WE ARE FOCUSED ON WELL-BEING AS WELL AS RECOVERY

MIND adopted a recovery framework in 2005 and the current strategic plan details our commitment to supporting personal recovery from mental ill-health. This document offers a contemporary re-statement of Mind's approach to recovery. It broadens the framing of the organisation's work to include a focus on well-being as well as recovery and describes five key principles.

It is intended that this document will guide our model of practice and service development priorities over the next five years.
Mind is a community managed specialist mental health service, which has been supporting people with mental health issues, their families and carers for over 30 years. It provides a diverse portfolio of services to a broad range of people including young people, older people, people from culturally and linguistically diverse communities, indigenous communities and families and carers. Our approach is directed by the overall values of the organisation; consumer focus, making a difference, integrity, hope, creativity and innovation.

Our services are designed to meet the needs of the consumers and the communities with whom we work. Mind has a long-standing commitment to work with people who have serious mental health issues and who experience significant disadvantage as a result. Many of our clients live on the margins of society. They may have been incarcerated, homeless or had long periods of institutionalisation. They may have become alienated from friends and family, experienced economic disadvantage, trauma, forced migration, literacy or have been stigmatised and devalued because of their illness, and promoting the inherent dignity of the individual, privacy, freedom from discrimination and the equal enjoyment of citizenship. Importantly it involves promoting autonomy including supporting decision making where necessary.

The last 10 years has seen significant change and growth across the organisation, and the next few years will bring more change.

Increased investment from the Commonwealth Government, enhanced relationships with the primary health sector, an ageing population and the introduction of the National Disability Insurance Scheme are just some of the changes that will impact on the organisation.

Workforce challenges are likely to pose a significant risk to the organisation. The ability to recruit sufficient numbers of staff with the required capabilities will become more and more difficult. We need to invest in building the human resource capabilities we require in the future. Our model of recovery oriented practice will assist us to identify the required capabilities of our workforce and promote a positive culture to support the training, recruitment and retention of workers.

Mind has been supporting people with mental health issues, their families and carers for over 30 years.

Mind aims as far as possible to work with people early in their illness, especially young people. Recovery and well-being is enhanced through early contact with services designed to help people address their mental health issues as soon as possible and reduce the longer term impacts of mental ill-health on their life. Some of the services provided by Mind are time limited and others provided over the longer term. In some circumstances people who have utilised our services have moved on in their lives but they can later choose to renegotiate their access to our services according to their need for support.

Our approach to recovery takes account of changing economic and social circumstances and their impacts on people’s mental health and recovery. Lack of access to education and employment opportunities, declining availability of the Disability Support Pension and the increasing costs of living are just some of the important factors that frame people’s the experience of recovery. Mind’s approach and service models is sensitive to the contextual and structural factors impacting on consumers, family and carers.

Mind recognises that implicit in supporting recovery is supporting a person to realise their human rights. This includes respecting

As the largest specialist provider of community managed mental health services in Australia we have an important leadership role. We need to ensure our practice model continues to be innovative, responsive to consumer, family and carer requirements and leads contemporary practice.

Recovery has been widely accepted by consumers, professionals and governments as a core component of contemporary mental health policy and practice. Mind operates within these policies as defined by the Fourth National Mental Health Plan.

Mind is transitioning from discontinued programs with strong independent identities towards integrated area based services. Separate programs based on funding streams with individual approaches are no longer appropriate in a modern mental health system. Services need to be integrated and flexible to appropriately meet the needs of individuals.

This document, Mind Australia: Model of Recovery Oriented Practice, is intended to guide the development of increasingly diverse yet integrated services based on a shared understanding within the organisation of our model of recovery oriented practice.
Our model of recovery oriented practice is based on five core principles:

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

Reclaiming his or her right to a safe, dignified, personally meaningful and gratifying life in the community..."  

Recovery from mental ill-health is a diverse personal and social experience. The belief that people can and do recover, and that the purpose of services is to support people in their personal recovery is central to Mind’s approach. As one writer has defined it, personal recovery means ‘reclaiming... his or her right to a safe, dignified and personally meaningful and gratifying life in the community...’[1] with or without symptoms of mental ill-health.

Personal recovery supports people to build and sustain self-defined, purposeful lives and identities. It is different from clinical recovery, which is usually defined as a reduction or ceasing of symptoms and a repairing or regaining of social functioning. Clinical recovery can contribute to personal recovery and we actively support clients to access treatment and other appropriate interventions consistent with recovery values and principles. Mind’s focus is on an individual’s strengths, values and preferences rather than presence or absence of the symptoms of mental ill-health.

Mind has integrated the concepts of personal recovery and well-being to be inclusive of factors that strengthen individuals and promote healthy, resilient and thriving communities. These factors include enhancing control and personal autonomy, increasing resilience, promoting participation; as well as addressing structural barriers to well-being such as poverty and lack of access to housing, education and employment opportunities.

GIVEN THAT PERSONAL RECOVERY IS DEFINED BY THE CLIENT, OUR SERVICES ARE INDIVIDUALLY TAILORED, PERSON-FOCUSED AND RESPONSIVE TO A PERSON’S CHANGING NEEDS AND ASPIRATIONS.

MIND WORKERS SUPPORT PERSONAL RECOVERY AND PROMOTE WELL-BEING THROUGH:

- promoting the knowledge and hope that people can and do recover from mental ill-health
- promoting the importance of self-care and taking personal responsibility and direction for one’s life
- the development of trust and acceptance of diversity in our relationships with clients, their families and carers
- tailoring approaches and services to the individual preferences, values and needs of clients
- building on people’s strengths and capabilities.

DELIVERING SERVICES INFORMED BY EVIDENCE AND CONSISTENT WITH A SOCIAL MODEL OF HEALTH

SERVICE MODELS AND PRACTICE AT MIND WILL BE INFORMED BY EVIDENCE AND AN UNDERSTANDING OF SOCIAL MODELS OF HEALTH.

The social model of health recognises the effect of broader social, economic, cultural and political determinants on health and well-being. It emphasises the importance of promotion and prevention, community participation and the role of sectors outside health.

THE SOURCES OF EVIDENCE TO INFORM OUR MODEL OF RECOVERY ORIENTATED PRACTICE INCLUDE:

- narratives of personal recovery
- expert consensus
- formal research
- internal data such as satisfaction and feedback
- surveys from people with lived experience of recovery and their families and carers who have used our services
- monitoring outcomes for clients and family/carers who use our services.

Central to our work with individual clients is the creation of a recovery plan. Collaboration between the client and the mental health worker at Mind identifies goals which are articulated in the written plan, setting out what the client wants to achieve and the responsibilities that both the worker and client commit to. This plan reflects and includes recognition of client’s preferences, strengths and aspirations as well as identifying areas where the client may need specific support, or knowledge and/or skills development.
MIND’S APPROACH FOCUSES ON PROACTIVE AND PURPOSEFUL ENGAGEMENT

The process of developing a plan considers issues and concerns raised by families and carers, and the need to include the roles played by other organisations involved with the client.

This plan may include actions to:

- Promote self-care and responsibility
- Improve physical health and psychological and social well-being
- Provide practical assistance, information, resources and linkage to other services and community opportunities
- Build skills to enhance practical capacity and gain or regain valued roles in client’s chosen communities
- Increase involvement in meaningful and pleasurable activities to develop a positive identity and improve self-confidence
- Increase social connectedness
- Build skills to form and maintain personal relationships, including with families and carers
- Actively support clients to identify the current impact of any past trauma and support them to address these issues
- Enhance social inclusion and citizenship through identifying preferred options for housing support, education and training, employment, voluntary work and community participation
- Identify and deal with stigma, discrimination and prejudice
- Support safe and positive risk taking such as trying out new experiences or taking up new opportunities
- Support informed decision making
- Support clients to achieve success and make their own mistakes thereby building resilience
- Reduce the impact of harmful behaviours, such as substance use, self-harm and self-neglect through supporting clients to develop appropriate personal safety plans.
PROACTIVE AND PURPOSEFUL ENGAGEMENT TO BUILD TRUSTING RELATIONSHIPS

Mind’s approach focuses on proactive and purposeful engagement. The quality of this collaborative relationship is central to supporting personal recovery and promoting well-being. Relationships between staff and clients grow out of trust and respect, in which the client feels accepted and valued for who they are. Our workers take responsibility for maintaining contact during difficult times, including when the client is in hospital, and persist in raising difficult issues as appropriate. The worker ensures that interactions are purposeful, and that the client is empowered to manage their own life and decisions. Staff training reaffirms human rights values in which the client is seen as a whole person, neither defined by or diminished by their illness.

TO ACHIEVE THIS, MIND WORKERS WILL:

- maintain a hopeful outlook for the client to promote a platform for change
- believe that change is possible, and communicate this to the client, families, carers and others
- look for and promote strengths and capacities in the client
- value the client for who they are
- promote hope, trust, belief in and a positive sense of self
- be reliable and honest in their dealings with the client, thereby developing trusting relationships
- listen carefully to what the client says, use the language of the client when communicating and avoid stigmatising jargon
- maintain a non-judgmental attitude
- respect the views and wishes of the client.

ENSURING OUR SERVICES AND PRACTICE ARE SENSITIVE TO THE NEEDS OF FAMILIES AND CARERS

Mind’s model of recovery oriented practice recognises that families, friends and carers are affected by their experience of the loved one’s mental ill-health. We understand that families, friends and carers may experience their own mental health issues as a result of the stress of supporting a person or navigating a complex service system.

Families, friends and carers are important partners in the recovery process and may undertake their own parallel personal recovery journey. We seek to ensure that the needs of the families, friends and carers of clients are adequately addressed. Our model of recovery oriented practice acknowledges the important role that families, friends and carers play in a person’s recovery journey as well as responding to their individual needs.

IN OUR SERVICES AND PRACTICE WE FOCUS ON THREE AREAS:

1. Promoting family sensitive practice to ensure families, friends and carers are included as part of our services to clients.
2. Providing short term targeted services for families, friends and carers.
3. Providing specialist family services.

WORKING IN PARTNERSHIP AND COLLABORATING WITH OTHER ORGANISATIONS

Mind’s approach recognises that organisations working together achieve better results than when we work separately. Mind works with other health professionals and community organisations in building a network of supports around the client to assist them in their recovery and life management. Mind has established a broad network of partnerships and collaborations with other organisations. These partnerships provide access to services for clients, improving access to information and services.

Specialist clinical mental health services are key partners and we work with clients to support their clinical recovery by developing an effective partnership with their treating clinician to support them in accessing effective treatment.

OTHER COLLABORATIONS REFLECT THE HOLISTIC NATURE OF SUPPORT TO CLIENTS’ RECOVERY AND INCLUDE:

- general practitioners, psychiatrists and other allied health practitioners
- housing services
- employment services and agencies
- training organisations, including the TAFE and University sector
- Commonwealth and State Government agencies such as Centrelink and the Department of Human Services
- recreation and sporting organisations
- Local Government.
A FOCUS ON WELL-BEING AS WELL AS RECOVERY

THIS DOCUMENT PROVIDES A CONTEMPORARY STATEMENT OF MIND’S APPROACH TO RECOVERY ORIENTED PRACTICE.

**Mind** is committed to continually developing and evaluating our approach to recovery focused services through feedback from service participants, families and carers, referral agencies and partners and other formal evaluations.

Achieving the aspirations described within this document will require the commitment of the whole organisation.

The following priorities have been identified to support the implementation of our model of recovery oriented practice:

1. **Development of an organisation wide education program to embed key elements of this framework into practice.**
2. **Development and modernisation of our service models to better reflect contemporary understandings of recovery, especially personal recovery and well-being.**
3. **Increasing the provision of information and resources on recovery and well-being that strengthen people’s self-responsibility for managing their mental health issues.**

Building our workforce to attract staff with the required attitudes, values and knowledge to be effective deliverers of our model of recovery orientated practice.

Increasing recognition of the importance of the perspectives and knowledge of people’s lived experience of mental ill-health and recovery in informing service planning, practice and evaluation.

Expansion of the peer mental health workforce and investment in the training and resourcing of the peer workforce within Mind.

Expanding our communication with current and potential clients, families and carers and potential referrers.

Growing our research and evaluation work to monitor the responsiveness and effectiveness of our services and using this research to continually develop our practice approaches.

Strengthening our approach to monitoring the quality and responsiveness of our services and developing a continuous quality improvement program.

Developing more family and carer specific services.

IN APPRECIATION

Thank you to our clients and staff who have allowed Mind to use their photos and artwork in this publication.