

Personalised support—other

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Personalised support—other

Identifying and definitional attributes

Metadata item type: Glossary Item

METEOR identifier: 494976

Registration status: [Health](#), Superseded 16/01/2020

Definition: Personalised support services are flexible services tailored to a mental health consumer's individual and changing needs. They include a range of one-on-one activities provided by a support worker directly to mental health consumers in their homes or local communities (Department of Communities 2011).

Personalised support—other includes services that provide personalised psychosocial support that is independent of housing arrangements (e.g. provision of social housing or privately negotiated housing) at the point of entry into the program.

Context: Mental health non-government organisation establishments service type taxonomy.

Collection and usage attributes

Guide for use: *Distinguishing features:*

- Primarily delivered on a one-on-one, face-to-face basis
- Primarily delivered in the consumer's home or own environment
- Provision of personalised support is initiated independently of any housing arrangements
- Services are tailored to the needs of the individual consumer
- May be of varying intensity (e.g. high, medium, low)

Inclusions:

- Outreach support
- In-situ individually tailored support

Exclusions:

- Provision of personalised support that is coordinated with provision of social housing or privately negotiated housing at the point of entry into the program (these are reported under [Personalised support—linked to housing](#))
- Personalised support services provided to individuals that are targeted only at improving the person's participation in employment, education or vocational training (these are reported under [Education, employment and training](#))

Example services:

- Personal Helpers and Mentors (PHaMs) service
- Home Based Outreach Support (HBOS), Victoria
- Individual Psychosocial Rehabilitation and Support Services (IPRSS), South Australia

Source and reference attributes

Submitting organisation: Australian Institute of Health and Welfare

Relational attributes

Related metadata references: Has been superseded by [Personalised support—other Health](#), Standard 16/01/2020

See also [Mental health non-government organisation service type code N\[N\] Health](#), Standard 13/11/2014

**Metadata items which use
this glossary item:**

[Mental health non-government organisation establishments NBEDS 2015-](#)

[Health](#), Standard 13/11/2014

[Mental health non-government organisation grants cluster](#)

[Health](#), Superseded 16/01/2020

[Personalised support—linked to housing](#)

[Health](#), Superseded 16/01/2020

[Personalised support—other mental health service type cluster](#)

[Health](#), Standard 13/11/2014