

Mental Health Charter

South Western Sydney

I/We, the undersigned and on behalf of our organisation, recognise the benefits in ensuring that people in South Western Sydney have easy access to the services they need for mental health and recovery.

Mental Health Charter Principles

We make a commitment to*:

- Acknowledge that people with mental illness are entitled to human rights that inform all service delivery,
- 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,
- Use recovery oriented practices, and
- Actively participate in creating an integrated and coordinated service system for people's mental health and recovery.

We also agree to review our organisations current policies, procedures and processes, and will seek to embed the principles of recovery into these so that people with mental illness will experience greater ease in accessing our services and supports

Signed _____ Date _____

Name _____ Position _____

Organisation _____

I give my permission for Partners in Recovery SWS to put my information above on the No Wrong Door website for SWS, along with the logo of my organisation, acknowledging this signing of the Mental Health Charter SWS.

Yes No

*The full principles are listed on reverse side.



Mental Health Charter Principles

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