

Important information on service availability in Western Australia



2025 Easter and Anzac Day period

During the 2025 Easter and Anzac Day period, some of our services have changes to availability. Please be aware of these changes and make referrals for clients as early as possible.

Our Contact Centre will be open as usual 24 hours a day, seven days a week over the holiday period. We can be contacted on **1300 650 803** for general enquiries, **1300 300 122** for general referral enquires or **1300 512 322** for Palliative Care referral enquiries. Our fax number for referrals is **1300 601 788**.

Metropolitan Oxygen/Respiratory Service

Referral	Will be delivered
Easter break	
Before 2pm, Wednesday 16 April	Thursday 17 April
Before 2pm, Thursday 17 April	Tuesday 22 April
Closed Friday 18 April to Monday 22 April	
Before 2pm, Tuesday 22 April	Wednesday 23 April
Anzac Day	
Before 2pm, Wednesday 23 April	Thursday 24 April
Before 2pm, Thursday 24 April	Monday 28 April
Before 2pm, Monday 28 April	Tuesday 29 April

Metropolitan Community Specialist Palliative Care Service

We will continue this service as usual. We will be accepting referrals and providing first visits during the holiday period.

Metropolitan Hospital at the Home and Priority Response Assessment (PRA)

Hospital at the Home (HATH) and Priority Response Assessment (PRA) services will also continue as usual. We will accept referrals as per normal process and provide first visit and subsequent visits during the holiday period. We ask that referrers provide prescribed medications to cover client services that commence on the public holidays.

Metropolitan Clinical Services

We will continue to accept referrals subject to the following:

- Services will be provided as usual for Post-Acute Care.
- For patients requiring care within Complex Nursing and Commonwealth Home Support Program Nursing, first visits are not available on public holidays:



Contact us

Silver Chain Group Ltd
1300 650 803
info@silverchain.org.au
Silverchain.org.au

- Easter referrals received after 4pm on Thursday 17 April will be able to receive a first visit on Tuesday 22 April
- Anzac Day referrals received after 4pm on Thursday 24 April will be able to receive a first visit on either Saturday 26 April or Sunday 27 April.

Country Clinical Services

The service will continue to accept referrals, subject to the following:

- First visits will not be available on weekends or public holidays during the Easter and Anzac Day period.
- Appointment availability for patient's first visit post-referral on Tuesday 22 to Thursday 24 April 2025.

Chronic Disease Program

Care Planning and Coordination Service, Primary Care at Home and Health Navigators programs will continue to accept referrals and respond during normal business hours.

Continence Management Assessment Service (CMAS)

We will continue to accept referrals and respond during normal business hours.

St Patricks Clinic – St Patricks Community Support Centre Fremantle

We will be closed from 1.30pm, Thursday 17 April until 8.30am, Tuesday 22 April 2025. The clinic will also be closed for Anzac Day, 25 April 2025.

Home Care, Allied Health & Home Care Package Nursing

Silverchain Aged Care Services will continue to accept referrals and arrange services as soon as possible.

- All Commonwealth Home Support Programme services for existing clients will operate as per individual arrangements over the Easter and Anzac Day period. Any first visits accepted immediately prior to and during the public holiday period will occur after 28 April 2025.
- Allied Health & Aged Care Nursing services are not available over Easter and Anzac Day public holidays. Referrals or requests for new services will be managed as per usual process, clients are encouraged to seek GP, urgent care or emergency services if needed outside of this time.

Hospital Discharge Support

Hospital Discharge Support referrals which are accepted will have the initial visit completed on the next working day, or other agreed day. Hospital Discharge Support services will not be available on public holidays.

Please cascade this information to relevant referring teams.

Email us at silverchainwa@silverchain.org.au if you have any questions. If you would prefer to receive further communications electronically, please let us know at this email address.

I would like to take this opportunity to wish you a safe and enjoyable break.

Yours sincerely,

Rena Lavell

Executive Director, Western Australia