

Silverchain Group  
Capability Statement

## Year at a glance



**140k+**

clients supported



**2.9m**

occasions of service



**2.19m**

hours spent with our clients



**695k**

calls handled in our  
Contact Centre



**\$435m**

in revenue<sup>1</sup>



**\$323m**

in assets

# Welcome to the next generation of health and aged care

Our ambition is to create a better home care system for all Australians. With a history as pioneers in home care, we continue to set the benchmark for care at home, supported by the latest research and technology. We deliver care that Australians want today, and are designing the future of care at home, so our clients receive the best care, every time.

For more than 130 years, Silverchain Group has been trusted by generations of Australians to deliver quality health and aged care services at home and in the community.

We provide state-of-the-art health and aged care services in all states and in the ACT.

Our workforce of more than 5,900 employees including doctors, nurses, allied health professionals, care workers, and care coordinators.

We are well recognised across Australia for our contribution to outstanding health care:

- Winner: best quality home care service provider in WA for three years running since 2022<sup>2</sup>.
- Winner: most trusted brand in regional home care in SA and WA in 2022.

## Our difference

We know that continuity of care between hospitals and general practice is critical in reducing hospitalisations<sup>3</sup>, and leads to lower mortality and higher levels of client and carer satisfaction<sup>4</sup>.

Research also shows Australians want to receive care in their home as they age<sup>5</sup>.

Our range of complete care services enables us to provide this choice, taking pressure off the health system and improving clients' lives.

As a not for profit organisation, we re-invest our funds into research and developing innovative models of care to set the industry benchmark for the provision of the best care in the home.

1 2022/23 Annual report figures

2 Trusted Brands Australia 2023, <https://www.trustedbrands.com.au/results.asp>

3 <https://www.racgp.org.au/gp-news/media-releases/2022-media-releases-1/december-2022/new-data-indicates-continuity-of-care-between-hosp>

4 Pereira Gray DJ, Sidaway-Lee K, White E, et al. 2018 <https://bmjopen.bmj.com/content/8/6/e021161>

5 Research Paper 4 – What Australians think of Ageing and Aged Care ([researchdata.edu.au](https://researchdata.edu.au))



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Kerry  
Registered Nurse

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# Our range of health and aged care services

We provide a complete spectrum of care to our clients. This ranges from preventative care through care coordination and improving health literacy, to primary care, to acute and complex care in the home.

Across every service we work closely with our clients, their families, or carers to deliver care that supports their physical, mental, and social health and wellbeing.

## In home health care services

### Acute and complex care

Our expert clinical teams provide hospital level care in client homes and community clinics.

Home hospital treatments include IV rehydration and antibiotics, wound care, catheter management, PEG tube management, blood clots, pneumonia, cellulitis, bone, blood, and chest infections and urinary tract infections.

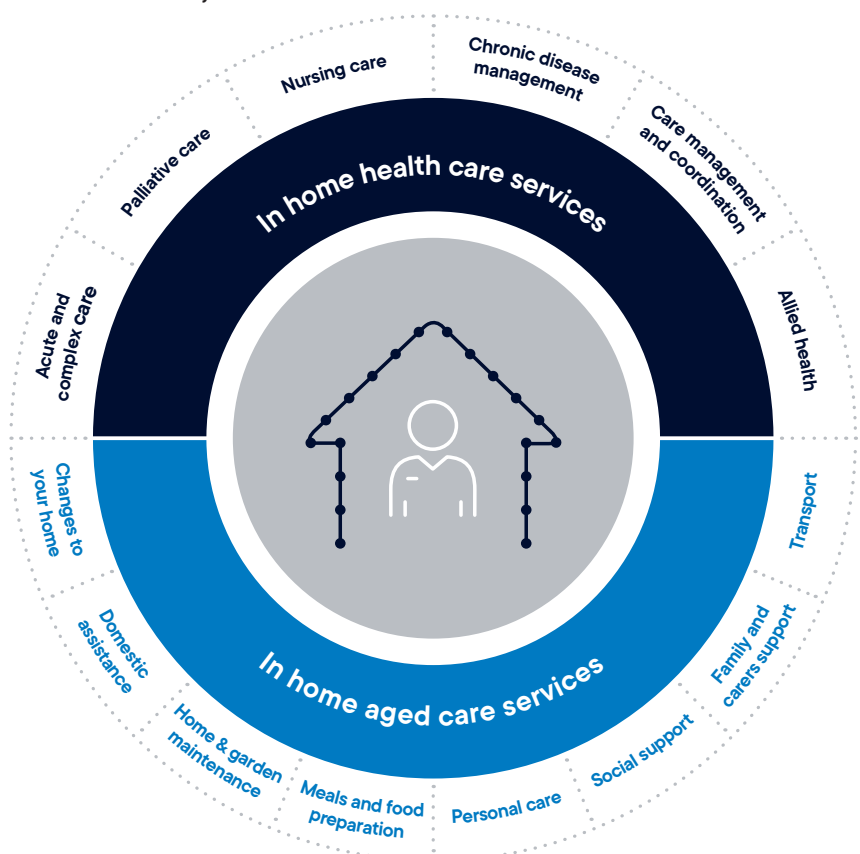
Our care teams also support clients with post-acute care, hospital discharge services, and can provide advanced clinical assessments seven days a week.

### Care management and coordination

Clinically trained professionals work with our clients to identify health concerns and develop individual care plans designed to support their life goals. We are trained to assess changing health care needs and connect our clients to other health networks to ensure they receive all of the care they need.

### Allied health

We can provide a wealth of allied health services to restore, improve, or maintain independence and wellbeing. Services include Audiology, Pharmacy, Podiatry, Physiotherapy, Occupational Therapy, Nutrition and Dietetics, Speech Pathology, and Social Work services.





We work in partnership with governments and the community to provide dedicated care coordination programs across Australia.

#### Chronic Disease Management

Our chronic and complex disease management services are designed to reduce this burden by providing a range of in-person and virtual services to clients in their homes or at clinics and service centres. We support clients to treat and manage conditions such as diabetes, cancer, heart disease, chronic obstructive pulmonary disease (COPD), dialysis, and respiratory conditions.

#### Nursing care

Our nursing care includes paediatric care, pressure injuries, ulcers, skin tears, continence care, respiratory care, stoma care, wound management, and specialist dementia services. We provide nursing care both in home and in community based clinics.

We also offer digitally enabled care and telehealth solutions. This includes virtual clinician supervision in the home, remote vital sign monitoring, and ensuring medication compliance for clients with Tuberculosis, HIV, and for young clients living with a disability.

#### Palliative care

Approximately 70% of Australians would prefer to die at home but only 15% can to do so<sup>6</sup>.

Silverchain provides complex specialist palliative care in Western Australia, South Australia, Queensland, and New South Wales. Our award winning WA and SA Palliative Care has supported people with life limiting illness for over 40 years.



Each year around 60% of our palliative care clients are able to die in the comfort of their home. As a result, WA now has the lowest number of palliative care beds in hospitals per capita nationally.

6 Productivity Commission 2022









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### In home aged care services

We provide government subsidised and fee for service aged care to meet our client's needs.

Our services range from providing basic support funded by the Commonwealth Home Support Programme (CHSP) to complex care at home provided through Home Care Packages (HCP).

These services include:

- **Domestic assistance:** supporting clients with household tasks to keep their home clean and liveable.
- **Home and garden maintenance:** support with home and garden tasks so they can live comfortably.
- **Meals and food preparation:** help with grocery shopping, preparing meals, and eating well.
- **Personal care:** support with daily tasks like showering, getting dressed, and taking medications.
- **Social support and companionship:** connection with family and friends and supporting our clients to do the things they enjoy.
- **Support for family and carers:** respite care that gives carers time to care for themselves.
- **Transport:** driver services and support to help clients attend their appointments, local shops, or other places of interest.
- **Aids to stay independent:** supply of equipment that keeps clients safe and improves mobility, like walking frames.
- **Changes to your home:** support with modifications that help clients stay safe at home, such as handrails.
- **Allied Health Care:** support to restore, maintain and improve your mobility at home.
- **Nursing Services:** tailored nursing care to manager your health care needs.

# Your partner in care

We pride ourselves on our ability to co-design and deliver innovative care programs together with our partners, to meet our community's health needs across Australia.

## Clinical governance and expertise

We are proudly one of the few Australian home care providers accredited in both national health care and aged care standards.

Our national quality and safety framework drives the basis of our ambition to provide the best care for each of our clients.

Clinical governance starts at the highest level with our Board and Executive through to our national Best Care Committee, overseeing a network of various clinical advisory committees. This structure is supported by a dedicated national Quality and Safety function, and Best Care systems and processes to deliver care that is safe, personal, connected, and effective to every client, every time.

Our national Contact Centre connects our clients, referrers, and employees 24 hours a day, 7 days a week, every day of the year.

To provide the next generation of care, we work closely with:

- State governments of Western Australia, South Australia, Queensland, and New South Wales.
- Local Health Districts, Hospital Catchment Programs, and Primary Health Networks such as the Sunshine Coast Hospital and Health Service and the South Eastern NSW PHN.
- Community and private health care companies like Ingenia Communities, Hutt St Centre, and St Patrick's Community Support Centre.
- Universities including Monash, Swinburne, Federation and QUT.
- Research institutes like the South Australian Health and Medical Research Institute (SAHMRI) and National Ageing Research Institute (NARI).

Our extensive networks and partnerships, together with our rigorous clinical governance, enables us to provide the complete spectrum of health care, delivered whenever and wherever it is needed.











# Developing the next generation of care

To advance home care for all Australians, we've created **Future Care**, a dedicated research and innovation division focused on accelerating best practice research and co-design of innovative in-home care services.

Future Care demonstrates our commitment to leadership in care at home. It enables us to contribute to national and international learnings on best practice, policy and funding.

Our research improves our current services through robust evaluation and creating new models of care through the translation of new knowledge, developing, testing new products, services, and technologies.

Our approach also ensures our new models of care address known learnings, gaps, and opportunities.



For more information about partnership opportunities with Silverchain please email **businessdevelopment@silverchain.org.au** or call our Contact Centre on **1300 650 803** and ask to speak to the Business Development team.



# Our values

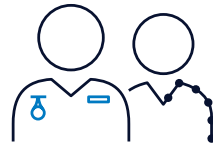
In everything we do, we value integrity, respect, trust and compassion.



We advocate for home care as a human right.



We embrace people from all walks of life.



We champion dignity, choice and independence.



We focus on care that keeps you connected to your community.



We care for the things our clients care about.



We lead future advancements in home care.







Contact us

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