

## HACC Response Service

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<b>Program</b>	External program
<b>Program code</b>	PAVIC (non-financial program).
<b>Definition</b>	<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>
<b>Responsibility</b>	RDNS general.
<b>Referrals</b>	<p><i>To</i> RDNS centres in the Northern, Western and Eastern regions and Springvale centre.</p> <p><i>From</i> Two PAV Service Providers (Monitoring Services) contracted by DHS:</p> <ol style="list-style-type: none"> <li>1. Safety Link (Northern and Western Region)</li> <li>2. Mount Eliza Personal Assistance Call Service (MEPACS) Eastern Region</li> </ol>
<b>Type of service</b>	<p>Visits will be made to provide personal care in response to a call from the monitoring service that is 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>	<p>The need for the HACC Response Service will be 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.
<b>Health insurance</b>	Not applicable

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<b>Fees</b>	<p>No client fee for non-FFS program clients.</p> <p>CACPs, HITH, PAC, Transitional Care – full FFS (DHS unit price) charges for call-outs apply.</p> <p>Contact the Finance department to arrange manual invoicing for call-outs attended for these clients.</p>
<b>Liaison charge</b>	Not applicable.
<b>Consumables</b>	Key safe is provided (on loan to client) by the HACC Response Service.
<b>Continuity of care/Core</b>	Not applicable.
<b>Access responsiveness</b>	An access visit must be made to the client within five days of referral.
<b>RDNS policy reference</b>	CP-D10 <i>Providing the Personal Alert Victoria HACC Response Service</i>
<b>Contract/agreement</b>	Yes
<i>Contract responsibility</i>	RDNS Project Officer, Client Services (refer to <i>Appendix 3 – Name of Incumbent</i> ).
<i>Contact responsibility</i>	General Manager/Director of Nursing North and West regions (refer to <i>Appendix 3 – Name of Incumbent</i> ).
<i>Expiry date</i>	Pilot completed December 2001. New contract yet to be confirmed.
<b>Other programs permitted</b>	<p>CACP</p> <p>HACC</p>
<b>Comments</b>	<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>

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**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.

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<b>Reviewer:</b>	HACC Non-HACC Committee	<b>Last review date:</b>	July 2003
<b>Authoriser:</b>	GM/DON	<b>Next review date:</b>	March 2005