> <li>Requires oxygen referrals for cluster headaches.</li> <li>DVA Gold Card holder.</li> </ul>		<ul style="list-style-type: none"> <li>Discharged from Peel Health Campus or Perth Children's Hospital.</li> </ul>
<b>Cost</b>	These programs are funded by the WA Primary Health Alliance (WAPHA) and are free for patients with a referral.		Patients may be required to pay a co-contribution, based on their income. <a href="https://silverchain.org.au/getting-started/how-to-get-support-at-home/fees-and-charges">See silverchain.org.au/getting-started/how-to-get-support-at-home/fees-and-charges</a>	These programs are funded by the Department of Health WA (DOH) and are free for patients with a referral.				This program is funded by WAPHA and is free for patients with a referral.	This program is funded by the DOH WA and is free for patients with a referral.
<b>How to refer</b>	GPs and health professionals can refer directly to these services, unless otherwise specified below.								
	Referral forms are available on your practice software. Go to <a href="https://silverchain.org.au/CPSCS">silverchain.org.au/CPSCS</a> for more information.	Requires referral from public hospitals. Click here for the <a href="#">COPD referral form</a> .	Click here for the <a href="#">Community Nursing referral form</a> .	Click here for the <a href="#">Community Specialist Palliative Care referral form</a> .	Click here for the <a href="#">CMAS referral form</a> .	Requires referral from a Respiratory Specialist, or other referrers in accordance with the <a href="#">Domiciliary Oxygen referral form</a> .	Community organisations and self referrals also accepted. Click here for the <a href="#">Health Navigator referral form</a> .	Click here for the <a href="#">Hospital at the Home and Post Acute referral form</a> .	



**Referral notes**

- For more information, eligibility, and referral forms go to [silverchain.org.au/refer-to-us/western-australia](https://silverchain.org.au/refer-to-us/western-australia)
- Send completed referral forms and supporting documents to [SCReferrals@silverchain.org.au](mailto: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**

- For referral queries call **1300 300 122** and ask to speak to the Ambulatory Liaison Nurse 24/7.
- For Specialist Palliative Care queries call **1300 512 322** and ask to speak to the Palliative Care Liaison Nurse 24/7.

# Referral Guide – Western Australia

Services	Hospital Discharge Support (HDS)	In home aged care services: Commonwealth Home Support Programme (CHSP) and Home Care Package (HCP)	Post Acute Care	Primary Care at Home (PCAH)	Priority Response Assessment (PRA)	Restorative Care Services (RCS)	Short Term Restorative Care (STRC)	St Patrick's Centre	Transition Care Program (TCP)
<b>Description</b>	A short term, goal orientated, allied health led reablement service for patients discharged from public hospitals.	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.	Short term nursing care to support hospital discharge up to 21 days from a Perth metropolitan area hospital.	A non urgent, nurse practitioner led service for vulnerable and disadvantaged adults with chronic health conditions.	A service that provides advanced clinical assessment in the home and residential aged care facilities. Phone nursing support is available.	A 12 week, goal orientated allied health program focusing on preventing and delaying loss in function.	An 8 week, early intervention program of personal care, nursing and allied health to support daily living, access to equipment and minor home modifications.	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.
<b>Geographic availability</b>	Perth metropolitan area, South West and Great Southern.	Perth metropolitan area For regional areas, see locations below.	Perth metropolitan area.	Perth metropolitan area.	Perth metropolitan area.	Perth metropolitan area, South West and Great Southern.	South West and Great Southern.	Fremantle.	Great Southern.
<b>Patients eligible for the service</b>	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Current inpatient.</li> <li>Consents to referral.</li> <li>Has a functional need requiring personal care.</li> <li>Has achievable reablement goals and ability to engage in the program.</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>Fee for service options also available by calling us on <b>1300 650 803</b>.</li> </ul>	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Medically stable for home based care with a low risk of acute deterioration.</li> <li>If pregnant, &lt;20 weeks gestation.</li> </ul> <p>Cohorts also eligible:</p> <ul style="list-style-type: none"> <li>Patients who have CHSP/ NDIS/ HCP services but the scope excludes Post Acute Care.</li> <li>Children older than 13 if: <ul style="list-style-type: none"> <li>Dosed as an adult.</li> <li>Not under a pediatrician's care.</li> <li>Have a responsible adult present.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Consents to referral.</li> <li>Diagnosed or has suspected chronic condition including physical and mental health.</li> <li>Is disengaged with primary care.</li> </ul>	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Medically stable for home-based care with a low risk of acute deterioration.</li> <li>If pregnant, &lt;20 weeks gestation.</li> <li>Referred by a medical practitioner, nurse from residential aged care, disability care facilities or group homes; or St John Ambulance direct referral.</li> </ul> <p>Cohorts also eligible:</p> <ul style="list-style-type: none"> <li>Children older than 13 if: <ul style="list-style-type: none"> <li>Dosed as an adult.</li> <li>Not under a pediatrician's care.</li> <li>Have a responsible adult present.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>65 years and over, or 50 years and over for ATSI people.</li> <li>Have low to moderate functional needs.</li> <li>Willing to participate to achieve goals.</li> <li>Lives in their own home, retirement village or unit.</li> </ul>	<ul style="list-style-type: none"> <li>Goal orientated.</li> <li>Experiencing a functional or cognitive decline that is likely to be reversed or slowed through high intensity, short term support.</li> </ul>	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Consents to service.</li> </ul>	<ul style="list-style-type: none"> <li>65 years and over, or 50 years and over for ATSI people.</li> <li>Valid ACAT assessment.</li> <li>Consents to referral.</li> <li>Inpatient, ready for discharge from public or private hospital.</li> <li>Has realistic and functional goals.</li> <li>Clients with existing HCP funding may be eligible to pause their HCP to access the TCP program.</li> </ul>
<b>Patients not eligible for the service</b>	<ul style="list-style-type: none"> <li>Private patient in private hospital or in a private ward in a public/ private hospital.</li> <li>Receiving NDIS funding or waitlisted for HCP.</li> <li>Has needs that exceed the capacity of this service.</li> </ul> 		<ul style="list-style-type: none"> <li>Discharged from Peel Health Campus or Perth Children's Hospital.</li> <li>Requires care longer than 21 days.</li> </ul>	<ul style="list-style-type: none"> <li>Receiving a HCP level 3 or 4. These clients may be eligible for HCP nursing services. See aged care services over the page.</li> </ul>	<ul style="list-style-type: none"> <li>Where the answer is No to any of the above criteria.</li> </ul>	<ul style="list-style-type: none"> <li>Had a hospital admission 3 months prior to assessment.</li> <li>Receiving end of life care.</li> <li>Receiving HCP.</li> <li>Has had TCP in last 6 months.</li> </ul>	<ul style="list-style-type: none"> <li>Where the answer is No to any of the above criteria.</li> </ul>	<ul style="list-style-type: none"> <li>Where the answer is No to any of the above criteria, including patients already discharged to the community.</li> </ul>	
<b>Cost</b>	This program is funded by the DOH WA 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://www.silverchain.org.au/getting-started/how-to-get-support-at-home/fees-and-charges">silverchain.org.au/getting-started/how-to-get-support-at-home/fees-and-charges</a>	This program is funded by the DOH WA and is free for patients with a referral.	This program is funded by WAPHA and is free for patients with a referral.	This program is funded by the DOH WA and is free for patients with a referral.	A daily fee may apply, assessed by Services Australia.	This program is funded by the DOH WA and is free for clients with a referral.	A daily fee may apply, assessed by Services Australia.	
<b>How to refer</b>	GPs and health professionals can refer directly to these services, unless otherwise specified below.								
	Prior to discharge, call 1300 650 803 and ask to place an allied health Hospital Discharge Support referral.	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>	Click here for the <a href="#">Hospital at the Home and Post Acute referral form</a> .	Referrals are typically from community organisations, as clients are disengaged with primary care. Click here for the <a href="#">PCAH referral form</a> .	Call <b>1300 300 122</b> and ask to speak to our Ambulatory Liaison Nurse.	Contact ACAT assessor via <a href="https://myagedcare.gov.au/make-a-referral">myagedcare.gov.au/make-a-referral</a> or by calling <b>1800 200 422</b> .	Click here for the <a href="#">St Patrick's Clinic referral form</a>	Contact ACAT assessor via <a href="https://myagedcare.gov.au/make-a-referral">myagedcare.gov.au/make-a-referral</a> or by calling <b>1800 200 422</b> .	

### Fee for service options also available

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, and in home aged care, and are delivered within our centres or in patients' homes, depending on the location. In home aged care also available in Hedland, Karratha and Northam.

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|--|--|--|---|---|
| <b>Albany:</b> 91 Seymour Street           | <b>Bridgetown:</b> 22 Peninsula Road         | <b>Broome:</b> U4 and 5, 2/9 Napier Terrace            | <b>Busselton:</b> 58 West Street              | <b>Bunbury:</b> 1 Mitchell Crescent                                 |
| <b>Carnarvon:</b> 107 Olivia Terrace       | <b>Collie:</b> Collie Hospital, Steer Street | <b>Donnybrook:</b> Donnybrook Hospital, Bentley Street | <b>Geraldton:</b> Suite 2, 114 Sanford Street | <b>Harvey:</b> Harvey Hospital, Wright Street                       |
| <b>Kalgoorlie:</b> 19 York Street, Boulder | <b>Margaret River:</b> 7 Farrelly Street     | <b>Pingelly:</b> 6 Somerset Street                     | <b>Toodyay:</b> 79 Stirling Terrace           | <b>Warren-Blackwood:</b> Warren Hospital, Hospital Avenue, Manjimup |