

Personalised support—other

Exported from METEOR (AIHW's Metadata Online Registry)

© Australian Institute of Health and Welfare 2024

This product, excluding the AIHW logo, Commonwealth Coat of Arms and any material owned by a third party or protected by a trademark, has been released under a Creative Commons BY 4.0 (CC BY 4.0) licence. Excluded material owned by third parties may include, for example, design and layout, images obtained under licence from third parties and signatures. We have made all reasonable efforts to identify and label material owned by third parties.

You may distribute, remix and build on this website's material but must attribute the AIHW as the copyright holder, in line with our attribution policy. The full terms and conditions of this licence are available at <https://creativecommons.org/licenses/by/4.0/>.

Enquiries relating to copyright should be addressed to info@aihw.gov.au.

Enquiries or comments on the METEOR metadata or download should be directed to the METEOR team at meteor@aihw.gov.au.

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