# Psychosocial Rehabilitation Support Service Standards (South Australia)

The Psychosocial Rehabilitation Support Service Standards aim to provide a framework to promote and support mental health reform in South Australia.

### Standard 1
**Delivery of Services**
The Service is based on recovery focused principles and provides accessible and person centred services.

**Key Elements**
- Access
- Person Centred Focus
- Client Assessment and Review
- Service Planning
- Service Transition
- Recovery Oriented

### Standard 2
**Rights and Responsibilities**
The Service upholds the rights & responsibilities of consumers, carers and the community.

**Key Elements**
- Respect
- Privacy
- Confidentiality
- Informed Consent
- Use and Access to Personal Information
- Complaints
- Advocacy
- Refusal of Treatment
- Participation

### Standard 3
**Safety**
The activities and environment of the service are safe for consumers, carers, families, staff, volunteers and the community.

**Key Elements**
- Staff and Volunteer Safety
- Safety in Mental Health Care
- Cultural Safety
- OHS & W Systems
- Partnership with Community Services (including Police)
- Prevention of Abuse
- Safety of Carers

### Standard 4
**Consumer, Carer and Community Participation**
Consumers, carers and the community are involved in planning, implementation and evaluation.

**Key Elements**
- Consumer Participation in Care
- Participation in Planning
- Barriers to Participation
- Advocacy
- Consumer Feedback Addressed

### Standard 5
**Promotion of Positive Mental Health, Early Intervention, Prevention and Community Acceptance**
The Service actively promotes positive mental health, early intervention, prevention and community acceptance of people affected by mental health problems.

**Key Elements**
- Collaboration
- Networking and Partnerships
- Positive Mental Health
- Prevention and Early Intervention
- Community Understanding
- Reduced Stigma

### Standard 6
**Acceptance of Diversity**
The Service delivers non-discriminatory support that is sensitive to gender, social and cultural values of the consumer.

**Key Elements**
- Equitable Access
- Cultural Competency (CALD & ATSI)
- Gender Equity
- Respect for Religious Beliefs
- Special Needs
- Use of Interpreters
- Other Communication Aids

### Standard 7
**Working Together**
The Service is coordinated and integrated to ensure continuity of care for the consumer.

**Key Elements**
- Case Management
- Joint Assessment and Service Planning
- Referral
- Shared Care
- Networks and Partnerships
- Links with Acute and Community Services

### Standard 8
**Organisational Governance and Management**
Governance, management and human resource practices maximise organisational efficiency, transparency and effectiveness to ensure accountability and sustainability.

**Key Elements**
- Corporate and Service Governance
- Strategic and Operational Planning
- Risk Management
- Human Resource Management
- Knowledge Management
- Financial Management
- Accountability

---

The Psychosocial Rehabilitation Support Service Standards Supporting Guide provides more detail.

*Standard - These Standards may be covered under an existing organisational-wide quality framework.*

---

Quality Management Services
Telephone: 08 8332 8277
Email: qmssa@qms.org.au
www.qms.org.au