

Document date	February 2008
Program	External program
Program code	PAVIC (non-financial program).
Definition	<p>The HACC Response Service is an add-on component of Personal Alert Victoria (PAV), funded by the Victorian Government through the Department of Human Services (DHS).</p> <p>HACC Response Service is the contact for PAV clients who do not have family or other nominated contacts who can respond to a client's call for assistance.</p> <p>RDNS provides the HACC Response Service in the Northern, Western and Eastern regions.</p> <p>Caulfield Community Health Service provides the service in the Southern region.</p>
Responsibility	RDNS general.
Referrals	<p><i>To</i> RDNS Customer Service Centre.</p> <p><i>From</i> Two PAV Service Providers (Monitoring Services) contracted by DHS:</p> <ol style="list-style-type: none"> 1. Safety Link (Northern and Western Region) 2. Mount Eliza Personal Assistance Call Service (MEPACS) Eastern Region
Type of service	<p>RDNS visits clients in response to a call from the monitoring service when they either activate their personal alarm ('emergency response') or if they fail to push their daily call button ('missed daily call').</p> <p>The type of assistance provided varies according to the client's need.</p> <p>The service is available 24 hours a day.</p> <p>The first choice of staff to attend a callout is a Health Aide.</p>
Eligibility/criteria for accepting referral	<p>The need for the HACC Response Service is identified through the PAV assessment process.</p> <p>Where the client has less than three nominated contacts, the client is referred for the HACC Response Service.</p> <p>HACC Response Service can only be the first or second contact for a client.</p>
<i>Overseas visitors</i>	Not applicable.

continued

Health insurance	Not applicable
Fees	<p>No client fee for HACC Program clients.</p> <p>Fees are charged at the DHS unit price for clients on the following programs: HITH, PAC, EACH, Transitional Care and CACPs (CACPs callouts are charged at the Health Aide FFS rate regardless of whether a Registered Nurse or Health Aide makes the visit).</p> <p>Refer to CP-D12 <i>Providing the After Hours Response Service for clients on funded care packages.</i></p> <p>Manual invoices need to be arranged for callouts attended for these clients.</p>
Liaison charge	Not applicable.
Consumables	Key safe is provided (on loan to client) by the HACC Response Service.
Continuity of care/Core	Not applicable.
Access responsiveness	<p>An access visit must be made to the client within five days of referral.</p> <p>Visits for a 'missed daily call' must be made within 90 minutes of receiving the callout. Visits for an 'emergency response' must be made within 30 minutes of receiving the callout.</p> <p>In an emergency, the key safe code can be given to emergency services (for example, police, ambulance and fire brigade).</p>
RDNS policy reference	CP-D10 <i>Providing the Personal Alert Victoria HACC Response Service</i>
Contract/agreement	Yes
<i>Contract responsibility</i>	RDNS Project Officer, Client Services.
<i>Contact responsibility</i>	General Manager/Director of Nursing North and West regions.
<i>Expiry date</i>	Ongoing.
Other programs permitted	<p>Yes, but if client is on FFS Program noted above, callouts are charged to the program at DHS unit price.</p> <p>HACC</p>
Comments	<p>RDNS does not provide a HACC Response Service in Southern Region. However it does provide the DVA 24 Hour Response in all regions.</p> <p>Where a client is funding their own PAV alarm unit while waiting for a DHS-funded unit, they are entitled to the HACC Response Service. If they are not entitled to a DHS-funded unit, they are not entitled to the HACC Response Service.</p> <p>Every six months an access review visit is undertaken for those clients who have not used the HACC Response Service within the last six months.</p>

continued

Reference/source of information

HACC Program Response Service Guidelines, Dec 1999
Department of Human Services, Aged Community and Mental Health.

Personal Alert Victoria Program and Service Guidelines, 2003.
Department of Human Services, Aged Care.

DHS contact:

Maria De Leo
Coordinated and Home Care
Aged Care Branch
Ph: (03) 9616 8546
Email: maria.deleo@dhs.vic.gov.au

Reviewer:	HACC Non-HACC Committee	Last review date:	February 2008
Authoriser:	GM/DON	Next review date:	July 2011