

12 Clear information about mental health and treatments

A mental health service provides and clearly explains, information about the mental illness and treatment including any risks, side effects and alternatives, to people experiencing mental illness in a way which will help them to understand and to express views or make decisions.

13 Clear information about legal rights

A mental health service provides and clearly explains information about legal rights. These include information regarding representation, advocacy, compliments and complaints procedures, services and access to personal information, in a way which will help people experiencing mental illness to understand, obtain assistance and uphold their rights.

14 Planning which includes families and carers

A mental health service, at all times, respects and facilitates the rights of people experiencing mental illness. This includes the involvement of their family members, carers, and other personal support persons in every aspect of the person's treatment, care and support.

15 Commitment to continuous improvement with consumers, carers and families

A mental health service has a model of treatment and care which considers the wellbeing and quality of life for the person with a mental illness.

The service strives to continually improve the care it delivers, and takes a partnership approach to addressing issues and solving problems. This involves everyone, including carers and other support persons, who provide treatment care and support of people experiencing mental illness. For people of Aboriginal and Torres Strait Islander descent, this will include meeting the needs of their culture, spiritual beliefs and practices throughout all phases of care.

For more information, please ask a staff member at your local health service.



Government of **Western Australia**
Department of **Health**
Office of **Mental Health**



Insert your details here

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Charter of Mental Health Care Principles

Mental Health Act 2014

All service providers and agencies aspire to ensure the rights of consumers, families and carers are met according to the Charter of Mental Health Care Principles.

The Charter of Mental Health Care Principles are 15 principles that mental health services aspire to when providing treatment, care and support to consumers, their families and carers.

The Charter of Mental Health Care Principles are:

1 An organisational culture of dignity, equality, courtesy and compassion

A mental health service must treat people experiencing mental illness with dignity, equality, courtesy and compassion and meet the standards expected by the community. It must not discriminate or stigmatise them.

2 Protection of human rights

A mental health service protects and upholds the human rights of people experiencing mental illness and acts in accordance with national and international standards including United Nations Principles and Conventions.

3 Unique care for each individual

A mental health service provides care which is unique for each person and recognises the importance of life experiences, needs, preferences, aspirations, values and skills. The service must strive to obtain the best possible outcome for people experiencing mental illness and actively form partnerships with consumers and carers to achieve this. This includes the development of clear goals for treatment, care and support.

A mental health service promotes and encourages positive recovery focused attitudes towards mental illness, including knowledge that people can and do recover and live a positive life while making meaningful contributions to the community.

4 Safe and accessible services

A mental health service provides a service when it is needed in order to provide the maximum benefit to those in need. It should be easily accessible and safe. Should the service be unable to provide a specific service, the person is given information, direction, support and assistance to access another appropriate service.

5 The opportunity for consumers to make their own decisions

A mental health service involves people in making their own decisions. The service will support and encourage people with mental illness to be responsible in making their own choices.

6 Welcoming all from diverse backgrounds

A mental health service must be sensitive and respond to diverse individual and family and carer circumstances, including those relating to gender, sexuality, age, family, disability, lifestyle choices and cultural and spiritual beliefs and practices. If required, services will seek advice and refer patients to services where there is more knowledge or familiarity with particular diverse issues.

7 Care that respects Aboriginal culture and spirituality

A mental health service provides treatment and care to people of Aboriginal or Torres Strait Islander descent and must consider their cultural and spiritual beliefs and practices. The service will respect the views of their families and, where possible, the views of members of their community, including elders and traditional healers.

8 Addressing physical, medical and other co-occurring health issues

A mental health service equally addresses physical and medical health needs of people experiencing mental illness including dental health. These physical or health issues may be a consequence of mental illness or side-effects of treatment. Care and treatment also needs to address co-occurring health issues including physical and intellectual disability and alcohol and other drug problems.

9 Recognition of social factors that influence mental health and wellbeing

A mental health service recognises the circumstances which influence mental health and wellbeing of a person with mental illness. Services take a holistic approach to support recovery and to reduce risk of relapse. This includes addressing social and wellbeing problems such as homelessness, unemployment and relationships.

10 A respect for privacy and confidentiality

A mental health service must respect and maintain privacy and confidentiality.

11 Consideration for personal responsibilities and commitments

A mental health service acknowledges the impact of mental illness extends beyond the person. Families including dependents such as children, friends and colleagues of the person are all affected by these issues. The needs of children and other dependents should inform the recovery plan.