

# HACC Active Service Model: Innovations

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# A New approach to HACCC in Victoria

## Active Service Model

- A long term quality improvement initiative commenced 2009
- Promotes a person centred, capacity building and restorative care approach to service delivery
- In the end the goal is about better outcomes for people who use HACCC services and their carers



# What does ASM mean for service delivery?



- social connectedness
- holistic person centred approach
- actively involving clients
- timely and flexible services
- ‘working with’ people

## MOW in Victoria – what's different?



- Victoria is moving from a 'welfare' model to a wellness model for MOW
- Not a one size fits all approach!
- Local government very important role in delivering the MOW program
- HACC assessors think broadly about a persons nutritional need
- We fund face to face assessment as a HACC activity.

## What it means in practice:

- ASM is a work in progress
- Linking the assessment and Allied Health
- Changing the focus of delivered meals
- Meeting people's nutritional needs in different ways
- Flexible and responsive services



## Panel Members:

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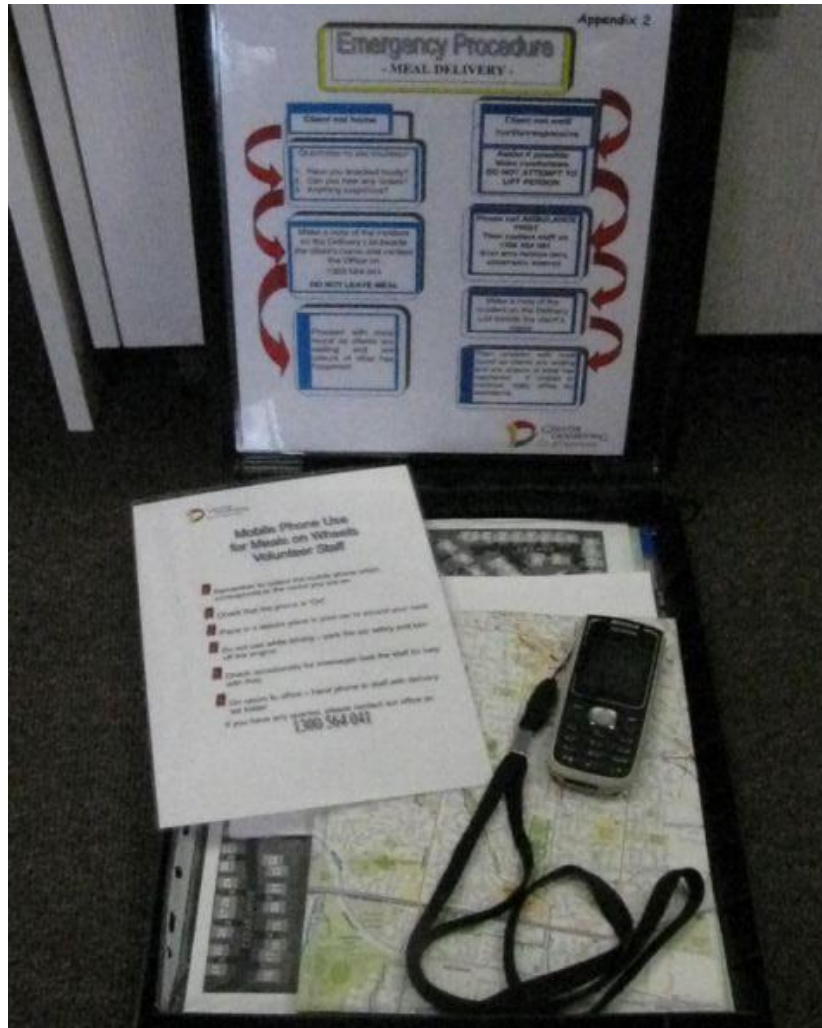
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# Volunteer Pack – City of Greater Dandenong



# Client Pack – City of Greater Dandenong



# ASM in action

## Please meet Kevin & Basil



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