

Promoting Recovery at Aftercare through people friendly systems

Promoting recovery is Aftercare's main business. People coming into contact with Aftercare need to be supported by well structured and flexible systems designed to promote consumers' recovery. Both staff and clients need strong systemic supports that encourage recovery, outcomes and partnerships with other stakeholders.

For NGOs, the challenge has been to make its systemic supports relevant to its staff and clients in such a way that recovery outcomes are obtained. At times, business systems and processes exist divorced from the needs of recovery. This could translate in poor recovery for consumers.

At Aftercare, we have met this challenge by developing a service delivery model that addresses systems and recovery tensions. This service delivery model aims to be inclusive of the needs of our stakeholders, the case management/intervention needs of staff and clients and the business needs of Aftercare; i.e. administration, monitoring, etc. In particular, the efforts propounded by Aftercare in its implementation of the HASI Aftercare program have resulted in a number of transferable learnings that encourage client participation, inclusion and recovery.

Both the research carried out internally by Aftercare and the research conducted by the AimHI project of the University of Wollongong demonstrate the success of Aftercare's service delivery model. In this paper, we explain what we have achieved and how it can be successfully reproduced by other programs.

Outline

- What is recovery
- What is happening now in Mental Health around recovery
- The tensions between systems and people
- Staff, systems, consumers and recovery – acknowledging their needs
- Models that effectively promote recovery

Format: paper presentation, 30 minutes including Q&A

Bibliography that will be used

Department of Public Welfare – Office of Mental Health and Substance Abuse Services (2005) A Call for Change: Toward a recovery-oriented mental health service system for adults. Pennsylvania.

Glover, H (2005). Recovery based service delivery: are we ready to transform the words into a paradigm shift?. *Australian e-Journal for the advancement of Mental Health*, Vol 4, 3

O'Connel et all (2005). From Rethoric to Routine: Assessing Perceptions of Recovery – Oriented Practice... *Psychiatric Rehabilitation Journal*, 28,4. Health Module