

Silverchain Handbook

Associated Providers

Effective 23 December 2025

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1. Welcome

Silver Chain Group Ltd ACN 077 082 725 and its controlled entities (Silverchain) values the contribution that its Associated Providers make to the care and services delivered to Silverchain clients. We are committed to working collaboratively with our Associated Providers to ensure our regulatory and compliance requirements are met and Silverchain clients receive Best Care.

This handbook provides guidance on responsibilities and expectations of Associated Providers when they provide care and services to Silverchain clients. The handbook does not replace an Associated Provider's Service Agreement with Silverchain, but rather provides a high level overview of Silverchain expectations, and should be read in conjunction with the Service Agreement.

We have also developed an information sheet for the personnel of Associated Providers (see Attachment 1). We suggest you make this resource available to your people who directly provide services to Silverchain clients. It provides practical guidance on Silverchain's expectations of direct care workers including documentation requirements, accessing care and services plans, escalating changed care and services, incident reporting and contact details.

2. Regulatory context

Under the Aged Care Act 2024, Associated Providers and their personnel are effectively treated as part of a Registered Provider's workforce for compliance and accountability purposes, meaning Silverchain remains accountable for the quality and safety of care delivered by Associated Providers and their personnel.

Failure to comply with the requirements outlined in the Associated Provider Service Agreement and this handbook may result in the termination of the Associated Provider's contract with Silverchain.

3. Associated Provider policy compliance obligations

There are several Silverchain policies and documents Associated Providers are required to follow in the delivery of care and services to Silverchain clients as outlined below. These are all available on our website silverchain.org.au/associated-providers or you can contact Silverchain's Customer Support Centre on **1300 650 803**.

3.1 Silverchain Code of Conduct

Silverchain's Code of Conduct outlines a shared understanding of what is expected from all of us as Silverchain team members and reflects the workplace we want and need to create. It sets our guiding principles for working at Silverchain, that encourage a caring, inclusive, collaborative and enjoyable workplace for all our team members.

Everyone has a responsibility to do the right thing and encourage each other to do the same by following the expectations in this document. Associated Providers and their personnel are required to comply with Silverchain's Code of Conduct while performing work for

Silverchain. Silverchain's Code of Conduct is available on our website silverchain.org.au/associated-providers

3.2 Aged Care Code of Conduct

All Associated Providers and their employees must comply with the Aged Care Code of Conduct setting out the expected behaviours for anyone delivering aged care services.

The Code has eight elements of expected behaviours of approved providers, aged care workers and governing persons when delivering aged care including:

- Respecting individual's rights, dignity, diversity, self determination, privacy and decision making.
- Provide safe, competent and high quality care.
- Act honestly, transparently and with integrity.
- Deliver aged care services and take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct.

Compliance with the Code is a legal obligation under the Aged Care Act 2024 and breaches may result in regulatory action, including sanctions or banning orders.

Associated Providers are responsible for ensuring that their personnel understand and uphold the Code and must maintain records of training and acknowledgement of the Aged Care Code of Conduct.

Refer to the [Code of Conduct Aged Care Worker Fact Sheet](#) for information.

3.3 Statement of Rights

Silverchain upholds the rights of older people as outlined in the Statement of Rights under the Aged Care Act 2024 and requires Associated Providers to do the same.

These rights include the right to be treated with dignity and respect, to feel safe and be free from abuse and neglect, to make decisions about their care and daily life, to access culturally appropriate services, and to have their privacy and personal information protected.

Associated Providers must ensure that all personnel understand and respect these rights in every interaction and service delivered. Promoting and protecting these rights is fundamental to delivering person-centred care and maintaining compliance with aged care legislation.

The full Statement of Rights can be read in the [Statement of Rights Fact Sheet](#).

3.4 Complaints and feedback

Silverchain encourages complaints and feedback and is committed to a complaints and feedback process that is fair, transparent, accessible, safe, culturally safe and timely. Complaints and feedback contribute to continuous improvement in the pursuit of Best Care.

We encourage Associated Providers to provide complaints and feedback to Silverchain, and we require all Associated Providers and their personnel to escalate complaints and feedback from clients and their families/supporters in accordance with the Associated Provider Service Agreement via the Silverchain Customer Support Centre on **1300 650 803**.

Silverchain's Complaints and Feedback Policy is available on our website silverchain.org.au/associated-providers

3.5 Whistleblower policy

Silverchain's Whistleblower Policy is designed to protect individuals who report misconduct, unethical behaviour, or breaches of care standards within the organisation or by Associated Providers.

Our policy ensures that disclosures can be made safely and confidentially, without fear of retaliation and in line with requirements of the Aged Care Act 2024 and the Corporations Act 2001. It outlines clear procedures for internal and external reporting, including how to escalate concerns to the Aged Care Quality and Safety Commission.

The policy also details the protections available to whistleblowers, such as anonymity, legal safeguards, and support during investigations. Associated Providers must ensure that its personnel are aware of this policy and understand how to raise concerns appropriately.

Silverchain's Whistleblower Policy is available on our website silverchain.org.au/whistleblower-policy

3.6 Incidents reporting and the Serious Incident Reporting Scheme (SIRS)

Associated Providers must report incidents in accordance with the timeframes and processes set out in their Service Agreement with Silverchain (within four hours by calling the Silverchain Customer Support Centre on 1300 650 803) and therefore must ensure their personnel understand how and when to escalate incidents. An incident is an event or circumstance that resulted or could have resulted in unintended or unnecessary harm to a patient or a client, or a complaint, loss or damage. An incident may also be a near miss.

Under the Serious Incident Reporting Scheme (SIRS), Registered Providers have obligations to report certain incidents to the Aged Care Quality and Safety Commission and the Police.

While these obligations have long been in place, the reforms now require providers to demonstrate more timely, transparent, and accountable incident reporting practices. Associated Providers are expected to fully cooperate with any investigations and supply all relevant information requested by Silverchain or regulatory authorities in accordance with the Associated Provider Service Agreement. Service Agreement.

Associated Providers should refer to their Service Agreement for more information on incident reporting requirements, including a definition of 'Reportable Incident' and ensure their staff are trained in incident identification, reporting, and documentation, and have a procedure in place for escalation of matters by its personnel so that they are reported to Silverchain in accordance with required timeframes.

A copy of Silverchain's Client Incident Management Policy is on our website silverchain.org.au/associated-providers

4. Governance and service delivery responsibilities

As a Registered Provider, Silverchain is aware of its provider governance responsibilities, and relies on Associated Providers who deliver care and services on Silverchain's behalf to ensure compliance with governance responsibilities.

Associated Providers are responsible for ensuring they comply with the Associated Provider Service Agreement and that their personnel delivering care and services to Silverchain clients are suitably skilled and trained, and aware of service delivery standards (including following the care and services plan and escalating as appropriate).

4.1 Commercial relationship coordination

Silverchain's approach to managing commercial relationships with Associated Providers includes a suitability assessment. Once approved, Associated Providers are required to participate in performance monitoring, quality reviews and periodic audits to satisfy Silverchain's responsibilities as a Registered Provider.

Coordination of the relationship between Silverchain and Associated Providers to ensure seamless and compliant service delivery is contingent on a range of Silverchain teams.

Associated Providers can contact the following Silverchain representatives for support, but please refer to your Service Agreement for details on contact details for a specific purpose (eg service of notices) and use that contact.

Silverchain contact details

| Enquiry Theme | Detail | Contact |
|---|---|--|
| Silverchain National Corporate Support | | |
| Contracts | Price increases, renewal requests, terminations | sub-contractors@silverchain.org.au |
| | Expressions of interest to become an Associated Provider | procurement@silverchain.org.au |
| Operational contract matters | Contract performance and feedback | Nominated representative detailed in the Service Agreement |
| Invoices | Submission of all compliant invoices | invoices@silverchain.org.au |
| Invoice enquiries | Enquiries regarding submitted invoices | accountspayable@silverchain.org.au |
| General enquiries | Including complaints, feedback and incident reporting | Silverchain Customer Support Centre on 1300 650 803 |
| Silverchain Western Australia Enquires | | |
| General enquiries | Associated Provider enquires (not scheduling, client or clinical) | AssociatedProviders.WA@silverchain.org.au |
| Care and support documentation | Care (non-clinical) documentation | ContAssistanceWA@silverchain.org.au |

Silverchain Western Australia Clinical Direct Care and Documentation

| | | |
|------------------------------------|--|--|
| Physiotherapy and remedial massage | Physiotherapy (including lymphoedema services delivered by a physiotherapist) and remedial massage service delivery enquires | PhysioBrokerLiaison@silverchain.org.au |
| Occupational therapy | Occupational therapy (including low vision services delivered by Visibility and lymphoedema services delivered by an occupational therapist) service delivery enquires | otbrokerliaison@silverchain.org.au |
| Other WA allied health | Podiatry, Speech Pathology, Dietitian, Psychology, Social Work | SCReferrals@silverchain.org.au |

Silverchain South Australia Direct Care and Services Support

| | | |
|---------------------------|--|--|
| Care and support enquires | Service delivery and client related enquires | DL-SACarePartners@silverchain.org.au |
|---------------------------|--|--|

Silverchain Care contact details

| Enquiry Theme | Detail | Contact |
|--------------------------|--|--|
| Silverchain Care | | |
| Address and mail contact | Building A, Level 4, 20 Lexington Drive, Bella Vista NSW 2153 PO Box 7607, Norwest, NSW, 2153 | |
| Contract enquiries | Procurement Team | national_procurement.khs@silverchain.org.au |
| Invoice enquiries | Accounts Payable Team | accounts_payable.khs@silverchain.org.au |
| Operational enquiries | Contact Centre | mail.khs@silverchain.org.au |

4.2 Invoicing

Associated Providers should refer to their Service Agreement for all details regarding invoicing to ensure compliance and timely payment, noting:

- All Support at Home (SAH) services delivered must be consistent with the Support at Home [Service List](#) and the client's care and services plan.
- Any additional services (fee for service) will be negotiated with the Associated Provider and detailed in the client's care and services plan.
- Time spent supporting clients must be as per the client's care and services plan/schedule provided. Additional time or alternate services must **not** be provided without consultation through the Silverchain Customer Service Centre on 1300 650 803.
- For SAH services, only services listed under 'Clinical Supports' can bill for indirect time (eg completion of records, referral). All other services listed under 'Independence' and 'Everyday Living' must be completed as direct time with the client.

All Support at Home Services

Invoices must contain the following information.

| Invoice Element | Details |
|-------------------------|--|
| Supplier code | Your Dynamics supplier code |
| Invoice number | Your invoice reference number |
| Invoice date | The date of the invoice |
| Client identifier | Silverchain client PID for whom services were delivered |
| Client first name | The client's first name |
| Client surname | The client's surname |
| Date of service | The date the service was provided or product delivered |
| Service/product details | Separate line entries on the invoice for each service delivered eg if social support and domestic assistance provided, these must be on two separate lines |
| Units of service | Units must be expressed as 15 minutes = 0.25; 30 minutes = 0.5; 45 minutes = 0.75; and 60 minutes = 1 |
| Total exc GST | The total invoice excluding GST |
| GST | The GST amount |
| Total inc GST | The total invoice amount including GST |

Allied Health Support at Home Services

For invoicing allied health SAH services, the following must be included:

- Detail the specific service delivered and include the time spent (as above in time based units) and a breakdown of face to face time and indirect/documentation time spent that matches the contracted visit duration.
- Initial assessment.
- Ongoing therapy / review / discharge.
- Assistive technology.
- Home modifications (only claimed by an occupational therapist).

Examples:

- Physiotherapist completes 30 minute (0.5 unit) therapy and 15 minutes (0.25 unit) AT trial during the same visit, which is invoiced on separate lines, however, the combined direct time of 45 minutes equals minimum visit duration. The physiotherapist later spends 15 minutes (0.25 unit) indirect time completing a progress note which is invoiced on a separate line.
- Occupational therapist completes 30 minutes (0.5 unit) AT and 30 minutes (0.5 unit) HM during the same visit which must be invoiced on separate lines, however, there is a combined direct time of 60 minutes which exceeds the minimum visit duration. The Occupational Therapist then spends 15 minutes (0.25 unit) indirect time writing the AT progress note and arranging an equipment trial, and 45 minutes (0.75unit) indirect time completing the home modification progress note and proposed drawings for the builder. These are also invoiced on separate lines.
- Speech Pathologist completes 60 minutes (1 unit) of therapy and completes their progress note during the visit. This is invoiced as a single line.
- Podiatrist completes 30 minutes (0.5 unit) of foot care which equals their minimum visit duration and is invoiced on a single line. The podiatrist later completes 15 minutes (0.25 unit) of documentation for the progress note and a referral to a footwear specialist which is invoiced as a separate line.
- Remedial masseuse completes 45 minutes (0.75 unit) of direct care which is equal to their minimum visit time and later completes 15 minutes of progress notes. The indirect time for the masseuse cannot be billed as they are not eligible to bill indirect time and therefore the 0.75 unit of direct care is the only line invoiced. Alternatively, the masseuse could complete 60 minutes (1 unit) of direct care which includes delivering therapy and completing the progress note as part of the visit and invoice 60 minutes (1 unit) as a single line of direct care.

4.3 Worker screening

Associated Providers must undertake comprehensive screening of all personnel to ensure they are suitable to deliver aged care services. These are outlined in the Associated Provider Service Agreement and include a current National Police Check or NDIS Worker Screening Check, verification of qualifications and professional registrations, and checks against the Aged Care Quality and Safety Commission's Banning Orders register and NDIS Banning Orders register. Associated Providers must refer to their Service Agreement for specific Worker Screening requirements.

Associated Providers must maintain up to date records of screening outcomes and provide any evidence in a timely manner requested by Silverchain in accordance with the Associated Provider Service Agreement.

4.4 Personnel training and competency

Associated Providers must ensure their personnel are appropriately trained and competent to deliver aged care services in accordance with the Aged Care Act 2024.

Mandatory training must cover any matters listed in the Suitability Requirements in the Associated Provider Service Agreement. Personnel training must be refreshed regularly to maintain compliance and competency, and all training activities must be documented and auditable for regulatory review and review by Silverchain if requested in accordance with the Service Agreement.

Associated Providers may also be required to participate in Silverchain's professional development programs and induction modules as notified to them.

4.5 Record keeping

Associated Providers must maintain accurate and up-to-date records of all compliance activities. This includes documentation of training completion and competency assessments, worker credentials and screening results, incident reports and resolution actions and service delivery logs.

Records must be stored securely and made available to Silverchain promptly upon request for audit and review purposes.

4.6 Service delivery standards

Associated Providers must ensure that all care delivered is person-centred, culturally appropriate, and consistent with the Statement of Rights under the Aged Care Act 2024.

Care must be tailored to the individual needs, preferences, and values of older people, and uphold their dignity, autonomy, and safety. Associated Providers must implement systems to monitor service quality, respond to feedback, and continuously improve care practices.

Your personnel are required to access and complete care and services documentation every time they attend a Silverchain client.

4.6.1 Access to care and services plan

Your personnel can access the client's care and services plan in the client's home file in the client's home. For Gardening/Maintenance services, you will have received instructions detailing the services and duration of services required for each client when you are allocated to the client.

4.6.2 Allied health care and services plan assess, development and review

Allied health providers are required to complete all relevant documentation following allocation of Silverchain clients including the assessment, care and services plan, progress notes, prescriptions or any other relevant documentation. Your allied health professionals can receive advice and support on Silverchain's processes and requirements by contacting one of our team members.

Your personnel are required to report and escalate to Silverchain's Customer Support Centre on 1300 650 803 any changes to client's outside of the care and service plan or other client issues identified, such a client not at home, a change in the client's condition, including changes to the client's living environment that may affect their safety and wellbeing.

4.6.3 Performance monitoring

Associated Providers are subject to ongoing performance monitoring. This includes regular reviews of service delivery quality, client feedback, incident reporting, and compliance with training and documentation standards.

Providers may be required to participate in audits, submit performance data, and engage in continuous improvement activities. Silverchain maintains a structured issue resolution process to address any concerns or non-compliance, ensuring accountability and transparency.

5. Related information

| Policies | |
|--|--|
| Aged Care Code of Conduct Policy (PC-POL-0048) | Silverchain Code of Conduct Policy (PC-POL-0041) |
| Whistleblower Policy | Complaints and Feedback Policy (BC-POL-0035) |
| Client Incident Management Policy (BC-POL-0036) | |
| Other (eg regulations etc) | |
| <ul style="list-style-type: none"> The Aged Care Rules, particularly: Chapter 1, Part 5 and Part 6; Chapter 4, Part 3, Subdivision B; Part 6, Part 7 and Part 10; Chapter 5. | |

6. Useful links

- [Aged Care Quality and Safety Commission website](#)
- [Aged Care Act 2024](#)
- [The Aged Care Rules](#)
- [Statement of Rights Fact Sheet](#)
- [Strengthened Aged Care Quality Standards](#)

Appendix A Silverchain Information for Associated Provider Personnel

Associated Providers support Silverchain in the delivery of safe and quality care to our clients. This information sheet provides an overview of key responsibilities and expectations of Associated Provider's personnel when they provide direct care and services to Silverchain clients.

You can access Silverchain's relevant policies on our website silverchain.org.au/associated-providers or contact the Silverchain's Customer Support Centre on **1300 650 803**.

A-1 Understanding contractual requirements – delivering care and services on behalf of SCG

Silverchain has responsibility for the care and services you deliver on behalf of Silverchain. We have a Service Agreement with all Associated Providers that outlines a range of requirements to ensure Silverchain clients receive safe and quality services.

A-2 Attendance documentation – in home and gardening/maintenance

Silverchain requires you to record attendance in the Provider Attendance Record located in the client's home file, every time you provide care and services for Silverchain clients.

For Gardening/Maintenance services in WA, we encourage you to complete the attendance record but, if this is not available (for example, non-access to the client's home), we will validate worker attendance through our Monthly Check-In with clients. Associated Providers are required to retain their own records to demonstrate delivery of services by their personnel and provide these to Silverchain on request.

A-3 Care and services documentation

You are required to access and complete care and services documentation every time you attend a Silverchain client:

- Access to care and services plan
 - You can access the client's care and services plan in the client's home file in the client's home. For Gardening/Maintenance services, you will have received instructions detailing the services and duration of services required for each client when you are allocated to the client.
- Allied health care and services plan assess, development and review
 - Allied health providers are required to complete all relevant documentation following allocation of Silverchain clients including the assessment, care and services plan, progress notes, prescriptions or any other relevant documentation. Associated Provider allied health professionals can receive advice and support on Silverchain's processes and requirements by contacting one of our team members.

Silverchain

| Enquiry Theme | Detail | Contact |
|---|--|--|
| Silverchain National Corporate Support | | |
| General enquiries | Including complaints, feedback and incident reporting | Silverchain Customer Support Centre on 1300 650 803 |
| Silverchain Western Australia Direct Care and Services Support | | |
| Care and support documentation | Care (non-clinical) documentation | ContAssistanceWA@silverchain.org.au |
| Physiotherapy and remedial massage | Physiotherapy (including lymphoedema services delivered by a physiotherapist) and remedial massage service delivery enquires | PhysioBrokerLiaison@silverchain.org.au |
| Occupational therapy | Occupational therapy (including low vision services delivered by Visibility and lymphoedema services delivered by an occupational therapist) service delivery enquires | otbrokerliaison@silverchain.org.au |
| Other WA allied health | Podiatry, Speech Pathology, Dietitian, Psychology, Social Work | SCReferrals@silverchain.org.au |
| Silverchain South Australia Direct Care and Services Support | | |
| Care and support enquiries | Service delivery and client related enquiries | DL-SACarePartners@silverchain.org.au |

Silverchain Care

| Enquiry Theme | Detail | Contact |
|-------------------------|----------------|--|
| Silverchain Care | | |
| Operational enquiries | Contact Centre | mail.khs@silverchain.org.au |

Incident reporting – including SIRS reportable incidents

You are required to report any incidents or SIRS reportable incidents immediately (and within 4 hours of occurrence) to Silverchain's Customer Support Centre on 1300 650 803.

You must familiarise yourself with Silverchain's incident reporting policy available on our website silverchain.org.au/associated-providers and ensure you understand how and when to escalate incidents. You must escalate reportable incidents so they can be reported within the required timeframe.

Escalation of changed care and services

You are required to report and escalate to Silverchain's Customer Support Centre on 1300 650 803 any changes to client's care outside of the care and service's plan or other client issues identified, such a client not at home, a change in the client's condition, including changes to the client's living environment that may affect their safety and wellbeing. You must ensure you understand how and when to report and escalate matters.

Cancellations

You must report to Silverchain's Customer Support Centre on 1300 650 803 any client cancellation with less than 48 hours' notice, including any no show (ie where you attend to provide a service and the client is not at the agreed location), even when the service is then rescheduled.

Complaints and feedback

You are required to escalate any client complaints or feedback (with the client's permission) to Silverchain's Customer Support Centre on 1300 650 803. Information on our complaints and feedback processes is available on our website silverchain.org.au/associated-providers

Monitoring performance

Silverchain has processes in place to monitor the performance of Associated Providers to ensure safe and quality service delivery. We check in with our clients regularly to ensure the services they are receiving are meeting their needs and conduct audits of Associated Providers' performance and documentation.

Accurate record keeping of services delivered

- All services delivered must be consistent with the Support at Home Service List and the client's care and services plan.
- Time spent supporting clients must be as per the client's care and services plan/schedule provided. Additional time or alternate services must not be provided without consultation through the Silverchain Customer Service Centre on 1300 650 803.
- Only services listed under 'Clinical Supports' can bill for indirect time (eg completion of records, referral). All other services listed under 'Independence' and 'Everyday Living' must be completed as direct time with the client.