

# Mental Health Service Framework

**Vision:** To strengthen mental health and wellbeing, and reduce isolation, through partnering with people and communities.



**Recovery & wellbeing**

People with lived experience of mental illness are the experts in their recovery.

Individual recovery is core to the delivery of our services.

We partner with people and take a strengths-based and person-centred approach.

We engage people in recovery planning through a health and wellbeing lens.



**Engaging families, carers & community**

Family-inclusive practice and community capacity-building approaches inform our work with people.

We support individuals, families and carers to engage, connect and form networks of support.

We are respectful of the importance of families, carers and community in people's lives.



**Lived experience**

Lived experience is valued and respected in our organisation.

Our workforce is inclusive of lived experience, in all roles.

We identify opportunities to resource and support people to bring their lived experience to our organisation.



**Advocacy for change**

We advocate for system change to improve the health and wellbeing of individuals, families and carers.

We identify opportunities to promote the need for system change and to destigmatise mental health.



**Trusting partnerships**

Inclusive partnerships, based on trust and respect, are central to our capacity to deliver effective services.

We respect and honour diversity, engaging sensitively and appropriately with communities and individuals.

We show awareness and respect for the traditional custodians of this land - past, present and future.



**Evidence informed**

Our services are based on a human rights framework and are trauma-informed.

We are contemporary and informed by best practice.

Our recovery oriented practice is underpinned by the Principles Unite Local Services Assisting Recovery (PULSAR).

Outcomes and feedback guide our work and set our direction.

Inclusive of Diversity and of Communities - Based on Evidence  
 Cultural and Linguistic Diversity – Aboriginal and Torres Strait Islanders – LGBTIQ - Neurodiversity  
 PULSAR - Principles Unite Local Services Assisting Recovery

**OUR VALUES**



Respectful



Responsive



Courage



Imaginative



Relationships

**LIFE WITHOUT BARRIERS**