

Introduction to the Commonwealth Home Support Program





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 in home care specialists, Silverchain provides health and aged care services to 140,000 clients a year.

We provide a range of in home health and aged care services designed to help you remain independent, do things you love and stay at home for as long as you wish.

You may be eligible for Australian Government aged care funding towards our services through the Commonwealth Home Support Program (CHSP) and our health care programs, or you can choose to pay for our 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.

Our range of in home aged care services

Our care can range from daily tasks like preparing meals, through to nursing care.

Delivered by a team of health and aged care professionals including nurses, allied health experts, and care workers, all of our services can be funded through the Australian Government's CHSP funding.

Everyday living supports



Domestic Assistance

Help to keep your home clean and comfortable.



Home Maintenance and Repairs

Help to maintain your home and garden, keeping it safe and tidy.



Meals

Help with grocery shopping, preparing meals, and making sure you eat well.

Independence supports



Personal Care

Support with daily self-care tasks like showering and taking your medications.



Social Support and Community Engagement

Supports to keep you socially active, connected, and independent.



Home, Community and Cottage Respite

Tailored care for you, so your family members and carers can rest and recharge.



Transport

Help to travel to appointments, the local shops, or other places you enjoy.



Equipment, Products and Home Adjustments

Equipment and modifications to help you live safely and independently.

Clinical supports



Nursing Care

Personalised care for health conditions such as help with your medication, wound care, or incontinence.



Allied Health

Support to restore and maintain your strength, mobility and balance.

Please note: Service availability may differ by location, so please contact us to find out what we can provide in your area.



Receiving CHSP services

Learn more about the cost of CHSP services, how your care is managed, who is eligible, and how to receive our services.

Contributing to the cost of your care

The Australian Government asks all CHSP clients to financially contribute to the cost of their care, if they can afford to do so. This is detailed in our CHSP Contribution Fee Schedule or your CHSP Service Agreement.

There are financial contribution limits in place to protect you. These relate to the maximum amount you can pay per week regardless of the number of CHSP services you receive.

We will discuss your contribution with you before your services begin. Learn more about our fees at silverchain.org.au/fees-and-charges

Managing your care and services

You will have a dedicated Coordinator or Case Manager to work with you, your family and other health professionals to make sure all your needs are met.

They will also review your services with you every 12 months. This ensures that you have the right care to meet your needs, even as they change, and that the care we provide meets the Australian Government's aged care quality standards.

Who is eligible for CHSP

To see what funding you may be eligible to receive towards our services, you will need an aged care assessment through **My Aged Care**.

You may be eligible if you're aged 65 and over, or 50 years and over and an Aboriginal or Torres Strait Islander, or are at risk of experiencing homelessness and are over 50 years old.

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

How to receive our services through CHSP



Step 1: Complete an aged care assessment

You need to start by requesting an assessment by calling My Aged Care on **1800 200 422** or visiting myagedcare.org.au to complete an online form. You can also speak to your General Practitioner (GP).

You will be asked about your current situation and to provide some financial information. If successful, you will be referred for an assessment.

An assessor will visit your home and work with you and your family to understand your needs and the services you would benefit from.

You can ask a friend, family member, or carer to be there with you. You can also request support from a translator or Auslan interpreter.



Step 2: Confirm your eligibility and Support Plan

If you are eligible for CHSP funding, your assessor will let you know at the end of your assessment.

They will work with you to develop a Support Plan, which includes referral codes for each service you're eligible for.



Step 3: Choose Silverchain to provide your services

Let your assessor know that you would like Silverchain to provide your services. They will refer you to us and we will contact you to set up your care.

We also ask that you contact us directly, with your referral codes.



Step 4: Organise your services

One of our team members will get in touch and work with you to create a Care Plan based on your needs.

Once your contract and paperwork is done, you can start receiving care.



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

If you have funding and want to start receiving our care, contact us on **1300 650 803** today.

Our team can also assist you if you have any question about how to obtain aged care funding or the services we provide.



To apply for CHSP funding, contact My Aged Care on **1800 200 422**, or visit myagedcare.org.au, and ask for an assessment.

Getting more support

If you need more care than what you can receive through CHSP, we can talk you through your other options, which include:

- Being assessed for Support at Home funding to meet your higher level care needs.
- Accessing other health care programs like Palliative Care.
- Paying privately (self funding) for additional services to meet your needs without waiting.

If you've been injured or spent time in hospital, you may also be eligible for additional services through CHSP.

Our friendly team are here to help you access the care you need, when you need it, and ensure there's no disruption to your services. Talk to us today for more information.

Although funding for the Commonwealth Home Support Program 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 more than 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; digitally enabled care and remote monitoring; and chronic and complex disease management.

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



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.