

Section Nine:

Consumer resources

Here we provide some information to enable you to find material written by consumers. This material can sometimes be hard to find because it will often not come up using traditional internet search engines.

Some of this writing fits into the category of 'grey literature,' which means that it is local, often hand photocopied, not put on the web, and only known to a specific group of consumers. This is a problem that Our Consumer Place is starting to address through our online Clearinghouse (www.ourconsumerplace.com.au/clearinghouse).



* Some books recommended by consumers

What consumers have to say about life with a 'mental illness'

"If I have lived by any maxim as a reporter, it was that every person is an expert on their own circumstances."

Joseph Lelyveld, Journalist, *New York Times*

These publications have been recommended to Our Consumer Place by consumers.

We have not read all of them and so can't 'recommend' them. We simply hope they might be useful for other consumers, recognising that there are many other published works that deserve to be included too.

Some comments from the people who recommended the books or other descriptive notes are provided to provide some guidance about content and tone.

Recovered, Not Cured: A Journey Through Schizophrenia, Richard McLean, 2003.

A frank and funny guide to recovering from a psychotic illness told with startling frankness.

Broken Open, Craig Hamilton, 2004.

A great account of Craig's battle with bipolar and recovery from it – great because Craig is able to reflect on his life and then make the connection between that lived experience and the technical diagnosis and stages of recovery.

How I Stayed Alive When My Brain Was Trying to Kill Me: One Person's Guide to Suicide Prevention, Susan Rose Blauner, 2002.

Susan Blauner speaks of her own story whilst at the same time discussing strategies and things that helped her in her recovery. This was an inspiring book that made recovery seem like a real possibility.

Poems from the Madhouse, Sandy Jeffs, 2003.

A powerful collection of poetry about schizophrenia. Sandy Jeffs invites the reader into the paradoxical world of insanity: the confusion and clarity, the courage and the fear, the bleak despair and the black comedy.

Healing Tears, Linette Bone, 2001.

This fine and powerful selection of poems is one that we all should read and take to heart.



I Had a Black Dog, Matthew Johnston, 2005.

Artist and writer Matthew Johnstone has lived with depression. Here he shows that the Black Dog can be a terrible beast, but with the right steps can be brought to heel. See also Living with the Black Dog, Matthew & Ainsley Johnstone, 2008, written for partners, family, friends and colleagues of people with depression.

Get Me Out of Here: My Recovery from Borderline Personality Disorder, Rachel Reiland, 2004.

"What the hell was that?" raged Rachel Reiland when she read the diagnosis written in her medical chart. As the 29-year old accountant, wife, and mother of young children would soon discover, it was the diagnosis that finally explained her life.

Bipolar and the Art of Roller-Coaster Riding, Madeleine Kelly, 2000.

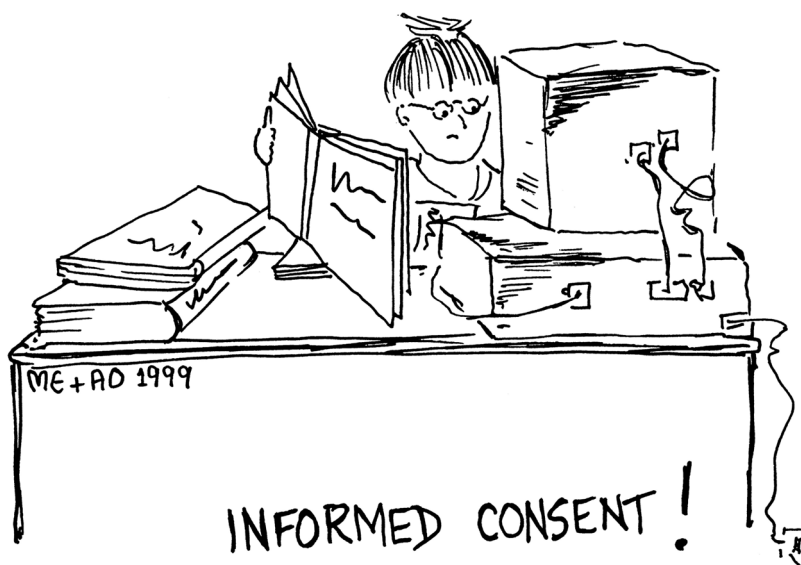
Madeleine was diagnosed with bipolar in the middle of her medical degree and therefore was able to explain the manifestations of bipolar in layman's terms, which she supported with diagrams and graphs.

A lifelong journey: staying well with manic depression/bi-polar mood disorder, Sarah Russell, 2005.

The book does not claim a quick fix-it or one fix fixes all approach, but there are many common strategies that seem to help many people.

Taming the Black Dog, Bev Aisbet, 2000.

A simple guide to managing depression ... Including a unique blend of wit and information, it is an invaluable guide for both chronic sufferers of depression as well as anyone with a fit of the blues.



* **Some ‘survivor’ writings recommended by consumers**

Transformation through resistance

Ko taku rourou, Ko tau rou rou, Ka ora te tangata
With my resources, And your resources, Everyone will benefit
A New Zealand Maori Proverb

These publications have been recommended to Our Consumer Place by consumers.

As with the books listed on the previous pages, we have not read all of them and so can't 'recommend' them. We simply hope they might be useful for other consumers, recognising that there are many other published works that deserve to be included too.

Here we represent a very small fraction of the literature that comes from a 'survivor' perspective. These books offer insights into our political base as a movement.

Some comments from the people who recommended the works or other descriptive notes are provided to provide some guidance about content and tone.

Toxic Psychiatry: Why Therapy, Empathy and Love Must Replace the Drugs, Electroshock, and Biochemical Theories of the “New Psychiatry,” Peter Breggin, 1991.

‘Toxic Psychiatry’ remains Dr Breggin’s most complete overview of psychiatry and psychiatric medication

Coming off Psychiatric Drugs, Peter Lehmann (editor), 2004.

The world-wide first book about ‘Successfully coming down from psychiatric drugs’

Models of Madness, Psychological, Social and Biological Approaches to Schizophrenia, John Read, Loren Mosher and Richard Bentall (editors), 2004.

Is schizophrenia an illness? Is madness preventable? This controversial, but carefully researched, book argues that what psychiatrists call ‘schizophrenia’ is not an illness. ‘Models of Madness’ shows that hallucinations and delusions are understandable reactions to life events.

Madness Explained, Psychosis & Human Nature, Richard Bentall and Allen Lane, 2003.



This work argues that we cannot define madness as an illness to be cured like any other, and that labels such as 'schizophrenia' and 'manic depression' are meaningless, based on nineteenth-century classifications.

Alternatives Beyond Psychiatry, Peter Lehmann (editor), 2007.

The book highlights alternatives beyond psychiatry, current possibilities of self-help for individuals experiencing madness, and strategies toward implementing humane treatment. Sixty-one authors – (ex-) users and survivors of psychiatry, therapists, psychiatrists, lawyers, social scientists and relatives from all continents – report about their alternative work, their objectives and successes, their individual and collective experiences.

This is Survivor Research, Angela Sweeney, Peter Beresford, Alison Faulkner, Mary Nettle & Diana Rose (editors), 2008.

This book marks the coming of age of user- and survivor-led research. It maps out the why, what and how of an important strand of research whose influence is growing in strength.

Voices of Transformation: Developing Recovery-Based Consumer/Survivor Organizations, The Empowerment Centre, Boston, 2009.

This new manual is a step-by-step guide to those working to create statewide consumer organizations ... The manual demonstrates the process of moving from finding an individual voice to developing a collective voice that increases the ability to influence mental health policy and practice on the local, state and national level.

On Our Own: Patient-Controlled Alternatives to the Mental Health System, Judi Chamberlin, 1978.

A classic in the consumer literature field, this tells Judi's story as a patient in both public and private hospitals. The story explores her experiences while being a patient as well as the lessons she learned while using services controlled by the patients themselves.

A Fight to Be – A Psychologist's Experience from Both Sides Of The Locked Door, Ron Bassman, 2004.

Tells of Ron Bassman's descent into a psychiatric abyss and his ultimate triumph to live a purpose-filled and self-directed life.

Healing the Trauma of Abuse, Mary Ellen Copeland, 2000.

This workbook offers women who have suffered sexual, physical, or emotional abuse crucial skills for coping, self-understanding, and self-care.



* Our favourite websites

Good places to start your search for information on consumer perspective

"That doesn't make a particle of difference," replied Charlotte. "Not a particle. ... Do you understand how there could be any writing in a spider's web?"

From *Charlotte's Webb* by E.B. White

Here are some of Our Consumer Place's favourite websites.

Our Consumer Place, www.ourconsumerplace.com.au (Victoria, Australia) "is a resource centre, by consumers for consumers, offering information and advice to individuals and groups in who are involved in consumer developed initiatives (CDIs)."

Victorian Mental Illness Awareness Council (VMIAC), www.vmiac.com.au (Victoria, Australia) "is a not-for-profit organisation providing support, advocacy and referrals to people who are experiencing, or have experienced in the past, emotional or mental distress."

National Empowerment Centre, www.power2u.org (USA) "is filled with practical information that will help you recover if you have been labeled with a mental illness. ...We envision a future when everyone with a mental illness will recover."

World Network of Users and Survivors of Psychiatry (WNUSP), <http://wnusp.rafus.dk> is an international organisation of users and survivors of psychiatry working to influence the direction of human rights and disability.

Consumer Operated Services Program Multisite Research Initiative, www.cstprogram.org/cosp (USA). "The primary goal of this program is to establish how effective consumer-operated services are in improving outcomes for consumers of mental health services. This web page provides more information on the program."

National Mental Health Consumers' Self Help Clearing House, www.mhselfhelp.org (USA). Resources, training and links. "This was the first national technical assistance centre of its kind."

Mind Freedom International (MFI), www.mindfreedom.org (USA), is designed to "unite in a spirit of mutual cooperation for a nonviolent revolution of mental health human rights and choice".



Collective of Self Help Groups in Victoria (COSHG),

www.coshg.org.au/, is “a network of self-help and social action groups. These groups are made up of and controlled by people who are directly affected by a particular issue”.

PEOPLE WHO, www.peoplewho.org/, for “people who experience mood swings, fear, voices, visions”.

Peer to Peer Resource Centre, www.peersupport.org (USA). “The Centre serves people living with all kinds of mental illnesses, including depression, bipolar disorder, anxiety disorders, schizophrenia, and other illnesses.”

Consumer Organization and Networking Technical Assistance Centre, www.contac.org (USA), is “a resource for consumer/survivors/ ex-patients and consumer-run organizations across the United States, promoting self-help, recovery, and empowerment”.

Intentional Peer Support, www.mentalhealthpeers.com (USA). “Peer support in mental health grew out of a movement that challenged the structures, practices and theories of traditional mental health services.”

Icarus Project, <http://theicarusproject.net> (USA), is structured around autonomous local groups. “The Icarus Project envisions a new culture and language that resonates with our experiences of ‘mental illness’.”

Working to Recovery, www.roncolemanvoices.co.uk (Scotland) is a consultancy and training organisation, with links to recovery resources. Ron Coleman was also influential in the development of the Hearing Voices Network in the UK.

Shaping Our Lives – National User Network,

www.shapingourlives.org.uk (UK). “Shaping Our Lives National User Network is an independent user-controlled organisation, think tank and network.”

Mary-Ellen Copeland Wellness Recovery Action Plan, www.mentalhealthrecovery.com (USA). “Getting well and staying well is the focus of Mary Ellen Copeland – author, educator, and mental health recovery advocate. Mary Ellen’s work is based on the study of the day-to-day coping and wellness strategies.”

Out of their Minds, www.outoftheirminds.co.nz (NZ), “aims to explore views on madness, mental distress or ‘mental illness’ that are often ignored by mainstream media. The site features artists and thinkers interviewing themselves about the value they see in their experiences of mental distress, and about what comes out of their minds.”

All quotes are taken from the websites listed.



* Internet browsing from a consumer perspective

Finding information from mental health consumer perspective

Mentor: "Someone whose hindsight can become your foresight"

Anon

If you have browsed the internet for information about mental health, you may have discovered that there is a lot out there! However, very little of this material has been written by consumers.

If you want information written from a consumer perspective, here are 10 phrases that will help you narrow your search. These may be combined with more common terms (like *mental health, psychiatric* or *services*).

Instead of "Patient": Alternative words and phrases that are more likely to offer a consumer perspective include: *consumer, psychiatric survivor* or *survivor, user, ex-patient, CXS* (Consumer, Ex-patient, Survivor). E.g. you might search for *survivor mental health services*.

Reclaimed language: Some consumers have reclaimed (previously) offensive psychiatric language – words like *mad, madness, nutters, crazy, loopy, batty, nutcase*, etc. Many consumer-run sites use these terms.

Instead of "Diagnosis" and "symptoms": If you are searching for a particular diagnosis or specific symptoms, you are more likely to get a consumer perspective if you add a phrase like *story, personal story* or *individual experiences*. So, for example, you might search for *mood disorder personal stories*, or *self-harm experiences*, or *hearing voices personal experiences*.

"Lived Experience": Many consumers refer to particular lived experiences, rather than diagnoses. E.g. you might search for '*Lived experience mental illness*'. Other useful phrases include: *narrative, accounts, first hand experience, individual understandings, testament, story, perspective*. Another way of generating phrases might be to think in terms of experiences that are shared by many consumers – for example, *powerlessness* or *forced institutionalisation*.

"Trauma": Trauma plays/has played a significant role in the lives of many people diagnosed with mental illness. Some useful search terms include: *childhood trauma, abuse, trauma psychiatric acute unit, violence trauma psychiatry* and *iatrogenesis*, which means illness caused by health services or doctors.



“Peer Support”/ “Self Help”/ “Intentional Peer Support”:

Internationally, there are many consumer-run supports and services – you can find these by adding *peer support* or *self help* to your search terms. More specifically, you may want to search for *Intentional Peer Support* or *Wellness Recovery Action Plan* – both of which are consumer-developed initiatives.

Research: If you are looking specifically for research from a consumer-perspective, some useful phrases include: *research narrative*, *participatory action research*, *consumer directed research*, *ethics mental health survivor research*, and *consumer user evaluation*.

Consumer Groups: Many of the terms listed above will lead you to consumer groups, but here are some more searches you might want to add: *Our Consumer Place*, *Victorian Mental Illness Awareness Council*, *Consumer/Survivor/Ex-patient movement* (Australia and world); *Consumer/survivor groups*, *Mental Health Consumer Group*.

Consumer Delivered Service: If you want to find examples of services delivered by consumers, try searching terms like *consumer developed initiatives*, *consumer run service*, *consumer operated service*, or *consumer managed service*. For specific examples, try the word *consumer* with *respite* or *crisis centre* or *service* or *outreach*.

Consumers who work in services: Try the phrase *mental health* and also *consumer advocate*, *consumer consultant*, *consumer role*, *peer support worker*, *peer specialist*, *consumer consultant*, *Personal Helpers and Mentors Scheme (PHAMS)* or *Consumer Advisory Group (CRG)*



* Useful Supports

Navigating through a maze of community support agencies

If you have come to help me, you are wasting your time. But if you have come because your liberation is bound up with mine, then let us work together.

Often attributed to Lilla Watson, an indigenous teacher and activist, who has said she was “not comfortable being credited for something that had been born of a collective process”.

Australian Human Rights Commission: Handles complaints, writes reports and can be a powerful presence on our side. Has link to the UN Convention on the Rights of People with Disabilities.

www.hreoc.gov.au | (02) 9284 9600

Australian Psychological Society (APS): Peak body for counselling and clinical psychologists in Australia.

www.psychology.org.au | (03) 8662 3300 | Toll free 1800 333 497

Community Health Services (Public Health Services): These health centres are not mental health specific. They are regionally defined (although many regions no longer have them). Generally have a holistic approach to health.

http://health.vic.gov.au/communityhealth/service_provider/community_health_directory.htm | (03) 9096 8762

Community Mental Health Services: Services that are run as part of the public, state-run, mental health system but are not based in a public psychiatric unit or hospital. They are zoned geographically but it can be incredibly hard to get services unless you have been in an acute unit, or have a diagnosis of psychosis.

www.health.vic.gov.au/mentalhealth/services/ | 1300 767 299

Disability Act 2006 (Vic): Protects the human rights of people with disabilities in our community. At this stage people with psychosocial disabilities are excluded from this Act.

www.dhs.vic.gov.au/__data/assets/pdf_file/0017/152450/disact_easy_read_info_sheet_01_190907.pdf

Federation of Community Legal Centres: Peak body for over 50 Victorian community legal centres (CLCs). CLCs are independent community organisations that provide free legal services to the public,



focusing on helping clients who face economic and social disadvantage.

www.communitylaw.org.au | (03) 9652 1500

Mental Health Act 1986: The piece of legislation under which people diagnosed with 'mental illness' can be detained and 'treated' involuntarily. This can only happen in public mental health services.

www.health.vic.gov.au/mentalhealth/mh-act/index.htm

Mental Health Legal Centre: Provides a free and confidential legal service to anyone who has experienced 'mental illness' in Victoria whose legal problem relates to their 'mental illness.' Has an excellent website for consumers, offering useful and specific guidelines to follow to make an Advance Directive. The lawyers at this centre have experience in assessing situations to see if a claim of discrimination is worth pursuing. Be aware that their services are in strong demand and a means test applies.

www.communitylaw.org.au/mentalhealth | (03) 96294422

Mental Health Review Board of Victoria (MHRB):

A statutory tribunal established under the Mental Health Act 1986 to conduct reviews of, and hear appeals by, psychiatric patients being treated involuntarily either as inpatients or on Community Treatment Orders. It is made up of a panel of three people: an independent psychiatrist, a lawyer and a lay person.

www.mhrb.vic.gov.au | (03) 8601 5270

National Mental Health Consumer & Carer Forum

(NMHCCF): The combined national voice for mental health consumers and carers participating in the development of mental health service and sector development in Australia. Auspiced by the Mental Health Council of Australia

www.nmhccf.org.au | (02) 62853100

National Register of Mental Health Consumers and Carers:

Made up of over 60 mental health consumers and carers with experience working as representatives and training in leadership, advocacy, policy development, communication and other topics. These representatives are available to be members of national committees, boards, planning groups and evaluation groups as consumer or carer representatives.

www.mhca.org.au/the-national-register-of-mental-health-consumers-and-carers | (02) 6285 3100

Office of the Chief Psychiatrist: Responsible (amongst other things) for investigating any complaints in relation to public psychiatric services in Victoria.



www.health.vic.gov.au/chiefspsychiatrist | 1 300 767 299

Office of the Health Services Commissioner: Responsible (amongst other things) for arbitration or disputes between doctors and consumers.

www.health.vic.gov.au/hsc/ | 1 800 136 066

Office of the Public Advocate: Promoting the rights, interests and dignity of people with a disability. E.g. Oversees the Community Visitors Program – volunteers representing people with 'mental illness' in dealing with the police.

www.publicadvocate.vic.gov.au | 1 300 309 337

Our Community: A world-leading social enterprise that provides advice and tools for Australia's 600,000 community groups. Auspices Our Consumer Place.

www.ourcommunity.com.au | (03) 9320 6800

Our Consumer Place: Consumer-run mental health resource centre. We offer information, advice and support to individuals and groups who are developing consumer-directed projects. We offer training, for example in Intentional Peer Support, and produce consumer-perspective resources where none yet exist, including this booklet.

www.ourconsumerplace.com.au | (03) 9320 6839

Personal Helpers and Mentors Program (PHAMS):

Hosted by the Australian Government, PHAMS aims to provide increased opportunities for recovery for people who are isolated and on the receiving end of prejudice in the community. Many, but not all, PHAMS workers are consumers.

www.fahcsia.gov.au/sa/mentalhealth/progserv/PersonalHelpersMentorsProgram/Pages/default.aspx

Pharmaceutical Benefits Scheme: The scheme through which the Australian Government subsidises the cost of prescription medicine, making it more affordable for all Australians.

www.health.gov.au/pbs | 1 800 020 613

Pharmaceutical Society of Australia (PSA): The national professional organisation for pharmacists in Australia. This is a place to go if you have trouble with pharmaceutical related problems including understanding the Pharmaceutical Benefits Scheme.

www.psa.org.au | (03) 9389 4000



Private Mental Health Consumer and Carer Network:

Advocates for improved private mental health services, advises on issues affecting people with a mental health problem or 'mental illness' and their families, and increases the involvement of individuals, families and other interested parties in mental health matters.

www.pmha.com.au

Royal Australian & New Zealand College of Psychiatry

(RANZCP): Responsible for training psychiatrists and regulating psychiatry in Australia. All practicing psychiatrists need to be registered – registrations can be checked through the RANZCP. The organisation can also check if a psychiatrist has ever been investigated for malpractice.

www.ranzcp.org | (03) 9601 4924

The Maine Connection: Consumer-run group in Castlemaine, Vic.
0400 975 680

University of Adelaide Library: Provides a useful, up-to-date resource for those of us who are looking for books written by people diagnosed with 'mental illness'.

www.adelaide.edu.au/library/guide/med/menthealth/biog.html

Victorian Human Rights & Equal Opportunities

Commissioner: Responsible for protection and advocacy for people with disabilities including psychiatric disabilities, for example, complaints against Medicare.

www.equalopportunitycommission.vic.gov.au | 1300 292 153

Victorian Legal Aid (VLA): Provides legal representation to people in need. Services are means tested, which means you have to show that your financial need is legitimate. The services provided by legal aid for people diagnosed with 'mental illness' include: free legal information over the phone; lawyers on duty at many courts and tribunals across Victoria; and funding cases. Victorian Legal Aid also produces a large selection of valuable pamphlets, including Patients' rights: a self help guide to the Victorian Mental Health Act.

www.legalaid.vic.gov.au | (03) 9269 0120 | 1800 677 402

Victorian Mental Illness Awareness Council (VMIAC):

Peak lobby group for consumers of mental health services in Victoria. Also provides advocacy services for consumers.

www.vmiac.com.au | (03) 9380 3900



Victorian Privacy Commissioner: Sets standards for the way Victorian government organisations, statutory bodies and local councils collect and handle your personal information.

www.privacy.vic.gov.au | 1300 666 444

Welfare Rights Unit: Advocates for the right of people to have adequate income security and the rights of people in relation to the system that provides this income security (welfare).

www.welfarerights.org.au/offices/Melbourne.aspx | (03) 9416 1111



* Glossary/Index

Words matter, so it's important to be clear and transparent about how we use them

"In inpatient (hospital) psychiatry, the best way to tell the patient from the psychiatrist is by who has the keys.

In outpatient (office) psychiatry, the best way to tell the patient from the psychiatrist is by who has the key words."

From *The Untamed Tongue* by Thomas Szasz, academic, American psychiatrist and radical critic of psychiatry

We know that words have power. They strongly influence the way we perceive and think about the world, and hence how we act in the world.

Here, we offer a guide to how we use some of the words in this booklet. This is not intended to define the 'right way' of using words, but is intended to demystify some important terms in the context of mental health, suggest a consumer perspective on these words, and to provide clarity for how we are choosing to use words in the context of this booklet.

Rather than providing summaries, where we have explored the issues in the booklet, we point to the relevant section.

Acute Unit: see 42, p51

Advance Directive: see p75

Advocacy: see p69, p87

Anti-psychiatry: see p11

Behavioural Therapy: A specific type of therapy, usually short-term, that focuses on learning new behaviours in the 'here and now' rather than any form of analysis from the past. It has what medical researchers call an 'evidence-base' but does not suit all of us.

CAT Team: see *Crisis, Assessment and Treatment Team*

Community Health Centre (CHC): see p43

Community Mental Health Service: see p111

Community Treatment Order (CTO): see p50

Complementary medicine: see p11



Compliance: see p17, p31

Consumer: see p9, p93

Consumer perspective: see p95

Consumer/survivor movement: see p97

Consumer views: see p96

Crisis, Assessment and Treatment Team (CATT): see p42, p52

Diagnosis: see p19, p28

Diagnostic and Statistical Manual of Mental Disorders (DSM): see p21

Disability Support Pension (DSP): see p62

Dissociate: Believed to be a mental process that severs a connection to a person's thoughts, memories, feelings, actions, or sense of identity. It is often a response to trauma, particularly trauma in childhood, and can be quite disabling. One theory is that it enables the mind to distance itself from past experiences that are too much for us to process at the time.

Iatrogenic: Describes medical practice that makes patients unwell.

Intake: see p47

International Classification of Diseases 10 (ICD10): see p21

Involuntary admission/ 'treatment': see p49

Labelling: see p17

Lived experience: 'Lived experience' describes the set of knowledge that comes not from academia but from our day-to-day lives. We believe this is a crucial source of insight. This term was brought to Australia by carers but consumers have now picked it up as well.

Means test: Our 'means' is what we have in money and in assets (things like houses, cars etc.). Many services (Community Legal Services and some government services, for example) apply a 'means test' so that they can put their limited funding towards those who are most in need.

Medical Model: This is the most prominent way of understanding 'mental illness' in Australia at this time. The 'Medical Model' emerged in the middle of the 19th Century and holds that problems with thinking, mood and 'behaviour' are part of a 'brain disease'. This enables people to think of classifications of diseases, treatment and medical outcomes.

Medication: see p29

Mental Health Literacy: A course originally designed by Professor Tony Jorm at the Australian National University that attempts to teach lay



people about a 'Medical Model' understanding of 'mental illness'. Some consumers think it's useful, some don't. It doesn't incorporate other ways of thinking about mental 'illness'.

'Mental illness': We put this expression in quotation marks throughout this booklet to indicate that we don't all necessarily agree with this way of framing our experiences. This expression is based on the 'medical model'. While some of do find the 'medical model' useful, many of us question this whole concept. Despite the many critiques, we have chosen to use this expression because it is still the dominant way in which most people in society understand these experiences. There are so many ways to understand our experiences, so no single expression is correct or universal.

Pharmaceutical Benefits Scheme (PBS): see p59

Private mental health system: see p41

Psychiatric Survivor: see survivor / psychiatric survivor

Psychosocial disability: see p11, p78

Psychosocial Disability Rehabilitation and Support Services (PDRSS): Services provided by the non-government sector, including post-crisis/recovery services such as housing and outreach programs. PDRSS services are generally funded by a range of different financial sources including state and federal sources, fundraising activities and charitable trusts.

Public mental health system: see p41, p47

Recovery: see p13

Self-help groups: see p85

Social exclusion: Exclusion of certain groups of people in our community from the everyday activities of a community – things that the rest of us take for granted. 'Social exclusion' is sometimes overt (obvious) and sometimes covert (hidden). If people feel uncomfortable with someone they are likely to exclude them to make themselves feel more comfortable. People diagnosed with 'mental illness' are often excluded because of others' discomfort or unwarranted fear.

Social model of disability: see p10

Stigma: see p16

Supported decision-making: see p79



Survivor/psychiatric survivor: A term commonly used by people who are activists in mental health. The 'psych. survivor' language often refers to people having 'survived' the psychiatric system, rather than having 'used' it. While we have not written from this position, we believe that radical critique is necessary and also helps less radical voices to be heard.

Therapy: We have observed a tendency for many of the activities we engage in while recovering from 'mental illness' to be described as 'therapy' – especially in the context of inpatient psychiatric units or Psychiatric Disability Rehabilitation and Support Services. This kind of approach can turn activities that we might just want to dabble in or enjoy purely for their own sake into something that is done because it is 'good for us'. This can lead workers in these services to 'encourage' (or coerce) us to participate, even when we have no desire to, which drains the activities of any joy or intrinsic value for us (e.g. art therapy, "gardening therapy," even "cleaning therapy")

Transformation: A new idea coming from the psych/survivor movement, that is an alternative to 'rehabilitation' or 'recovery'. Transformation implies that we can come out of a horrible place with new insights, new ways of dealing with life, greater hope and so on. This is not 'recovery' because we are not wanting to return to who we were.

Treatment Plans: The term used in Victoria to describe the document that is supposed to be written by staff in collaboration with the patient/consumer. In other states these documents are called Management Plans, which might be a more accurate description.

Triage: see p47

