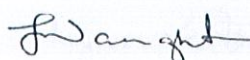


Policy name	Service Practice Policy
Type of Policy	Operational
Policy number	PL-SD01
Policy group	Service Delivery
Version	1
Status*	Ratified
Ratified by	Chief Executive
Date	November 2013
Due for review/ revision	November 2016
Owner	Deputy Chief Executive

* The status may be DRAFT, RATIFIED or REVIEWED (no change required).

Policy

Objectives	Mind Australia clients, their carers and family members have the right to receive high quality, individualised services. The purpose of this document is to support a shared understanding of our values and practice and provide an overarching policy for the delivery of services across Mind Australia.
Context and scope	This policy is informed by Mind's Model of Recovery Oriented Practice, and applies to all Mind clients, their carers and family members, irrespective of the services they are receiving. This policy will cover areas of service delivery, practice and leadership that are not addressed through a specific policy or procedure.
Definitions	Client - A person who uses or has used a mental health service. Carer – a person who has a caring role for another person with mental health issues. They can be a family member, friend, neighbour or other support person.
Policy statement	Mental health practice is complex and difficult to define, requiring a flexible and unique response to support each individual through a continuum of care and in a personal journey. Mind is committed to developing service vision, planning, structures, processes and a workforce that support recovery orientated practices. This includes supporting workers at all levels to reflect on their motivations, practice and professional development and develop these in line with identified best practice frameworks and good leadership. Mind utilises the skills of clients, carers and staff to maintain a culture of enquiry that supports shared practice and service development. All Mind services are informed by the Model of Recovery Oriented Practice (2012).



The five core principles of Recovery Oriented Practice are:

- Supporting personal recovery and promoting well-being
- Delivering services informed by evidence and consistent with a social model of health
- Proactive and purposeful engagement to build trusting relationships
- Ensuring our practice is sensitive to the needs of families and carers
- Working in partnership and collaborating with other organisations.

Mind is committed to a Person Centered Planning process. This includes:

- Comprehensive strengths based assessment
- Individual recovery plan
- Regular review and evaluation.

The Mind worker will develop an individualized recovery plan with the client that articulates their goals and specific strategies to achieve those goals that reflects the client's preferences, strengths and aspirations. The plan will also document the specific strategies and activities associated with each goal. The Individual Recovery Plan in collaboration with the client will be amended as determined by the needs of the client. All plans, must be reviewed a minimum of every 6 months.

Mind staff will work with clients to measure progress toward their goals. Measurement of outcomes should comply with the Mind Outcome policy and local procedures.

All clients receive Mind services in a voluntary capacity. An authentic collaborative partnership between the Mind worker and the client is a key to facilitating wellness. Mind staff will develop relationships with clients, and as appropriate, their carers, family members, significant others and other health care professionals that build positive partnerships and support enhanced perspectives. Mind staff are responsible for providing accessible, timely and meaningful support that is flexible to the clients changing needs and circumstances. The worker ensures that interactions are purposeful and the client leads their own recovery journey and is supported to reflect on their needs and wants and self-develop their personal goals and strategies.

Mind staff will have a comprehensive knowledge of community information and resources, identifying and fostering opportunities for clients to participate in their community. If Mind is unable to provide an appropriate service for the client, they will be assisted to access another service that will better meet their needs.

Mind staff will support clients to achieve an optimum level of independence that allows them to make informed choices and decisions in all areas of their lives, including, where possible, the independence to manage their own financial affairs. Mind workers are not permitted to handle, manage or store clients' money. Mind staff will engage clients in ways that enhance self-efficacy and activate self-management, connect with and pursue personal autonomy and purpose.



Procedures and Related Documents

<p>Procedures that relate to this policy</p>	<p>All Service Delivery procedures PR-SD01-01 Strengths Based Assessment and Individual Recovery Procedure Transition and Exit Planning Procedure Food in Residential Programs Policy PL-SD06 Rent and Charges Policy PR-SD06 Rent and Charges Procedure Transporting Clients SA Policy Substance Use by Mind Clients Procedure PR-SD01-10 Mind on Call After Hours (MOCA) Service Procedure</p>
<p>Related policies</p>	<p>Medication Management Policy Client Rights and Responsibilities Policy Code of Professional Practice Policy All Service Delivery Policies and Procedures</p>
<p>Relevant legislation or standards</p>	<p>Mind's Model of Recovery Oriented Practice 2012 Mind's Family and Carer Framework Client Rights and Responsibilities</p>


Document Change History

Version	Status*	Comments	Prepared by	Ratified by	Date Issued
1	Draft	New Policy – aims to overarch a number of service delivery procedures	KAbramoff		
1.1	Draft	Senior Advisor Practice additions	Michelle Hilton		
1.2	Draft	Comments incorporated from QAS Council	KAbramoff	Margaret Grigg	18 November 2013

* Valid values for this column are: DRAFT, RATIFIED, REVIEWED (no revision)

Approved by

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Chief Executive

