

# Your guide to our care

Information about our services



Enquiries

1300 650 803

[info@silverchain.org.au](mailto:info@silverchain.org.au)

For urgent medical attention  
call **000** (triple zero).

## Translation service for non-English speaking clients

If you would like assistance in understanding this information, please contact Silverchain on **1300 650 803**.

### Arabic

إذا كنت ترغب في المساعدة في فهم هذه المعلومات، يرجى الاتصال بـ Silverchain على الرقم 1300 650 803

### Nepalese

यदि तपाईंलाई यो जानकारी बुझ्न सहयोग चाहिन्छ भने, कृपया Silverchain लाई 1300 650 803 मा सम्पर्क गर्नुहोस्।

### Chinese (Simplified)

对此信息如有不明之处，请致电 1300 650 803 联系 Silverchain.

### Persian

چنانچه برای فهمیدن این اطلاعات نیاز به کمک دارید، لطفاً با Silverchain به شماره 1300650803 تماس بگیرید.

### Chinese (Traditional)

對此資訊如有不明之處，請致電 1300 650 803 聯繫 Silverchain.

### Polish

Jeśli potrzebujesz pomocy w zrozumieniu tych informacji, skontaktuj się z Silverchain pod numerem 1300 650 803.

### Croatian

Ako trebate pomoć kako biste razumjeli ove informacije, kontaktirajte Silverchain na 1300 650 803.

### Portuguese

Se precisar de ajuda para compreender estas informações, por favor entre em contacto com Silverchain através do número 1300 650 803.

### Greek

Εάν επιθυμείτε βοήθεια για την κατανόηση αυτών των πληροφοριών, παρακαλώ επικοινωνήστε με την Silverchain στον αριθμό 1300 650 803.

### Russian

Если вам нужна помощь для того, чтобы понять эту информацию, просим позвонить в Silverchain по номеру 1300 650 803.

### Italian

Se desiderate assistenza per comprendere queste informazioni, siete pregati di contattare Silverchain al numero 1300 650 803.

### Serbian

Ako vam je potrebna pomoć da razumete ove informacije, kontaktirajte Silverchain na 1300 650 803.

### Macedonian

Ако ви е потребна помош за да ја разберете оваа информација, ве молиме да се јавите на Silverchain на 1300 650 803.

### Vietnamese

Nếu bạn muốn được hỗ trợ để hiểu thông tin này, vui lòng liên hệ Silverchain theo số 1300 650 803.

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## Acknowledgement of Country

Silverchain respectfully acknowledges the Traditional Custodians of the lands on which we work and live. We acknowledge Elders both past and present, whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future leaders and reconciliation within Australia.

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Be a consumer voice  
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Donate to Silverchain Foundation





# Welcome to the next generation of care



For more than 130 years, Silverchain has provided quality care to our clients in their homes and in the community, caring for multiple generations of Australians.

In three words — Health. Human. Home. We aim to express what we do, what we aim to achieve, and what sets us apart at Silverchain.

We believe that everyone deserves the right to choose where they receive their care, and that in home care helps keep you connected to your community. We support your choices and promote your independence with care you can trust.

Our commitment is to deliver the Best Care for every client, every time. Our clients tell us the ability to choose where and how they receive their care makes a difference. Enhancing the quality of your life is key to improving your health and wellbeing, and we will work together to meet your needs and preferences.

We also partner with our clients, our communities, and industry leading researchers to co-design and deliver innovative care options for you.

This guide provides easy reference to information about our services. If you have any questions, concerns, or feedback we would be happy to hear from you at any time.

Thank you for choosing Silverchain to be your care provider.

**Dale Fisher AM**  
Chief Executive







# About us

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Our commitment to your care

Our commitment to reconciliation



# About us

## Our ambition is to create a better home care system for all Australians.

Silverchain\* is one of Australia's leading not for profit providers of health and aged care services in the home. We provide care and services for 140,000 clients a year, in all states of Australia and the ACT. This care is delivered by clinical teams, care professionals and allied health experts.

For more than 130 years we have been pioneers in home care, embracing innovation and pushing for considered advancements in health care at home. We are revolutionising the way care is provided and transforming the way it is received, because we believe that everyone deserves the right to choose where they receive their care.

Our innovative approach sets the benchmark of care at home, looks after your everyday client wellbeing, and is supported by the latest technology and research, translated into state of the art home care.

We are proudly one of few Australian home care providers accredited in both the national health care and aged care standards. We work together with you, your family, carers and other service providers to ensure you receive the Best Care, every time.

### Our commitment to your care

At Silverchain, we embrace people from all walks of life and celebrate diversity in all its forms.

We do not discriminate based on national origin, ethnic origin, culture, sex, gender identity, sexual orientation, religious or spiritual beliefs, social background, disability, family status, marital or relationship status, age, or political opinions. We support people to receive care that is consistent with their beliefs, values, and preferences.

Our human rights based philosophy protects your autonomy, endorses your rights, and supports your ability to choose. Our commitment to your care means that your needs and preferences are at the heart of everything we do. We call this Best Care.

Best Care is our quality and safety promise to you, the Best Care for every person, every time.

Our Best Care commitment to you is to provide care that is:

- **Safe:** You feel safe and secure with our care, and know your needs are met and respected.





- **Personal:** Your care is tailored to your preferences and cultural background. We value your dignity and respect your individuality.
- **Connected:** You feel connected and supported when everyone who cares for you is on the same page as you are.
- **Effective:** You feel confident when your treatment is safe and effective.

### Our commitment to reconciliation

At Silverchain our ambition is to create a better home care system for all Australians, and this includes the unique needs of Aboriginal and Torres Strait Islander peoples and communities.

Beyond our Reconciliation Action Plan, we are working towards:

- Building cultural competency throughout our organisation.
- Learning from and collaborating with Aboriginal and Torres Strait Islander peoples and communities.
- Providing care according to cultural needs and preferences.
- Continuously improving our services through cultural guidance and feedback.

Silverchain offers a free First Nations Advisory Service to ensure you receive culturally safe, personalised, and effective care while maintaining community connections. Please check availability in your state.







# Our services

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# Our large range of services

Whether it's a little support to live independently or help with complex health care needs, you can get the Best Care where you need it – at home.

We offer a range of different services, depending on your needs and preferences. This includes:

- A little help around the house, or short term care to get back on your feet.
- Complex and longer term care to help maintain your health and wellbeing.
- Hospital level care if you have a life limiting illness, chronic health conditions, or a serious injury or wound.

Our goal is to support and guide you to continue being as independent as possible. To help you, we provide as little or as much assistance as you need in a way that suits you best. We are here for you as long as you need us – even in the final stage of your life.

The availability of our services may differ by location, so please contact us for more information.

## Our health and aged care services

### Basic and ongoing care

Support at home to help with everyday living and your independence.

- Domestic Assistance
- Home Maintenance
- Meals
- Personal Care
- Social Support
- Respite Support
- Transport
- Equipment and products.



### Clinical and complex health care

Health care to keep you at home and out of hospital.

- Nursing Care
- Allied Health
- Nutrition
- Care Management
- Continence Care
- Wound Care
- Respiratory Services
- Care Coordination
- Post Acute Care
- Hospital Discharge Support
- Home Hospital Services.



Specialised care for life limiting illnesses.

- Specialist Palliative Care
- End of Life Care.



From a little help as you age to complex care at any stage,  
**we're here for you.**



## Our aged care services

Our services are available to anyone who is eligible for Australian Government funding for the Commonwealth Home Support Programme (CHSP), and Home Care Packages (HCP).

You can also choose to self fund our services while you wait to be assessed by My Aged Care, or for changes to your funding package. You can also self fund extra aged care services, in addition to your funded care from the government. Talk to our team, and we can help you arrange what you need.

## Everyday living supports

### Domestic Assistance

Help to keep your home clean and comfortable. Includes mopping, sweeping and vacuuming floors, light dusting and wiping surfaces, washing, folding and ironing your laundry, and making your bed.

### Home Maintenance and Repairs

Help to maintain your home and garden, keeping it safe and tidy, including lawn mowing, light gardening, and minor repairs

### Meals

Help with meal planning, grocery shopping and preparing meals.

### Nutrition

Specialised support from dietitians for your nutritional needs to improve your health, including prescriptions for nutrition supplements you may require.

## Independence supports

### Personal Care

Support for taking care of yourself, your personal hygiene and grooming. This includes brushing your teeth, showering, shaving, doing your hair, getting dressed, help with continence needs, and taking your medications.

### Aids to stay independent (Assistive Technology)

Equipment and products that help with your everyday activities like walking and reading aids, toileting devices, modified cutlery, or personal medical alarms to help you stay safe.

### Changes to your home (Home Modifications)

Home modifications like installing ramps, modified door locks or grab rails to help you live safely and independently.

### Social Support and Community Engagement

Help to do the things you enjoy, with others and in the community. We can help you meet new people, join in activities or participate in day trips. For our WA clients, we also have dedicated social centres to help maintain your connection to the community.

### Transport

Help to go to your appointments, the local shops, visiting family and friends, our social centres, or places of interest.

### Respite Support

Supporting you and your carers by giving them a break for short periods of time. This can include spending time with you at home, or going on outings in the community, while your carer or family has a break.



## Clinical supports

### Allied Health and Therapy Services

Our care teams can help you to restore, improve, and maintain your independence and wellbeing providing nutrition support and dietetics, podiatry, physiotherapy, occupational therapy, speech pathology, or social work.

### Restorative Care

We can help you get back on track, to living well at home, if you have had a recent hospital visit, illness, or injury, and need additional and intensive allied health, or nursing services for a limited period of time. This can also include a mix of everyday living and independence supports.

### Nursing Care

We provide personalised nursing care to meet a range of simple to complex health needs and conditions, including medication management, wound care, diabetes, asthma and incontinence. We work together with your doctors or other health practitioners to make sure we provide you with the best care.

### End of Life Care

Working with your doctor or other health practitioners, we provide complete care during the final months of your life, that can include pain and medication management, allied health and personal care.

### Care Management

You will have a dedicated Care Partner to help plan, coordinate and review your services and support you as your key point of contact. Your Care Partner will work with you, your family, and your other health care providers to create a Care Plan based on your assessment by My Aged Care.



## Our health care services

Silverchain has a long history and broad expertise in providing health care in the home, and we provide a range of services depending upon where you live. Our health care services are available to people who have a referral from their GP or Health Practitioner. They are funded by various governments, which means they are provided at no cost to you.

You can also self fund health care in the home. Our care team can work with you to ensure you are receiving the right services.

### Care management/coordination

Our care team can assess your health care needs, develop a Care Plan, and connect you to other health and social networks, should you need it. Our free care management/coordination services can also include booking medical appointments and arranging transport to and from them, assistance with filling your prescriptions, and explaining medical language and test results to you.

### Nursing care

Our qualified nurses can provide you with the care you need to recover from illness, injury, surgery, or hospital admission. We provide nursing support for many chronic conditions such as arthritis, respiratory conditions, heart or lung disease, cancer, in addition to managing your continence needs and wound care. We will also help you understand your health condition, so you improve your health and wellbeing.

### Hospital level care in the home

We can provide care with oversight of a medical practitioner which may include hospital discharge support, treatments such as IV rehydration and antibiotics, care for blood clots, stoma care, pneumonia, cellulitis, as well as bone, blood, chest, and urinary tract infections (UTI).

### Technology enabled care

Using technology in your home such as Smart Glasses, a wearable device with a built in camera that delivers a live video stream, our nursing and allied health clinical care teams can access expert advice instantly and in real time. Silverchain has been leading the way in the use of this technology for both aged care and health care services across Australia, enhancing the quality of your care no matter where you live.

### Specialist Palliative Care

We provide compassionate, sensitive and culturally appropriate care if you have a life limiting illness. Our care team can help you to manage your pain and symptoms, monitor your medications to reduce side effects and provide your family and carers with the support they need. Services can include nursing care, personal care, social support and allied health services to meet your physical, psychological, social, and spiritual needs. You can receive care for several days or months, depending on your needs.



### Our National Contact Centre

Our expert care team can help you to find, coordinate and receive the health and aged care services you need. Please call our National Contact Centre during business hours for more information.

For all enquiries call: **1300 650 803**.

For urgent medical attention always call **000** (triple zero).

### First Nations assistance

If you identify as an Aboriginal or Torres Strait Islander, we may be able to arrange services from First Nations health practitioners for you. For more information see [silverchain.org.au/first-nations-people](https://silverchain.org.au/first-nations-people)

"Over the years Silverchain has provided support to our family in many ways; from home help, respite, and nursing to personal care. I wish to formally acknowledge the efforts of the Silverchain team and the importance of being able to access such a service in regional areas."  
**Kyle, family member of a Silverchain client**





## How we deliver your care

### We start by listening

As our client, we want to understand your needs and priorities. We do this by understanding what your abilities are, and what's important to you, so we can develop your Care Plan.

No matter what services you receive, our role is to ensure that you receive the Best Care, delivered with compassion and expertise.

### Choice and decision making

You have the right to make choices and decisions about your care. We can assist you to have your choices respected, unless it is dangerous or adversely affects others.

If you are unable to make decisions because of a medical condition, then your carer, a loved one, or representative chosen by you, may be entitled to make decisions for you. This is called your Responsible or Support Person.

### Your care experience

We know it is important that you feel safe and comfortable with the care and support you receive, and that you can trust your care team. That is why you will have a dedicated Care Partner to coordinate and manage your services and keep you informed of any changes to your care team.

Your Care Partner will check in with you regularly to see how you're going, and you can contact them when you need.

Our care coordination services include:

- A personalised Care Plan to meet your needs and wants, including an after hours plan.
- Booking appointments for other services and assistance with arranging transport to and from them.
- Explaining medical language, and test results to you.
- Assistance with filling your prescriptions.
- Maximising your budget.
- Organising a review of your Care Plan, should your care needs change, or something unexpected happens to you.
- Making sure your care is respectful of your personal preferences, cultural and spiritual needs.

From time to time your team members may change, but please know all team members are trained to provide your care, and to share any relevant information with other team members.

## Carer recognition

Caring for a loved one in their time of need is something many of us will do at least once in our lifetime. It's a role often taken on with love and without question.

At Silverchain we believe the relationship between carers and the person for whom they care should be recognised and respected at all times. We recognise carers as partners in care and support their involvement in decision making if this is something that you would like.

## Scheduling your services

Every day, behind the scenes, we are changing care team schedules to best meet all of our clients' needs, as well as our obligations as an employer.

To do this, we will provide you with a window of time (or service block of time) when your services will happen, so you can plan your day. We will also let you know if we need to change the time scheduled for your service for any unforeseen reason. Please note you will need to be home during this time.

Please keep us informed of any changes as soon as possible. This includes when you need to:

- cancel or reschedule your visits
- go to hospital for a planned procedure
- suspend your services for personal reasons
- transition into residential care.

It is important you let us know at least 24 hours in advance if you are not going to be home for a service, or if you would like to change your service, or if you don't need your service on that day. Please call us on **1800 650 803**.

If you do not let us know of any changes, you may be charged a cancellation fee.



## Placing your service/s on hold

In most cases we can put your services on hold for a period, if your circumstances change such as a hospital stay, holiday, or respite care. Please discuss any plans to pause your services with our care team so we can reorganise your care.

It is best to tell us your plans as soon as possible. We may also ask you to put your request in writing.

## Contributing to the cost of your services

Our partnerships with local primary health networks, state, and federal governments mean that you may not be required to pay for the health services you receive from us.

### **Your financial contribution for aged care services**

For aged care services, the Australian Government requires you to financially contribute to the cost of your care, if you can afford to do so. If you receive CHSP services, this is detailed in your CHSP Contribution Schedule or Service Agreement.

If you're receiving HCP services, your contribution depends on your financial situation (this is called an Income Tested Fee). To find out if you need to pay this fee and how much it is, you need to complete an income assessment with Services Australia.

We will explain the costs that apply to your services, and help you understand your options. The payments you will need to make for other services and how much the government will pay for each service will be explained to you by your Care Partner, when developing your Care Plan.

As this information varies depending on the funding type, your financial situation, and your services, and we will provide you with additional information specific to your situation. This includes who to contact to answer any questions or concerns, and how to access additional support if you cannot afford to pay.

For up to date price lists, please visit our website: [silverchain.org.au/fees-and-charges](https://silverchain.org.au/fees-and-charges)

## How to receive more services

HCP funding provides different levels of care depending on your needs and goals.

If you're receiving HCP services and your needs change, you can be reassessed to another higher level of care and receive more subsidised services.

If you are a CHSP client, our care team can also help you apply for HCP funding, so there's no disruption to your current services. Your Coordinator or Manager can arrange this for you, and let you know any changes in financial contributions that you may need to pay.

Depending upon where you live, Silverchain is unique in that we can also help you to access various state government funded health care services, delivered in the home. This includes services such as Specialist Palliative Care, Home Hospital and Post Acute Care, our Demetia Wellbeing Service and more.



Please contact us on **1800 650 803** to find out more, and see our website [silverchain.org.au/in-home-health-care](https://silverchain.org.au/in-home-health-care)

Please note that service availability varies between states and the ACT.

### Self funded care

If you want to top up your existing funded services, or if you are not eligible for additional funding, we also offer our range of health and aged care services privately. You can self fund your aged care and health care services in all states, including the ACT.

In this instance you will receive an invoice directly from us for the private services we have provided to you.

### Billing and budget enquiries

If you receive HCP services, we will work with you to develop an annual budget at the start of your service. This shows how much you have to spend on the services you need in line with your Care Plan.

You will also receive a monthly detailed statement showing you the total cost of the services you have received, your co-contributions, and your remaining funds.

If you have any concerns understanding your budget, monthly statements and how to pay your bill, we encourage you to call our National Contact Centre on **1300 650 803**.

Our payment options are listed at bottom of your statement, and include:

- payment by phone
- payment online via our website: [silverchain.org.au/my-account/pay-my-bill](https://silverchain.org.au/my-account/pay-my-bill)
- paying in person at a post office
- setting up direct debit.

Call our National Contact Centre on **1800 650 803** to discuss what might suit you best.

### Compliments, complaints, and suggestions

We encourage you to provide us with regular and ongoing feedback, as it helps us improve the quality of our service. All compliments, complaints, and suggestions are a learning opportunity for us to continue to improve our care. We will also send you a survey via email to seek feedback on your care.

If you are not happy about your service or the care you receive, please talk to your Care Partner in the first instance. If you are uncomfortable doing this, you can also speak to a senior team member by calling our National Contact Centre on **1300 650 803**.

We aim to acknowledge feedback within 1 business day and resolve complaints within 28 days.

You can make a complaint safely knowing that there will be no impact on the care and services you receive. You can also provide feedback or submit a complaint by:

- Filling out the feedback form on our website: [silverchain.org.au/contact-us/feedback](https://silverchain.org.au/contact-us/feedback)
- Emailing us at: [feedbackandcomplaints@silverchain.org.au](mailto:feedbackandcomplaints@silverchain.org.au)
- Posting a letter to:  
Silverchain  
6 Sundercombe Street  
Osborne Park WA 6017.

When you provide feedback, please let us know:

- what happened
- when the event occurred, with dates and times if possible
- who was involved
- what outcome you are seeking, whether it's a specific action or to pass on feedback to a team member
- your preferred contact details.

If you need assistance, we have a Consumer Engagement Liaison Advocate who can help you.



Please call our Contact Centre and ask to speak to them directly during business hours, on **1300 650 803**.

### Assistance in lodging a complaint

If you would like someone to assist you with a complaint, we are happy to work with your spouse, partner, carer, children, or advocate of choice.

We understand and respect that you may need the support of trusted family and friends in managing your care. Whether they live with you, are around the corner, in another state or on the other side of the world, we encourage you to work with them to communicate your needs and concerns with us.

There are also advocacy organisations in every state of Australia that work closely with each other to deliver free and confidential advocacy support, information and education services for older people receiving aged care services.

These organisations can be contacted via the Older Persons Advocacy Network (OPAN). OPAN is funded by the Australian Government Department of Health, Disability and Ageing.

### Older Persons Advocacy Network (OPAN)

Phone: **1800 700 600** (this number will automatically connect you with the aged care advocacy organisation in your state or territory) [opan.org.au](https://opan.org.au)

### Whistleblower disclosure

We welcome disclosures that qualify for whistleblower protections under the Aged Care Act. For more information on what is an eligible whistleblower disclosure, and how to make a disclosure, please refer to Silverchain's Whistleblower Policy on our website at [silverchain.org.au/whistleblower](https://silverchain.org.au/whistleblower)







## Appealing the outcome of your complaint

If you are not satisfied with the way your complaint has been managed, please let us know and we can review the outcome of the complaint. Alternatively, you can seek an external review by contacting the following agencies.

### National complaint service for aged care services

Aged Care Quality and Safety Commission

Phone: **1800 951 822**

[agedcarequality.gov.au](http://agedcarequality.gov.au)

### State complaint services for health or community services

#### Western Australia

Health & Disability Service

Complaints Office

Phone: **1800 813 583**

[mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

[hadsco.wa.gov.au](http://hadsco.wa.gov.au)

#### Queensland

Office of Health Ombudsman

Phone: **133 646**

[info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

[oho.qld.gov.au](http://oho.qld.gov.au)

#### South Australia

Health & Community Services

Complaints Commission

Phone: **1800 232 007**

[info@hcscs.sa.gov.au](mailto:info@hcscs.sa.gov.au)

[hcscs.sa.gov.au](http://hcscs.sa.gov.au)

#### Tasmania

Health Complaints Commissioner

Phone: **1800 001 170**

[health.complaints@healthcomplaints.tas.gov.au](mailto:health.complaints@healthcomplaints.tas.gov.au)

[healthcomplaints.tas.gov.au](http://healthcomplaints.tas.gov.au)

#### Victoria

Health Complaints Commissioner

Phone: **1300 582 113**

[hcc.vic.gov.au](http://hcc.vic.gov.au)

#### ACT

ACT Human Rights Commission

Phone: **1800 822 272**

[human.rights@act.gov.au](mailto:human.rights@act.gov.au)

[hrc.act.gov.au/health](http://hrc.act.gov.au/health)

#### New South Wales

Health Care Complaints Commission

Phone: **1800 043 159**

[hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

[hccc.nsw.gov.au](http://hccc.nsw.gov.au)











# Our responsibilities

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# Our responsibilities

We will ensure that you receive safe, respectful, and quality care.

A range of Federal and State Government laws, such as the Australian Consumer Law, *Privacy Act 1988 (Cth)*, Australian Privacy Principles, *Aged Care Act 1997 (Cth)*, and other privacy laws govern how we care for you.

- **Australian Charter of Healthcare Rights**  
This charter describes the rights you as a consumer, or someone you care for, can expect when receiving health care.
- **Charter of Aged Care Rights**  
This charter protects your rights as a consumer receiving Commonwealth Government subsidised aged care services.
- **Code of Conduct for Aged Care**  
This is a set of behaviour standards to ensure that our employees who provide your care ensure you receive safe, respectful, and quality care.

## Our accreditations

Silverchain is proudly one of the few Australian home care providers accredited in both national health care and aged care standards. This means the quality of care we provide is expected to meet the same standards that you would expect in a hospital or residential aged care facility.

We are accredited in:

- **Aged Care Quality Standards**  
These are the standards that the Aged Care Quality and Safety Commission expects organisations providing aged care services in Australia to comply with.
- **The National Safety and Quality Health Service Standards (NSQHS)**  
We are assessed independently against eight National Safety and Quality Health Service Standards (NSQHS Standards) designed to provide consumers with a nationally consistent statement about the level of care consumers can expect from health services.

The process of NSQHS accreditation is voluntary, but we believe it demonstrates that we provide high quality health care.

If you have any questions about these laws, policies, or standards please just ask.



## Open disclosure

We are committed to delivering a high quality care experience. We recognise however there may be times when care may not go as planned. Open disclosure is the open discussion of an incident that has caused you harm while you were receiving health care.

We will talk to you and family/carer openly about what happened so that we can work together to improve the care experience. We will talk through the facts, listen to your experience, explain how it might affect you or your care, and any steps required to prevent it from happening again.

We understand the open disclosure process may be difficult for our team members and you. However it is important to be honest and open so that we can make system changes to help prevent future incidents. If you still have concerns following the open disclosure discussions, you can formally make a complaint as well.

For information on how to make a complaint, please refer to the section on Complaints, Compliments and Suggestions in this booklet.

## Protecting your privacy

Privacy is as important to us as it is to you. We are committed to complying with the Australian Privacy Principles and the *Privacy Act 1988 (Cth)* that govern how we collect, use, disclose, and store your personal information.

Silverchain may need to collect your personal information such as:

- your name, address, telephone number, email and date of birth
- gender, nationality, religious affiliations, Medicare number
- health information
- financial and banking information.

If there are any people, such as family members or carers, that you want to give permission to speak to us about your care, we will also collect their information and contact details from you.



At Silverchain we need to collect, hold, use, disclose and store your personal information to:

- help you receive the right care and services for your needs
- obtain and manage government funding for our services
- manage our relationship with clients, staff, service providers and sub-contractors
- manage and respond to complaints and incidents
- manage our accounts and billing.

If you choose not to provide us with some information we request, we may be unable to provide you with some or all of the care and services you need.

## Sharing your personal information

Sometimes we may need to share your personal information with other people and organisations, such as:

- other care providers, including doctors and other health care professionals
- emergency services
- health or aged care assessment bodies
- government and other regulatory bodies
- outsourced service providers, such as data storage providers, who may be located overseas.

We also take action to:

- Ensure the personal information we hold, use and disclose is accurate, complete and up to date.
- Protect the security of the personal information we hold from misuse, interference and loss.

Further information and a copy of Silverchain's Privacy Policy is available on our website [silverchain.org.au/privacy](https://silverchain.org.au/privacy)

## Privacy questions and complaints

You can request a copy of all of your personal information held by us at any time. To request access to, or make corrections to your personal information, please email [requestsinformation@silverchain.org.au](mailto:requestsinformation@silverchain.org.au)

Our Privacy Officer can be contacted to make a privacy complaint.



You can ask to speak to them by calling our National Contact Centre on **1300 650 803** or you can send an email to [privacy@silverchain.org.au](mailto:privacy@silverchain.org.au)

You can also post a letter to:  
Privacy Officer  
Silverchain  
6 Sundercombe Street  
Osborne Park WA 6017.

"We had the privilege of having one of your beautiful nurses to care for our dad in his final hours. She was assertive, caring, and knew how to break the ice and put us all at ease. Thank you for making one of our worst mornings so much more bearable."

**Melissa, Silverchain client's daughter**



## Your responsibilities

As a consumer of our services you also have responsibilities.

These are to:

### **Treat others with respect**

Everyone involved in your care, including your family, carers, or visitors, is expected to be respectful and considerate of our care team. Any kind of violence, harassment, or abuse towards our team members or others is not acceptable.

### **Provide a safe work environment**

We ask that you maintain a safe environment for our care team and others. When you receive your services, please keep pets away from team members, and do not smoke.

### **Providing relevant information**

The information you share about yourself helps us to provide safe, quality care and develop a Care Plan that meets your needs.

This includes:

- Sharing personal information or information on any problems you have with your care, or services that you receive.
- Sharing with us changes to your condition or needs.
- Communicating your cultural needs.
- Advising our team if you are recording any interactions using security cameras or similar.

### **Active participation in your care**

To ensure you get the most of your services, you will need to actively participate in your care, and any planning involved.

This includes:

- Following the treatment or care instructions provided to you.
- Being available at the times your care providers are due to visit or let us know in advance if you cannot be there.
- Keeping your Silverchain care records handy for our team when they visit, and arrange for the folder to be returned to us when your services come to an end.

### **Fee payment on time**

Pay any fees due for your service on time. If you are experiencing financial hardship, please call our National Contact Centre **1300 650 803** and we will endeavour to find a solution for you.

## Infection control

### **Look out for signs of infection and let us know**

It is important to look out for any signs of infection you may be experiencing and inform your care team as soon as possible. If not recognised early, an infection may result in sepsis which can require hospitalisation, and may even be life threatening.

Signs of infection may include:

- high fever or low body temperature
- severe pain or discomfort
- rapid breathing or shortness of breath
- confusion and altered mental state
- low blood pressure or dizziness
- decreased urine output
- skin changes.



If you have a wound or an invasive device such as a central line, urinary catheter, or feeding tube, speak to your care team on how to care for these. It is important to let your care team know if you notice redness, increased pain, heat or discharge from the wound or device site.

Please also let us know if you or someone you live with is feeling unwell, experiencing symptoms of an illness, or have been recently exposed to an infectious disease such as influenza, COVID-19, gastro, or measles. For urgent medical attention always call **000** (triple zero).

Depending on your needs and personal preference, non-essential services can be rescheduled until you feel better. Just let us know in advance, and we can make different arrangements.

### **Help stop the spread of infections and infectious diseases**

Here are some ways to help you, your family and others prevent infections and the spread of infectious diseases:

- Ask people who are unwell not to visit.
- See a doctor if you're unwell or not getting better and inform your care team.
- Put used tissues and other rubbish in the bin and used needles into an appropriate sharps container.
- Wash your hands regularly with soap and water.
- Cover your nose and mouth with your elbow when you sneeze or cough.

- Let us know if you would like our care team to wear a mask in your home. Our care team members are also allowed to make a personal choice to wear a mask if it makes them feel safer.
- Let us know if you wish to observe our care team cleaning/washing their hands before providing your care.

Talk to your GP about which vaccinations for preventable diseases are recommended for you.

There may be times when your care team will need to wear personal protective equipment (PPE) such as a mask, gloves, goggles/face shield or gown to minimise the risk of their exposure to infectious diseases and to protect others. If you are unsure of why the care provider is wearing these items, you are welcome to ask for more information.







# Planning your future care

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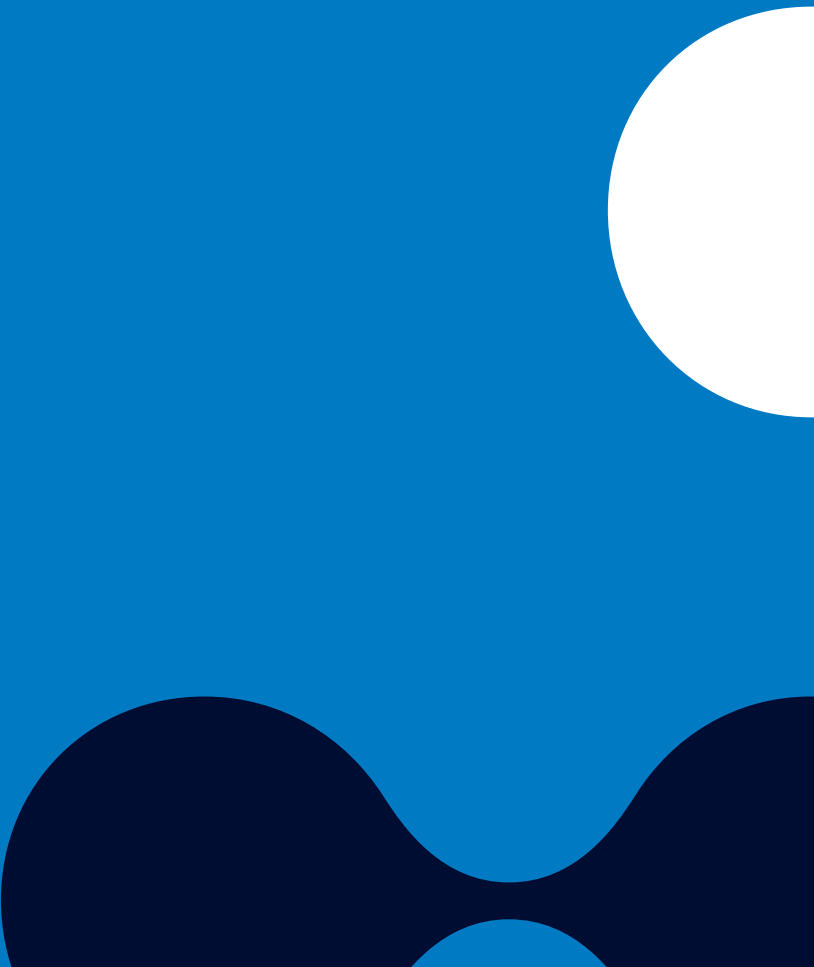
Ambulance insurance

Advance care planning

Advance Health Directive

Emergency Care Plan

Dying at home





# Planning your future care

How to ensure the care you receive is consistent with your wishes.

## Ambulance insurance

You never know when you might need an ambulance.

In most states of Australia, ambulance services charge a fee unless you are eligible for a subsidy.

Therefore, if you need an ambulance, the bill for the ambulance service will be sent to you even if you did not call the ambulance yourself. If you have private health insurance, these fees may be covered, so we recommend checking this with your health insurer.

If you do not wish to pay the full ambulance fee, you can purchase ambulance only insurance or take out an ambulance service membership. To find out more, please contact your local ambulance service.

## Advance care planning

Illness or serious injury can sometimes make it difficult to make your own decisions about the health care and treatment you receive. Advance care planning will help you prepare for your current and future medical treatment and place of care.

The planning process is an ongoing discussion between you, your loved ones, and your health care professionals. This allows you to communicate your health and personal preferences to ensure the care you receive is consistent with your wishes.

As your care provider it is important that you share your Advance Care Plan with us, so we can work together to ensure your wishes are met. For example, if you are receiving palliative care and would like to transfer to hospital to die, rather than die at home, we can arrange this for you.

Our care team can help you and your family to develop your Advance Care Plan.

The image shows a clinical pathway document titled "Clinical Pathway - Re-walkinisation" with a reference code "CR 18.45". The document is a grid with multiple columns and rows, likely for tracking patient progress. A portion of another document titled "Carers' rights" is visible at the top left.

## Advance Health Directive

Planning for your future may also include preparing an Advance Health Directive. This is a legal document that you complete, detailing what care you do or do not wish to receive.

An Advance Health Directive is only enacted if you are unable to make decisions about your ongoing treatment. Please note every state has different legislation regarding Advance Health Directives and different terminology may be used (ie Living Will or Advance Care Plan).

Support and advice for advance care planning and directives can be provided through your doctor or by contacting Advance Care Planning Australia.

Phone: **1300 208 582**  
[advancecareplanning.org.au](http://advancecareplanning.org.au)

Our care team can help you and your family to develop your advance care plans or access help should you need assistance.

## Emergency Care Plan

For many of our clients we are required to develop an Emergency Care Plan with you as part of our care planning process. Your Emergency Care Plan will be developed as part of your overall plan and developed in partnership with you, your family, carers, general practitioner, and other health practitioners involved in your care where practical.

The plan may include details on what you should do when:

- it is not safe for services to be delivered to you
- services cannot be provided in line with state or territory public health orders, or other legislative requirements.

## Dying at home

Some of our clients are entering the final stage of their life.

We have specialist skilled teams who will support you to remain at home until your death if this is your wish. Preparing for your last days by having your wishes known in an Advance Health Directive make the process smoother for you and your loved ones.

Whether we've been providing clinical or personal support, our care teams are equipped to notice any decline in your health and will compassionately manage your care when you enter the last days of your life.

We understand this can be an emotional time and your loved ones will feel a sense of grief and loss. In some states, we provide a range of compassionate and respectful bereavement services for families and carers to support them through this very tough time. Speak to your care team member about what services are available in your area.

Importantly, we will provide compassionate and respectful care during your final stage of life, supporting you in the familiar environment of home if that is your preference.













# Make a difference for others

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Be a consumer voice

Join our magnificent volunteers

Donate to Silverchain Foundation





# Make a difference for others

At Silverchain we have a range of voluntary and paid opportunities that might interest you. They are all designed to help improve our care and make a difference in someone else's life.

## Be a consumer voice

We work closely with our consumer representatives. Our consumer representatives are people from all walks of life: people who receive our care, people who support a loved one who receives our care, and people from the community who want to support our work. Our consumer representatives' complete surveys or participate in focus groups or committees, such as our National Consumer Advisory Body.

Our National Consumer Advisory Body members come from a wide range of backgrounds across Australia. Our members help to influence how Silverchain's care and services are developed and delivered. Their diverse perspectives provide us with comprehensive feedback and solutions to improve the way we deliver Best Care.

Members may also be invited to provide feedback on our client information to make sure our communications are easy to understand.

## How to get involved

To find out how you can get involved in our National Consumer Advisory Body contact our Consumer Engagement team on **1300 650 803** or email [ce@silverchain.org.au](mailto:ce@silverchain.org.au)

## Join our magnificent team of Western Australian volunteers

As a not for profit organisation, every bit of help makes a big difference. We believe our team of volunteers makes a vital contribution to the people we care for.

Their work may involve visiting clients and supporting them with food preparation, driving clients to activities they enjoy, or providing support to clients and carers behind the scenes. They are supportive, open, and energetic, are people of every age, and come from all walks of life.

Our volunteers tell us that contributing in this way makes them feel proud and helpful.

If you live in Western Australia and would like more information about volunteering, please visit our website [silverchain.org.au/careers/volunteer](https://silverchain.org.au/careers/volunteer) or call our National Contact Centre **1300 650 803** to register.





## Shape the future of care with Silverchain Foundation

Thanks to the generosity of Silverchain's donors, our research and care teams have been able to shape the future of care for more than a century.

When you support Silverchain Foundation, you can connect more people to world class care, revolutionary health care technology, and support services they can trust. You can help create a care system that improves quality of life for people and provides a better standard of health and aged care for everyone.

Together we can:

- Develop and trial new models of care and new technology to improve your health and wellbeing.
- Enhance Silverchain's clinical and care teams' expertise through scholarships and training to provide more comprehensive care.
- Provide social and economic support to Silverchain clients with immediate and urgent financial wellbeing needs.

Together we can empower more Australians to live safely at home for as long as they choose with the gift of dignity and choice.

Donations of \$2.00 or more are tax deductible. You can donate by:

- Visiting our website at [silverchain.org.au/donate](https://silverchain.org.au/donate)
- Calling us on **1300 650 803** to donate over the phone.
- If you would like to discuss a gift in your will, please call us and ask for the Silverchain Foundation team.

You can find out more about the impact that donations make to the care Silverchain provides by visiting our website at [silverchain.org.au/foundation](https://silverchain.org.au/foundation)

"Thank you to Silverchain for having such lovely employees and for providing an excellent service. The service I received from your Referrals Administrator was 10/10: she was so helpful, pleasant, and patient with me, and went out of her way to explain the process involved."  
**Elizabeth, Silverchain client**





## Notes

[illegible]





## Assistance to access information



To access the Translating and Interpreting Service call 131 450.

The National Relay Service (NRS) can help you if you are deaf or hard of hearing. Visit [accesshub.gov.au/about-the-nrs](https://accesshub.gov.au/about-the-nrs)

## Contact us

### Silverchain

Enquiries: 1300 650 803

[info@silverchain.org.au](mailto:info@silverchain.org.au)

[silverchain.org.au](https://silverchain.org.au)



Silverchain uses recycled, carbon neutral and chlorine free, responsibly sourced paper for our publications.