



Service summary

Name of service	Silver Chain Community Specialist Palliative Care Service
Contact details	Contact Centre: Phone: (08) 9242 0242 Referrals: Phone: 1300 512 322 Email: SCReferrals@silverchain.org.au Fax: 1300 601 788 HealthLink UDI: VIRGINIA
Hours of service	24 hour service
Street address	6 Sundercombe Street, Osborne Park WA 6017
Website address	www.silverchain.org.au
Service type	Community Specialist Palliative Care Service
Service profile	Community specialist palliative care service for clients of all ages provided by an interdisciplinary team of health professionals. Care is based on the unique needs of the client, carer and family when facing a progressive life-limiting condition, including: <ul style="list-style-type: none">■ assessment and management of pain and other symptoms■ support with physical, psychsocial and/or spiritual needs■ access to respite, personal care, equipment and consumables■ time limited bereavement support.
Allied Health Services	<ul style="list-style-type: none">■ Palliative care social workers■ Spiritual care workers.
Admission criteria	To be eligible for this service: <ul style="list-style-type: none">■ Client has progressive, life-limiting condition■ Client requires support and/or symptom management from a specialist palliative care service■ Client has been consulted and given consent for referral to the service (this can be provided by the client or their substitute decision-maker). Exclusions: <ul style="list-style-type: none">■ Where the home environment in which care is to be delivered is unsafe■ Where client reside in a residential aged care facility in a Commonwealth funded residential aged care place■ Where the person lives outside the Perth metropolitan region.



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Referral process	<p>Referrals by:</p> <ul style="list-style-type: none">■ Medical Practitioner■ Nurse Practitioner (working within a Palliative Care or Oncology Multidisciplinary Team). <p>Referrals can be received 24/7.</p> <p>Referrals can be made via fax, email or HealthLinks</p> <p>Referral form accessible at: https://silverchain.org.au/refer-to-us/refer-to-palliative-care/western-australia</p> <p>Urgent referrals:</p> <p>Send completed referral form via fax, email or HealthLinks.</p> <p>Call referrals line on 1300 512 322 to speak to a Palliative Care Liaison Nurse Monday to Friday 8.00am to 4.30pm, or the Clinical Nurse Manager outside these hours.</p>
Discharge criteria	<ul style="list-style-type: none">■ Clients who no longer require specialist palliative care■ Client request■ Where the home environment in which care is to be delivered becomes unsafe■ Client moves out of the Perth metropolitan area.