

MEDIA RELEASE

New service helping people to better manage long term conditions

16 January 2023

The Wanneroo community will benefit from a new service designed to provide effective treatment support for people with long-term health conditions, who also live with mental health conditions, or alcohol and other substance use dependencies.

The service, funded by WA Primary Health Alliance and provided by Silverchain, began on 1 January 2023 and is available through participating general practices in Wanneroo. It aims to improve planned, culturally safe care and support by connecting individuals to appropriate community mental health and alcohol and other substance use services.

This targeted care plan support and coordination service will integrate with local community health services and is informed by primary health data and consultation with local general practices and other health services, community members and interested organisations.

The service will address the barriers for those individuals who find it difficult to get access to care and keep their health on track, while empowering them to self-manage their health and quality of life, reaching goals set out in their GP developed self-management plans.

Comments attributed to Ms Tracey Roberts MP, Federal Member for Pearce:

“This important investment aims to improve the health of those who need it when they need it most and will be welcomed by the people in my electorate of Pearce, who will benefit from the provision of timely and culturally appropriate health services within their neighbourhoods.

“Ensuring that we care for every member of our community, so that no one is left behind, is a core value of the Australian Government and I am very pleased that we have made this investment as part of our efforts to strengthen Medicare.”

Comments attributed to WA Primary Health Alliance General Manager Commissioned Services, Mark Cockayne:

“Using population health data has allowed us to target this new service to where it will have the most impact and we are delighted that so many local general practices have come on board.

“It will help people with long term health conditions and complex care needs to remain independent in the community and stay out of the hospital system.

“This is especially important for people living with mental health, alcohol, or other substance use challenges, who often require additional supports within the community.”

Comments attributed to Silverchain’s Executive Director, Western Australia Renae Lavell:

“Silverchain has a strong track record of providing complex chronic disease management and support services to Western Australians who live with chronic health conditions,” Ms Lavell said.

“This service will work closely with individuals in the community to get to know them, their concerns and help remove the barriers that prevent them from accessing help and care.”

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This free service will support eligible people to:

- help make and keep appointments (including arranging transport)
- understand any health advice that they have received
- access mental health and/or alcohol and other substance use support services
- find other health care options if they are getting stuck or are waiting too long for services
- access community-based social supports like financial, relationship and grief counselling services.

To access this service for yourself or a loved one, speak to your GP in the Wanneroo region to see if they are participating in the service and can provide a referral.

If you have questions, call Silverchain on **1300 300 122** and ask to speak to the Case Coordinator for care planning and coordination services.

This activity has been made possible through funding provided by the Australian Government Department of Health and Aged Care under the Primary Health Network Program.

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About WA Primary Health Alliance: WA Primary Health Alliance shapes, strengthens and sustains primary health care through partnerships and strategies that improve people's access and health outcomes. As the operator of WA's three Primary Health Networks – part of the Australian Government national PHN program – WAPHA help communities and people most at risk of poor health to get better access to care closer to home. This is achieved by supporting general practice to deliver the highest quality patient care, funding local primary health care services based on community needs and connecting local services to simplify the health care system. Along with WAPHA's strong partnerships, statewide structure allows WAPHA to deliver better health, together for the benefit of the WA community. For more information, visit www.wapha.org.au

About Silverchain: Silverchain is Australia's leading in-home care specialist, providing health and aged care services to 105,000 clients a year. Silverchain has been trusted by Australians to deliver care that is differentiated by quality and safety for nearly 130 years. We provide complete in-home care services in Western Australia, South Australia, Victoria, Queensland and New South Wales, in partnership with our clients, as well as governments, primary health networks, local health districts, retirement communities, private companies, and hospitals and health services. Our services comprise nursing, palliative care, home help and support services, hospital in the home, allied health services, and the provision of equipment and monitored personal alarms. We employ more than 4,400 people, including nurses, doctors, allied health, care experts, and a dedicated research and innovation division. Our aspiration is to create a better home care system for all Australians. For more information, visit www.silverchain.org.au