

Based on *Framework for Recovery - Oriented Practice*, Department of Health Victoria, 2011  
 Domain: Promoting autonomy and self-determination

Put a rating in the right hand column from 1-5 that expresses where you think your service is currently

- 5 = outstanding achievement
- 4 = completely achieved
- 3 = mostly achieved
- 2 = patchy achievement
- 1 = not yet achieved

Systems are in place to inform people of their rights at all times and through a variety of different media; this information is routinely communicated upon admission or initial contact and regularly throughout the period of service	
Systems are in place to actively seek lived experience and expertise from people accessing the service and their significant others	
Feedback and complaints are easy to make (for example, provide open access for families and clients to make complaints in multiple forms)	
Consumer and carer consultants are represented in feedback and complaints processes (such as on panels or review teams)	
Feedback and complaints are viewed as opportunities for service improvement and systems are in place to ensure that feedback and complaints are translated into service changes and that these are communicated to staff and clients	
Local policies and procedures are reviewed to incorporate principles of autonomy, self-determination and choice	
Ensure that position descriptions reflect the requirement to understand and be able to communicate rights and to enact people's rights in practice	
Staff are supported to work well with informed risk taking as an important part of promoting people's choice and self-determination	
Engage in an active and ongoing discussion with staff about risk.	
Be clear about people's responsibilities as well as rights.	
Encourage staff to communicate transparently with people.	
Ensure that wherever there are limitations on a person's choice, autonomy and self-determination, that these limitations are removed as soon as possible.	