

Diversity of care

A person living with mental illness or psychological distress is to be provided with **access to a diverse mix of care and support services.**

This is to be determined, as much as possible, by the **needs and preferences** of the person living with mental illness or psychological distress including their accessibility requirements, relationships, living situation, any experience of trauma, level of education, financial circumstances and employment status.

Explore people's preferences and needs:

For example, by asking people directly and involving families, carers and supporters in line with the consumer's preferences. Check if a person has an advance statement of preferences or nominated support person that can help to explain their preferences about the kinds of treatment and care that work for them.

Give information about options including different types of care and treatment:

This includes access to the lived and living experience workforce such as peer support, as well as allied health services including psychology, social work, physical health or services like dieticians, physiotherapy and exercise physiology.

Connect people to a range of supports that meet their expressed preferences and needs - either within your service or by referring the person to external supports. For example, group therapy, online help, art or music therapy, cultural and spiritual support. Ensure people have adequate community supports in place for after they are discharged from an inpatient unit or from a service.

Promote community participation by linking people with community resources and groups that meet the person's preferences and interests, and support their recovery goals.

