Communication

Consumers are encouraged wherever possible to work collaboratively with staff in developing a recovery plan. The following are examples of what may be discussed with the case manager or doctor:

- Nature of the mental health problem or illness
- Concerning or difficult behaviours or situations
- Medications and Treatments
- Physical health and wellbeing
- Relationships and social issues
- Work, study and/or meaningful activities
- What you can do to stay well and your strengths
- Financial and accommodation tips
- Information and support services available for consumers.

Communication tips

Consumers are encouraged wherever possible to contribute their knowledge and experience of their mental illness. Some tips for communicating with your treating team:

- Write down any questions that you may want to ask
- Write down any important information that is given to you
- You may find it helpful to have someone you trust with you so that person can remind you of questions to ask and can take notes for you
- Speak up if you have any questions or concerns. Your treating team can only answer questions if you ask e.g:
  - I'm not sure I understand what you said …
  - I'm worried that …
  - Could you please explain that to me again …
  - Can I come back with my carer or family to talk again?
- Keep a list of any symptoms and side effects that you experience from your medication and discuss with your treating team as soon as possible
- Ask for more information about your illness e.g:
  - Can you please tell me more about my condition?