

**NO  
WRONG  
DOOR**



# Mental Health Charter **SWS**

Ensuring people have easy access to the services they  
need in South Western Sydney

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Partners in Recovery South Western Sydney

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# Towards a Common Commitment

Working with service providers to improve service provision to people with severe and persistent mental illness.



Reform is not only about ideas and policies. It is also about securing the commitment of organisations and individuals at all levels to invest their time, energy and resources in a long-term program of change.”

From Living Well - Putting people at the centre of mental health reform in NSW.

A common understanding and utilisation of recovery oriented practices are fundamental to the delivery of wrap around care for people with severe and persistent mental illness.

As service providers, our practices are informed by the stories and voices of people with severe mental illness, and they have told us that their experience of services and the relationship they have with people in these services are of vital importance to their recovery. When consumers experience barriers in accessing services and support, they can disengage and lose opportunities for health and wellbeing.

## Background

The need for better service provision for those with severe and persistent mental illness was well established as the foundation for the Partners in Recovery program nationally. Partners in Recovery South Western Sydney (PIRSWS) undertook

- a comprehensive local Service Mapping and Gaps Analysis in 2013 which identified priorities for the region, which included improving coordination and communication between services.
- consultation with a broad range of stakeholders in our region, including consumers, carers, service providers, government services, and medical services.

The consultations and research have shown clear indications that in South Western Sydney (SWS), there is a need for services to have,

- 1 **common recovery language,**
- 2 **common recovery understandings,**
- 3 **common recovery procedures and**
- 4 **improvement in recovery referral pathways between service providers.**

A consistent approach will facilitate consumer engagement with services so that no one ‘falls through the gaps’.

For over a decade there has been evidence from national, state and local levels that, for services to deliver quality service to people with severe and persistent mental illness, there needs to be more commitment to offer services that are recovery oriented and to improve service collaboration to reduce barriers to access. Health services, NGOs and other community services are bound by national policy, state policy and national mental health standards to implement appropriate practices and guide quality improvement. The key references for South Western Sydney are:

- The National Review of Mental Health Programmes and Services, National Mental Health Commission
- The Roadmap for National Mental Health Reform 2012 – 2022, COAG
- National Mental Health Plan (Fourth) 2009 – 2014, Commonwealth of Australia
- A National Framework for Recovery-Oriented Mental Health Services – Guide for Practitioners and Providers 2013, Australian Health Minister’s Advisory Council
- Living Well – a strategic plan for mental health in NSW 2014 – 2024, NSW Mental Health Commission

These documents advocate for more integrated service delivery and more consumer self-directed care – primarily with recovery-oriented practices.

# More Recovery Orientation Needed

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Change in the mental health sector is occurring, aided by these policies and standards, however change has been slow and the gaps are still wide. Organisational changes are challenging if they happen in isolation to other services, and without the input of consumers and carers. Change is not as simple as introducing more training for staff – it needs the collaborative involvement of the whole service sector, local ownership and involvement of both staff and managers, and a culture of innovation that can inspire personal and organisational growth and creativity.

In its consultation with the local stakeholders, PIRSWS has observed that many local service providers are enthusiastic and willing to participate in recovery-oriented changes in their services for people with severe and persistent mental illness. Some organisations have already begun training and awareness activities towards recovery oriented practices and some are already deeply rooted in recovery.

Whatever stage organisations are at in terms of recovery oriented practice, there is a need to maintain the momentum for its application over time and to measure the extent to which it is embedded in practice and in systems and processes.

## New Resources Available

In consultation with stakeholders, including consumers and carers, PIRSWS has made a commitment to provide multiple targeted resources as part of the No Wrong Door initiative, which include:

- 1 **Mental Health Charter for SWS**
- 2 **No Wrong Door website**
- 3 **No Wrong Door Service Hub**
- 4 **Training and consultancy services necessary to embed recovery oriented practices**

This document will focus primarily on the Mental Health Charter SWS and its components. Other tools and guidelines for recovery in the mental health sector have been researched to ensure that the Charter reflects best practice and avoids duplication of excellent resources already available.

It is hoped that developing these resources and tools will harness the enthusiasm and increased momentum towards integrated and consumer-focused care. Ultimately, we are hoping to work with our regional leaders, front-line workers, consumers and carers to ensure that people with a severe and persistent mental illness with multiple and complex needs have access to a coordinated and integrated service system that meets their recovery needs.



A 'no wrong door' approach underpins Australian health policy for services supporting those with co-existing problems. In practice, this means that every door in the public support service system should be the right door with a range of services being accessible to everyone from multiple points of entry."

From 'A Contributing Life: The 2013 National Report Card on Mental Health and Suicide Prevention'

# Mental Health Charter SWS



## Aim

The Mental Health Charter SWS aims to assist agencies in SWS to engage in a collaborative process to develop common recovery oriented protocols that strengthen the system response for people with severe and persistent mental illness and create a sustainable structure that lives beyond the PIR funding period.

A Mental Health Charter for South Western Sydney will provide an opportunity for a coordinated effort to harness these energies into a collaborative effort towards a common recovery culture and recovery practices. The Mental Health Charter SWS will be a local collective commitment to an overarching 'No Wrong Door' approach and recovery oriented practice. It will be supported by commonly agreed upon actions toward organisational change which embeds quality service practices into organisations and fosters a recovery-oriented environment in which both workers and consumers can flourish and find common ground.

## Components

The Mental Health Charter SWS has two components. By signing the Charter, organisations are making a commitment to:

- 1 **Recognise and strive towards the Charter Principles, and**
- 2 **Agree to review organisational policies, procedures & processes.**

To support agencies in implementing the Mental Health Charter SWS Principles into an Action Plan, PIRSWS is providing training and consultancy in key areas.

The Mental Health Charter SWS has principles that can pertain to organisations from various sectors in the community, supporting the idea that **everyone can provide support to people with mental illness, even if this is not their core business**. The Charter Principles can garner cross sector commitment to common recovery principles and sector integration. The Charter provides the opportunity to help drive a change in mindset particularly around what recovery means for people with severe and persistent mental illness.

WE  
INVITE  
YOU

# Mental Health Charter Principles

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## We make a commitment to:



### **Acknowledge that people with mental illness are entitled to human rights that inform all service delivery, particularly that these consumers**

- are active participants in all aspects of their care/service provision
- have a voice in the service policies, planning and evaluation
- are entitled to be treated with dignity and respect at all times
- could need support appropriate to their cultural or linguistic background



### **Acknowledge the barriers to social and service inclusion for people with severe and persistent mental illness with complex needs and that they will require extra resources and skills to ensure they do not fall through the gaps, for example consumers may**

- need extra support to complete paperwork
- not be physically capable of coping with long waiting times at offices
- need a support person to assist them to navigate normal procedures
- need a simple straight forward explanation and process



### **Use Recovery Oriented Practices, particularly**

- Consumer & Carer voice and participation as central to service provision
- Belief that recovery is possible and probable for every person
- Hopeful and optimistic attitudes in working with staff, consumers and carers
- Awareness of Commonwealth and State policy directions around recovery orientation and mental health
- Commitment to National Framework for Recovery-Oriented Mental Health Services



### **An integrated and coordinated service system for people's mental health and recovery, particularly committed to**

- Support a responsive and well rounded system that supports access to services and supports
- Maximise opportunities for engaging in partnership building with other community organisations and stakeholders
- Knowledge of Living Well Strategic Plan for Mental Health in NSW 2014-2024, with a particular commitment to Integrated Care Strategy
- Ongoing awareness and understanding of the needs of people with severe and persistent mental illness

# Resources and Tools for Embedding Recovery

Embedding into our organisation's policies, practice and culture:	Tools and resources
	<ul style="list-style-type: none"> <li>• Fourth National Mental Health Plan, Commonwealth of Australia</li> <li>• Blueprint for Action on Mental Health, Mental Health Australia</li> <li>• National Standards for Mental Health Services 2010, Commonwealth of Australia</li> <li>• Care Coordination Literature Review and Discussion Paper – mental health service coordination and the community managed mental health sector in the context of the national health and hospitals reform agenda, Mental Health Coordinating Council</li> </ul>
Commitment to National Framework for Recovery-Oriented Mental Health Services	<ul style="list-style-type: none"> <li>• National Framework for Recovery-Oriented Mental Health Services (5 domains, 17 capabilities)</li> </ul>
Established Recovery Oriented Practice tools and training in organisation	<ul style="list-style-type: none"> <li>• Mental Health First Aid training</li> <li>• Recovery Oriented Practice training</li> </ul>
Recovery Oriented Practice policies	<ul style="list-style-type: none"> <li>• MHCC Organisation Builder</li> <li>• National Framework for Recovery-Oriented Mental Health Services</li> </ul>
Organisational plan to improve best practice regarding recovery oriented practice	<ul style="list-style-type: none"> <li>• ROSSAT- Recovery Oriented Service Self-Assessment Toolkit</li> </ul>
Identify and act on opportunities for networking and partnerships with other organisations	<ul style="list-style-type: none"> <li>• National Framework for Recovery-Oriented Mental Health Services (5 domains, 17 capabilities)</li> <li>• The partnerships analysis tool, Victorian Health Promotion Foundation, Melbourne.</li> </ul>
Regularly evaluate all aspects of work and systems to ensure commitment to above actions	<ul style="list-style-type: none"> <li>• ROSSAT- Recovery Oriented Service Self-Assessment Toolkit</li> </ul>

# Support for the Charter

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## **In order to promote and encourage the service sector to participate in this endeavour, PIRSWS is:**

- Launching the Mental Health Charter SWS to seek the commitment of organisations to sign the charter
- Providing training and funded support to organisations that sign the Mental Health Charter SWS
- Continuing to involve the PIRSWS Consortium and partnering agencies, consumers, carers and other stakeholders in the development of the charter and protocols
- Promoting the recovery charter and protocols across community and human services sectors in SWS
- Identifying options for a sustainable model beyond the funding period

## **Provision of Training and Support to Organisations**

PIRSWS would like to encourage services to move quickly from a commitment to principles, to a commitment to action. Towards this aim, we are able to assist services to review their organisation's policies, procedures & processes, and identify areas when recovery orientation can be embedded into these and line up with the principles of the Mental Health Charter.

For those organisations that sign the Mental Health Charter, PIRSWS can offer a range of support options for a limited time period.

## **Towards common recovery understandings:**

- Training in Mental Health First Aid for up to three staff members

## **Towards common recovery language, policies and practice:**

- Training in recovery oriented practice for up to three staff members
- Training in conducting the Recovery Oriented Services Self Assessment Tool (ROSSAT) for up to three staff members
- On site support from Mental Health Coordinating Council consultant in conducting the ROSSAT or in creating an organisational Commitment to Recovery Action Plan

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