



Personal Alert Victoria

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What is the Personal Alert Victoria service?

Personal Alert Victoria (PAV) supports isolated, frail, older people and younger people with disabilities who have complex ongoing health and support needs to assist them to keep living at home.

Personal Alert Victoria provides daily monitoring to eligible clients as well as an immediate emergency response from PAV service staff 24 hours a day by pushing a button on a pendant. Emergency response ensures that help is available when you call. Daily monitoring provides a wellbeing check.

How does the PAV service work?

The PAV service relies on four linked parts:

1. The pendant

You wear a pendant around your neck or wrist. The pendant has a button. When you press the button, it sends a signal to a receiver unit in your house, which then calls the PAV service. The PAV pendant generally works when you are within 50 metres of the receiver unit.

2. The receiver unit

This unit receiver has two functions:

- **emergency response:** when you press the pendant button, a signal is sent to the receiver unit and the unit automatically dials the PAV service
- **daily monitoring:** the receiver unit also has a daily call button that you press each day to check in.

You must have a telephone service so you can be contacted by the PAV service if you miss making your daily call.

The receiver unit is connected to your electricity and either:

- your home telephone service if you are still on the standard copper telephone line network (this means you do not have the National Broadband Network), and the receiver unit sits next to the telephone, or

- the mobile telephone network (if you have the National Broadband Network or you do not have a home telephone service).

3. PAV service

Trained staff respond to your calls for assistance 24 hours a day, every day of the year.

4. Nominated contacts

These are people who are willing to help – they are often family members, friends and neighbours. The PAV service will contact these people to help you when needed. You should nominate three or four contacts who can assist you promptly (within about 30 minutes, or in rural locations within a reasonable time). People without contacts nearby may be referred to the Personal Alert Victoria Response Service, which provides a paid worker to come to your home for support, or to check on you if you have not made your daily call. The service is available 24 hours a day, 365 days a year.

Am I eligible for PAV?

Eligibility for PAV is determined at an assessment that is done in your own home. To be eligible for the PAV service you must meet the following criteria.

Part A

You must meet **all** of these (1, 2 and 3).

- 1 You need and agree to daily monitoring.
- 2 You are capable of using the pendant and are willing to wear it at all times.
- 3 You live alone **or** you are alone for most of the day or evening or you live with a person who is unable to get to the phone in an emergency or is unable to use the phone.

Part B

You must meet **two** of these (4, 5 and 6).

- 4 You have had at least one fall that needed medical attention in the previous six months, or you are at risk of falls.
- 5 You have a major medical or chronic condition that puts you at risk of medical emergencies or has some ongoing effect on your health or wellbeing.
- 6 You are taking six or more different medications on a permanent basis that are prescribed by your doctor or medical specialist.

1. The PAV pendant



2. The receiver unit automatically dials PAV service



4. Nominated contacts



3. PAV service staff receive call and may ring nominated contact

Who does the assessment?

Organisations that conduct assessments for PAV are usually:

- your local council
- community health service
- aged care assessment service
- district nursing service
- some public community rehabilitation centres.

The assessment for PAV is part of a broad holistic assessment of your needs. It will take into account your need for a personal alarm as well as other home support needs.

Services work together to provide referrals where necessary and help point you in the right direction.

Other supports

If you are eligible or ineligible for the PAV service, you should also consider other things you can do to give you and others peace of mind about your wellbeing. Here are some suggestions:

- **If you are ineligible for the PAV service, consider purchasing a private service.** Look for personal alarm call services in the Yellow Pages®, under 'Alerting systems and services' or google personal alarm call services Victoria.
- **Carry a programmed telephone with you.** Some major telecommunications providers sell mobile phones with bigger display and bigger buttons that are easier to see. Some have a switch that you flick to automatically make a phone call or send a prepared text message to up to four numbers.

- **Find telephone products with functions** to help people with impaired mobility or with emergency pendants that activate calls to programmed chosen numbers.
- **Find new technology**, such as mobile devices worn on the wrist, that can send pre-written messages and/or act as a telephone to speak to people when you need assistance.
- **Find applications for smart phones** that monitor people on a daily basis and send pre-written emails or messages confirming daily wellbeing or asking for assistance.
- **Share payment** for any of the above technology options between family members.
- **Encourage family or friends** to make a daily phone call or visit – consider preparing a family or friend roster.
- **Speak to trusted neighbours, family and friends** about developing simple signals to indicate when assistance is needed. For example, raising the front room blinds during the day can be the signal to show that all is well. Uncollected newspapers and mail may show a need for assistance.
- **Join Telecross** — Red Cross operates Telecross across Australia. Telecross volunteers make a daily call to isolated people living in their own homes who may be at risk of accident or illness. If the person cannot be contacted, emergency procedures are activated. People must be cognitively able to participate to be eligible. For more information call 1300 885 698 or refer to, <https://www.redcross.org.au/telecross.aspx>.
- **Register for Keeping in Touch** — this is for people aged 75 years and older who are living in public housing. Housing customer service officers make short, friendly, regular, weekly telephone calls to participating tenants on an agreed day between 8am – 10am, Monday to Friday. Phone 1800 269 250 for information.
- **Join a community register** — volunteers telephone older people and those with reduced mobility and disabilities to check their wellbeing. To check if your area has a register, contact Seniors Information Victoria on 1300 135 090, or visit <https://www.seniorsonline.vic.gov.au/get-involved/grants/community-registers>.
- **Remember**, with the above arrangements, let people know if you're going away on holiday, moving house, staying with friends or family for a while, or going into hospital.

Frequently asked questions

I don't speak English very well.

Can I use the service?

Yes. The PAV service uses interpreters and family contacts through the phone system when they are talking to you.

I have different communication needs.

Can I use the service?

Yes. People who are deaf, hearing-impaired or have complex communication needs can use the service. Equipment can be modified to meet the needs of most people.

Is there a waiting period for the service?

Yes. There is a waiting period until a unit becomes available.

How is the waiting list set up?

Only people with high support and health needs are on the PAV service waiting list. People go onto the waiting list by order of the date the referral is made by the assessor to the PAV service. So, someone put on the waiting list in May will get a unit before someone who is put on the waiting list in June. The only exception is people aged 100 years and over – they go to the top of the waiting list as a priority.

What if I want the service immediately?

The waiting list only has people with high support and health needs. The fairest way is to list people according to when their assessment was received by the PAV service.

If you feel you can't wait for the service, or if you are assessed as not eligible, you may decide to buy a private service. Refer to the Yellow Pages under 'Alerting Systems or Services' to select a provider.

What happens if I go away?

If you go away you must let the PAV service know, otherwise they may ask your nominated contacts to check why you have not made your daily call.

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