

LET'S GET REAL...2008

'Let's get real' is a foundation document for mental health and addictions workforce.

It is about...

- A Service User centred approach to developing essential knowledge, skills and attitudes required to deliver appropriate mental health and addiction services.
- It focuses on attracting and recruiting a workforce of people with the desired values and attitudes to deliver efficient and effective mental health services.
- Creating a shared vision, language, understanding and delivery for best practice.

It does not replace professional competency frameworks.

Rather, it complements them by having a specific focus on essential knowledge, skills and attitudes required for all people working in this field.

Fundamental values and attitudes are:

Values:

Respect:

Service Users are the focus of all practice. The diversity of values of Service Users and their community are respected and are the starting point of all our work.

Human Rights:

All providers strive to uphold the human rights of Service Users and their families/whanau.

Human rights include, but are not limited to the right to:

- autonomy and self-determination,
- be free of coercion,
- be treated in a non-discriminatory way,
- informed consent,
- receive care and support that responds to the physical, psychological, spiritual, intellectual and cultural needs of the Service User.

Service:

A commitment to the provision of excellence in service delivery. This includes service user partnerships at all levels and phases of service delivery, including the choice of services available as well as the actual delivery of services.

Recovery:

A belief and a hope that all Service Users can live a full and meaningful life in the presence or absence of their mental illness and/or addiction and the losses associated with it.

Communities:

Communities are to be valued as pivotal resources for the effective delivery of services and support for Service Users and their families/whanau

Relationships:

Actively seeking to foster a positive and authentic relationships in all spheres of activity, including relationships in all spheres of activity, including relationships with all people who work within mental health and addiction services, wider communities and Service Users and their families/whanau.

- at a glance...



MANATŪ HAUORA

Attitudes:

People working in mental health and addiction treatment services are:

Compassionate and caring: *sensitive and empathetic*

Genuine: *warm, friendly, fun and have aroha and a sense of humour*

Honest: *have integrity*

Non-judgemental: *non-discriminatory*

Open-minded: *culturally aware, self-aware, innovative, creative, positive risk takers.*

Optimistic: *positive, encouraging, enthusiastic*

Patient: tolerant, flexible

Professional: *accountable, reliable and responsible*

Resilient;

Supportive: validating, empowering. Accepting

Understanding:

These are the values all people working in mental health and addictions have.

And the seven 'Real Skills' at a glance are...

(Each Real Skill is interrelated involving many skills at any one time.)

Every person working in mental health and addiction services will:

Work with Service Users by:

Utilizing strategies to fully engage and work in partnership with Service Users and focuses on Service User's strengths to support recovery.

Working with Maori:

Contributing to whanau ora for Maori.

Working with families/Whanau:

Offering every encouragement and support to families/whanau to participate in the recovery of Service Users and ensures that family/whanau, including children have access to information, education and support.

Working with Communities:

Recognizing that Service Users and their families/whanau are part of a wider community.

Challenging Stigma and Discrimination:

Using strategies to challenge stigma and discrimination, and provides and promotes a valued place for Service users.

Law, Policy & Practice:

Implementing legislation, regulations, standards, codes and policies relevant to their role in a way that it supports Service Users and their families/whanau.

Professional and Personal development:

Actively reflect on their work and practice and work in ways that enhance the team to support the recovery of Service users.

These then, at a glance, are the Real Skills for people working in mental health and addiction as being the framework for supporting all of us to achieve the Workforce and Recovery challenge of 'Te Tahuu'—Improving Mental Health 2005—2015.

It is a challenge to each and everyone of us.



Taranaki Kowhaiwhai panel - The Hammerhead shark, Mangopare - 'keep positive, see it through'