

Fact sheet

Individual Psychosocial Rehabilitation and Support Services (IPRSS)

IPRSS is a recovery oriented rehabilitation and support service for people living with a mental illness. It is provided one-on-one in a person's home and local community. Support is tailored to suit the individual consumer and will increase or decrease in response to changing needs.

Who can use IPRSS?

IPRSS is aimed at helping consumers of public mental health services who would like support to build the skills and confidence needed to live independently in the community.

How can IPRSS help?

Support will vary according to the aims and needs of the consumer. IPRSS can provide assistance in the following areas:

- > accessing suitable housing.
- > moving into accommodation.
- > developing daily living skills such as:
 - organising daily routine.
 - cleaning and maintaining the home.
 - managing finances and budgeting.
 - shopping, meal planning and cooking.
- > accessing social and recreational activities in the community.
- > accessing education, training, or vocational activities including volunteer work.
- > accessing and gaining confidence using public transport.
- > support in developing a healthier lifestyle.
- > support in accessing any further assistance that may be required.

How does IPRSS work?

IPRSS is provided by non government organisations (NGOs) in partnership with government mental health services. A support worker will be organised by the NGO to work alongside the mental health consumer, focusing on the areas of priority defined by the consumer. An Individual Support Plan (ISP) lists the consumer's goals and the steps to reach those goals. The ISP is developed in consultation with the government mental health worker and any other person the consumer would like involved (e.g. family member and/or carer). The aim is for the consumer to have the opportunity to gain the skills and confidence to follow their interests and aspirations and manage life in the community.



How often and how long can IPRSS be provided?

Times and frequency of service are dependent on the needs of the consumer and negotiated with the consumer's consent. IPRSS support can be provided from six months to two years. Longer timeframes of support sometimes occur depending on each consumer's support needs. Most services are provided during normal working hours; however this is flexible and will vary depending upon the specific needs of the consumer.

How is that decided?

Once the consumer has been referred and allocated a support worker, an *Assessment of Need* is completed. The assessment is holistic covering a broad range of life domains and is used to guide the development of the Individual Support Plan. The plan will detail tasks and timelines, including how often the support worker will visit and what should be expected.

Review meetings are held every three months. They involve the consumer, the mental health worker, the support worker and family and carers (where appropriate). The purpose of these meetings is for all relevant parties to come together and discuss how the ISP is progressing. It is used as an opportunity to review the effectiveness of support and identify gains for the consumer. The goals identified in the ISP can change over time and as the consumer's capacity and confidence for community living increases so the need for support services will reduce. In some situations a consumer might be referred to other programs that are more relevant. This will be discussed with the consumer, carer, government and non government services, and a plan for transition will be developed.

How does the person get IPRSS?

In order to access this service a government mental health worker, together with the consumer, need to complete an application or referral form. Once this has been approved, the documents will be given to one of the IPRSS providers and a support worker will be assigned. In general the mental health worker will arrange the meeting and introduction of the support worker.

At times there may be a waiting list for services, however, all attempts are made to minimise waiting times for support.

What about privacy?

As part of the application, the consumer will be asked to complete a confidentiality agreement to allow sharing of information between mental health services and the NGO provider. This is important to the services working in partnership.

All service providers are required to observe appropriate standards in regard to confidentiality.

More information?

For more information on IPRSS, or to discuss a referral, please contact your local mental health worker.

