

## **WELLNESS APPROACH TO SERVICE DELIVERY**

As part of the overall reform the WA HACC Program adopted the concept of a wellness/capacity building approach as the policy position for future growth and development in service delivery for all HACC clients.

Wellness is based on the principles that people want to retain autonomy and build capacity, which in turn has a positive impact on their self esteem and ability to manage day to day life and where independence is not limited to physical functioning but extends to social and psychological functioning.

It is an important philosophical change in the thinking behind and delivery of HACC services in WA. The WA HACC service sector will be supported to develop and implement service models that build capacity by actively working with the client to:

- Prevent loss of independence by focusing on the retention of existing skills; and
- Focus on regaining skills and a subsequent increased level of independence and well-being.

This service model is more conducive to the emerging trends in health care and consumer advocacy and is in contrast to a service model focused on continuing or increasing dependence on services.