



# Health

Hunter New England  
Local Health District



## Mental Health Charter

1. We will be guided by what consumers and carers need.
2. Understand each person has unique needs, desires and expectations.
3. Treat everyone with respect, professionalism, care and compassion and expect to be treated the same.
4. Acknowledge and support carers, family and friends in looking after their loved ones, to the extent they can.
5. Facilitate access to appropriate information and resources to enable people to make their own decisions.
6. Communicate our recommendations for care and treatment clearly and fully.
7. Deliver care that is meaningful and stop doing things that do not work for people.
8. Encourage people to 'Take Charge' and enable them to self manage and achieve recovery.
9. Advocate for a system that looks after needs of all concerned.
10. Work together to develop a system that is responsive and meets needs and expectation of our community.

