

Skylight Service Standards



Our Vision is a South Australian community which understands mental illness and responds with confidence, respect and hope.

Skylight Service Standards reflect Skylight's intent in service delivery by all team members.

At Skylight...

1. we will be clear about what you can expect from our services, in both scope and limitations
2. we will support you to maintain and/or strengthen a meaningful life as defined by you
3. we will work with you to understand what is important to you
4. we will work with you acknowledging that everyone has something important to contribute to the broader community
5. we will work together to help identify where you are already strong and successful
6. we will work together to plan a service which, wherever possible, provides a positive experience for you
7. we will work with you in a way that recognises you as the best person to make decisions about your life
8. we will work with you to strengthen areas of your life where you are seeking to connect with others in your community
9. we will invite your input to develop our services and improve them
10. we identify with growth and development both personally and professionally and we willingly look for ways to improve our work at Skylight.

Please consider your experiences with Skylight as it lines up with these Service Standards. Your experiences may reflect positively and align well, or they may vary.

If your experience varies from Skylight's intent as named in these Service Standards, we encourage you to make contact with a staff member. We hope that further discussion will be useful and improves your experience of Skylight.

References

1. Australian Government. (2010). National Standards for Mental Health Services. Commonwealth of Australia.
2. Mental Health, Drug and Alcohol Principal Committee. (2013). A national framework for recovery-oriented mental health services: Guides for practitioners and providers. Department of Health and Ageing. Commonwealth of Australia.