

Linkages (also known as Community Options)

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Program	External program
Program code	Each Linkages program will have its own individual program code (financial programs).
Definition	<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"> • frail or at risk older people assessed as in need of support • people with disabilities of a moderate to severe nature
Responsibility	RDNS general.
Referrals	<p><i>To</i> RDNS Customer Service Centre.</p> <p><i>From</i> Linkages Case Managers.</p>
Type of service	Provision of nursing care, Health Aide personal care, Allied Health assessment and some respite service.
Eligibility/criteria for accepting referral	HACC eligible.
<i>Overseas visitors</i>	Not applicable.
Health insurance	Not applicable.

continued

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. See note below about fees when two staff attend visit.
Physiotherapist assessments and personal care provided by Health 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 Health Aides	FFS (DHS unit price) for all care provided.	FFS must be negotiated with Linkages prior to the service being given. See note below about fees when two staff attend visit.
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 Health Aide (for example, for security or supervision), fees are charged for the staff as follows:

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

Liaison charge

No charge.

Consumables

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).

Continuity of care/Core

Five hours core for RN care only.

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Access responsiveness	Prioritisation according to need.
RDNS policy reference	Nil
Contract/agreement	Agency agreement about core hours and nominated centre/ 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>	
Other programs permitted	CF HACC for core hours HOC HPP Palliative Care Post Acute Care TICPC
Comments	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.
Reference/source of information	The Victorian HACC Manual 1993 (<i>Linkages</i> chapter).

Reviewer:	HACC Non-HACC Committee	Last review date:	October 2007
Authoriser:	GM/DON	Next review date:	October 2009