



Development, Design and Implementation of an Organisational Recovery Framework

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We acknowledge Aboriginal Peoples as the Traditional Custodians of the lands that our services operate on and pay our respects to Elders of these lands both past and present.

Anglicare WA delivers services across countless Countries in WA, from Balanggarra Country in the North to Minang Noongar Country in the South. In particular, we wish to acknowledge the Custodians of the lands where our offices operate. We would like to thank the Noongar, Miriuwung Gajerrong, Tjurabalan, Yawuru, Nyikina, Ngarluma, Kariyarra, Nyiyaparli, Martu, and Wangkatja Peoples for their wisdom and generosity.

Art by Hayley Thompson, a proud Noongar and Yuggera yorga



Why?



What?



How?



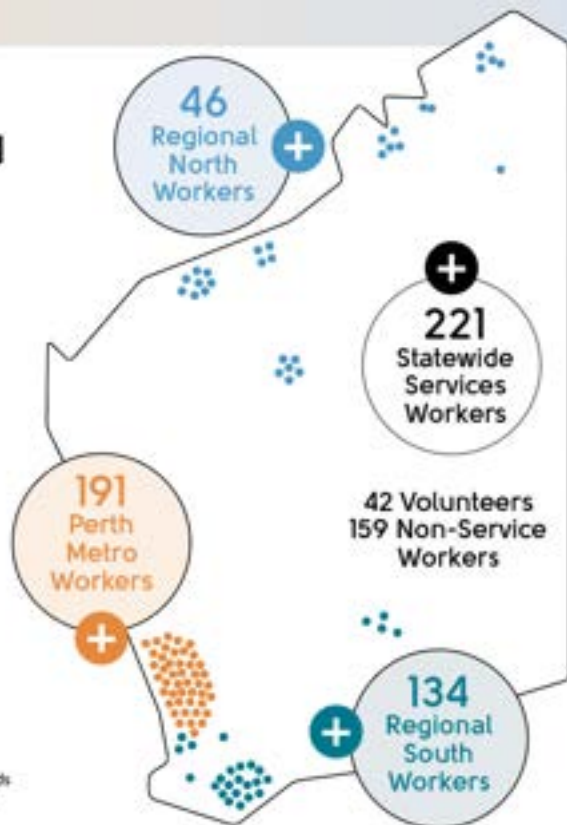
Learnings



In 2023-24 we reached
82,302
 Western Australians

Of this number, we supported 46,108 Western Australians through 100 direct services in 153 locations. This included 30,994 children and young people, and 6,842 people who identified as First Nations.

We provide place-based services that cater to the unique needs of regional areas, along with expansive Statewide services that encompass a broad and diverse geographical reach.

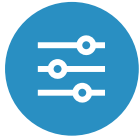




Why?



Increasing complexity for people presenting to our services



Responding to the emerging needs of the communities we work in



Strategic priority: Build mental health support capacity

- Embed recovery principles



What?



WE USE THESE PRINCIPLES TO SUPPORT PERSONAL RECOVERY

- Respond to diversity
- Walk alongside people
- Holistic & person-centred
- Language & culture of hope
- Focused on people's strengths
- Self-determination & autonomy

How can I,
within the **scope of my role**,
walk alongside this person
on **their** recovery journey?



How?



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ADKAR Model of Change



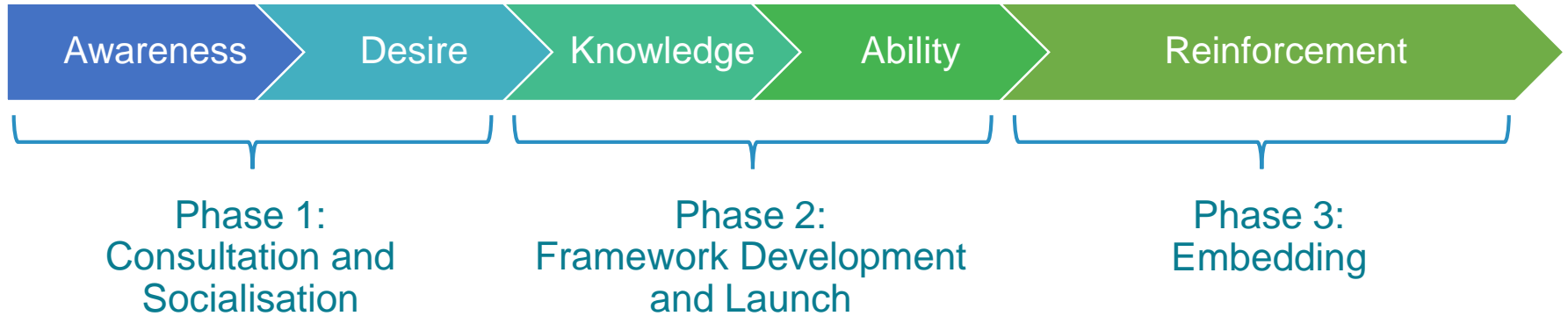


How?



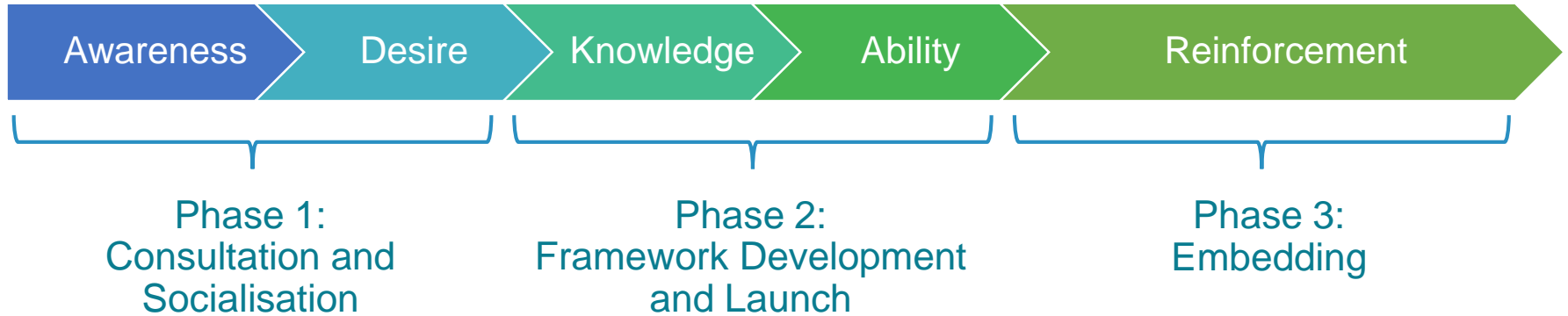
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ADKAR Model of Change





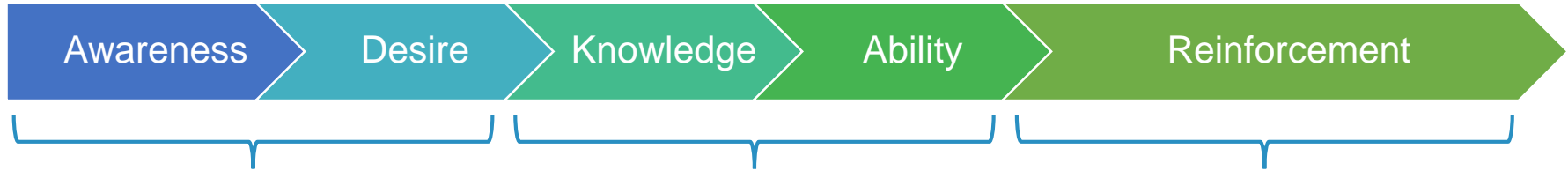
ADKAR Model of Change



- Consultation with service teams
- Socialise the idea of recovery-oriented practice



ADKAR Model of Change



Phase 1: Consultation and Socialisation

- Consultation with service teams
- Socialise the idea of recovery-oriented practice

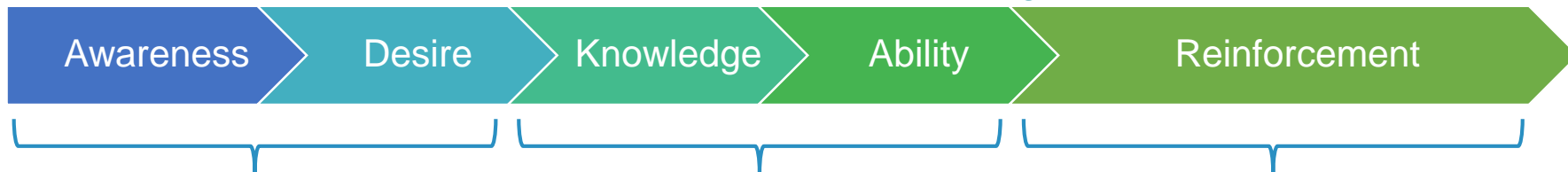
Phase 2: Framework Development and Launch

- Collaborative internal reference group
- Research and writing
- Executive approval
- Framework Launch

Phase 3: Embedding



ADKAR Model of Change



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Phase 3: Embedding

- Embedding sessions across teams
- Induction module for all new starters
- Master Class
- Evaluation



Here's some data



28

sessions delivered
(Kununurra to Albany)



97%

of those who attended felt that the
principles of recovery align with the
work they do



446

people completed the
face-to-face training



96%

of those who attended are now
confident in applying the principles
of recovery in the work they do



6 to 12 months later



91%

remain confident in applying the principles of recovery in the work they do

“We have been able to use the Recovery Framework to ensure we are using compassionate language and lens.”



74%

of **leaders** believe there has been an increase in the quality of their team’s service delivery and outcomes for service users, following implementation of the Recovery Framework

“By following the values and reinforcing the principles it delivers a better experience for the worker and the client as well.”



What did we learn?



The strategic commitment from the organisation made it possible



Listening and co-creating with a reference group meant the Framework belonged to everyone, and fitted *us*



In person embedding sessions made space to connect, learn together and apply the approach



Thank you

