

Policy Mapping – ROSSAT

ROSSAT – Evidence item covered		
Values, principles and philosophy underpinning service provision		
R1.7	<p>Staff are aware of what comprises a beneficial relationship in a recovery-oriented environment including:</p> <ul style="list-style-type: none"> • The value and validity of the consumer voice in informing their treatment and care – consumers viewed as experts by experience • Power differences are acknowledged and explored, and steps are taken to ensure consumers are empowered in relationships • Relationships founded on trust and mutual respect • Relationships go beyond the pathological view of a person’s mental illness 	Organisational Values
R1.8	A person’s life situation is viewed holistically, considering their whole life context, including other services accessed, and support networks including peers, family and friends	Organisational Values
R1.9	The organisation has protocols in place to ensure that each consumer’s confidentiality is preserved, and that there are protocols to follow if this is breached	Privacy & Confidentiality Policy
R1.10	Hope and optimism for a consumer’s future drives service provision	Organisational Values
Recovery oriented service provision		
R1.11	<p>Relationships are formed:</p> <ol style="list-style-type: none"> a. That are respectful of gender, age, culture, ethnicity and religious beliefs b. Allowing adequate time at the beginning of the relationship to develop rapport and define boundaries c. Focusing on a consumer’s strengths rather than deficits d. Focusing on seeing the person first and their illness second e. Seeking to find out what each consumer’s view is around purpose and living a meaningful life f. By gaining an understanding of a consumer’s previous experiences and what was and wasn’t helpful in treatment and care, and this is integrated into current treatment and care g. That acknowledge and respect a carer’s presence and input into a consumer’s care 	<p>Individual Supports Policy Family & Carers Policy</p>
R1.12	<p>In ongoing relationship development:</p> <ol style="list-style-type: none"> a. The consumer identifies their goals, these goals are recorded and their worker acknowledges that these goals may change over time and need to be updated on a regular basis 	<p>Individual Supports Policy Recovery Coaching Family & Carers Policy</p>

	<ul style="list-style-type: none"> b. Staff support consumers in developing positive identities and personal meaning c. Workers encourage the development of methods to self-manage illness d. Workers practice active listening when communicating with consumers e. Workers encourage consumers to maintain relationships with family and social networks f. Workers encourage personal responsibility to be taken by consumers in their recovery journeys 	
R1.13	<p>The dialogue that occurs within relationships:</p> <ul style="list-style-type: none"> a. Has the same meaning and is understood by all people involved and does not use clinical jargon b. Is non-judgmental and non-stigmatising <p>Consumers are communicated with as equals. Communications are in an accessible format which may be in print, email or verbal format</p>	<p>Individual Supports Policy Diversity Policy Language Guide Organisational Values</p>
R1.14	<p>Where required, interpreters and workers are made available to communicate in a consumer's preferred language</p>	<p>Diversity Policy</p>
R1.15	<p>A consumer's decision to involve carers and family is respected by staff members</p>	<p>Family & Carers Policy</p>
R1.16	<p>Treatment, recovery plans and advance directives:</p> <ul style="list-style-type: none"> a. Are developed in consumer directed partnerships between staff and consumers, and carers where consent is given, based on the consumer's desires and goals b. Are reviewed on a regular basis and include timelines 	<p>Individual Supports Policy Informed Decision Making Policy</p>
R1.17	<p>The service has a policy and process to support consumers and staff during and after critical incidents. Staff are aware of this process</p>	<p>Emergency & Critical Incidents Policy</p>
Staff responsibilities, roles and attributes		
R1.18	<p>Staff attributes include those whose nature is compassionate, empathetic, respectful, committed, non-judgmental, encouraging and hopeful about recovery for people living with mental illness</p>	<p>Human Resources Policy</p>
R1.19	<p>Staff are aware of their own mental health, and are aware of self-help strategies and ways to seek support</p>	<p>Human Resources Policy</p>
R1.20	<p>Staff are aware of, and are able to articulate, what comprises a beneficial relationship in a recovery-oriented environment, including:</p> <ul style="list-style-type: none"> a. Maintaining confidentiality b. Developing boundaries around their relationships c. Developing good rapport d. Personal attributes including honesty and respect e. Effective time management and engagement with consumers f. Flexibility 	<p>Individual Supports Policy</p>

	g. Communication skills	
R1.21	Staff consider the whole context of a person's use of services. This may include health, housing, employment, homelessness, justice, drug and alcohol and other services. Staff take steps to assist consumers in linking with these other services that are relevant to their recovery	Individual Supports Policy
R1.22	Staff are aware of how a relationship may hinder recovery in their relationship with consumers	Individual Supports Policy
Leadership		
R1.23	Staff are encouraged and supported by management in adopting recovery oriented service delivery: a. Expectations around developing and maintaining professional working relationships and boundaries is clearly communicated in induction and ongoing training processes b. Staff are aware of organisational processes for identifying and addressing fellow workers who are not working in a recovery oriented approach, for example, those who display stigmatizing and discriminatory behavior	Human Resources Policy Supervision Policy Diversity Policy
R1.24	Supervision, both formal and informal, is available around relationship development and maintenance	Supervision Policy
R1.25	Staff members are acknowledged for good work in relationship building Staff meetings acknowledge staff members' achievements around relationship building in a recovery oriented framework	Human Resources Professional & Personal Devt
R1.26	Team building exercises occur frequently, with the opportunity for sharing knowledge around relationship building with consumers	Professional & Personal Devt
R1.27	Management challenge stigma and discrimination around mental illness in service delivery among staff members	Professional & Personal Devt
R1.28	Stigmatising and discriminatory behaviours and attitudes towards consumers are identified and dealt with by management in a proactive and constructive manner	Professional & Personal Devt
Organisational		
R1.29	Identification of: <ul style="list-style-type: none"> Emerging best practice around relationship building regarding recovery orientation Potential tools and training in the sector around relationship building Sector evaluation tools and frameworks as they emerge around relationship development 	Integration Policy
R1.30	The organisation engages in relationship building with similar organisations in the sector and, where applicable, services relating to peer support, accommodation, employment, education and training, transport, sport, recreation and lifestyle	Integration Policy

R1.31	Staff meetings acknowledge staff members' achievements around relationship building in a recovery oriented framework	Professional & Personal Devt
R1.32	Policy and procedures are in place, and staff monitored for compliance, that: b. Identify how workers identify and challenge fellow workers who are not working in a recovery orientation c. Outline professional boundaries and expectations d. Outline roles, responsibilities and remuneration of consumers who are employed by the service	Human Resources Policy
R1.33	In the recruitment process: <ul style="list-style-type: none"> • Potential employees are made aware of desirable worker attributes that are known to be supportive of a person's recovery and the development of meaningful relationships. This includes, but is not limited to, attitudinal characteristics such as hope, empathy, compassion, respect and encouragement • These desirable characteristics are included in job descriptions • It is encouraged that people with the lived experience of mental illness apply for positions within the organisation 	Human Resources Policy
R1.33	In the recruitment process: <ul style="list-style-type: none"> • Potential employees are made aware of desirable worker attributes that are known to be supportive of a person's recovery and the development of meaningful relationships. This includes, but is not limited to, attitudinal characteristics such as hope, empathy, compassion, respect and encouragement • These desirable characteristics are included in job descriptions • It is encouraged that people with the lived experience of mental illness apply for positions within the organisation 	Human Resources Policy
R1.34	The organisation has structures to incorporate consumer and carer feedback about relationships as a part of quality improvement	Quality Improvement
R1.35	Where a person is not able to access the organisation's services, a reason is provided along with suggested links to other services	Service Entry
R1.36	A complaint process is in place and is easily accessible to consumers and carers. Each complaint is respected, taken seriously and acted upon	Feedback & Complaints
R1.37	Useful skills in relationship building are identified by staff and are shared across the organisation	Integration Policy
Education and training		
R1.38	The organisation provides the opportunity for ongoing	

	<p>training including:</p> <ul style="list-style-type: none"> • Induction training for new staff on relationship building that supports recovery • How to create and maintain professional boundaries with consumers • Using time effectively for relationship building • Communication skills, including listening and negotiation skills • Dealing with conflict, violence, hopelessness and/or challenging behaviour • Working with consumers who do not wish to be involved in decisions around their treatment and care • Attitudinal attributes that are central to developing recovery-focussed relationships including hope and optimism • How to relate one's own life experiences to strengthen a relationship • Identifying relationships that are unhealthy or are hindering a consumer's recovery journey • The complaints process, including how to deal with complaints 	Professional & Personal Devt
R1.39	Opportunities exist for people with the lived experience of mental illness including consumers and carers to present training to staff	Participation Policy Professional & Personal Devt
Evaluation		
R1.40	<p>Staff are provided with the opportunity to self-evaluate their relationship with consumers:</p> <ul style="list-style-type: none"> • Identifying strengths and areas for improvement • Identifying what does and does not work in relationship development • Sharing learnt and useful skills with team leaders and supervisors 	Professional & Personal Devt
R1.41	<p>All staff are evaluated on their performance around:</p> <p>a. Relationship building, both with consumers and co-workers</p> <p>b. Communication including listening skills, conversational skills, interpersonal skills and de-escalation skills</p>	Professional & Personal Devt
R1.42	Staff are able to evaluate suitability and experiences of training provided	Professional & Personal Devt
R1.43	The ROSSAT Tool for Workers is completed by all staff in the organisation on an ongoing basis	Professional & Personal Devt
R1.44	<p>Consumers are provided with the regular opportunity to evaluate:</p> <ul style="list-style-type: none"> • The relationship they have with their worker and provide feedback to the organisation 	Program Evaluation Policy

	<ul style="list-style-type: none"> • If they feel understood by their worker • The appropriateness of the format of communication with their worker • If their worker presents any barrier to their recovery 	
R1.45	<p>Carers are provided with the opportunity to evaluate:</p> <ul style="list-style-type: none"> • Their relationship within the organisation and staff • The organisational approach to relationship building with consumers and carers 	Program Evaluation Policy

ROSSAT Indicator Area 2 - Respectful Practice

ROSSAT – Evidence item covered		
Values, principles and philosophy underpinning service provision		
R2.1	Consumers are treated as equals with a shared sense of humanity	Organisational Values Valued Status Policy
R2.2	It is recognised that it is human to have faults	Organisational Values
R2.3	<p>The value of:</p> <ul style="list-style-type: none"> • the Consumer voice is acknowledged and respected • lived experience is acknowledged and respected 	Organisational Values
R2.4	Consumers' decisions and choices are respected	Organisational Values
R2.5	<p>Human rights are validated and maintained:</p> <ul style="list-style-type: none"> • The right to equality and non-discrimination • The right to self-determination • The right to confidentiality 	Organisational Values
R2.6	Cultural and linguistic diversity is respected and catered for	Organisational Values
R2.7	The organisation operates in an ethical framework that supports recovery and a recovery orientation	Organisational Values
Recovery oriented service provision		
R2.8	Interpreters are made available to consumers, carers and families when needed	Diversity Policy Service Entry
R2.9	Cultural and linguistic diversity is respected and catered for	Diversity Policy
R2.10	<p>The dialogue that occurs within relationships:</p> <ol style="list-style-type: none"> Has the same meaning and is understood by all people involved and does not use clinical jargon Is non-judgmental and non-stigmatising <p>Consumers are communicated with as equals. Communications are in an accessible format which</p>	Language Guide Diversity Policy Organisational Values

	may be in print, email or verbal format	
R2.11	A consumer's interpretation of their illness is not used as a basis for discrimination or dismissed as untruth	Organisational Values Individual Supports
R2.12	A consumer's views about what is meaningful to them is accepted	Organisational Values Individual Supports
R2.13	A consumer's decision to involve carers and family is respected by staff members	Organisational Values Individual Supports Family & Carers
R2.14	Consumers and carers are provided with their rights and responsibilities in a written format; these are verbally explained upon the consumer and/or carer's first contact with the service	Service Entry
R2.15	Staff and volunteers are provided with a written statement of the rights and responsibilities of consumers and carers, together with a written code of conduct as part of their induction to the MHS.	Human Resources

Staff responsibilities, roles and attributes

R2.16	Staff attributes include those whose nature is compassionate, empathetic, respectful, committed, non-judgmental, encouraging and hopeful about recovery for people living with mental illness	Human Resources
R2.17	Staff do not use discriminatory or stigmatising language or behavior towards consumers at anytime	Language Guide Diversity Policy
R2.18	Staff express honest opinions where requested by consumers	Organisational Values Individual Supports
R2.19	Staff practice demonstrates understanding of ethical obligations, for example, ethical decision making processes, information management and organisational ethics reflected in recruitment, induction and training processes	Program Evaluation Policy Professional & Personal Devt
R2.20	Staff respect and adhere to human rights applicable to service provision	Program Evaluation Policy Professional & Personal Devt

Leadership

R2.21	Discriminatory behaviour and language is not tolerated	Diversity Policy Professional & Personal Devt
R2.22	Awareness around stigma and discrimination towards consumers is acknowledged and challenged by management	Diversity Policy

R2.23	Supervision sessions ensure that staff who use discriminatory language and/or practice are confronted and encouraged to change their behavior	Supervision Policy
R2.24	Leaders champion human rights	Governance & Management
R2.25	Supervision sessions reflect on how each staff member: <ul style="list-style-type: none"> a. Challenges stigma and discrimination in their every day role b. Ensures respect for consumers in their every day practice c. Provides culturally appropriate services where relevant d. Supports recovery orientation in their every day practice 	Supervision Policy
R2.26	Team building exercises occur frequently with the opportunity for sharing knowledge around respectful practice	Professional & Personal Devt

Organisational

R2.27	A culture of respect and shared humanity towards consumers is promoted at all levels of the organisation	Organisational Values
R2.28	Policy and procedures are in place that: <ul style="list-style-type: none"> a. Acknowledge human rights that inform service provision b. Safeguard all people against abuse and discrimination c. Outline processes for reporting abuse of workers and consumers d. Outline the ethical framework of the organisation e. Identify what language is inappropriate and stigmatic and should not be used in any level of the organisation f. Address how stigma and discrimination at the service level is dealt with by management g. Provide procedures for employees to follow should they observe a fellow worker using stigmatising language or discriminatory behaviour 	Organisational Values Abuse & Neglect Policy Abuse & Neglect Policy Organisational Values Language Guide Diversity Policy Diversity Policy
R2.29	Identification of: <ul style="list-style-type: none"> • Emerging best practice in respectful practice regarding recovery orientation • Potential tools and training in the sector relating to respectful practice 	Integration Policy

	<ul style="list-style-type: none"> • Sector evaluation tools and frameworks as they emerge around respectful practice 	
R2.30	Staff meetings acknowledge staff members' achievements around respectful practice in a recovery oriented framework	Professional & Personal Devt
R2.31	<p>In the recruitment process:</p> <ul style="list-style-type: none"> • Potential employees are made aware of the desirable worker attributes that are known to be supportive of a person's recovery and respectful practice including honesty, non-judgmental outlook, compassion, respect and hope for a person's future • It is encouraged that people with the lived experience of mental illness apply for positions within the organisation 	Human Resources
R2.32	The organisation has structures to incorporate consumer and carer feedback as a part of quality improvement	Program Evaluation Participation
R2.33	Useful skills in providing respectful, recovery oriented services highlighted by staff are shared across the organisation	Integration Policy
R2.34	The service, where possible, is located to provide ease of physical access with special attention being given to people with physical disabilities and/or reliance on public transport.	Diversity Policy

Education and training

R2.35	<p>The organisation provides the opportunity for ongoing training including:</p> <ul style="list-style-type: none"> • Induction training for new staff on respectful practice • Respectful practice in an environment that supports recovery • Culturally respectful practice and acknowledging that each culture might have a different perception and sensitivities relating to mental health • Understanding and promoting human rights • Inappropriate behaviours and attitudes towards consumers 	Professional & Personal Devt
R2.36	Opportunities are made available for consumers and carers to present training to staff and they are suitably prepared and informed	Participation Policy

Evaluation

R2. 37	<p>Staff are provided with the opportunity to self-evaluate respectful practice:</p> <ul style="list-style-type: none"> • Identifying strengths and areas in need of improvement • Identifying practice that is and is not respectful • Sharing learnt and useful skills with team leaders 	Human Resources
R2. 38	Staff are able to evaluate suitability and experiences of training provided	Professional & Personal Devt
R2. 39	<p>Consumers are provided with the regular opportunity to evaluate:</p> <ul style="list-style-type: none"> • The level of respect they experience from staff within the organisation • Perceptions of stigma and discrimination experienced from staff within the organisation • If their worker presents any barrier to their recovery 	Program Evaluation
R2. 40	<p>Carers are provided with the opportunity to evaluate:</p> <ul style="list-style-type: none"> • The level of respect they experience from staff within the organisation • Their perception of the level of respect that is shown to consumers from staff within the organisation • Whether there is any evidence of stigma and discrimination being shown by staff members towards consumers in the organisation 	Program Evaluation Family & Carers
R2. 41	The ROSSAT Tool for Workers is completed by all staff in the organisation on an ongoing basis	

ROSSAT Indicator Area 3 – Consumer Self-Directed Focus

ROSSAT – Evidence item covered

Values, principles and philosophy underpinning service provision

R3.1	The consumer's vision of their own recovery path is central in driving their treatment and care	Organisational Values
R3.2	The consumer is seen to hold the answers, or have the potential to hold the answers in the future to what their recovery journey should look like	Organisational Values
R3.3	Recovery is a process and support provided reflects where a person is at in their journey	Organisational Values
R3.4	Staff are aware that: <ul style="list-style-type: none"> • Self-direction and self-responsibility are important in a consumer's recovery journey • It is possible for consumers to live a meaningful life in the community • Providing consumers with choice and information inspires recovery and enhances consumers' control over decision making 	Organisational Values
R3.5	The consumer voice is valued	Organisational Values Valued Status Policy
R3.6	The lived experience is valued	Organisational Values Valued Status Policy

Recovery oriented service provision

R3.7	Consumers' decisions and choices are respected	Individual Supports
R3.8	Staff maximise opportunities for the development of consumers' self-direction and self-responsibility	Individual Supports
R3.9	There is a current individual interdisciplinary treatment, care and recovery plan, which is developed in consultation with and regularly reviewed with the consumer and with the consumer's informed consent, their carer(s) and the treatment, care and recovery plan is available to both of them.	Individual Supports
R3.10	Staff and consumers reflect on times when that person has been unwell and what steps have helped in their experience each time	Individual Supports
R3.11	Staff actively encourage consumer engagement in: <ul style="list-style-type: none"> • Making decisions about treatment, care and services • Taking responsibility for recovery • Being at the centre of planning processes around treatment and care • Creating and maintaining care and recovery plans • Identifying and documenting early warning signs • Identifying and documenting strategies for staying well • Creating and maintaining crisis and relapse 	Individual Supports Participation Policy Informed Decision Making Family & Carers

	<p>prevention plans</p> <ul style="list-style-type: none"> • Creating and maintaining Advance Directives • Working towards self management of illness • Involving carers and family • Moving towards their identified goals • Connecting with peer groups and support networks 	
R3.12	<p>Staff provide choice to consumers by offering information on services, therapies and supports according to individual needs. This might include learning opportunities around:</p> <ul style="list-style-type: none"> • Financial management and budgeting • Life and career coaching • Employment seeking • Training and education • Coping strategies • Assertiveness strategies • Support services, including peer support and advocacy organisations • Complementary therapies such as relaxation methods, exercise and physical activities, massage and yoga • Sporting and recreational activities • Community based activities • Spiritual activities • Education and training opportunities • Accessing relevant government agencies • Advance Directives and wellness plans • Full range of treatment options and/or where to obtain this information 	Individual Supports
R3.12a	Consumers have access to current plans and personal records	Personal Records
R3.13	Consumers and carers have the right to independently determine who will represent their views to the service	Advocacy Policy
R3.14	An environment is provided by the organisation where consumers feel safe to express emotion, thoughts and feelings	Individual Supports
R3.15	Staff are aware of consumers' medication requirements, and support a person in adhering to their medication regime where this is identified by the consumer as being helpful in their recovery	Medication Policy
R3.16	Staff support consumers who want to reduce or come off medication by providing information, exploring options and developing supportive care plans	Medication Policy Individual Supports
R3.17	Any changes in a consumer's care are negotiated with the consumer first. Consumers are made aware of any service changes that impact their care.	Individual Supports

Staff responsibilities, roles and attributes

R3.18	Staff ask what a consumer's goals are and work with consumers to develop and achieve these goals	Individual Supports Organisational Values
R3.19	Staff provide information to provide consumers with choice	Individual Supports Integration Organisational Values
R3.20	Staff are aware of local networks and supports that are useful for consumers to link in with	Individual Supports Integration
R3.21	Staff acknowledge their role in supporting a person's recovery rather than doing recovery for them	Individual Supports Organisational Values
R3.22	Staff acknowledge that recovery has many stages that require different levels of support	Individual Supports Organisational Values
R3.23	Staff encourage and foster consumers' resilience	Individual Supports Organisational Values

Leadership

R3.24	Supervision sessions provide an opportunity for staff to explore how to: <ul style="list-style-type: none"> • Maximise self-direction and personal responsibility of consumers • Provide choice to consumers • Foster consumer engagement in creating and maintaining care plans • Balance supporting a consumer's recovery with encouraging their personal responsibility, depending on each individual's needs 	Supervision Policy
R3.25	Leaders champion that the consumer's voice is central in care and service provision	Governance & Management
R3.26	Team building exercises occur frequently, with the opportunity for sharing knowledge around consumer self-directed focus	Professional & Personal Devt

Organisational

R3.27	Policy and procedures are in place to ensure that: <ul style="list-style-type: none"> • Workers provide opportunities for consumers to take responsibility for their recovery if that is their desire • Consumers are encouraged and supported to create 	Individual Supports Informed Decision Making
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	wellness plans and Advance Directives	
R3.28	The organisation provides information that is in an accessible format to consumers on other services that are available	Service Directory
R3.29	The organisation provides services as if a person is able to, or will be able to, direct their own recovery in the future	Organisational Values Individual Supports
R3.30	Identification of: <ul style="list-style-type: none"> • Emerging best practice relating to supporting consumers' choice and control in service provision and care planning • Potential tools and training in the sector in consumer self-directed service recovery • Sector evaluation tools and frameworks as they emerge relating to consumer self-directed recovery 	Integration Policy
R3.31	Staff meetings acknowledge staff members' achievements relating to fostering and providing consumer-directed recovery	Professional & Personal Devt
R3.32	In the recruitment process potential employees are made aware of the desirable worker attributes that are known to be supportive of recovery and consumer self-directed recovery including honesty and hope for a person's future	Human Resources
R3.33	The organisation has structures to incorporate consumer and carer feedback as a part of quality improvement	Quality Improvement
R3.34	Useful skills in delivering consumer self-directed care highlighted by staff are shared across the organisation	Integration

Education and training

R3.35	The organisation provides the opportunity for ongoing training including: <ul style="list-style-type: none"> • Induction training for new staff on consumer self-directed recovery • How to facilitate the delivery of consumer self-directed services, including how to maximise consumer choice and control in their recovery • Information on the different stages of recovery and how this may affect the levels of support provided by workers • Information about existing and new referral points 	Professional & Personal Devt
R3.36	Opportunities exist for people with the lived experience of mental illness to present training to staff	Participation Policy

Evaluation

R3.37	<p>Staff are provided with the opportunity to self-evaluate how self-direction is maximised in relationships with consumers:</p> <ul style="list-style-type: none"> • Identifying strengths and areas in need of improvement • Identifying practice that enhances consumers' self-directed focus • Sharing learnt and useful skills with the team 	Professional & Personal Devt
R3.38	Staff are able to evaluate suitability and experiences of training provided	Professional & Personal Devt
R3.39	<p>Consumers are provided with the regular opportunity to evaluate:</p> <ul style="list-style-type: none"> • The amount of control they perceive to have over the direction of their recovery • The amount of input they have into the services they receive • If their worker presents any barrier to their recovery 	Program Evaluation
R3.40	Carers are provided with the opportunity to evaluate the degree to which staff champion the consumer's centrality in directing their own recovery journey	Professional & Personal Devt
R3.41	The ROSSAT Tool for Workers is completed by all staff in the organisation on an ongoing basis	Professional & Personal Devt

ROSSAT Indicator Area 4 – Belief in Consumers’ Recovery

4. Policy and procedures are in place that:

- a. Outline the organisation’s stance on belief in consumers’ recovery
- b. Outlines how the organisation identifies innovative practice in the field that support the belief in recovery
- c. Outlines how the lived experience will be used to enhance the organisation’s knowledge base

ROSSAT – Evidence item covered

Values, principles and philosophy underpinning service provision

R4.1	Staff convey that it is possible: <ul style="list-style-type: none"> • For consumers to achieve their goals • For consumers to have the ability to live in the community • For consumers to live a meaningful life. It is essential that this meaning is determined by each individual according to their own goals and hopes for recovery 	Organisational Values
R4.2	Acknowledgement that each person may have their own interpretation of mental illness and recovery. Consumers may have an individual preference of language used in communication relating to recovery and mental illness, and this may be derived from different cultural interpretations	Organisational Values
R4.3	Recovery is not viewed as a linear process, therefore relapse may occur. Relapse of mental illness is not always a failure of care, treatment or service provision. Relapse can be seen as an opportunity to develop resilience and insight. Relapse into symptoms does not mean that a person is no longer on their recovery journey	Organisational Values
R4.4	The value of the lived experience is acknowledged and respected, and is used to inform service delivery at the individual and organisational levels	Organisational Values

Recovery oriented service provision
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R4.5	The dialogue that occurs within relationships is non-judgmental and non-stigmatising	Diversity Policy
R4.6	Staff are hopeful for a person’s recovery, and this is	Individual Supports

	reflected in the creation and maintenance of plans	
R4.7	Staff support and encourage positive risk taking	Dignity of Risk Risk Management Policy
R4.8	The consumer identifies their goals. These goals are recorded. There is acknowledgement that these goals may change over time and need to be updated on a regular basis in partnership with the consumer	Individual Supports
R4.9	Staff identify and document each consumer's strengths and work with consumers to build upon these strengths	Service Entry Individual Supports
R4.10	Staff share information with consumers and carers on: <ul style="list-style-type: none"> • Positive risk taking • History and concepts of recovery • Self management resources • Strategies for staying well • Stories and experiences of people in recovery who have had the experience of mental illness • Advance Directives and wellness plans 	Service Entry Individual Supports Family & Carers Informed Decision Making

Staff responsibilities, roles and attributes

R4.11	Staff acknowledge that recovery has many stages that require different levels of support	Organisational Values Service Entry Individual Supports
R4.12	Staff provide services as though a person will be able to direct their recovery at some point even if they are not yet at that point	Organisational Values Service Entry Individual Supports
R4.13	Staff are informed on positive risk taking and negative risk taking	Dignity of Risk Induction
R4.14	Staff have knowledge of: <ul style="list-style-type: none"> • The history and concepts of recovery • Different cultural interpretations of mental illness • Local networks and supports that may be useful for consumers to link in with 	Human Resources Professional & Personal Devt
R4.15	Staff ask for assistance from management when more information is needed	Professional & Personal Devt
R4.16	Desirable staff attributes include those whose nature is compassionate, empathetic, respectful, committed, nonjudgmental, encouraging and hopeful about recovery for all people living with mental illness	Human Resources
R4.17	Staff listen without judgment	Organisational Values

		Individual Supports
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Leadership

R4.18	Leaders champion the belief that recovery is possible for every person	Governance & Management Organisational Values
R4.19	Leaders role model hopeful and optimistic attitudes in dealing with staff, consumers and carers	Governance & Management
R4.20	Supervision sessions reflect on how each staff member: <ul style="list-style-type: none"> • Relates to consumers (attitudinal) • Incorporates their belief in recovery into service provision • Supports consumers to take positive risks • Uses a person's previous experiences as a tool in developing strategies for staying well • Personally conceptualises recovery 	Supervision
R4.21	Team building exercises occur frequently with the opportunity for sharing knowledge and workshopping concepts relating to belief in consumers' recovery	Professional & Personal Devt
R4.22	There are processes in place whereby staff members are challenged when they openly display a lack of hope for particular consumers	Professional & Personal Devt

Organisational

R4.23	The organisation promotes public figures who have been successful and identify as having experienced mental illness	Promotion & Prevention
R4.24	The organisation has links to advocates who can support consumers	Advocacy
R4.25	The organisation and individual staff members challenge stigma and discrimination in public settings	Diversity
R4.26	Identification of: <ul style="list-style-type: none"> • Emerging best practice relating to recovery based practice • Potential tools and training in the sector that enhance personal recovery • Sector evaluation tools and frameworks as 	Integration

	they emerge on recovery oriented service provision	
R4.27	Staff meetings acknowledge staff members' achievements in working towards consumers' recovery and celebrates successes, no matter how small	Professional & Personal Devt
R4.28	In the recruitment process potential employees are made aware of the desirable worker attributes that are known to be supportive of a person's recovery including hopefulness, positivity, belief in consumers' recovery and empathy	Human Resources
R4.29	Policy and procedures are in place that: <ul style="list-style-type: none"> • Outline the organisation's stance on belief in consumers' recovery • Outlines how the organisation identifies innovative practice in the field that support the belief in recovery • Outlines how the lived experience will be used to enhance the organisation's knowledge base 	Integration
R4.30	Staff explore literature on recovery	Professional & Personal Devt
R4.31	Useful skills and knowledge supporting belief in consumers' recovery highlighted by staff are shared across the organisation	Integration

Education and training

R4.32	The organisation provides the opportunity for ongoing training about: <ul style="list-style-type: none"> • Induction training for new staff on the history of recovery, worker attributes that underpin belief in recovery, the value of the lived experience and cultural interpretations of mental illness • Relapse is common and normal in recovery, and is seen as an opportunity for developing resilience • The possibility that each person will be able to embark on their recovery when they are ready • How to support recovery through positive risk taking • Practical examples of how to sustain hope for a person's recovery 	Human Resources Professional & Personal Devt
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	<ul style="list-style-type: none"> • The importance of the lived experience in informing service delivery and informing training • The debilitating impacts of stigma and discrimination towards consumers, particularly in the language used by service staff • Processes for staff to address stigmatizing and discriminatory language they have observed being used by other staff members 	
R4.33	Staff interact with consumers who are in recovery on a regular basis in training sessions or get together	Participation Professional & Personal Devt

Evaluation

R4.34	<p>Staff are provided with the opportunity to self-evaluate:</p> <ul style="list-style-type: none"> • Their belief in recovery for consumers • Identifying strengths and areas in need of improvement and development • Sharing learnt and useful skills with team leaders 	Professional & Personal Devt
R4.35	Staff are able to evaluate suitability and experiences of training provided	Professional & Personal Devt Program Evaluation
R4.36	<p>Consumers are provided with the regular opportunity to evaluate:</p> <ul style="list-style-type: none"> • Staff attitudes and level of belief they have in recovery • Support relating to positive risk-taking • Cultural appropriateness of services received • Whether their goals have been documented and acknowledged and supported 	Program Evaluation
R4.37	Carers are provided with the opportunity to evaluate their perception of how much staff and the organisation champions belief in recovery for consumers	Program Evaluation
R4.38	The ROSSAT Tool for Workers is completed by all staff in the organisation on an ongoing basis	

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ROSSAT Indicator Area 5 – Obtaining and Sharing Knowledge and Information

5. Policy and procedures are in place that outline how information should be disseminated to:

- a. Staff members
- b. Consumers, carers and families
- c. External organisations

ROSSAT – Evidence item covered
Values, principles and philosophy underpinning service provision

R5.1	<p>Knowledge and information is power and it is:</p> <ul style="list-style-type: none"> • Shared with consumers, carers and their families on a regular basis • Shared within the organisation • Shared with external organisations • Empowering and allows people to make informed choices 	Organisational Values
R5.2	Information is available in different formats that is accessible to all people using services	Service Entry
R5.3	Every individual is unique and has different needs; information that is available reflects this	Organisational Values
R5.4	A goal of service delivery is to support people towards self-management of illness by providing information	Organisational Values
R5.5	People are provided with the maximum choice available and information about all choices	Organisational Values
R5.6	<p>Human rights are acknowledged and maintained:</p> <ul style="list-style-type: none"> • As included in Universal Declaration of Human Rights • As included in the United Nation’s Convention on the Rights of Persons with Disability 	Organisational Values
R5.7	The organisation has policies and procedures in place to ensure that each consumer’s confidentiality is preserved and that there are disciplinary procedures to follow if this is breached	Privacy & Confidentiality
R5.8	It is recognised that consumers have a right to access their own health record in accordance with applicable Commonwealth and State/Territory	Personal records

	legislation and guidelines. Consumers are also supported by staff in applying to access their records when needed.	
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Recovery oriented service provision
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R5.9	A staff member is allocated to each consumer for the coordination of the consumer’s care. This person is key in ensuring services are integrated and coordinated through all stages of care for consumers and carers. This staff member liaises with the consumer, and where permission is provided by the consumer, with their carer, throughout their time with the service	Service Entry Individual Supports Integration
R5.10	Staff seek to: a. Find out what services a person has accessed and what services they potentially may access, and provide the consumer with information on these b. Exchange information with other organisations and agencies to ensure continuity of care, where consent is given by the consumer c. Inform consumers who their main contact person / coordinator is at the service during the consumer’s first visit.	Service Entry Individual Supports Privacy & Confidentiality Integration
R5.11	Staff share information with consumers and carers on programs and agencies, where relevant, including: <ul style="list-style-type: none"> • Centrelink • Housing and Accommodation Support Initiative (HASI) • Vocational Education, Training and Employment Service (VETE) • Personal Helpers and Mentors Program (PHaMs) • Government subsidies and schemes • Employment agencies • Counselling services • Accommodation and housing services 	Integration
R5.12	Staff share information with consumers, their carers and family on: <ul style="list-style-type: none"> • The history of recovery • The concept of recovery, including that 	Service Entry Participant Manual

	<p>recovery is not a linear process</p> <ul style="list-style-type: none"> • Innovative practice in the sector • Barriers to recovery • Mental illness and symptoms • Diagnosis • Smoking • Physical health • Drug and alcohol use • Complementary therapies • Medications and side effects • Advance planning, including Advance Directives • Identifying early warning signs • Relapse planning • Self-directed care and self-management of illness • Reducing medication • Positive risk taking • Others – this list is not exhaustive 	<p>Individual Supports Family & Carers</p>
R5.13	<p>Staff provide the opportunity for consumers to ask for information and educate them about different ways of finding information</p>	<p>Service Entry Participant Manual Individual Supports</p>
R5.14	<p>Staff ensure that when providing information to consumers, carers and their families:</p> <ol style="list-style-type: none"> a. The dialogue that occurs has the same meaning and is understood by all people involved, and does not use clinical jargon b. Language is non-judgmental and non-stigmatising c. It is in a format accessible and appropriate to consumers d. Is provided in the preferred language of the consumer 	<p>Individual Supports Family & Carers Language Guide Diversity</p>
R5.15	<p>Where required, interpreters and workers are made available to communicate information in a consumer’s preferred language</p>	<p>Diversity</p>
R5.16	<p>Staff share information with carers and families about what options are available in a crisis situation. This includes information on after hours support.</p>	<p>Service Entry Family & Carers</p>
R5.17	<p>Staff are aware of a consumer’s physical health, and are able to provide referral to appropriate health care professionals</p>	<p>Service Entry Individual Supports Integration Health & Medical Policy</p>
R5.18	<p>Consumers are provided with the opportunity to identify what additional material or information they would like to be provided with</p>	<p>Service Entry Individual Supports</p>

Staff responsibilities, roles and attributes

R5.19	Staff are responsible for taking the initiative to enhance their own knowledge on: <ul style="list-style-type: none"> • Recovery and recovery-based practice • Awareness of mental illness and symptoms • Medications and side effects • Developments and innovation in the mental health field • Complementary therapies • Referral points in the area to suit a variety of healthcare needs 	Professional & Personal Devt
R5.20	Staff approach management when more information is needed on recovery and recovery oriented service provision	Professional & Personal Devt
R5.21	Staff share information with each other that is as up-to-date as possible	Integration

Leadership

R5.22	Management: <ol style="list-style-type: none"> a. Is aware of national and state policy directions around recovery orientation and seeks to integrate these into practice b. Seeks to build and maintain linkages with relevant organisations to share information c. Supports coordinated service provision with appropriate organisations by sharing information relating to a consumer's care, where consent is given 	Individual Supports Service Entry Privacy & Confidentiality Service Coordination
R5.23	Management identifies: <ul style="list-style-type: none"> • Information relevant to the organisation to increase the knowledge base on recovery and recovery oriented practice • Information to provide to consumers, carers and their families on recovery 	Individual Supports
R5.24	Supervision sessions reflect on: <ul style="list-style-type: none"> • How staff members share information with consumers, carers and families • The relevance of information provided • How up-to-date information is 	Supervision

	<ul style="list-style-type: none"> The knowledge base of each worker, and whether additional information is needed to support their practice How staff educate consumers on different ways for accessing information 	
R5.25	Team building exercises occur frequently, with the opportunity for sharing new and relevant knowledge and information on recovery and recovery oriented service provision	Professional & Personal Devt

Organisational

R5.26	The organisation continues to seek information on recovery tools and innovative practice, and share this information with other organisations	Integration
R5.27	All staff within the organisation are aware of how legislation may impact on service delivery and the work of the organisation	Legal & Regulatory
R5.28	Staff share information with those involved in a consumer's transition from clinical to community services, and other services relevant to a person's recovery where consent has been given by the consumer, in order to enhance continuity of care	Privacy & Confidentiality Integration Service Entry Service Exit & Re-entry
R5.29	Identification of: <ul style="list-style-type: none"> Emerging best practice in the mental health field that aligns with recovery based practice Potential recovery tools that emerge in the sector Potential new technologies to assist in provision of recovery oriented services Sector evaluation tools and frameworks as they emerge around effective ways to share information, both with consumers and other organisations 	Integration
R5.30	Staff meetings acknowledge staff members' achievements in locating and sharing appropriate knowledge and information important to recovery and recovery oriented service provision	Professional & Personal Devt
R5.31	Policy and procedures are in place that outline how information should be disseminated to: <ul style="list-style-type: none"> Staff members Consumers, carers and families 	Communications Information management

	<ul style="list-style-type: none"> External organisations 	
R5.32	The organisation has structures to incorporate consumer and carer feedback on the level of information they receive and how accessible it is, as a part of quality improvement	Quality Improvement Program Evaluation
R5.33	Innovative ways for obtaining and sharing knowledge and information are adopted across the organisation	Information management
R5.34	The service manages and maintains an information system that facilitates the appropriate collection, use, storage, transmission and analysis of data to enable review of services and outcomes at an individual consumer and service level. This is done in accordance with information management and related Commonwealth, state / Territory legislation and Acts.	Information management
R5.35	Information is made available to consumers, carers and other service providers on the services entry processes, inclusion and exclusion criteria.	Service Entry

Education and training

R5.36	<p>The organisation provides induction training for new staff on:</p> <ul style="list-style-type: none"> History of recovery Recovery based practice Communication techniques Information pertaining to their role in supporting recovery Importance of seeing a person's whole life situation in order to provide relevant information Referral points Confidentiality Obtaining consumer consent to share their information with other organisations and with family members/carers 	Recruitment Professional & Personal Devt
R5.37	<p>The organisation provides ongoing training on:</p> <ul style="list-style-type: none"> Protocols relating to privacy Relevant legislation changes regarding privacy Innovative recovery based practice 	Professional & Personal Devt

	<ul style="list-style-type: none"> • Human rights • New and existing relevant services 	
R5.38	Opportunities are provided to consumers and carers to present information and training to staff based on their lived experiences	Participation Family & Carers Individual Supports

Evaluation

R5.39	Staff are provided with the opportunity to self-evaluate: <ul style="list-style-type: none"> • Quality and relevance of all information given to consumers, carers and families • How information is communicated with: <ol style="list-style-type: none"> i. Other staff ii. External organisations • Knowledge of appropriate referral points • Knowledge of gaps in information, and areas for improvement 	Professional & Personal Devt
R5.40	Staff are able to evaluate suitability and experience of training provided	Professional & Personal Devt
R5.41	Consumers are provided with regular opportunities to evaluate the: <ul style="list-style-type: none"> • Quality and relevance of information provided • Format the information is provided in • Ability to understand information that is provided • Extent of choice enabled with the information provided 	Program Evaluation
R5.42	Carers are provided with the opportunity to evaluate the amount, suitability and format of information provided	Family & Carers
R5.43	The ROSSAT Tool for Workers is completed by all staff in the organisation on an ongoing basis	Professional & Personal Devt

ROSSAT Indicator Area 6 — Participation and Social Inclusion

6. Policy and procedures are in place that:

- a. Identify key organisations that are relevant to social inclusion and participation in the area
- b. Identify a strategy for how networking opportunities can be maximised with other organisations

ROSSAT – Evidence item covered

Values, principles and philosophy underpinning service provision

R6.1	The value of social inclusion and all opportunities to participate are an essential part of recovery is acknowledged	Organisational Values
R6.2	The value of peer support is acknowledged	Organisational Values
R6.3	Consumers and carers have the opportunity to participate in service planning, implementation and evaluation	Organisational Values Project Planning Program Evaluation
R6.4	Human rights are acknowledged and maintained: <ul style="list-style-type: none"> • Right to full inclusion and participation in the community • Right to participation in political and public life • Right to participation in cultural life, recreation, leisure and sport • Right to the least restrictive environment 	Organisational Values
R6.5	A person's social networks are fostered and encouraged	Organisational Values

Recovery oriented service provision

R6.6	Social networks are valued and support personal recovery and social inclusion	Family & Carers Integration
R6.7	Staff encourage consumers to develop lasting links in the community that may include but are not limited to: <ul style="list-style-type: none"> • Friendships and social networks • Advocacy training and courses • Education and training opportunities • Social networking • Peer support groups • Rehabilitation services • Employment opportunities • Community services • Volunteering • Spiritual groups • Access to physical activities • A person's hobbies • Political stance • Leisure and recreation activities 	Integration Individual Supports
R6.8	Staff work with consumers to identify and enhance their contacts and networks in the community	Integration Individual Supports

R6.9	<p>Staff explore with consumers their needs around:</p> <ul style="list-style-type: none"> • Access to accommodation • Current employment needs • Transport requirements • Social roles • Access to other programs • Medication use if this may impact participation • Cultural background if this is relevant to participation • Training needs • Goals with respect to above 	Individual Supports
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Staff responsibilities, roles and attributes

R6.10	Staff actively seek to dispel the myths around mental illness and challenge stigma and discrimination in the service and public arena	Diversity
R6.11	Staff ensure consumers have the opportunity to participate in their own care	Participation Individual Supports
R6.12	Staff have knowledge of local networks, referral points and supports	Integration
R6.13	Desirable staff attributes include those whose nature is compassionate, empathetic, respectful, committed, non-judgmental, encouraging, to promote social inclusion including consumer and carer participation within the service, and hopeful about recovery for people living with mental illness	Human resources

Leadership

R6.14	<p>Management identify opportunities to partner with other community organisations regarding (where relevant) but not limited to:</p> <ul style="list-style-type: none"> • Social and recreational opportunities for consumers • Social networking opportunities for community services in the area • Information sharing on opportunities for participation and social inclusion 	Integration
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R6.15	<p>Management provide information to staff about other services available in the community relevant to the organisation and consumers, such as:</p> <ul style="list-style-type: none"> • Housing • Education and training • Employment opportunities • Social networking opportunities • Recreation and leisure activities • Support groups • Government agencies 	Integration
R6.16	<p>Supervision sessions reflect on:</p> <ul style="list-style-type: none"> • How each worker seeks to enhance consumers' participation and social inclusion • Knowledge of networks in the community that may be relevant to consumers • Understanding of consumer participation and social inclusion and how to enhance them 	Supervision
R6.17	<p>Team building exercises occur frequently with the opportunity for sharing new and relevant knowledge and information on social inclusion and participation</p>	Professional & Personal Devt

Organisational

R6.18	<p>The organisation:</p> <p>a. Has information and knowledge of legal and justice organisations available to consumers in the community</p> <p>b. Has links to consumer workers in the area</p> <p>c. Ensures that individual staff members challenge stigma and discrimination in the public setting</p>	<p>Integration</p> <p>Diversity</p> <p>Professional & Personal Devt</p>
R6.19	<p>It is encouraged that people with the lived experience of mental illness apply for positions within the organisation</p>	Human resources
R6.20	<p>Policy and procedures are in place that:</p> <ul style="list-style-type: none"> • Identify key organisations that are relevant to social inclusion and participation in the area • Identify a strategy for how networking opportunities can be maximised with other 	Integration

	organisations	
R6.21	Ensure consumer participation in service planning, decision making, development, implementation and evaluation of the service	Participation
R6.22	The organisation has structures to incorporate consumer and carer feedback as a part of quality improvement	Quality Improvement Evaluation
R6.23	Knowledge and skills relating to consumer participation and social inclusion highlighted by staff is shared across the organisation	Integration Professional & Personal Devt
R6.24	Any research being conducted by the organisation enables consumers to participate in designing and conducting the research and as participants. All research receives ethical approval prior to commencement.	Integration Participation Research and Development
R6.25	Prior to consumers participating in any research, informed consent is obtained.	Participation Privacy & Confidentiality

Education and training

R6.26	Staff, in induction and ongoing training, are educated on the concept of consumer participation and social inclusion and its importance is promoted	Human Resources Induction
R6.27	During staff induction employees are made aware of desirable worker attributes that are known to be supportive of a person's recovery through promoting social inclusion and participation such as the ability to: <ul style="list-style-type: none"> • Communicate clearly in a language that people can understand • Network with relevant organisations • Ensure consumer and carer participation in the consumer's treatment and care as well as within the whole service 	Induction
R6.28	Staff are educated around stigma and discrimination and its pervasive impact on people who live with mental illness	Professional & Personal Devt
R6.29	Opportunities for consumers to present training to staff are available	Participation
R6.30	The organisation provides the opportunity for induction training for new staff on: <ul style="list-style-type: none"> • Existing and new social connections in the community that may be useful for 	Professional & Personal Devt Induction

	<p>consumers to access as part of their recovery</p> <ul style="list-style-type: none"> • Consumer participation and how this is achieved in the context of the organisation at both the individual and organisational level • Human rights relating to consumer participation and social inclusion 	
R6.31	<p>The organisation provides the opportunity for ongoing training for all staff on:</p> <ul style="list-style-type: none"> • Existing and new social connections in the community that may be useful for consumers to access as part of their recovery • Consumer participation and how this is achieved in the context of the organisation at both the individual and organisational level • Human rights relating to consumer participation and social inclusion 	Professional & Personal Devt

Evaluation

R6.32	Opportunities for consumers to participate in service evaluation, development and decision making are available	Participation
R6.33	Staff share useful and learnt skills and information regarding consumer participation and social inclusion with the team	Professional & Personal Devt
R6.34	<p>Staff are provided with the opportunity to evaluate:</p> <ul style="list-style-type: none"> • Their knowledge of resources in the community that might be useful for consumers to link in with • How they create opportunities for consumer participation at the service level and in the community 	Professional & Personal Devt
R6.35	Staff are able to evaluate the suitability and experience of training provided	Professional & Personal Devt
R6.36	<p>Consumers are provided with the regular opportunity to evaluate:</p> <ul style="list-style-type: none"> • How their worker fosters opportunities for participation • How they want to improve their links with the 	Program Evaluation

	community	
R6.37	Consumers and carers are provided with the opportunity to evaluate the worker and organisation's commitment to social inclusion and participation, both within the organisation and in the wider community and identify areas for improvement	Program Evaluation
R6.38	The ROSSAT Tool for Workers is completed by all staff in the organisation on an ongoing basis	Professional & Personal Devt