

Veterans Home Care (VHC)

Document date	June 2008
Program	External program
Program code	Not applicable.
Definition	<p>Department of Veterans Affairs funded program providing home care services to veterans to facilitate living independently in the community. Services provided by the VHC program:</p> <ul style="list-style-type: none"> • personal care • home care/domestic assistance • residential and in-home respite (capped at 196 hours or 28 days per financial year) • home and garden maintenance <p>The program was developed by the Department of Veterans Affairs to provide an alternative to HACC services for veterans.</p>
Responsibility	RALLY Healthcare.
Referrals	<p><i>To</i> RALLY Healthcare.</p> <p><i>From</i> Veteran community, community services, acute services and LMOs.</p>
Type of service	<p>RALLY Healthcare provides the assessment and co-ordination function of the program. Assessments are conducted according to a telephone-based model and are completed online on the DVA website. Home assessments are completed as required.</p> <p>Services approved by RALLY Healthcare from the assessment process are provided by DVA contracted providers.</p>
Eligibility/criteria for accepting referral	<p>Determined by Department of Veterans Affairs. Generally includes Gold Card holders and White Card holders.</p> <p><i>Overseas visitors</i> Commonwealth/Allied Veteran eligible only for respite services if related to their accepted disability.</p>
Health insurance	Not applicable.

continued

Fees	Co-payments are incurred by the veteran receiving the services: <ul style="list-style-type: none"> • \$5.00 per visit Domestic assistance capped at \$20.00 per month • \$5.00 per hour H&G Maintenance capped at 15 hours per financial year • \$5.00 per hour Personal Care capped at \$40.00 per month • nil co-payment for respite services (entitlement capped at 196 hours per financial year)
Liaison charge	Not applicable.
Consumables	Not applicable.
Continuity of care/Core	Not applicable.
Access responsiveness	Prioritisation according to need.
RDNS policy reference	Not applicable.
Contract/agreement	
<i>Contract responsibility</i>	RALLY Healthcare General Manager/Director of Nursing.
<i>Contact responsibility</i>	RALLY Healthcare General Manager/Director of Nursing.
<i>Expiry date</i>	30 November 2009.
Other programs permitted	CAPS and Linkages program clients are excluded from VHC services other than to receive the Respite Service from VHC program.
Comments	
Reference/source of information	Department Of Veterans Affairs, VHC Program Manual 2007. Veterans Home Care Team Program – DVA. Ph: 9284 6093.

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