

## DVA 24 Hour Response Program

**Document creation date** 12 September 2002

<b>Program</b>	External program
<b>Program code</b>	PADVA (non-financial program)
<b>Definition</b>	<p>The DVA 24 hour response service is a DVA funded initiative similar to the HACC Response Service.</p> <p>The program supports people who do not have more than one family member/informal carer/friend able to be registered with a monitoring service.</p>
<b>Responsibility</b>	RALLY Healthcare
<b>Referrals</b>	<p><i>To</i> RALLY Healthcare</p> <p><i>From</i> DVA. Must be accompanied by an assessment document from the relevant monitoring service.</p>
<b>Type of service</b>	<p>Visits will be made in response to a call from the monitoring service, usually related to the activation of the client's personal alarm.</p> <p>The type of assistance provided varies according to client's need. The service is available 24 hours a day.</p>
<b>Eligibility/criteria for accepting referral</b>	Eligibility is established by DVA prior to referral.
<i>Overseas visitors</i>	Not applicable.
<b>Health insurance</b>	Not applicable.
<b>Fees</b>	RALLY Healthcare is funded by DVA to provide the 24 Hour Response Service. Fees cover the provision of the keysafe, the access profile visit and call outs attended.
<b>Liaison charge</b>	No charge.
<b>Consumables</b>	RALLY Healthcare provides the keysafe for the client. The client is responsible for providing a second key.
<b>Continuity of care/Core</b>	Not applicable.
<b>Access responsiveness</b>	An access visit must be made to the client within 5 days of referral.
<b>RDNS policy reference</b>	CP-D11 <i>Providing the Personal Alert Victoria DVA Response Service.</i>

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<b>Contract/agreement</b>	Yes
<i>Contract responsibility</i>	RALLY Healthcare General Manager/Director of Nursing.
<i>Contact responsibility</i>	RALLY Healthcare Operations Manager.
<i>Expiry date</i>	As negotiated.
<b>Other programs permitted</b>	DVA Community Nursing Program. Veterans' Home Care. General HACC Program.
<b>Comments</b>	
<b>Reference/source of information</b>	RALLY Healthcare. RALLY Healthcare <i>Information Folder</i>

<b>Reviewer:</b>	HACC Non-HACC Committee	<b>Last review date:</b>	November 2005
<b>Authoriser:</b>	GM/DON	<b>Next review date:</b>	September 2006