

Understanding your in home aged care options





Welcome to the next generation of health and aged care.

Home is where you feel the most relaxed and comfortable, and with Silverchain it's where you'll always receive the Best Care.

As one of Australia's leading not for profit in home care specialists, we provide health and aged care services to 140,000 clients a year.

At Silverchain, our large range of in home health and aged care services are designed to help you stay independent, do things you love, and to live well.

Most of our services are free or low cost as they can be funded by the government, through the Commonwealth Home Support

Program (CHSP) or Support at Home (SAH) programs.

Unlike many home care providers, we also provide health care funded by state governments and local health networks, which means they are no cost to you, if you have a referral.

You can also choose to pay for our health or aged care services privately.

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.

Getting started with aged care

Everyone has the right to choose where they receive care, and for many, this may be in the comfort of their home.

Home care helps keep you at home longer and is an excellent alternative to residential aged care. If you would like support to stay at home, we can help.

There are a range of Australian Government funded care options available to help older Australians stay healthy and continue to live independently.

If you're eligible, you can receive funding towards short term in home care to help you get back on your feet and keep you safe, or for a longer period to maintain your health and wellbeing.

With our extensive experience in delivering in home care, we can help you understand what services you could receive, and the relevant funding available. This is so you can make the best decision about the right care to meet your needs.



Our in home aged care services

We provide a full range of aged care services, including help with daily tasks like preparing meals or regular nursing care, in all Australian states, and the Australian Capital Territory.

Our services are provided by a team of qualified and trained health and aged care professionals including nurses, allied health experts, and care workers.

For more detailed information on our services, please visit our website: silverchain.org.au/our-services/in-home-aged-care-services

Everyday living supports

Services to help with everyday tasks, so you can continue to live at home.

- **Domestic Assistance:** cleaning, laundry.
- **Home Maintenance and Repairs:** lawn mowing, pruning.
- **Meals:** grocery shopping, food preparation.



Independence supports

Services to help you manage your daily activities and live safely and independently.

- **Personal Care:** showering, medication support.
- **Social Support and Community Engagement:** social visits, community outings.
- **Respite Support:** carer support.
- **Transport:** car or public transport.



Clinical supports

Specialised services to maintain your abilities and improve your health and wellbeing so you can live well at home.

- **Nursing Care:** wounds, chronic condition support.
- **Allied Health and other Therapeutic services:** physiotherapy, podiatry.
- **Care Management.**
- **Restorative Care.**
- **End of Life Care.**
- **Nutrition.**



Aged care funding options

Learn about the criteria for government aged care funding, and the options available.

If you're aged 65 and over, an Aboriginal or Torres Strait Islander person aged 50 years and over, or are at risk of or experiencing homelessness aged over 50 years old, you may be eligible for government subsidised aged care funding.

The Australian Government provides several types of in home aged care funding:

Commonwealth Home Support Program (CHSP)

CHSP funding is for basic services to help you manage everyday tasks. It is recommended for people who only need one or two services.

If you need complex or intensive ongoing care, you may be eligible for SAH funding.

Support at Home*

The new Support at Home program gives you flexibility and control over how often you receive and fund your services. There are eight levels of ongoing funding available to meet low to high care needs. As your needs change, you can be re-assessed to a higher level of care and receive more funding.

*Support at Home is the Australian Government's new aged care program. From 1 November 2025 it replaces the Home Care Package (HCP) and Short Term Restorative Care (STRC) programs.

There are also three short term funding pathways available:

- Restorative Care pathway
- End of Life pathway
- Assistive Technology & Home Modifications Scheme.

Transition Care Program (TCP)

Transition care supports you to regain your confidence, mobility and independence after a hospital stay for up to 12 weeks.

For more information on the services we provide funded by these options, please contact us on **1300 650 803** and request a brochure.

Private services

With Silverchain you can self fund some, or all of your in home health and aged care according to your needs.

With privately funded care you have greater flexibility and choice about the services you can receive, and when you receive them, with no wait lists, tests or government assessments.

You can receive care while you wait for funding, top up your funded services, or pay privately for all of your care. We can help you for as long as you need. Talk to us about your options today.



Your contribution to your care

The Australian Government requires you to financially contribute towards the cost of your care, if you can afford to do so.

Your financial contribution is based on your care needs, and your financial situation.

If you have been approved for aged care funding, you may have to join a government wait list for your funding to become available. If you need support while you wait, talk to us about your options.

We can also help you understand how much you will need to financially contribute towards your care, including advice on what you can do if you're experiencing financial difficulties.

Learn more about our fees at silverchain.org.au/fees-and-charges



Why choose Silverchain

For more than a century, we have cared for Australians in their own homes. Get a complete package of health and aged care, home delivered, with Silverchain.



National health care and aged care accreditations

Our services meet the same national safety and quality standards you can expect from a hospital or aged care facility.



Investing in the future of care

We are committed to developing the best practice care and support technologies to improve the care we provide you.



Expert home care

Access a dedicated team with the experience, qualifications, and checks needed to provide excellent and safe home care.



Comprehensive range of services

We have a large range of in home care services designed to support you to live at home independently, through to more complex care such as palliative and hospital level care.



Local care team

Our team live and work in the same communities as you.



We're for community

As a not for profit we reinvest the money we make into improving the care we provide to you.

Get started today

To apply for aged care funding, contact My Aged Care on **1800 200 422** or visit myagedcare.gov.au



Get in touch with us if you have been approved for funding, and you would like to arrange your care, or if you have any questions about the services we provide.

Our team can also assist with other care options, such as private services or provide advice on accessing our other state government funded health care programs, depending on where you live.

Contact us on **1300 650 803** today.



Although aged care funding is provided by the Australian Government, the material in this brochure does not necessarily represent the current views or policies of the Australian Government.

This brochure does not constitute advice. Please ensure you seek your own advice and information suited to your specific circumstances.

About Silverchain

Silverchain has been trusted by Australians to deliver care that is differentiated by quality and safety for over 130 years.

Our services include complex and acute nursing; hospital in the home; specialist community palliative care; support to live independently and wellbeing services; allied health services; and chronic and complex disease management.

Our ambition is to create a better home care system for everyone.



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

Contact us

Silverchain

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