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| Personal Alert Victoria  13019 |
| Outcome objective: Victorians are safe and secure  Output group: Ageing, Aged and Home Care  Output: 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)

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* [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

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| **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 |

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