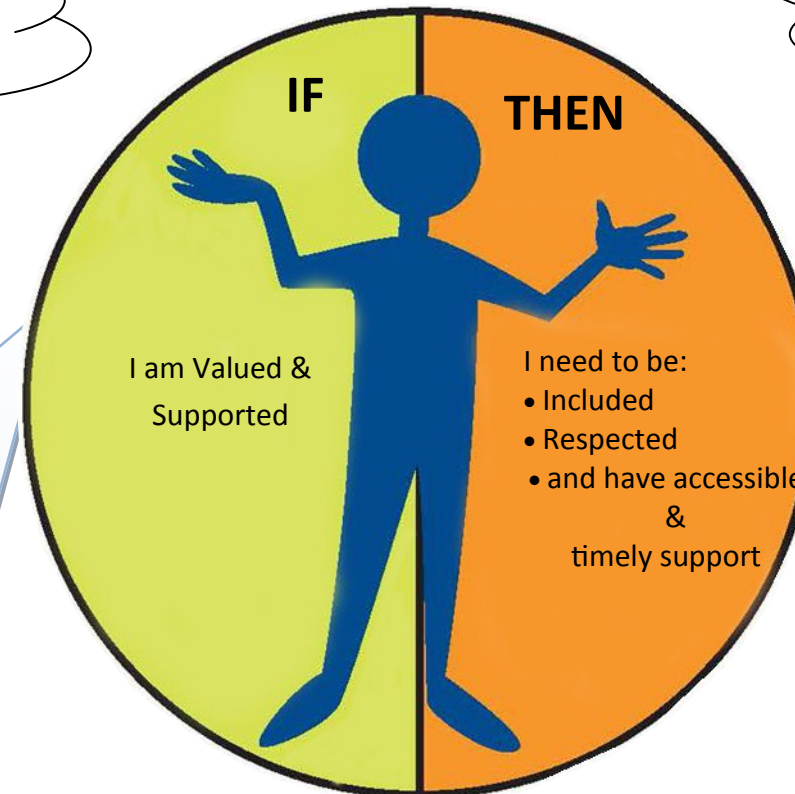# RECOVERY FOCUSSED PERSONALISED SERVICES Tool Kit for
Service Users
Using Community Managed Mental Health Services

Service users play a key role in the design, delivery and evaluation of services

Services enhance the wellbeing of Service Users.

IF

I am Valued & Supported

THEN

I need to be:
- Included
- Respected
- and have accessible & timely support

- Am I listened to and are my views respected. Am I being provided with services/supports by people who listen to me? Do I respect and trust them?
- Are there barriers to me being in control of and directing my own supports and services? Am I involved in making decisions about all the things that are important to me? I want to receive services from people I choose. Can I? Can I choose to be supported by someone else with a lived experience of recovery?
- Is this a service that is respectful of my specific culture, spiritual beliefs, sexuality or circumstances Are these met?
- Are services timely and available when I need them like weekends and after hours?
- Given the relationship I have with people supporting me is so important, are services consistent and reliable and do people follow thru on what they say?

- Is the service I receive going to contribute to me living a better life? I want a service to help me achieve particular changes that I think will benefit me. Can they do this?
- Is the service culture recovery focussed, hopeful and optimistic
- Do I have a plan , that I control and is it working for me and is it a unique plan that meets my individual needs?
- Are my needs for better connection with friends and my community supported?
- I need information or to learn new ways of doing things. Does the service help me get these things?
- Does this organisation design services around me or do they only offer established 'programs'?

People with mental illness and services work in partnership

- Are all the services that support me connected, working together and sharing information in the way that I want?
- Is the relationship and communication between people who support me when I am unwell, like clinicians, good with my community managed service(s)?
- Where I elect to have more than one service involved in my life, Is my privacy respected and are services confidential?
- Does my service facilitate and encourage access to other service users so that we can we share our stories and learn from one another?

WAAMH
Western Australian Association for Mental Health