













# Social Work Service to Support GPs















SNPHN has commissioned two providers, [Primary and Community Care Services \(PCCS\)](#) and [Community Care Northern Beaches \(CCNB\)](#) to provide social work services for people with chronic and/or complex health care conditions who are at risk of hospital admission or re-admission.

These services are free and support general practice by making it easier for primary care clinicians to refer people who could benefit from short-term social care support.

Patient Eligibility	Services Available	Region	How to Refer	Provider Details
<ul style="list-style-type: none"> <li>• People living with chronic or complex health conditions</li> <li>• Carers experiencing stress or burnout who requires support and assistance</li> <li>• Difficulty navigating and accessing support services</li> <li>• Recent hospitalisation/ discharge and at risk of readmission without support</li> <li>• Complex family situations including family and domestic violence</li> <li>• Alcohol or substance abuse dependency</li> <li>• Indicators of loneliness and isolation</li> </ul>	<ul style="list-style-type: none"> <li>• Assessing and addressing psycho-social needs and issues</li> <li>• Providing information to people</li> <li>• Arranging referrals and linkage to broad range of appropriate services</li> <li>• Liasing with social, welfare and community providers</li> <li>• Visits to people home or at GP Practice</li> </ul>	Ryde, Hornsby, Ku-ring-gai Local Government Areas	<ul style="list-style-type: none"> <li> <b>Referral form:</b> <a href="http://sydneynorthhealthnetwork.org.au/wp-content/uploads/2016/08/GP-Social-Work-Connect-Referral-Form.pdf">http://sydneynorthhealthnetwork.org.au/wp-content/uploads/2016/08/GP-Social-Work-Connect-Referral-Form.pdf</a></li> <li> <b>Secure messaging:</b> EDI (address) gpsocial</li> <li> <b>Fax:</b> 1300 067 747</li> </ul>	<b>Primary and Community Care Services (PCCS)</b>  <ul style="list-style-type: none"> <li> <a href="http://www.pccs.org.au/programs-services/gp-social-work-connect/">www.pccs.org.au/programs-services/gp-social-work-connect/</a></li> <li> GP Social Worker: (02) 9477 8700</li> </ul>
		Willoughby, Lane Cove, Mosman, North Sydney, Northern Beaches Local Government Areas	<ul style="list-style-type: none"> <li> <b>Referral form:</b> <a href="http://sydneynorthhealthnetwork.org.au/about-us/commissioning/commissioned-services/#social-work-service">http://sydneynorthhealthnetwork.org.au/about-us/commissioning/commissioned-services/#social-work-service</a></li> <li> <b>Secure messaging:</b> EDI (address) ccnthbch</li> <li> <b>Email:</b> <a href="mailto:referrals@ccnb.com.au">referrals@ccnb.com.au</a></li> </ul>	<b>Community Care Northern Beaches (CCNB)</b>  <ul style="list-style-type: none"> <li> <a href="http://ccnb.com.au/services/gpsocialworker/">http://ccnb.com.au/services/gpsocialworker/</a></li> <li> 1300 002 262</li> </ul>

# Discharge Follow Up and Care Coordination Services for people at Risk of Hospitalisation or Re-admission

SNPHN has commissioned two providers, [Kincare](#) and [Just Better Care](#) to work with a range of community and primary health providers to provide short term care coordination for people at risk of hospital admission. They also work with hospital services to support discharge back to the community for people that could benefit from short term support and are otherwise at risk of re-admission.

Patient Eligibility	Services Available	Region	How to Refer	Provider Details
<ul style="list-style-type: none"> <li>• People who have suspected or diagnosed dementia</li> <li>• A person with a chronic or complex health condition</li> <li>• A person who is not receiving adequate support, and would significantly benefit from post-discharge follow-up at home within 24 hours</li> </ul>	<p>These programs support both hospital discharge and hospital avoidance. The primary goal is to facilitate the smooth transition of a person from hospital to home (including after hours discharges) or alternatively, coordinate services to prevent hospital admission in the first instance.</p> <p>Assistance is provided through case management, linking people with required services to support them to live as independently as possible in their own homes. The service will also facilitate communication and ensure all parties in the person's support network are kept up-to-date about their care.</p>	<p>These services will be provided to people living within the indicated Local Coordinated Networks (LCNs)</p> <p>Remember Me support people living in Ryde, Hunters Hill, Lane Cove, Willoughby, Mosman, North Sydney and Northern Beaches local government areas</p>	<p> <b>Referral form:</b>  <a href="http://sydneynorthhealthnetwork.org.au/wp-content/uploads/2016/08/KinCare-Referral-Form.pdf">http://sydneynorthhealthnetwork.org.au/wp-content/uploads/2016/08/KinCare-Referral-Form.pdf</a></p> <p> <b>Email:</b> <a href="mailto:karyn.cush@kincare.com.au">karyn.cush@kincare.com.au</a></p> <p> <b>Phone:</b> 1300 689 741</p> <p> <b>Required:</b></p> <ul style="list-style-type: none"> <li>• Harp <math>\geq 24</math></li> <li>• AUSDRISK Tool Score <math>\geq 12</math></li> <li>• AACVD risk <math>\geq 15</math></li> <li>• <math>\geq 3</math> chronic conditions / comorbidities</li> <li>• Frailty screening score <math>\geq 3</math></li> <li>• Hospitalised in the previous 12 months</li> </ul>	<p><b>Kincare</b></p>  <p> <a href="http://www.kincare.com.au">www.kincare.com.au</a></p> <p> 1300 689 741</p>
<ul style="list-style-type: none"> <li>• A person who would significantly benefit from short-term follow-up support</li> <li>• A person not currently enrolled in TACP/ TRANSPAC</li> <li>• A person who exhibits other characteristics, to be agreed</li> </ul>		<p>Stay at Home support people living within Hornsby &amp; Ku-ring-gai local government areas</p>	<p> <b>Referral form:</b> None required</p> <p> <b>Email:</b> <a href="mailto:stayathome@justbettercare.com">stayathome@justbettercare.com</a></p> <p> <b>Required:</b></p> <ul style="list-style-type: none"> <li>• Harp <math>\geq 24</math></li> <li>• AUSDRISK Tool Score <math>\geq 12</math></li> <li>• AACVD risk <math>\geq 15</math></li> <li>• <math>\geq 3</math> chronic conditions / comorbidities</li> <li>• Frailty screening score <math>\geq 3</math></li> <li>• Hospitalised in the previous 12 months</li> </ul>	<p><b>Just Better Care</b></p>  <p> <a href="http://sydneynorthhealthnetwork.org.au/wp-content/uploads/2017/11/Stay-at-home.pdf">sydneynorthhealthnetwork.org.au/wp-content/uploads/2017/11/Stay-at-home.pdf</a></p> <p> <a href="http://www.justbettercare.com/">www.justbettercare.com/</a></p> <p> 0437 522 258</p>