

# Consumer and Family/Carer Guide

to recovery principles that support recovery-orientated mental health practice

## JOURNEY OF HOPE AND NEW BEGINNINGS

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

### 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?

#### 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?

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

#### 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?

#### 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?