

Personal Alert Victoria (PAV) Response Service Guidelines

2018

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Introduction

These guidelines replace the April 2014 Home and Community Care (HACC) Response Service guidelines in line with a Department of Health and Human Services decision to fund the PAV Response Services from the Victorian Government Ageing and Aged Care budget from 1 July 2015. In line with this shift service providers should now reflect the name change in any service documentation.

The PAV Response Services are funded under Aged Support Services, Personal Alert Victoria (Activity 13019). The PAV Response Service has a unique identifier D0220 used in funding arrangements between the Department and agencies.

These guidelines document the eligibility, assessment and registration requirements for the PAV Response Service along with the procedures and processes required to implement the PAV Response Service. They have been developed in consultation with stakeholders involved in the delivery of the PAV Response Service. These guidelines should be read in conjunction with the Personal Alert Victoria program and service guidelines, both of which are available at www.health.vic.gov.au/ageing-and-aged-care/supporting-independent-living/personal-alert-victoria.

PAV Response Service objective

The objective of the PAV Response Service is to be the incident contact for people using Personal Alert Victoria (PAV) www.health.vic.gov.au/ageing-and-aged-care/supporting-independent-living/personal-alert-victoria and others as defined in these guidelines, without family or other informal contacts. Response to an incident or potential incident could be triggered by the client pressing their incident alarm button or because the client has not made their daily call to PAV and cannot be contacted by PAV. The PAV Response Service will provide a prompt home visit.

Assistance offered will vary according to individual needs but may include:

- personal care due to illness
- guiding a person up from a fall
- assistance to bed after a minor fall
- assistance with mobility problems (for example, a wheelchair that is stuck)
- support and reassurance after a fright
- assisting a client who is locked out of their home.

The PAV Response Service cannot provide:

- medical assistance
- response to possible suicide
- assistance with domestic or other violence
- regular assistance with personal care
- mental health assistance
- assistance with medications.

The service is available 24 hours a day, 365 days a year.

Personal alarm units funded by the Victorian Government are provided through a contracted service provider. This program is called Personal Alert Victoria (PAV).

Service configuration

The Department of Health and Human Services may fund the PAV Response Service in a variety of configurations, for example:

- a single organisation model providing incident response services 24 hours a day, seven days per week, 365 days per annum at either a statewide or region-wide level.
- a multi-organisation model using after-hours services and purchasing services for office hours response from regular services

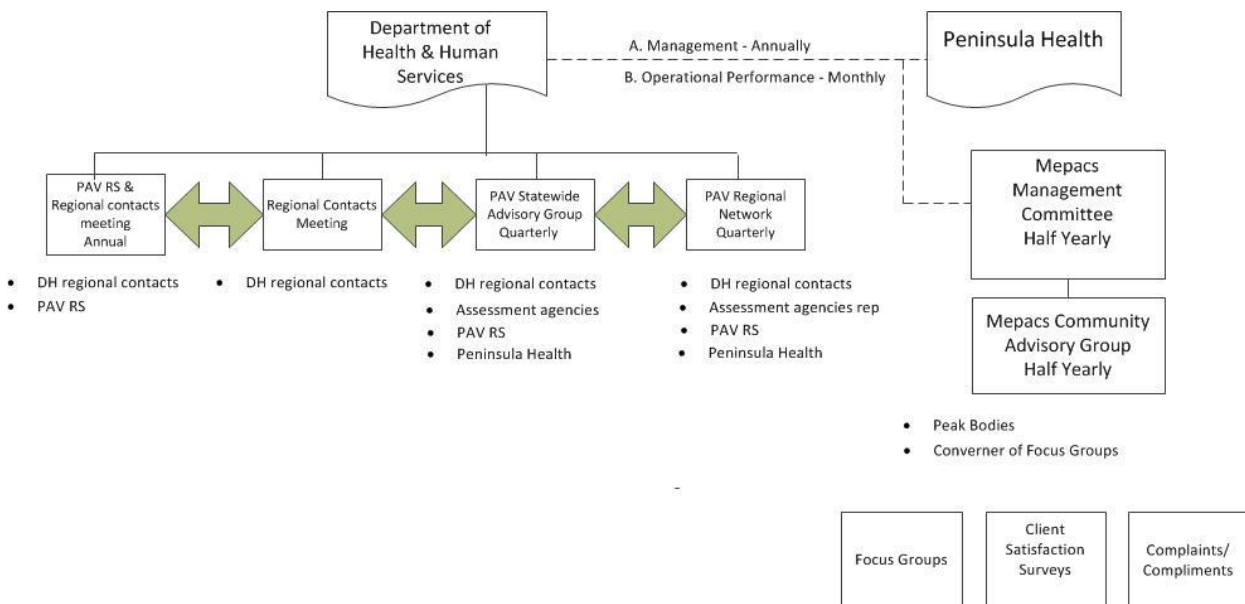
Integration of Personal Alert Victoria and PAV Response Service

Personal Alert Victoria and the PAV Response Service are closely linked. The PAV Response Service has been established to support PAV clients without appropriate nominated contact people. Need for the PAV Response Service is assessed through the Personal Alert Victoria assessment process.

Eligibility for Personal Alert Victoria can be reviewed using the Personal Alert Victoria review and reassessment process by contacting the PAV service provider. If a person no longer receives a Personal Alert Victoria alarm unit they will also no longer receive the PAV Response Service.

There is a separate registration process, including a home visit, for the PAV Response Service. This occurs after an alarm unit has been allocated to the person.

The following outlines the governance structure for PAV and the PAV Response Services.



This is a strategic governance structure that:

- supports and maintains monitoring of contract accountabilities and associated management processes
- supports good communication and capacity to identify and manage arising risks to service delivery
- assists high quality services and management processes
- supports strategic planning for future improvements in service delivery and program policy

Terms of Reference for the groups are held by DHHS regional contacts and the DHHS PAV Program Manager.

PAV Response Service roles

See the PAV Program and Service Guidelines for roles and responsibilities.

Emergency management

If an event occurs which means the PAV Response Service cannot attend a client, the PAV Response Service should inform the PAV service provider so an alternative appropriate response can be arranged for example, emergency services.

Nominated contacts and PAV Response Service providers are not expected to respond to clients in fire or code red fire risk locations. Clients living in these locations will be referred to emergency services.

Service provision by the PAV service provider and the PAV Response Service provider is expected to continue though extreme heat wave conditions. In fact evidence to date shows there is an increase in demand for these services during heatwave conditions. If, during heatwave conditions, an emergency service is called to a PAV client, the emergency response time is dependent on overall demands on emergency services at the time.

The PAV service provider and the PAV Response Service providers are responsible for identifying their own organisation's risk, and to plan and prepare for what they will do in an actual or potential emergency.

PAV clients will have varying levels of capacity to prepare personal plans to respond to emergency situations. The PAV service provider and the PAV Response Service providers are encouraged to assist clients to be aware of the need to plan for emergency events and may refer people to the Country Fire Authority (CFA) or their local council for planning guidance.

The Vulnerable People in Emergencies Policy 2012 has been developed to improve the safety of vulnerable people in emergencies, by supporting emergency planning with and for vulnerable people. The policy uses the existing relationships of funded organisations with vulnerable people to support personal emergency planning and improve their safety and resilience.

For details see:

- section 4.18 'Vulnerable People in Emergencies Policy' in the *service agreement information kit*

PAV Response Service principles

That PAV Response Service providers:

- are person centred and flexible
- maintain confidentiality of information
- ensure the right service is provided at the right time and is organised to provide a prompt response
- are organisationally capable of developing and providing the necessary response service and supports to clients
- develop services that can deliver targeted support to clients in an efficient and effective manner and work in collaboration with existing local services and the PAV service provider
- establish and maintain management practices and appropriate technological capabilities and provide an experienced and skilled staff base
- achieve the maximum degree of coordination and not duplicate services
- plan at the systemic regional and at the individual level
- have the capacity to provide a response to the assistance requested
- have capacity to use interpreters
- advocate on behalf of clients as required and/or use advocates
- have management policies and practices to ensure appropriate recruitment, training and monitoring of staff
- have a demonstrated capacity to provide ongoing, secure, high quality, value for money services to people

- have a knowledge and understanding of the target group or relevant experience with other like target groups
- have the capacity for networking, and preparedness to work with other service providers and organisations to enable timely and appropriate responses to incidents PAV clients
- take a pro-active approach to improving service provision and appropriate flexibility to meet changing client, operational, departmental and local service system needs.

Complaints

Refer to the PAV Program and Service Guidelines for complaints policy and handling.

www.health.vic.gov.au/ageing-and-aged-care/supporting-independent-living/personal-alert-victoria.

Incident Reporting

Organisations need to report PAV Response Service client incidents in accordance with either the Client Incident Management System (CIMS), or the Victorian Health Incident Management System (VHIMS), whichever system is used by their organisation.

If organisations need assistance with incident reporting they should seek advice from their local Area contacts.

Language Services

The department provides funding for language services through a variety of mechanisms, including the Language Services Credit Line system. The credit line provides access to onsite and telephone interpreting services, as well as translation services for eligible organisations.

The Victorian Translation & Interpreting Service (VITS) is the current provider of the Department of Health Language Services Credit Line. For further information about VITS and the credit line system please refer to the *Guidelines for the use of the Department of Health Language Services Credit Line*, and the *Frequently Asked Questions* at www.health.vic.gov.au/diversity/cald

PAV Response Service coordination and PAV Response Service worker pool

Each PAV Response Service must have a PAV Response Service coordinator who is responsible for the day to day planning and management of the service. This role may be combined with other roles in the funded organisation. It is not necessarily a full time role. It is essential PAV Response Service coordinators spend time becoming familiar with these guidelines and the PAV guidelines, any procedures agreed with the PAV service provider.

The PAV Response Service provider must organise and maintain a pool of qualified, paid, PAV Response Service workers (who have the appropriate personal care and first aid competencies), who are either employed by the PAV Response Service provider or employed by a subcontracted organisation, and can make home visits over a 24 hour period, 365 days a year. The minimum qualifications for staff making home visits are outlined at Appendix 2 ***The PAV Response Service Personal Care Policy***. The PAV Personal Response Service Personal Care Policy provides an appropriate framework for the personal care role. The PAV Response Service worker is only to undertake a personal care role.

In rural areas it may be necessary to arrange for workers with qualifications that include personal care, such as a residential care worker, to be available to respond to an incident. It may also be appropriate, as part of a development process, to encourage unqualified but otherwise suitable workers to obtain the relevant personal care and first aid competencies in order to build up a pool of suitably qualified workers. However, only paid workers with the relevant personal care and first aid competencies can make home visits for the PAV Response Service.

The worker pool must be sufficient to enable multiple home visits to be made to different service users during the same time period.

The PAV Response Service or subcontracted organisation is required to have the capability to monitor and support workers making home visits and on call back up to support difficult situations in the homes of clients using the PAV Response Service. Therefore the PAV Response Service provider or subcontracted organisations must provide the support of a supervisor (the coordinator or alternative) for PAV Response Service workers 24 hours a day, 365 days a year.

All staff involved in the PAV Response Service, including subcontracted staff from other organisations, must be provided with written information about Personal Alert Victoria and the PAV Response Service before they undertake work.

It is the responsibility of the PAV Response Service provider to ensure each worker has a copy of this written information, which is to include:

- a copy of any PAV information given to clients
- a copy of any PAV Response Service information given to clients
- a copy of any PAV guidelines/policy documents
- a copy of the PAV Response Service guidelines
- written information, including telephone numbers and contact names, about the PAV service provider
- written information about the PAV Response Service provider including name, address and telephone number of the organisation, name and telephone number of the PAV Response Service coordinator, and name and telephone number of the supervisor they are to contact, in any 24 hour period, if that person is not the PAV Response Service coordinator
- If the PAV Response Service worker is engaged by a subcontracted organisation, the worker must be given the name, address and telephone number of that organisation and name of a contact person at that organisation.

Each PAV Response Service worker must be shown the PAV alarm equipment and processes and understand how they operate. Workers should also have a meeting, one to one or in a group, with the PAV Response Service coordinator or a delegated person to have the opportunity to ask questions and have those questions answered.

Each PAV Response Service worker making home visits must be provided with photo identification by the organisation that employs them which is either the PAV Response Service provider or the subcontracted organisation.

Keys to the home of a person using the PAV Response Service must be kept in a key safe at the person's property or home. The PAV Response Service worker making the home visit must be given the key safe code number to open the key safe so that they can access the keys.

PAV Response Service target group

The target group for the PAV Response Service are PAV clients who do not have sufficient relatives or others to be their contacts for Personal Alert Victoria. This includes:

- Clients who are on the waiting list for a PAV alarm unit who choose to pay a fee to receive an alarm unit while they are on the waiting list and who do not have sufficient contacts (see Short term personal alarm rental below).
- Veterans who have a PAV alarm and who do not have sufficient contacts are eligible for the PAV Response Service.
- Commonwealth Home Care Packages: Four levels of Home Care packages have replaced CACPs EACH and EACHD packages, i.e. Home Care Level 1, Home Care Level 2, Home Care Level 3 and Home Care Level 4. People who receive any of the four levels of Home Care Packages, who have a PAV alarm but do not have sufficient contacts, are eligible for the PAV Response Service.

If a PAV applicant has the dementia supplement, the assessor completing the initial assessment will carefully consider whether they meet PAV Eligibility Criteria 2 *Applicant must be capable of using and willing to wear the PAV pendant at all times.*

If a PAV client has the dementia supplement the PAV service provider will be able to monitor that client's ability to use the PAV service appropriately through their review process. A review of eligibility may be initiated by the PAV service provider based on the client's daily monitoring and alarm usage patterns.

Use of the PAV Response Service may be ongoing or time limited.

People ineligible for the PAV Response Service

If a veteran receives a Commonwealth Department of Veteran's Affairs funded personal alarm unit they are not eligible for the PAV Response Service. The Commonwealth Department of Veterans Affairs may contract with the PAV Response Service provider to provide a response service on a fee for service basis.

Eligibility and assessment

People can only be registered with the relevant PAV Response Service provider and have the PAV Response Service listed as their incident contact on their PAV response plan through the PAV assessment process. The PAV service provider can only contact a PAV Response Service provider regarding an incident when a client has the relevant PAV Response Service provider listed on their response plan and has been registered with the relevant PAV Response Service provider.

Eligibility for an alarm unit can be reviewed, and may cease when there is a need for a reassessment due to a client's needs or circumstances changing, or they are a danger to staff. See section *Re-assessment and/or review.*

PAV requires a minimum of two and up to four informal contacts. Priority for the PAV Response Service will be given to those clients who do not have any relatives or informal contact people and therefore will use the PAV Response Service as their first contact. Where clients have a relative or other informal contact person who can be the first contact, the PAV Response Service can be the second contact if no one else is available. The PAV Response Service cannot be recorded as the third or fourth contact.

Every effort should be made by the assessor to identify informal contact people before recording a need for the PAV Response Service.

People currently using PAV who can no longer utilise their existing first or second contact people can be referred to the relevant PAV Response Service by the PAV service provider for registration.

PAV Response Service providers are expected to liaise and work closely with other service providers when setting up the PAV Response Service. However, since access to the PAV Response Service is only via the PAV assessment process, the PAV Response Service should not be directly advertised to the general public. It is appropriate for the PAV Response Service provider to prepare a leaflet for people using PAV Response Service, which contains both general and local information about the PAV Response Service.

Re-assessment and/or review

Where a clients' circumstances or use of the service increases significantly or is used inappropriately, it may be that a complete reappraisal of the client and their needs should be prompted. The PAV service provider should be contacted to discuss the need for an assessment of the client's needs.

Examples of the need for reassessment/review may include, but are not limited to:

- increase in call outs;

- *ongoing* requests for toileting;
- *ongoing* requests to get out of bed, or into bed; and
- *ongoing* issues with access to property. For example, deadbolts and chains being continually used.

Clients should be made aware of their responsibility to participate in a re-assessment, if recommended, as outlined in *Personal Alert Victoria Information for clients and contacts*.

Response Services staff may need to work with the PAV service provider and other assessment services if the client is no longer eligible for PAV, or suitable for the PAV Response Service. Where the Response Service is removed because a client is no longer suitable, or they are using the service inappropriately, all endeavours should be made to ensure the client has a positive experience and that other services better meet their needs, or they have been referred to other services to better meet their needs, if appropriate.

Service registration and service provider access

The registration process for the PAV Response Service is as follows:

1. The assessor provides the completed PAV assessment record including all attachments to the PAV service provider. The PAV assessment record identifies the need for the PAV Response Service and whether any informal contacts are available to be the first contact. The PAV assessment record with attachments is to indicate that the applicant has consented to the completed forms being forwarded to the PAV service provider and, if appropriate, the PAV Response Service provider.
2. When a client who needs the PAV Response Service is allocated an alarm unit (that is, when a unit is available but not yet installed) the PAV service provider will contact the relevant PAV Response Service provider and pass on the completed PAV assessment record.
3. The PAV Response Service provider informs the PAV service provider as to whether or not they are able to provide a response in that locality. In rural areas a period of time, not greater than three months, may be needed to enable the PAV Response Service provider to arrange PAV Response Service workers to provide the response.
4. Where the PAV Response Service provider is using its own employees who are on rostered duty or, has a contract with another organisation in the area in which the client lives, a service (call out arrangement) is to be organised for the client, and the registration process completed, within five working days.
5. Once service capacity is available the PAV Response Service provider will make a home visit and introduce the PAV Response Service. An access and safety check will also be completed. The client signs a consent form agreeing to accept the PAV Response Service and acknowledging that the PAV Response Service worker who makes the home visit in response to an incident or missed daily call may not be known to them.
6. The consent form will include permission for the PAV Response Service worker making the home visit to use the client's telephone, at the client's expense and permission to press the personal alarm pendant, while responding to an incident or missed daily call, and permission for the PAV Response Service to use a set of keys to the person's home.
7. The client will be given a copy of the signed consent form. The PAV Response Service provider will undertake an Access Profile which identifies any issues regarding accessing or entering the home during a response.
8. The PAV Response Service provider will arrange for the set of keys to be kept in a key safe in an appropriate place on the client's property or shared property in the case of strata titled homes. The key safe is only to be used by the PAV Response Service and their subcontractors if any. The key safe code is confidential and cannot be shared with other health and community services, or with the client, their family, friends or neighbours. The key safe code (pin number) is to be given to the PAV Response Service workers providing the PAV Response Service and the PAV service provider. Police and/or ambulance may be given the key safe code (pin number) when responding to an

emergency. This arrangement protects the client's privacy as well as ensures access to the client's home by the in response to an incident or missed daily call.

9. The PAV Response Service provider will contact the PAV service provider to inform them that the registration process is complete and that the PAV Response Service can be recorded as the contact on the client's response plan. The location and code of the key safe will be given to the PAV service provider.
10. The PAV service provider can now install the alarm unit. In some cases agreement may be reached between the PAV Response Service provider and the PAV service provider to install the key safe at the same time as the alarm unit, especially in rural and remote areas.

Refer to the consent form and access profile **templates** at the end of these guidelines.

If no call out occurs within a six month period, the PAV Response Service provider will make telephone contact with the client to reconfirm current arrangements. If necessary a home visit will be made and an access profile undertaken. The PAV Response Service provider will then telephone the PAV service provider to confirm arrangements. It is also necessary to periodically check that the key safe is still functional, to replace it if necessary and then provide the new key safe number to the PAV provider. The two six month periods are July to December and January to June.

When a client leaves the PAV Response Service the house key is to be returned to them or their authorised/legal representative. If this is not possible the de-identified key(s) are to be disposed of as waste. When a client has died, if after two weeks, there is no known authorised/legal representative to hand the house key to, then the de-identified house key is to be disposed of as waste. This course of action is taken due to difficulties in verifying another suitable person to hand the house key to.

Where a developmental process needs to be undertaken to identify and arrange a suitable PAV Response Service worker(s), the time frame will be on a case by case basis, but will not be more than three months from the contact from the PAV service provider. Developmental processes will mostly be required in non provincial rural areas. The applicant waiting to use the PAV Response Service is to be informed that a developmental process is being undertaken. If after three months a response service cannot be provided then the PAV Response Service provider is to inform the PAV service provider who will inform the applicant that a PAV Response Service is not available in that area and therefore a personal alarm unit cannot be provided.

The deemed response time (30 minutes or alternative time) will be recorded on the client's PAV Response Service consent form and the PAV service provider informed of the deemed response time. In the North West Metropolitan Region and Eastern Metropolitan Region it is necessary to record a deemed time for incident response and a deemed time for missed daily calls. The deemed response time is further explained in the sub section Service availability and response time.

The PAV service provider will inform the relevant PAV Response Service provider if a client's personal alarm unit is cancelled.

The PAV Response Service is not responsible for installing PAV alarm units, but may be asked by the PAV Service Provider to assist with returning the alarm unit when the client no longer receives PAV if they are the only contact for the client.

Short term personal alarm rental

If an applicant believes they cannot wait for a PAV unit to become available and would like to rent through a private arrangement in the interim, they should be encouraged to refer to the Yellow Pages under 'Alerting Systems or Services' to select a service provider. The Victorian Department of Health and Human Services does not have a role in promoting one service provider over another for private arrangements. All costs are met by the applicant should they choose short term rental.

The target group for the PAV Response Service includes applicants who are on the waiting list for a PAV alarm who choose to pay a fee to receive an alarm unit while they are on the PAV waiting list and who do not have sufficient contacts. If an applicant elects to rent an alarm from the PAV service provider, then the PAV service provider will contact the PAV Response Service provider to arrange this service.

If an applicant elects to rent via another private alarm call service they are asked to advise the PAV service provider who will contact the PAV Response Service provider. The PAV Response Service provider will liaise with the private alarm call service to determine if the PAV Response Service can be provided. In some cases this will be possible however some private alarm call services may not be able to incorporate the PAV Response Service liaison requirements in their service.

Referral to the PAV Response Service due to loss of nominated contacts

If an existing PAV client loses nominated contacts who can respond to a PAV call out or their main contact is no longer available and the remaining contact person is not very accessible then the client will be referred to the PAV Response Service. This assumes that there is no other reason that would trigger a reassessment of the client's need for other services and supports to help them to remain independently at home.

The PAV service provider will suggest to the client they be referred to the PAV Response Service, and explain how the PAV Response Service works. If the client agrees to this then the PAV service provider will make a referral request to a PAV Response Service and provide the PAV Response Service with the existing client records (PAV assessment record and SCTT forms and/or other relevant up to date information the PAV service provider has on the client). The PAV Response Service provider will then contact the PAV client to conduct the introduction and access visit.

Service availability and response time

The PAV Response Service is available 24 hours a day 365 days of the year to respond to incidents experienced by PAV clients by making a home visit, at the request of the PAV service provider. The PAV Response Service is also available during the day to do a welfare check in response to missed daily calls by making a home visit at the request of the PAV service provider.

Maintaining a continuous service 24 hours a day 365 days of the year to respond to incidents requires business continuity planning. This may incorporate the development of a Business Continuity Plan. Consider guides and standards published by Standards Australia

- HB 292-2006: A practitioners guide to business continuity management
- HB 293-2006: Executive guide to business continuity management

These standards guide business continuity management providing for “the availability of processes and resources in order to ensure the continued achievement of critical objectives”.

The PAV Response Service provider must have the capability to answer calls from the PAV service provider within 5 minutes 24 hours a day, 365 days a year, to transfer information as required and contact a qualified PAV Response Service worker to make a home visit at any time and on any day.

Once a call to respond to an incident or missed daily call has been made from the PAV service provider to the PAV Response Service provider, the PAV Response Service provider is responsible for the dispatch of a Response Service worker to the service user's home. The PAV Response Service provider must be able to respond to multiple telephone calls simultaneously. The PAV service provider will confirm the client's name, address, age, gender and any other necessary specific information when a home visit (call out) is requested.

Where it is appropriate, for some people using PAV, the PAV Response Service provider may arrange for the PAV service provider to directly contact an organisation subcontracted by the PAV Response Service provider to dispatch the Response Service worker to the client's home. In these cases this is to be documented on the client's response plan and the PAV service provider must be able to contact the subcontractor organisation 24 hours a day, 365 days a year. The subcontracted organisation must report back on the incident and home visit to the PAV Response Service provider within the next 24 hour period.

In response to an incident the dispatched PAV Response Service worker must arrive at the client's home promptly. Within the Melbourne metropolitan area and within provincial cities and towns, such as Geelong and Wodonga, this means no more than 30 minutes must elapse from the time the PAV service provider contacts the PAV Response Service provider or subcontracted organisation to the time the PAV Response Service worker arrives at the client's home in response to an incident.

In all other areas of Victoria a prompt incident response is deemed to be up to 30 minutes, as above, or as per the time frame arranged with the person and recorded on the person's response plan. The deemed response time (30 minutes or alternative time) will be recorded on the person's PAV Response Service consent form and the PAV service provider informed of the deemed response time.

Missed daily calls to PAV initiate a requirement for a welfare check. Where the PAV Response Service is the incident contact the PAV Response Service provider or subcontractor will send a PAV Response Service worker to make a home visit (call out) welfare check.

The daily communication process used to inform the PAV Response Services as to which PAV clients need to have a welfare check will be arranged between each PAV Response Service provider and their subcontractors and the PAV service provider.

If the client is confirmed as okay (that is, the client makes contact with the PAV service provider) the PAV Response Service provider or subcontractor is called immediately and advised that the client is okay and the call out is cancelled.

The welfare check response time to missed daily calls is 30 minutes or alternative response time as above with the exception of the North West Metropolitan Region and Eastern Metropolitan Region where a 60 minute response time applies for missed daily calls due to PAV Response Service provider arrangements in these two regions.

Home visit (call out) and follow-up process

If the PAV Response Service worker cannot be sent within the 30 minute, 60 minute or alternative response time that applies the PAV Response Service will inform the PAV service provider. If appropriate the PAV service provider will call an ambulance after liaison with the PAV Response Service and if possible the client.

In the case of a 30 minute response time, if the PAV Response Service provider or sub contractor does not receive a telephone call from the PAV Response Service within one hour of dispatching the PAV Response Service worker then they are to dispatch a second PAV Response Service worker. For the 60 minute response time this will be one and a half hours. Where there is an alternative time response of longer than 30 minutes, the dispatch of a second PAV Response Service worker will have to be calculated in relation to the alternative response time.

If the PAV Response Service worker arrives at the client's home and cannot gain access to the home the PAV Response Service worker is to inform PAV service provider as soon as possible. Liaison may need to take place between the PAV Response Service, PAV service provider and client regarding gaining access. For example, contacting a relative, contacting police, calling a locksmith at the client's expense.

As soon as is practical after gaining access to the client's home, the PAV Response Service worker must press the client's personal alarm pendant to confirm to the PAV service provider they are inside the client's home. The PAV Response Service worker will then either contact the PAV Response Service provider or sub-contractor by telephone to report they are inside the client's home. Or, the PAV Response Service provider will have an alternative system in place to determine that the PAV Response Service worker is inside the client's home.

If after the PAV Response Service worker arrives at/gains access to the client's home it becomes apparent the client requires medical assistance the PAV Response Service worker will call the ambulance as they will be able to provide comprehensive responses to the ambulance dispatcher, especially if they are with the client. The PAV Response Service worker will then inform the PAV service provider that the ambulance has been called.

If the PAV Response Service worker is attending to the client, the PAV Response Service worker should press the pendant to activate the voice-to-voice feature of the alarm unit and request the PAV service provider telephone the ambulance.

The PAV Response Service worker is to remain with the person until the ambulance arrives and assists the client.

If a client has fallen and the PAV service provider has confirmed that an ambulance is not required the PAV Response Service provider can send a PAV Response Service worker who may be able to guide the client on how to get up. They cannot lift the client. If after attending the client the PAV Response Service worker assesses they cannot guide the client up they will call an ambulance and stay with the client until the ambulance assistance is provided.

The PAV Response Service worker will inform the PAV service provider whenever an ambulance has been called.

When responding to a missed daily call if a PAV Response Service worker enters the client's home and the client is not there the worker will leave a note to say they have been inside the client's home, and if possible, leave a business card. However, it is important the PAV Response Service worker first checks outside and all buildings on the property as the client may be in a garage or garden shed.

The PAV Response Service worker is to inform the PAV Response Service or subcontractor and the PAV service provider of the nature of the incident or missed daily call and the outcome of the home visit including if the client has been transported to hospital. If a subcontractor has dispatched the PAV Response Service worker the subcontractor is to provide this information to the PAV Response Service provider. Information is to be provided as soon as possible after assistance to the client has been completed.

The PAV Response Service provider is required to have the capability for feedback, debriefing, client follow-up and data update and handover to other services as necessary during usual office hours.

The PAV Response Service provider is to maintain a record of all contacts from the PAV service provider, all home visits and the outcome of all responses to incidents and missed daily calls.

The PAV Response Service provider is to reimburse organisations that are subcontracted to provide home visits (call outs) to people using the PAV Response Service after a home visit has been made. In rural areas it may also be necessary to pay an on call allowance.

It is not the function of the PAV Response Service to provide ongoing support to people using the PAV Response Service. However, the organisation providing the PAV Response Service may be the provider of other ongoing support services used by the person and may make referrals to other service providers regarding support for the person.

Changing the key safe code

Where a client has had one or more call outs, or ambulance or police attendance, in a six month period, the key safe code is to be changed. The two six month periods are July to December and January to June. At the end of each of these time periods the PAV service provider is to inform the PAV Response Services of all clients who had an ambulance or the police called to attend so that the key safe code can be changed. The PAV service provider is to be informed of all new key safe codes. It is also necessary to periodically check that the key safe is still functional and replace it if needed.

PAV service provider procedures and the PAV Response Service

Where the PAV service provider develops internal procedures which include reference to the PAV Response Service these are to be provided to the Department of Health & Human Services (the department) in draft form. The department will review the draft procedures with the PAV service provider before they are finalised. The PAV service provider will send a copy of the procedures to the department for updating the PAV service provider policy and procedures manual.

Data collection and reporting

PAV Response Services will continue to report to the Department of Health & Human Services through the **National HACC Minimum Data Set** until further notice. This is a quarterly collection of data for each person using the PAV Response Service. Version 2.01 of the data set has been specially modified in Victoria to accommodate the particular kind of activity undertaken by PAV Response Service providers, such as call out home visits.

The PAV Response Service provider is responsible for ensuring that the HACC MDS items are entered into the organisation's data management system, and is being kept up to date.

The critical data items for client's records can be grouped as follows:

- Demographic details (client's name, postcode, date of birth, sex) required to form a valid record with its 'statistical linkage key' (that is, letters of name, date of birth, sex)
- Other characteristics (such as country of birth, indigenous status, whether living alone or with others, existence of a carer, relationship of carer to person using the service)
- Details of PAV Response Service activity (flag for a person registered with the PAV Response Service, confirmation call, number and times of call outs during the quarter).

Other data items may include information about the person's functional status (dependency), but this is not mandatory.

All these data items are defined in the HACC MDS V2.01 User Guide which can be downloaded from <https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care>.

If there is missing data: The PAV assessment has probably identified the person as having 'no contacts'. Where the person has no family carer, or where the PAV Response Service provider has only sketchy details about the carer, some of the carer items in the HACC MDS V2.01 will be blank or incomplete. This is not a problem.

Source of data

A PAV Response Service provider may use more than one source of data to fill in the client's record:

- The service assessment will have been done by one of the PAV assessment organisations, including through My Aged Care. The PAV Assessment Record and the SCTT information and/or other My Aged Care documentation, should have been sent to the PAV Response Service provider by the PAV service provider.
- If data is missing from the assessment record the PAV Response Service provider should inform the PAV service provider so they can contact the organisation that did the assessment. Depending on the software used by the PAV Response Service provider, it may be necessary to re-enter this information into the PAV Response Service provider's own data management system.

If the PAV Response Service provider's organisation is already delivering other services to the client, there should already be a record with the demographic information required that can be used for data reporting.

The HACC Data Collection team in the Community Based Health Policy and Programs Branch manages the HACC Minimum Data Set (MDS) in Victoria. The team also collects data for the Community Connection program, the Support for Carers program, and the PAV Response Services.

The HACC MDS reports are due in quarterly each year:

July – September data	Due between 1st October and 15th October
October – December data	Due between 1st January and 15th January

January – March data

Due between 1st April and 15th April

April – June data

Due between 1st July and 15th July

HACC MDS Submission

Please email your data submission to:

haccmds.data@dhhs.vic.gov.au

For help with or questions about the HACC MDS, please contact the Help Desk:

Victorian HACC Data Help Desk

- Call (61 3) 9096 7255
- Fax (61 3) 9096 9162
- Email haccmds@dhhs.vic.gov.au

Accessing reports on the HACC MDS submitted

PAV Service Providers can access feedback reports on their quarterly HACC MDS via the Funded Agency Channel (FAC) website. These reports are updated during the submission periods. This gives Service Providers the opportunity to check the reports, then correct and re-submit any data files before the end of the collection period.

To access HACC Reports:

1. log in to the Funded Agency Channel (FAC)
2. click on 'My Agency' from the menu
3. scroll down to 'Data and Performance'
4. click on 'HACC Reports'
5. scroll the list of reports and click on a report to select it.

Note: You must be a registered user to access these reports on the FAC. Refer to the Accessing My Agency section for information on Registering for eBusiness on the FAC website.

Appendix 1: PAV Response Service form templates

The following sample templates for the PAV Response Service may be customised by funded organisations if required:

- consent form template
- access profile template.

PAV Response Service consent form template

The PAV Response Service is supported by the Victorian Government under Ageing Support Services.

This consent form is completed during the access visit and filed in the service user's Personal Alert Victoria record.

Dear

Please read and complete this form carefully.

Name:

Address:
.....
.....

I consent to (funded organisation name):

1. Entering my home to provide the PAV Response Service in response to an incident or in the event that I fail to press my daily call button.

2. Installing/maintaining a coded key safe with a spare key(s) to my home in an agreed place on the property. I understand that the key safe code is provided only for the use of the PAV Response Service and emergency services. The code is not available to myself, family, friends or other service providers involved in my care.

3. Collecting the key safe and key(s) if I cease the service. I will only have my key(s) returned where appropriate. If this is not achievable de-identified keys are collected and disposed of as waste.

If the client responds 'No' to 1 or 2. (funded

organisation name) will not be able to provide the PAV Response Service.

When I press my personal alarm, I consent to:

1. (funded organisation name) giving me care in my home. I acknowledge that I may not have had previous contact with the worker who makes the home visit.

2. The PAV Response Service worker who makes the visit using my telephone, at my expense, to make calls necessary for my care.

3. The PAV Response Service worker who makes the visit pressing the personal alarm button to communicate with the monitoring service.

4. (funded organisation name) sharing (collecting and disclosing) relevant information, including health information, to other services or health professionals if required to meet my needs.

Exceptions (if any):

Deemed response time (30 minutes or alternative)

Response to an incident:

Missed Daily Calls welfare check:

Special consideration: I acknowledge that as I live near an outer boundary of my region, the incident response time may be more than 30 minutes.

Please tick:

Applicable

Not Applicable

For this person estimated response time will be approximately

Person's signature:

..... (print name and date)

Or

Authorised representative signature:

..... (print name and date)

Address:.....Phone

Type of authority:

Staff member's signature:

..... (print name and date)

When key(s) is returned:

Person's Name:

The key(s) has been returned to me.

..... (print name and date)

Signature.....

(If signed on behalf of person using PAV Response Service state relationship to person)

Staff member:

Tick which is applicable:

I have returned the key(s) to the person above.

I have been unable to return the key(s) to the person or authorised/legal representative. Following consultation with my manger, de-identified key(s) were disposed of as waste.

PAV Response Service access profile template

The PAV Response Service is supported by the Victorian Government under Ageing Support Services.

Person's name:		
Address:		
Ph:		
Street directory reference:		
Access to property:	YES	NO
Any specific instructions to locate or ensure safe access to the property/residence (directions, landmarks, lighting, gate/s key safe details, contacting service user/carer/family)? Record instructions, including key safe location. Do not disclose key safe code.		
Does the person's home or telephone have a burglar alarm or some other type of alarm installed?		
Are there mobile telephone connectivity issues in this area? Record risk control strategy in place:		
Do any surfaces used to access the property pose a slip/trip/fall hazard (broken/uneven/slippery driveway, pathway, or steps) Specify hazard/location: Record risk control strategy in place:		
Are there any animals at or near the property? List type of animal(s): Record risk control strategy in place:		
Do any surfaces inside the residence pose a slip/trip/fall/hazard (broken/uneven/slippery carpet, tiles, floor boards, mats, steps or stairs)? Specify hazard/location: Record risk control strategy in place:		
Is the gate catch visible from both sides of the fence? If No, how is it accessed?		
Is the front door the door to be used?		

If No, which door?		
Are all doors to the house routinely locked at night? Are any internal doors locked at night? Which ones are locked and where are the keys?		
Is there external sensor lighting?		
Describe immediate neighbourhood		
Note observations on any aspect of the neighbourhood that may cause a security risk or hazard.		
Staff member's name: Signature: Date:		

Appendix 2: PAV Response Service Personal Care Policy

Duty of Care

It is a general legal standard that clients receiving services have a right to expect that staff who provide personal care:

- have the necessary skills and knowledge to provide that care
- will take reasonable care to avoid harm and protect them from injury.

All PAV Response Services and their staff members owe a duty of care to people using the PAV Response Service and are responsible and independently accountable for their actions at all times.

Personal Care competencies

All PAV Response Service workers who undertake personal care tasks must have an appropriate minimum Certificate III level qualification with the relevant personal care and first aid competency units.

This includes personal care provided through brokerage and subcontracting arrangements.

The relevant competency units are listed below. As national training packages change over time any new relevant competency units will be documented on the Victorian HACC website www.dhhs.vic.gov.au/hacc

While the competency unit Apply first aid is an elective for Certificate III in Home and Community Care in the CHCO8 Community Service Training Package, it is a requirement of the PAV Response Service that all staff complete Apply first aid, before undertaking personal care tasks.

For occupational health and safety and duty of care requirements it is advisable all workers complete this first aid competency unit. Therefore this competency unit should be included as one of the electives completed by PAV Response Service workers when they undertake the Certificate III in Home and Community Care.

Where a worker has completed a qualification without the relevant personal care and/or first aid competency units then they must complete these units before undertaking personal care tasks. The relevant first aid and personal care competency units are:

- CHC08 Community Services Training Package Version 3
 - HLTF301B Apply first aid — with updates in accordance with the Australian Resuscitation Council Guidelines; or
- CHC08 Community Services Training Package Version 4
 - HLTF311A Apply first aid — with updates in accordance with the Australian Resuscitation Council Guidelines.

And also:

- CHC02 Community Services Training Package
 - CHCHC302B Provide personal care in a home and community care environment
- or
- CHC08 Community Services Training Package Version 3
 - CHCICS301A Provide support to meet personal care needs
- or
- CHCICS401A Facilitate support for personal care needs
- or
- CHC08 Community Services Training Package Version 4
 - CHCICS301B Provide support to meet personal care needs
- or
- CHCICS401B Facilitate support for personal care needs.

Medical assistance as part of personal care is not a role of the PAV Response Service worker. PAV Response Service workers are not permitted to make clinical judgements. Clinical judgements are the responsibility of clinical professionals such as registered nurses or general practitioners. Workers need to have a clear understanding that their role is to provide assistance (refer to page 6 *PAV Response Service objective*).

In-service training

Organisations providing personal care should employ staff who have the appropriate competency units and should provide regular and appropriate in-service or refresher training for staff, for example personal care refresher manual skills training. Staff training needs assessment should also be undertaken to determine future training needs.

Staffing statement

All PAV Response Service workers who undertake personal care tasks must have an appropriate minimum Certificate III level qualification with the relevant personal care and first aid competency units.

Where a PAV Response Service worker holds a qualification not listed, or they have completed a qualification without the relevant personal care and first aid competency units, whether the qualification is listed or not, they must complete these units before undertaking their Response Service role. The remuneration and classification of PAV Response Service workers delivering personal care should recognise the level of skill and knowledge required to provide personal care services