

Practitioners' Guide to Recovery Principles that support recovery-oriented mental health practice

These reflective questions emphasise the fundamental importance of a recovery focus for clinicians and mental health service providers in the delivery of quality care.

1. Uniqueness of the individual

- Do I support the consumer and carer to build on their unique strengths and encourage them to take responsibility as they are able?
- Do I routinely assess and discuss with the consumer and carer the importance of physical health and overall wellbeing?
- Do I consider the possible effects of trauma in the lived experience of the consumer and carer?

2. Real choices

- Do I provide sufficient information to support the consumer and carer to make informed choices?
- Do I, as much as possible, facilitate the consumer being able to discuss very difficult choices?
- Do I try to understand these difficult choices from the consumer and carer's perspective?
- Do I welcome the carers and family members and provide as much information and support as possible to make them feel included and assist them to make informed choices?

3. Attitudes and rights

- Do I respect and promote the consumer's legal and human rights?
- Do I, at all times, behave so as to convey an attitude of respect for the person and a desire for an equal partnership?
- Do I encourage the consumer to maintain social, family and friend connections?

4. Dignity and respect

- Do I welcome the consumer and carer/support person to the service, and continue to do so?
- Do I make the environment physically and emotionally safe for the consumer and carer/support person?
- Do I listen to, and support, the consumer and carer/support person to define their recovery goals?

5. Partnership and communication

- Do I proactively involve the consumer, carer/ support person in their individual care planning, treatment or reviews?
- Do I proactively link other services and supports to facilitate the consumer's recovery goals?
- Do I proactively link other services and supports for carers and family members to assist them in their caring role?

6. Evaluating recovery

- Do we, as individuals and as a team, utilise consumer and carer/support person feedback fully to improve service delivery?
- Do we, as a team, assess and evaluate recovery outcomes within our work?
- Do we regularly assess, with the consumer and carer, recovery outcomes and use these measures to improve treatment, care and support goals?
- Do we include carers and family members in regular assessments and measures on recovery outcomes for the consumer?
- Do we provide training in recovery-oriented practice to clinical practice professionals?
- Does the service act to implement recovery across multiple levels of service delivery?
- Do we, as a service, support adequate tools, resources and training to embed recovery-oriented practice across the whole service system?
- Do our day to day monitoring and evaluation systems reflect recovery capabilities?
- Do we, as a service, evaluate recovery outcomes to drive quality improvement?

A National framework for recovery-oriented mental health services can be accessed online at www.health.gov.au/mentalhealth

