The National framework for recovery-orientated mental health services defines personal recovery as being able to create and live a meaningful and contributing life in a community of choice, with or without the presence of mental health issues.

Recovery-orientated practice encapsulates mental health care that:

- Recognises and embraces the possibilities for recovery and wellbeing created by the inherent strength and capacity of all people experiencing mental health issues
  - Maximises self-determination and self-management of mental health and wellbeing
  - Assists families, carers and other support people to understand the challenges and opportunities arising from the consumers experiences

**JOURNEY OF HOPE AND NEW BEGINNINGS**

**Personal Recovery Principles**

**Uniqueness of the Individual**
- Do I feel supported to build on my unique strengths and promote self responsibility?
- Are my physical health needs and overall wellbeing supported?
- Are staff sensitive to my age, gender, cultural, spiritual, religious & social needs?
- Am I given opportunities to discuss my experiences of trauma?

**Evaluating Recovery**
- Am I involved in the review of my recovery goals?
- Does the service evaluate my recovery outcomes and use them to drive service quality improvement?

**Dignity and Respect**
- Do I feel welcomed to the service, and continue to feel welcomed?
- Does the service make the environment physically and emotionally safe for me?
- Does the service listen to, and support me with my recovery goals?

**Attitudes and Rights**
- Are my legal and human rights advised, respected and promoted?
- Does the service at all times convey an attitude of respect for me and a desire for an equal partnership in working together?

**Real Choices**
- Can I make informed choices about care, treatment, and future planning?
- Does the service facilitate opportunities where I can discuss very difficult choices?
- Does the service try to understand difficult choices from my perspective?

**Partnership & Communication**
- Does the service proactively involve and inform me of all aspects of care planning and treatment with a recovery focus?
- Am I proactively linked with other services and supports to help me to achieve my recovery goals?

**These ‘reflective questions’ may provide you and others who support you to ensure that mental health services facilitate your recovery journey.**

Adapted from *The Consumer and Carer Guide* developed by the Australian Health Minister Advisory Council