

Senior Victorians Update



29 September 2008



The Hon Lisa Neville MP

Dear colleagues,

Today I am pleased to let you know about an exciting development for Personal Alert Victoria (PAV).

Future directions for PAV

I have announced that from mid 2009 there will be one PAV service provider for Victorian PAV clients. The service has always been highly valued by clients, their families and carers because it emphasises quality care. Streamlining services with one provider will allow quality care to continue. It will encourage opportunities for even greater efficiency, responsiveness and consistency for the service. Over time it will increase the number of Victorians who are able to receive PAV.

The PAV service will be provided through Peninsula Health. For clients who currently receive PAV from Safety Link, an individual transition plan will be organised directly with them and their contacts. Some PAV clients will need to have their PAV units reprogrammed. All clients will be contacted individually, beginning later this year until mid 2009.

There will be no change to:

- eligibility criteria;
- the process for receiving PAV assessments;
- notification to assessment agencies and clients; or
- waiting list procedures.

There will be some changes for PAV assessment agencies that currently send PAV assessments to Safety Link. As the transition progresses there will be new contact details for PAV queries. Home and Community Care Response Services that currently receive requests from Safety Link will also be informed of the changes and provided with new contact details.

You will be contacted about these changes with specific information about your agency before the changes are scheduled to occur. In the meantime, please continue with your normal PAV processes.

During the transition period there will be a continuous provision of service to all PAV users.

Please forward this information on to the relevant staff in your organisation.

For further information please contact:

Peninsula Health (MEPACS) on 1800 451 300

Safety Link Personal Response Service on 1800 813 617

Department of Human Services Aged Care Branch on (03) 9096 8770

Another 1,000 PAV units in 2008-09

I am also pleased to announce that the Victorian Government has made a further 1,000 PAV units available to clients in 2008-09. By June 2009, this will bring the total number of PAV clients to 22,255.

This is great news for PAV and is in addition to the 1,000 new units funded in 2007-08. PAV has more than doubled in size since 1999 with in excess of 13,000 additional units now in circulation, assisting more people to remain living independently in their own home.

PAV training program

The training program we ran earlier in the year was very well received by participants. I would like to thank you all for your attendance and your enthusiasm in participating. Over 650 assessors from across Victoria attended the sessions. We received a lot of feedback from these sessions and have incorporated some of this into the assessment record and interim guidelines. Much of your feedback has helped us as we look to the future of PAV and how the service will develop.

Given PAV will be provided by Peninsula Health, you will soon be provided with client information, PAV service guidelines and referral processes. Once again, thank you all for your enthusiasm and dedication to quality services for Senior Victorians.



Hon Lisa Neville MP
Minister for Senior Victorians

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