

# Personalised support—other

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# Personalised support—other

## Identifying and definitional attributes

**Metadata item type:** Glossary Item

**METEOR identifier:** 721765

**Registration status:** [Health](#), Standard 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](#))

## Source and reference attributes

**Submitting organisation:** Australian Institute of Health and Welfare

## Relational attributes

**Related metadata references:** Supersedes [Personalised support—other](#)  
[Health](#), Superseded 16/01/2020

**Metadata items which use this glossary item:** [Mental health non-government organisation payments cluster](#)  
[Health](#), Standard 16/01/2020

[Personalised support—linked to housing](#)  
[Health](#), Standard 16/01/2020