

[insert organisation name/logo]

Organisational Values

In everything we do, we seek to express a set of values which guide our attitudes and actions.

Shared sense of humanity:

- We treat all people as equals, with a shared sense of humanity
- We recognise that it is human to be imperfect.
- We embrace and value diversity; we are culturally respectful.
- Every individual is unique and has different needs

Relationships:

- We communicate honestly and openly.
- We listen, consider, reflect, and empathise.
- We acknowledge, explore and minimise power differences.
- We collaborate with individuals, families, organisations and communities.
- Our relationships are meaningful; characterised by trust, mutual respect, integrity, flexibility, support and teamwork.
- We foster and encourage social networks as an integral part of personal recovery

Respectful Practice

- We inspire hope and optimism for the future
- We believe it is possible for every person to live a meaningful life in the community; this meaning is determined by each individual according to their own goals and hopes.
- We embrace and value personal recovery and a recovery orientation
- We view each individual's life situation holistically, considering their whole life context.
- We call on the expertise of individuals with lived experience of mental illness,
- Individuals hold, and/or have the potential to hold, the answers to what their recovery journey should look like.
- We call forth the voice of each individual to envision their own recovery path
- We respect decisions and choices of consumers.
- We understand that self-direction and self-responsibility are important in a consumer's recovery journey

Human Rights:

- Human rights are acknowledged and maintained:
 - as included in Universal Declaration of Human Rights (1948)
 - as included in the United Nation's Convention on the Rights of Persons with Disability (2007).

- We respect human rights, particularly the right to:
 - equality and non-discrimination
 - self-determination
 - confidentiality
 - full inclusion and participation in the community
 - participation in political and public life
 - participation in cultural life, recreation, leisure and sport
 - the least restrictive environment.

Lived Experience of Mental Illness/Recovery:

- Lived experience of recovery is acknowledged and respected, and is used to inform service delivery at individual and organisational levels.
- We seek to understand each individual's unique interpretation of mental illness and recovery.
- We accommodate individual preferences of language (which may be derived from different cultural interpretations) used in communication relating to recovery and mental illness.
- We value peer support.

Recovery:

- We facilitate social inclusion, and opportunities to participate, to support recovery.
- We do not see personal recovery as a purely linear process.
- We see relapse of mental illness as part of the recovery journey; it can be seen as an opportunity to develop resilience and insight.
- We see recovery as a process; support provided reflects where a person is at in their unique journey
- We ensure that consumers and carers have the opportunity to participate in service planning, implementation and evaluation.
- We value the sharing of information which inspires recovery and enhances consumers' control over decision making; people are provided with the maximum choice available and information about all choices.

Link to Recovery Oriented Service Self-Assessment Toolkit (ROSSAT)

- R1.1 Staff are aware of what comprises a beneficial relationship in a recovery-oriented environment including:
- The value and validity of the consumer voice in informing their treatment and care – consumers viewed as experts by experience
 - Power differences are acknowledged and explored, and steps are taken to ensure consumers are empowered in relationships
 - Relationships founded on trust and mutual respect
 - Relationships go beyond the pathological view of a person's mental illness.
- R1.2 A person's life situation is viewed holistically, considering their whole life context, including other services accessed, and support networks including peers, family and friends.
- R1.4 Hope and optimism for a consumer's future drives service provision.
- R1.7 The dialogue that occurs within relationships:
- a. Has the same meaning and is understood by all people involved and does not use clinical jargon
 - b. Is non-judgmental and non-stigmatising
- R2.1 Consumers are treated as equals with a shared sense of humanity
- R2.2 It is recognised that it is human to have faults.
- R2.3 The value of:
- the consumer voice is acknowledged and respected
 - lived experience is acknowledged and respected.
- R2.4 Consumers' decisions and choices are respected.
- R2.5 Human rights are validated and maintained:
- The right to equality and non-discrimination
 - The right to self-determination
 - The right to confidentiality.
- R2.6 Cultural and linguistic diversity is respected and catered for.
- R2.7 The organisation operates in an ethical framework that supports recovery and a recovery orientation.
- R2.10 Consumers are communicated with as equals:
- a. The dialogue that occurs between staff and consumers has the same meaning and is understood by all people involved and does not use clinical jargon
 - b. Is non-judgmental and non-stigmatising

- c. Communications are in an accessible format which may be in print, email or verbal format
- R2.11 A consumer's interpretation of their illness is not used as a basis for discrimination or dismissed as an untruth
- R2.12 A consumer's views about what is meaningful to them is accepted
- R2.13 A consumer's decision to involve carers and family is respected by staff members
- R2.18 Staff express honest opinions where requested by consumers
- R2.27 A culture of respect and shared humanity towards consumers is promoted at all levels of the organisation
- R2.28 Policy and procedures are in place that:
a. Acknowledge human rights that inform service provision.
d. Outline the ethical framework for the organisation
- R3.1 The consumer's vision of their own recovery path is central in driving their treatment and care.
- R3.2 The consumer is seen to hold the answers, or have the potential to hold the answers in the future to what their recovery journey should look like.
- R3.3 Recovery is a process and support provided reflects where a person is at in their journey.
- R3.4 Staff are aware that:
• Self-direction and self-responsibility are important in a consumer's recovery journey
• It is possible for consumers to live a meaningful life in the community
• Providing consumers with choice and information inspires recovery and enhances consumers' control over decision making.
- R3.5 The consumer voice is valued.
- R3.6 The lived experience is valued.
- R3.19 Staff ask what consumer's goals are and work with consumers to develop and achieve these goals.
- R3.20 Staff provide information to facilitate consumers with choice.
- R3.22 Staff acknowledge their role in supporting a person's recovery rather than doing recovery for them.
- R3.23 Staff acknowledge that recovery has many stages that require different levels of support

- R3.24 Staff encourage and foster consumers' resilience.
- R3.30 The organisation provides services as if a person is able to, or will be able to, direct their own recovery in the future
- R4.1 Staff convey that it is possible:
- For consumers to achieve their goals
 - For consumers to have the ability to live in the community
- For consumers to live a meaningful life. It is essential that this meaning is determined by each individual according to their own goals and hopes for recovery.
- R4.2 Acknowledgement that each person may have their own interpretation of mental illness and recovery. Consumers may have an individual preference of language used in communication relating to recovery and mental illness, and this may be derived from different cultural interpretations.
- R4.3 Recovery is not viewed as a linear process, therefore relapse may occur. Relapse of mental illness is not always a failure of care, treatment or service provision. Relapse can be seen as an opportunity to develop resilience and insight. Relapse into symptoms does not mean that a person is no longer on their recovery journey.
- R4.4 The value of the lived experience is acknowledged and respected, and is used to inform service delivery at the individual and organisational levels.
- R4.11 Staff acknowledge that recovery has many stages that require different levels of support.
- R4.12 Staff provide services as though a person will be able to direct their recovery at some point in time even if they are not yet at that point.
- R4.17 Staff listen without judgment.
- R4.18 Leaders champion the belief that recovery is possible for every person.
- R5.1 Knowledge and information is power and it is:
- Shared with consumers, carers and their families on a regular basis
 - Shared within the organisation
 - Shared with external organisations
 - Empowering and allows people to make informed choices.
- R5.3 Every individual is unique and has different needs; information that is available reflects this.
- R5.4 A goal of service delivery is to support people towards self-management of illness by providing information.
- R5.5 People are provided with the maximum choice available and information about all choices.

- R5.6 Human rights are acknowledged and maintained:
- As included in Universal Declaration of Human Rights
 - As included in the United Nation's Convention on the Rights of Persons with Disability.
- R6.1 The value of social inclusion and all opportunities to participate are an essential part of recovery is acknowledged.
- R6.2 The value of peer support is acknowledged.
- R6.3 Consumers and carers have the opportunity to participate in service planning, implementation and evaluation.
- R6.4 Human rights are acknowledged and maintained:
- Right to full inclusion and participation in the community
 - Right to participation in political and public life
 - Right to participation in cultural life, recreation, leisure and sport
 - Right to the least restrictive environment.
- R6.5 A person's social networks are fostered and encouraged.