

OFFICIAL



# Personal AlertSA

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# 1 Purpose

<b>Document name</b>	Personal AlertSA
<b>Purpose</b>	This document defines the eligibility criteria, and the application, assessment, supply and payment processes for Personal AlertSA
<b>Responsible</b>	Minister for Human Services
<b>Custodian</b>	Director, Concessions and Support Services
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<b>Version comments</b>	Updated to include special circumstances eligibility

# 2 Definitions

In this document:

**Aboriginal People** means people who identify as Aboriginal.

**Applicant** means a person who applies to PASA.

**Approved Applicant** means an Applicant who has been approved for a PASA Payment.

**Approved Monitoring Service** means a Monitoring Service that has been approved by Concessions and Support Services (CASS) and is listed on the PASA Webpages.

**Approved System** means a System that has been approved by CASS and is listed on the PASA Webpages.

**Approved Supplier** means a provider of either Approved Systems or an Approved Monitoring Service that has entered into a PASA contract with the Minister and is listed on the PASA Webpages.

**Commonwealth Home Support Programme (CHSP)** is the Australian Government program where eligible people can purchase low level support services from a range of providers at subsidised rates.

**Customer** means an Approved Applicant who has received a PASA System and/or is receiving PASA monitoring services.

**Department of Human Services (DHS)** means the South Australian Government's Department of Human Services.

**Home Care Package (HCP)** means Australian Government-funded support that is provided to eligible people over the age of 65 (50 for Aboriginal people) to remain independent in their homes.

**Minister** means the South Australian Minister for Human Services.

**Monitoring Service** means a staffed monitoring centre that can respond appropriately to an activated System and assist the System user.

**My Aged Care** means the Australian Government Department that is responsible for aged care in Australia and can provide a referral to:

- a Regional Assessment Service, which assesses people for CHSP eligibility
- an Aged Care Assessment Team, which assesses people for HCP eligibility.

**PASA Webpages** means the page or pages within [www.sa.gov.au](http://www.sa.gov.au) where CASS provides information about PASA.

**PASA Payment** means the payment made by DHS to an Approved Supplier for the purchase and installation, or monitoring, of an Approved System.

**Personal Alert System (System)** means a device that enables people to seek assistance quickly in an emergency.

**Registered Health Professional** means:

- registered medical practitioner or general practitioner (GP)
- nursing practitioner or registered nurse, or
- registered occupational therapist.

**Respondent** means the monitoring centre, family or friends who are alerted when a System is activated.

**Transition Care Programme** means the Australian Government-funded short-term support for older people after a hospital stay.

## 3 About Personal AlertSA

Personal AlertSA (PASA) is a South Australian Government initiative administered by Concessions and Support Services (CASS) within DHS.

PASA aims to support older South Australians who are at high risk of falls and medical emergencies to live independently for longer and remain connected to their community by assisting them to obtain a System.

A System is a device that enables people to call for help in an emergency if they are unable to access or use a telephone. Systems are usually a lightweight pendant worn on the wrist or around the neck that can be activated to alert a Respondent in an emergency. PASA offers both GPS Systems and base unit Systems with wearable pendants. Smartwatch Systems are also available through PASA.

Respondents may be either an Approved Monitoring Service or the Customer's friends or family. Applicants who choose family or friends as the Respondent must ensure that someone is available 24 hours per day, seven days per week to respond to a call for assistance.

By pressing a button on a System, a call is made to the Respondent. If worn, Systems with falls detection (supplied to new Customers since February 2021) automatically call the Respondent if the Customer falls. The Respondent can determine the Customer's needs via

a two-way call and implement a personalised and pre-agreed response. Where required, the Respondent contacts any pre-determined contacts, or emergency services. Approved Monitoring Services that support Customers with GPS Systems must be able to locate the Customer via the specified GPS data if required.

## 4 Eligibility

To be eligible for PASA, Applicants must be permanent SA residents and meet the age and home care, clinical, functional and social criteria.

### 4.1 Age and home care criteria

Applicants must:

- be aged 75 years or older, or 65 years or older for Aboriginal people,
- have a valid Centrelink Pensioner Concession Card or a Department of Veterans' Affairs (DVA) Pensioner Concession Card,
- be a permanent resident of South Australia, and
- have sought aged care services through My Aged Care and
  - be assessed as not eligible
  - require support under CHSP or a Level 1 HCP, or
  - be assessed as requiring a Level 2 to Level 4 HCP but not yet assigned an interim or final Level 2 to Level 4 HCP.

### 4.2 Clinical criteria

Applicants must:

- be at a high risk of falls,
- suffer from an ongoing major medical condition that requires an emergency response, and
- have a referral from a registered health professional who has certified that the Applicant meets the clinical and functional criteria.

### 4.3 Functional criteria

Applicants must:

- have sufficient physical and cognitive function to wear and operate the Approved System, and
- be willing to activate the system, if necessary.

### 4.4 Social criteria

Applicants must meet at least one of the social criteria:

- be living alone,
- be alone for at least five continuous hours, at least four times per week, or
- live exclusively with someone who is unable to communicate using the telephone in an emergency.

## 4.5 Special circumstances eligibility

By request from the Applicant or CASS staff, the Director Concessions and Support Services can approve an application where the Applicant does not meet all PASA eligibility criteria but there are deemed to be special circumstances. Such requests are assessed on their individual merits and do not set precedents for future requests.

## 4.6 Ineligible for PASA

These people are not eligible for PASA:

- people who are eligible for the DVA Rehabilitation Appliances Program, or holders of a DVA Gold Card
- people who live in a retirement village where a System, or similar service, is included in the residence contract
- people who live in supported accommodation, such as a Supported Residential Facility or residential aged care facility
- people who have rejected an assessment for an HCP from My Aged Care
- people participating in the Transition Care Programme.

# 5 Applications

Applicants must apply to and be approved by CASS prior to the acquisition of a System or Monitoring Service:

- Applicants must use the PASA Application for Approval
- Section G of the PASA Application for Approval must be completed and signed by a Registered Health Professional
- the Application for Approval must be received by DHS within twelve weeks of the Registered Health Professional signing section G.

## 5.1 Approved applications

- CASS will notify Approved Applicants in writing.
- Approval for a System or a Monitoring Service will remain valid for six weeks.
- Approval may be extended by up to a maximum of three months at the discretion of the CASS Program Manager.

## 5.2 Incomplete applications

- CASS will return incomplete applications unapproved to the Applicant.
- Applicants will have six weeks from the date of their notification letter to finalise and resubmit their application.
- Applications that are not resubmitted within this time will be closed.

## 5.3 Ineligible applications

CASS will notify Ineligible Applicants in writing with the reason(s) why their application was declined.

## 5.4 Appeals

- Applicants wishing to discuss a decision relating to their application should contact Personal AlertSA, DHS.
- Applicants wishing to submit feedback or a complaint relating to a decision will be directed to the Manager Concessions Programs, who will convene and chair a panel comprising a further two staff members, who were not involved in the initial decision, to conduct a review of the decision.
- Applicants who are dissatisfied with PASA's response may request further action in line with the DHS Customer Feedback and Complaints Policy.

## 5.5 Applicant's information

- Information provided on the PASA Application for Approval may be used to measure and monitor the success of PASA. Customers consent to DHS contacting them to conduct research about PASA.
- An Applicant's personal information will only be used or disclosed in accordance with the South Australian Government's Information Privacy Principles. Applicants wishing to update or access the information that DHS holds about them should contact DHS.

# 6 Delivery of Approved Systems and Monitoring Services

- Approved Applicants obtain the Approved System of their choice directly from an Approved Supplier.
- The Purchase and monitoring approval numbers from the Customer's notification letter must be provided to and verified by the Approved Supplier at the time of purchase.
- If the Approved Applicant chooses an Approved System or Approved Monitoring Service that costs more than the PASA Payment(s):
  - For Approved Systems, the Approved Applicant must pay the difference to the Approved Supplier, who may withhold supply of the Approved System until that payment is made.
  - For Approved Monitoring Services, the Approved Applicant must pay the difference to the Approved Suppliers on an ongoing basis in the manner and frequency required by the Approved Supplier.

# 7 System requirements

## 7.1 Requirements for Approved Systems

CASS must approve all Systems supplied under PASA. To be approved for a PASA Payment, a System must meet all the following requirements:

- enable the Customer to remain independent and mobile around the home (and to remain independent and mobile in the community if a GPS System)
- be a wearable activation device; for example, a pendant that is worn around the neck, on the wrist, or attached to a belt
- have a water-resistant activation mechanism
- ensure the call for assistance is answerable by a Respondent
- have the capability for two-way communication between the user and the Respondent
- have the capability to operate on the mobile network.

## 7.2 Ineligible products

The following products will not be considered for inclusion under PASA:

- Systems that only dial triple zero (000) or dial triple zero by default
- Systems that rely on the internet
- Systems that rely on a fixed telephone line, unless this is the only option for the Customer (for example, in an area where mobile network coverage is inadequate) and only with the prior approval of CASS
- Systems and services that only perform a daily phone check
- Systems that rely exclusively on fixed alarm buttons, such as those fixed to a wall or telephone
- mobile phones, including those with an emergency call button
- intercom systems that allow communication between two rooms or nearby premises
- personal alarms that only emit a high-pitched shriek and/or flashing lights when activated.

# 8 PASA Payments

## 8.1 General conditions

- PASA Payments for Approved Monitoring Services will be available for Approved Applicants from the date that the Approved Monitoring Service is activated.
- PASA Payments for Approved Systems will be paid from the date of the Approved System being despatched to a Customer.
- PASA Payments for Approved Monitoring Services may be made for Approved Systems supplied under the previous Personal Alert Systems Rebate Scheme (PARS).
- A PASA Payment of up to \$380 is available for Approved Applicants, paid to the Customer's preferred Approved Supplier, for the purchase and installation of Approved Systems.
- A PASA Payment of up to \$200 per year is available for Approved Applicants, paid to the Customer's preferred Approved Supplier, for Approved Monitoring Services. This PASA Payment is subject to the Customer remaining eligible.
- Customers may apply for the PASA Payment for an Approved System no more than once every five years. Approval is subject to the Customer demonstrating that they meet current PASA eligibility criteria.

- If an Approved System experiences an irreparable fault or CASS deems that a replacement is required for other reasons, CASS may provide a replacement System without reassessing the Customer's eligibility. Approval is at the discretion of the Director, CASS.
- When CASS identifies that a Customer has lost their Centrelink or residential eligibility, CASS will cease the PASA Payment for the Approved Monitoring Service and notify the Approved Supplier.
- When CASS identifies that a Customer is deceased:
  - if their application stated that they live alone, CASS will cease the PASA Payment for the Approved Monitoring Service and notify the Approved Supplier.
  - if CASS believes that another household member may be eligible for PASA, that household member will be provided six weeks to apply before CASS ceases the PASA Payment for the Approved Monitoring Service and notifies the Approved Supplier. This period may be extended for up to an additional six weeks if the Applicant informs DHS that they have an assessment for aged care services in progress.

## 8.2 PASA Payment exclusions

Systems that are fixed and have a base and hub must be installed at the Applicant's residential address in South Australia. The PASA Payment is not available for costs associated with:

- the services of the Registered Health Professional who completes their PASA application
- installation of, or adjustment to, a power point, telephone or telephone line
- home modifications
- modifications to existing Systems
- telephone charges
- additional pendants
- peripheral equipment, such as key boxes.

## 8.3 Transition out

If CASS identifies that a Customer has become ineligible due to a change in their My Aged Care status – for example, they are allocated a Level 2, 3 or 4 HCP - CASS will cease the PASA Payment for the Approved Monitoring Service and notify the Approved Supplier. The Customer may use their HCP or other funding to maintain the Monitoring Service.

The Manager Concessions Programs may approve a short-term continuation of the PASA Payment for the Approved Monitoring Service under exceptional circumstances, on a case-by-case basis.

# 9 Liability

Neither the Minister nor the Crown in right of South Australia is responsible for:

- ensuring that the Approved System chosen by the Customer is appropriate for an individual's circumstances
- ensuring that any Approved System is delivered in a timely manner

- ensuring any Approved System is in working order
- the quality of installation or any repairs to faulty or damaged equipment
- how effectively an Approved System is used
- ensuring that the Approved System operates effectively in the event of changes, upgrades or power outages to telecommunications networks
- the adequacy or otherwise of any response, or lack of response, or any other consequence, of activating the Approved System.

In developing this policy, every effort has been made to ensure that the information reflects the intention of PASA. The Crown, the Minister and DHS will not be liable for any injury, damage or loss sustained by any person in their purchase or use of an Approved System.

Neither the Minister nor the Crown in right of South Australia is responsible for items lost or delayed in the mail, nor any approval or provision of an Approved System that is delayed due to an incorrect application.

The Minister and DHS have taken all reasonable care to convey accurately and correctly the scope of PASA and a Customer's entitlements and shall not be liable for any inadvertent errors. Furthermore, neither the Minister nor DHS assert that PASA is appropriate for every eligible South Australian.

The Minister reserves the right to alter or change the terms and conditions of PASA or to cancel PASA at any time.

This policy does not constitute technical, safety, emergency or medical advice.