



# Referral Guide - Victoria and Tasmania

	Victoria				Tasmania
Services	In home aged care services: Commonwealth Home Support Programme (CHSP) and Home Care Package (HCP)	Care Coordination Support Service	Right Care Better Health (Chronic Care Coordination Service)	Silverchain Private Care	In home aged care services: Commonwealth Home Support Programme (CHSP) and Home Care Package (HCP)
Description	A broad range of services to help keep patients in their home longer. Services can include personal care, cleaning, social support, respite, nursing, and allied health.	Supporting people living with chronic conditions to effectively implement care plans provided by their GP, while also supporting their social needs.	A non-urgent service for patients with complex and chronic conditions to support them to self manage their condition/s.	Self funded health and aged care services, from essential wellbeing and lifestyle services through to clinical support for complex conditions, that patients can access quickly.	A broad range of services to help keep patients in their home longer. Services can include personal care, cleaning, social support, respite, nursing, and allied health.
Geographic availability	Greater Melbourne, Golden Plains, Moorabool and some other parts of regional Victoria. Contact us for specific availability.	Residents in the LGAs of Glen Eira, Port Phillip, Mornington Peninsula, Casey, Stonnington, Greater Dandenong, Kingston, Bayside, Cardinia, and Frankston.	LGAs of Whittlesea and parts of Murrindindi and Mitchell.	Metropolitan Melbourne and LGAs of Moorabool and Golden Plains.	State wide. Contact us for specific availability.
Patients eligible for the service	 <p>65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander (ATSI) people.</p> <ul style="list-style-type: none"> <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>Private (self funded) options also available (refer to Silverchain Private Care).</li> </ul>	<ul style="list-style-type: none"> <li>18 years and over, or 15 years and over for ATSI people.</li> <li>Consents to the service.</li> <li>Diagnosed with chronic or complex health condition/s.</li> <li>Has limited access to healthcare.</li> </ul>	<ul style="list-style-type: none"> <li>18 years and over, or 15 years and over for ATSI people.</li> <li>Consents to the service.</li> <li>Diagnosed with cardiovascular disease, respiratory disease and/or frailty.</li> <li>Attends one of the 10 participating GP clinics in the local government areas listed above.</li> </ul>	<ul style="list-style-type: none"> <li>18 years and over.</li> <li>Can self fund or has a self managed Home Care Package (HCP).</li> <li>Consents to the service/s.</li> </ul>	<p>65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander (ATSI) people.</p> <ul style="list-style-type: none"> <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>Private (Fee for service) options are also available by calling us on <b>1300 650 803</b>.</li> </ul>
Patients not eligible for the service		<p>Where the answer is No to any of the above criteria, or is a:</p> <ul style="list-style-type: none"> <li>Current recipient of HARP (Hospital Admission Risk Program).</li> <li>DVA cardholder eligible for care coordination services through DVA.</li> <li>NDIS client.</li> <li>Workcover client or under Transport Accident Commission.</li> <li>Permanent resident of a residential aged care facility.</li> <li>Recipient of palliative care services.</li> </ul>	<p>Where the answer is No to any of the above criteria, or:</p> <ul style="list-style-type: none"> <li>Has mental health conditions as their primary focus that requires significant case management and/or specialised management.</li> <li>Is a permanent resident of a residential aged care facility.</li> <li>Does not have the capacity to benefit from the program.</li> </ul>	<p>Where the answer is No to any of the above criteria.</p>	
Cost	Clients may be required to pay a co-contribution, based on their income. See <a href="https://silverchain.org.au/fees-and-charges">silverchain.org.au/fees-and-charges</a>	This program is funded by the South Eastern Melbourne Primary Health Network (SEMPHN) and is free for patients with a referral.	This program is funded by the Eastern Melbourne Primary Health Network (EMPHN) and is free for patients with a referral.	Fee for service. Call <b>1300 771 872</b> for current availability and to obtain a quote.	Clients may be required to pay a co-contribution, based on their income. See <a href="https://silverchain.org.au/fees-and-charges">silverchain.org.au/fees-and-charges</a>
How to refer	Patients can visit My Aged Care at <a href="https://myagedcare.gov.au">myagedcare.gov.au</a> for more information or call <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>	For more information on how to refer and to access the referral form please visit <a href="https://silverchain.org.au/refer-to-us/victoria">silverchain.org.au/refer-to-us/victoria</a>	For more information please visit <a href="https://silverchain.org.au/care-coordination">silverchain.org.au/care-coordination</a>	Visit <a href="https://silverchain.org.au/private">silverchain.org.au/private</a> for more information.	Patients can visit My Aged Care at <a href="https://myagedcare.gov.au">myagedcare.gov.au</a> for more information or call <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>

## Referral notes

- Please check referral eligibility.
- Send completed referral forms and supporting documents to email: [SCReferrals@silverchain.org.au](mailto:SCReferrals@silverchain.org.au) or, via fax: **1300 601 788**
- A Silverchain representative may call the referrer for further information or clarification if the referral form is not fully completed.



## For further information

- call **1300 300 122**
- email [SCReferrals@silverchain.org.au](mailto:SCReferrals@silverchain.org.au)
- or visit [silverchain.org.au](https://silverchain.org.au)