

## Mental Health Charter

Fremantle Women's Health Centre (FWHC) is committed to maintaining excellence in the provision of its counselling services and to achieving the best outcomes for clients and their carers. FWHC endorses person-centred recovery principles and incorporates these into service delivery, culture and practice. Recovery from mental distress is about looking at what it takes to have a satisfying and hopeful life. It is a personal and person-specific journey as everyone and every circumstance is different. What need to be in place in a recovery approach are choice, opportunity, hope, self-determination, personalisation, and social inclusion.

This Charter states how people who experience mental health problems can expect to be treated. It explicitly outlines an approach to clients, their families and carers and recognises their unique physical, emotional, spiritual, religious, social, cultural, and linguistic, gender and sexual dimensions. Services Charter conforms to the Notational Mental Health Standards and the guiding principles are:



Our services utilise an interdisciplinary, intergrated approach to provide a responsive and seamless service experience to clients. FWHC staff - clinical, counselling, administration and leadership have the experience, skills and training in recovery-oriented practice and engagement appropriate to their roles, with staff fully embracing the principles of the recovery approach and vision.

Front line administration staff are experienced and trained to promote recovery concepts when engaging with clients on the phone and in person. When clients phone or come into our centre to make an enquiry or attend an appointment, they are welcomed with respect, warmth and sensitivity. Clients seeking to access FWHC mental health services receive an initial "intake" phone call or appointment with a social work trained Community Connector. This takes place in order to provide a timely response to clients seeking support, to assess and identify clients' service and support needs to assess risk and immediacy of support required and to explore broader psychosocial support needs.

FWHC offers counselling services under a general counselling program and also a perinatal mental health counselling program. Our counsellors are highly trained, experienced and skilled, providing sensitive, evidence based, trauma informed care to clients who access our counselling services, either individually or in groups. Therapeutic group programs are developed and provided at the centre in response to the needs of clients using our services.