

|  |
| --- |
| Personal Alert Victoria13019 |
| Outcome objective: Victorians are safe and secureOutput group: Ageing, Aged and Home CareOutput: Aged Support Services |

**OFFICIAL**

## 1. Service objective

The objective of the Personal Alert Victoria Response Services is to be the incident contact for people with a Personal Alert Victoria alarm, as defined in the Personal Alert Victoria and Response Service guidelines, who do not have suitable family or other informal contacts.

## 2. Description of the service

A Personal Alert Victoria Response Service incident contact worker provides a prompt home visit when requested by the Statewide Personal Alert Victoria service provider. Assistance provided can be in an emergency situation, or to confirm client wellbeing.
Assistance can 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, or while waiting for emergency services
* Assisting a person who is locked out of their home

## 3. Client group

Clients are frail older people and people with a disability who have a funded Personal Alert Victoria alarm, but do not have suitable people who can be their nominated contact.

## 4. Obligations specific to this activity

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

### 4a. Registration and Accreditation

N/A

### 4b. Program requirements and other policy guidelines

* [Personal Alert Victoria program and service guidelines](https://www2.health.vic.gov.au/ageing-and-aged-care/supporting-independent-living/personal-alert-victoria)

<https://www2.health.vic.gov.au/ageing-and-aged-care/supporting-independent-living/personal-alert-victoria>

* [PAV Response Service Guidelines](https://www2.health.vic.gov.au/Api/downloadmedia/%7B7930B2C2-9364-4154-A4E2-AD53C61800B5%7D)

<https://www2.health.vic.gov.au/Api/downloadmedia/%7B7930B2C2-9364-4154-A4E2-AD53C61800B5%7D>

## 5. Performance

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Performance is measured as follows:

### Key performance measure 1: Service Activity Report

|  |  |
| --- | --- |
| **Aim/objective** | Identify client numbers, service volumes, service issues and improvements |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** |  Non-cumulative |
| **Counting rule** | Annual |
| **Data source(s) collection** |  |
| **Definition of terms** | N/A |

## 6. Data collection

The reporting requirements for this service are:

| **Data collection name** | **Data system**  | **Data set**  | **Reporting cycle** |
| --- | --- | --- | --- |
| HACC National Minimum Data Set | HACC MDS  | HACC MDS version 200 & 201  | Quarterly |

|  |
| --- |
| To receive this publication in an accessible format, email Monitoring Framework Helpdesk <monitoringframework.helpdesk@dffh.vic.gov.au>Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne. © State of Victoria, Department of Health, July 2019. In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie' is retained when part of the title of a report, program or quotation.ISSN 2653-0937 – Online (PDF/Word)Available at Department of Families, Fairness and Housing and Department of Health activity search[<http://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search](http://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search)> |