

Flexible and enabling delivery of personal care services

The delivery of HACC-PYP and CHSP funded personal care services play an integral role in supporting people to remain living independently in the community.

Personal Care is a service delivered by funded HACC-PYP and/or CHSP providers and can include but is not limited to, the provision of assistance with:

- Assistance with self care
- Assistance with self administration of medication
- Showering/Bathing
- Getting in and out of bed

Organisations should refer to the relevant program manual to determine what is in and out of scope in relation to personal care.

It is not acceptable to offer a “routine, rigid, organisationally convenient” selection of personal care services. For HACC-PYP, consumers requiring personal care assistance should be assessed by a Living at Home Assessment Service to ensure that the service delivery that is offered is based on individual need, is consumer focussed, embeds a wellness approach, and promotes an active and healthy lifestyle.

Personal care is normally provided in the home, but in some situations personal care may be delivered in a centre or other community based setting.



In the Grampians Region, a Personal Care Protocol has been developed to support and guide the delivery of personal care services for both Commonwealth Home Support Programme (CHSP) and Home and Community Care Program for Younger People (HACC-PYP) providers. The Grampians Region Personal Care Protocol is relevant to HACC-PYP and CHSP personal care service provision, related to:

- Home care/personal care services
- Nursing Services
- Social Support Group
- Respite Programs.

The following suggestions are offered as appropriate for inclusion in each organisations personal care selection of services for HACC-PYP. This list is not exhaustive and all services offered should be based on consumer needs and preference. Access to a broad range of personal care services is dependent on the consumers individually assessed need and goals, and the providers capacity to deliver in relation to staff capacity and competence.

- Demonstrating and encouraging the use of techniques to improve the persons capacity for self management – such as building confidence in the use of equipment or aids.
- Promotion of assessment by Dietitian and/or Occupational Therapist prior to offering meals.

To promote enhanced opportunity for personal care service delivery, support is required from the organisation leadership team to ensure that such things as workforce development, policies, procedures and motivational leadership is available to embed the practice.



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