

*The National framework for recovery-oriented 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.

## Consumer and carer guide to recovery principles that support recovery-oriented mental health practice

JOURNEY OF HOPE AND NEW BEGINNINGS

Recovery-oriented 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 to understand the challenges and opportunities arising from their family member's experiences.

This guide and the following related documents can be accessed online at [www.health.gov.au](http://www.health.gov.au)

- *A National framework for recovery-oriented mental health services: Guide for practitioners and providers*
- *A National framework for recovery-oriented mental health services: Policy and theory*
- *Practitioner guide to recovery principles that support recovery-oriented mental health practice*
- *National Standard for Mental Health Services 2010* (incorporates recovery principles)



Australian Health Ministers'  
Advisory Council



## **Consumer and carer guide to recovery principles that support recovery-oriented mental health practice**

*These 'reflective questions' provide consumers and carers with a recovery principles approach to ensure that mental health services facilitate their recovery journey.*

### **1. Uniqueness of the individual**

**Do I feel supported to build on my unique strengths and promote self responsibility?**

Do I feel supported with my physical health needs and overall wellbeing?

Are staff sensitive to my cultural, religious and social needs?

Am I given the opportunity to discuss my experience of trauma?

### **2. Real choices**

**Am I provided with sufficient information to make informed choices about care and 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?

### **3. 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?

### **4. 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?

### **5. Partnership and 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 achieve my recovery goals?

### **6. 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?

