



Understanding your aged care options



As Australia's leading in-home care specialist, Silverchain Group provides complete health and aged care services to more than 105,000 clients a year.

We have been trusted by Australians to deliver care differentiated by quality and safety for almost 130 years.

We provide services in partnership with our clients, governments, hospitals, and health services, in Western Australia, South Australia, Victoria, Queensland, and New South Wales.

Our history as pioneers in home care means we are always seeking innovative new ways to offer the best care.

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

Learn about your care options

Everyone has the right to choose where they receive their support, and we know that home care helps keep you connected to your community. Whether you need a little help around the house or a tailored care package, there are different options to suit your needs.

If you are aged 65 years and over, or an Aboriginal and Torres Strait Islander aged 50 years and over, you may be eligible for government subsidised aged care services, such as the Commonwealth Home Support Programme (CHSP) or a Home Care Package (HCP).

Silverchain and RDNS Silverchain is a provider of these aged care services in Western Australia (WA), South Australia (SA), and Victoria (VIC).

Commonwealth Home Support Programme (CHSP)

CHSP provides basic entry-level home support services designed to help you live confidently and independently at home. They range from improving your strength, support with showering, or getting out and about.

Home Care Packages (HCP)

HCPs provide you with flexibility and control over the services you receive and how often you receive them.

Depending on your assessed needs there are four levels of care you can be approved for. These range from level 1, which may include home and garden support, to level 4 which often includes complex care like nursing and allied health.

Short-term care

Short-term support can help you regain independence sooner and avoid the need for longer term care.

- **Short Term Restorative Care (STRC):**

Tailored care to restore your independence and meet your needs for up to eight weeks at a time. Available in eligible locations across WA.

- **Transition Care Program (TCP):**

Support to help you regain confidence and independence after a hospital stay for up to 12 weeks as a time. Available in eligible locations across WA and SA.

Private care

Our full range of services are also available as a fee for service option. You may choose to use private services:

- for short-term care while your family or carer is away
- after a fall or visit to the hospital
- while waiting for an assessment or to receive your government subsidised aged care services
- for extra help on top of what's included in your aged care services
- if you're not eligible for or do not want to access aged care services.

Our private service is available in eligible locations across WA, SA, and VIC. Contact us for more details.



- National enquiries: **1300 650 803**
- SA enquiries: **1300 364 264**



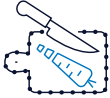
Silverchain Private Care

In Victoria we offer a complete range of tailored home care services without the wait.

For more details visit our website at silverchainprivate.org.au or call **1300 771 872**.

Our services

We offer a wide range of services to support you now and as your needs change.



Meal planning and nutrition

Help with grocery shopping, preparing and delivering meals, and eating well.



Bathing, hygiene, and grooming

Support to take care of yourself and your personal hygiene and grooming.



Home or garden maintenance

Help to keep your home clean, safe, and liveable, such as cleaning, laundry, and lawn mowing.



Aids to stay independent

Equipment that supports mobility, communication, and helps you stay safe and take care of your personal needs, like personal alarms and walking aids.



Changes to your home

Support with approved home modifications like handrails that help you stay safe at home.



Allied health

Support to restore, improve, or maintain your independence and wellbeing such as podiatry, physiotherapy, occupational therapy, dietetics, speech pathology, and social work.



Nursing support

Support to monitor and treat medical issues like wound care, and manage conditions like incontinence and dementia.



Social outings, groups, and visitors

Help to do the things you enjoy with others and in the community.



Day or overnight respite

Supporting you and your loved ones by giving them a break for short periods of time.



Transport

Support to go to your appointments, local shops, or places of interest.

Our difference

Experience the highest quality care and access a range of additional benefits when you choose us.



A highly skilled and expert care team

Gain access to a complete health and home care team you can trust to ensure you receive the best quality care.



A tailored, personal service

We take time to understand you and your needs, and give advice to help you best manage your care.



Caring comes first

Our people truly care about their clients and advocate for the things that are important to them.



Around the clock support

Our local Contact Centre is here for you 24 hours a day, seven days a week should you have any questions or need support.



Pioneers in home care

We lead innovation in home care and invest in the latest technology, clinical research, and best practices to improve the care we provide our clients.



Fully accredited services

We are proudly one of the only Australian home care providers to be accredited to both national health and aged care standards.

How to get started

My Aged Care is your starting point to access government subsidised aged care services.

They can provide information about:

- different types of aged care services available
- your eligibility for services
- assessments you need
- referrals for providers like us that can help meet your needs
- your contribution to the cost of your aged care services.

Call My Aged Care on **1800 200 422** or apply for an assessment online at myagedcare.gov.au

When you have been approved and are ready to find a provider for your government subsidised aged care service, let My Aged Care know you would like to be referred to us.

They will give you a referral code which lets you contact us directly to set up your services.

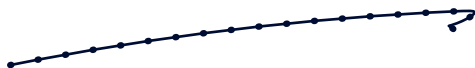
We're here to help

Choosing the right service provider is an important step, and we believe in your right to make informed decisions.

Our dedicated care team can share information or answer any questions you may have about our services. This includes:

- helping you to get started with My Aged Care
- setting up your government subsidised aged care services with us
- what services are available in your area
- what our services cost and what to do if you cannot afford to contribute
- how we can support your individual needs and preferences
- how we ensure the quality of the services we provide
- arranging our private services for you.

If home is where you are most comfortable; your safe haven and where you want to be, then we'll meet you there with care you can trust.



Assistance to read this brochure

You can call us on the numbers at the back of this brochure. You can also email us or visit our website for more information.

If you are deaf or find it hard to hear or speak with people who use a phone, the National Relay Service can assist you, including with Auslan. Select your preferred access option at communications.gov.au/accesshub/nrs

To access the Translating and Interpreting Service call **131 450**. Ask the operator for the language you speak and ask them to call us for you.

Although funding for government subsidised aged care services is provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

Health. Human. Home.



Contact us

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National enquiries: 1300 650 803

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silverchain.org.au

SA enquiries: 1300 364 264

info@rdns.org.au



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