

Understanding your home care options







Care begins at home

Silver Chain provides personalised in-home care, tailored to your needs so you can live a healthy, safe and independent life in the comfort of your own home.

Whether you need a little help around the house or a tailored package, there are a number of different care options available.

Short term care may be suitable if you're returning from hospital following a health event or need some help to regain your independence.

Long term care may suit you if you're in need of more permanent support.

Our trusted network of skilled specialists and dedicated home support staff can provide all the care you need to continue to live a meaningful life.



We're here to help.
Call us on **1300 761 577**

About CHSP

The Commonwealth Home Support Programme (CHSP), provides basic home support services.

You may be eligible for this type of support based on your ability to carry out everyday activities.

Silver Chain provides this program to people who only require a few hours of support each week. This support could be cleaning, personal care or help getting out and about.







How to get CHSP

To receive government funding for CHSP you will first need to have an assessment. This will be carried out by an independent organisation called the Regional Assessment Services (RAS).

To arrange an assessment, you can call Silver Chain and our knowledgeable care team can talk to you about your specific needs and help with any concerns or questions you might have about the process. We can then refer you for an assessment.

Assessments are usually carried out within 28 days of the referral depending on your location and your level of need. The assessment is carried out in your home and is likely to take between 45 minutes and 2 hours. You're welcome to have a friend, family member or carer present.



Call us on **1300 761 577** to find out more about CHSP and what services are available in your area.




Home Care Packages

A Home Care Package is one of the government-subsidised options available to support you to live a healthy, safe and independent life at home for as long as you choose.

There are four different levels of care available depending on your needs and often a Home Care Package is the next step on from receiving services through the Commonwealth Home Support Programme.

A Home Care Package gives you choice, control and flexibility in the way your care is provided.

How to get a Home Care Package




Before you receive a Home Care Package, you need to be assessed by the Aged Care Assessment Team (ACAT). There is no charge for this assessment and we can arrange for you to get a referral to the ACAT.

During your assessment, the assessor will talk to you about how you're managing in your day-to-day life. They will get an understanding of what you need help with and what your goals are to enable you to live confidently at home.

Once you're assigned a Home Care Package, we will work with you to design a care plan that's tailored to your needs, budget and personal circumstances.

Wait times for an ACAT assessment can vary and there is a national government queue to receive a Home Care Package, so talk to your assessor or give us a call to discuss what home care options are available to you while you wait.





A Home Care Package gives you choice, control and flexibility in the way your care is provided.





Services



Home and garden

- > Cleaning and tidying
- > Making beds
- > Laundry
- > Plus much more because every home and garden is different



Personal care and wellbeing

- > Showering
- > Dressing and personal grooming
- > Assistance with hair and make-up
- > Shaving



Getting out and about

- > Transport or help with public transport to get you to your appointments, your local shops or anywhere else that interests you



Community and companionship

- > Social Centres
- > Helping you do the things you enjoy in your community



Meal planning and preparation

- > Meal preparation
- > Shopping support



Specialist health services

- > Nursing care
- > Continence care
- > Physiotherapy
- > Podiatry
- > Occupational therapy
- > Dementia support



Falls prevention and safety

- > Improving your strength and mobility
- > Falls prevention program including home safety and mobility aids
- > Personal alarms and fall detectors



Support for family and carers

- > Support for carers
- > In-home respite



Some services may not be available in all areas. Call us on **1300 761 577** to find out which services are available in your area.



Getting Started


We'll help you make sense of your home care options so it's easy for you to make informed decisions.

Our dedicated care team can help you get the care you need in three simple steps.


1 Contact us to discuss your needs

There are many options available to support you. Once we understand your needs we can advise you on the steps involved to getting the right care.

2 We'll guide you through the options available



Our knowledgeable care team can give you information on the appropriate services for your circumstances and help you to understand if you're eligible for a government subsidised program.



3 We'll help you start the process

Depending on your needs we can refer you for the appropriate assessment, discuss what funding options are available, and answer any other questions you may have.

Private services

We also offer our health and home care services on a private basis. There's no wait list and no need for an assessment which means you can get the care you need right away.



We believe in the power of home

We've kept more people at home than any other provider.

With over 110 years' experience supporting our clients to remain living at home, you can trust us to take the best care of you.

The most highly skilled care team in WA

Our specialist care team is made up of doctors, nurses, physiotherapists, support workers and volunteers. This team enables you to continue living at home and connected within your community.

All the care you need to stay at home

We are the leading provider, of comprehensive in-home health and home care services. This means as your needs change, we can change with you.

A tailored, personalised service

We provide personalised services to meet your individual needs. We'll take time to get to know you, understand your needs and provide advice to help you make informed decisions.

Clients first

As a not-for-profit organisation, we focus on providing quality care and always put our clients first.

Around the clock support

Our WA-based Contact Centre operates 24 hours a day. Our knowledgeable team is here for you all day, everyday, to answer your questions or help you with any urgent support needs.





We're here to help

We'll help you make sense of home care services, how to get started, what's available, how much it costs or answer any other questions you may have, so it's easy and hassle-free for you to make informed decisions.

**Contact our friendly,
knowledgeable team today.**



Contact us

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