

## Linkages (also known as Community Options)

<b>Document date</b>	October 2007
<b>Program</b>	External program
<b>Program code</b>	Each Linkages program will have its own individual program code (financial programs).
<b>Definition</b>	<p>The goal of linkages services is to complement the HACC service system by using case management (and where appropriate utilising brokerage funds) to provide individually tailored packages of service to those most vulnerable in the HACC service system.</p> <p>Target group:</p> <ul style="list-style-type: none"> <li>• frail or at risk older people assessed as in need of support</li> <li>• people with disabilities of a moderate to severe nature</li> </ul>
<b>Responsibility</b>	RDNS general.
<b>Referrals</b>	<p><i>To</i> RDNS Customer Service Centre.</p> <p><i>From</i> Linkages Case Managers.</p>
<b>Type of service</b>	Provision of nursing care, Health Aide personal care, Allied Health assessment and some respite service.
<b>Eligibility/criteria for accepting referral</b>	HACC eligible.
<i>Overseas visitors</i>	Not applicable.
<b>Health insurance</b>	Not applicable.

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## Fees

<i>Type of service</i>	<i>Fees</i>	<i>Discussion</i>
Nursing services to 5 hours per week. Can be provided by Gr 2, 3 or 4.	Linkages core rate.	If a Grade 4 CNC is providing full care to a Linkages client on a regular basis, care is not charged at consultancy rates but falls within the 5 core hours.  Any care provided in excess of the 5 core hours (with agreement of Linkages) is charged at FFS rate.  <b>See note below about fees when two staff attend visit.</b>
Physiotherapist assessments and personal care provided by Community Care Aides.	FFS (DHS unit price) for all care provided.	FFS must be negotiated with Linkages prior to the service being given.
Personal care provided by Community Care Aides	FFS (DHS unit price) for all care provided.	FFS must be negotiated with Linkages prior to the service being given.  <b>See note below about fees when two staff attend visit.</b>
Request by Linkages for consultant assessment for existing RDNS clients.	FFS rate (DHS unit price).	Only Grade 4 CNC assessments can be charged as FFS.
Request by RDNS staff for support/assessment by Gr 3 or Gr 4 CNC.	No charge 'N' or HACC rate (if time exceeds the 5 core hours).	If it is within the 5 core hours – no charge. If care is in addition to the 5 core hours it is charged at HACC rate.
Gr 4 CNC consultation at request of Linkages Case Manager for a newly referred client.	FFS rate (DHS unit price).	If RDNS is not providing the care to a Linkages client a Linkages Case Manager may request RDNS CNC consultancy for a client.

### **Fee charges when two staff attend visit**

When a Registered Nurse accompanies a Community Care Aide (for example, for security or supervision), fees are charged for the staff as follows:

- Community Care Aide time only if care does not require the Registered Nurse
- Registered Nurse time only if care does not require the Community Care Aide
- Community Care Aide time only if the Registered Nurse attends for the purpose of supervising the Community Care Aide
- both staff if the client need is such that two staff (Registered Nurse/Community Care Aide or two Registered Nurses) are required to provide the care

<b>Liaison charge</b>	No charge.
<b>Consumables</b>	Check with the individual Linkages Case Manager or the client is responsible for the cost.  These clients remain eligible for VANEP, Victorian Aids and Equipment Program (previously known as PADP).
<b>Continuity of care/Core</b>	Five hours core for RN care only.

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<b>Access responsiveness</b>	Prioritisation according to need.
<b>RDNS policy reference</b>	Nil
<b>Contract/agreement</b>	Agency agreement about core hours and nominated support site/ client contract with each Linkages Case Manager.
<i>Contract responsibility</i>	
<i>Contact responsibility</i>	General Manager/Director of Nursing South and East Regions and North and West Regions.
<i>Expiry date</i>	
<b>Other programs permitted</b>	CF HACC for core hours HOC HPP Palliative Care Post Acute Care TICPC
<b>Comments</b>	If no Health Aide available for personal care do not replace/substitute a RN for the HA care. Case Manager to refer to other PCA agencies.
<b>Reference/source of information</b>	The Victorian HACC Manual 1993 ( <i>Linkages</i> chapter).

<b>Reviewer:</b>	HACC Non-HACC Committee	<b>Last review date:</b>	October 2007
<b>Authoriser:</b>	GM/DON	<b>Next review date:</b>	July 2011