



Partnership Principles

Principles





The principles that underpin the Partnership Model are **Safety, Authenticity, Humanity, Equity and Diversity**. These five principles and strategies outline attitudes and actions that are fundamental in building trust, relationships and genuine engagement between consumers, families, carers and their support persons and NMHS. These principles are mutually reinforcing as they all need to be present for each principle to be effective.



Safety

Start Here



Authenticity

Be Real



Humanity

People First



Equity

Be Fair



Diversity

Everyone In

WA Mental Health Commission. Working Together Engagement Framework. (2018)

Note: The NMHS Partnership Principles are based on the guiding principles of engagement that underpin the Mental Health Commission's Working Together Engagement Framework. The strategies to support these five principles were co-created with consumers, carers and staff of NMHS to suit our community, engagement needs and partnership approaches.

Safety: Start Here

Safety is creating an environment where everyone feels comfortable to share their experiences, perspectives and opinions in an inclusive, respectful space.

Safety involves working across other differences influenced by culture such as age or generation, gender, sexual orientation, occupation and socio-economic status, refugee and migrant experience, religious or spiritual belief and disability.

Ensure cultural safety and security in our work together.

- ✓ Ensure that activities are designed with and for people participating in them. This means that cultural security needs to be considered in the design, access, delivery, environment, communication, etc.
- ✓ Create more opportunities to make time and space for conversations in ways that are culturally appropriate (eg: yarning circles).

Ensure that the participation needs of consumers and carers are reflected in how we work together

- ✓ Provide support for consumers and carers 'outside the room' if needed.



Developing cultural, physical, moral, ethical and emotional safety for everyone involved

Authenticity: Be Real

Authentic engagement means working with people in an open, honest and trustworthy way. People can then work together in genuine partnership.

Be genuine and transparent in your work and approach.

- ✓ Be clear about what the work is and isn't.
- ✓ Acknowledge boundaries and barriers early (eg: that there may be non-negotiables due to legislation, financial obligations, Department of Health requirements, etc) to establish clear directions for how we can progress partnership initiatives together with consumers and carers.
- ✓ Be transparent about the purpose and process of the work.
- ✓ Admit what you don't know.

Be invested in the outcome and committed to the process to achieve it.

- ✓ Be transparent about the resources needed and that are available to work together.
- ✓ Invest time to do the work well and commit to the outcome.
- ✓ Do what you say you will do.



Being reliable and trustworthy, with a real motivation to work together to improve things

Humanity: People First

Humanity is about showing compassion for the human condition and valuing people's experiences, perspectives, knowledge and beliefs.

Make people feel comfortable and welcome.

- ✓ Be aware of others and their needs.
- ✓ Say hello and acknowledge each other.
- ✓ Model kindness.
- ✓ Bring gentleness and positivity so that people feel welcome and safe.
- ✓ Listen with respect and without judgement.

Value people for who they are, what they bring and how they work.

- ✓ Accept where people are at on the day.
- ✓ See people as people, not roles.

Building deeper connections enables us to work cohesively.

- ✓ Take time to get to know each other (eg: provide opportunities for individuals to share their stories).
- ✓ Learn more about one another to build our connections.
- ✓ Connect with people in ways that work for them.



Showing empathy, kindness and graciousness in our relationships and understanding what happens affects all of us

Equity: Be Fair

Equity is about fairness; it is about making sure people get access to the same opportunities. In order to achieve equity, it is important to recognise people's needs and value their culture, unique diverse strengths and perspectives. This includes addressing inequalities and barriers to ensure all people are able to engage in an equal and fair way.

Recognise and work with power differences to build equity.

- ✓ Recognise that we may not be equal in the formal power we hold but that we bring equally valuable expertise.
- ✓ Acknowledge power imbalances that occur in this space (between staff and consumers, between staff of differing seniority, etc) and take steps to lessen their effect.

Actively share knowledge and learn together.

- ✓ Be willing to challenge your own ideas.

Value the contribution and expertise that people with lived experience bring.

- ✓ Share wealth and allocate resources that reflect the value of diverse expertise and participation.

Build shared agendas rather than individual agendas.

- ✓ Leave egos and logos at the door.
- ✓ Work towards a shared goal, rather than advocating for individual goals

Ensure people have the opportunity to participate in discussions and decisions.

- ✓ Have democratic ways of making decisions.
- ✓ Ensure that communication and ways of working meet the needs of everyone.
- ✓ Use engagement approaches that include consumer and carer voices from the start and ensure a continuous cycle of feedback to capture voices in decision making.

Ensure equity in communication.

- ✓ Communication needs to be done in the languages people use and in ways people communicate.



Treating people with equal worth and value, therefore sharing power, resources and knowledge

Diversity: Everyone In

Diversity includes acceptance and respect of all people involved. It means understanding that each individual is unique, recognising our individual differences and embracing different views, cultures and ways of working. These include race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, spirituality, religious beliefs, political beliefs, and other ideologies. It is the exploration of these differences in a safe, positive, and nurturing environment.

**Valuing uniqueness
as a strength and
ensuring ways of
belonging**

Communicate, learn and work in ways that reflect diversity and inclusivity.

- ✓ Understand needs of diverse groups and involve them in the thinking, not just the solutions.
- ✓ Hold conversations with respect and value different perspectives.

Respect and embrace cultural and perspective differences.

- ✓ Create time for people to connect to their own and each other's unique culture and values.

Ensure that activities are accessible and inclusive.

- ✓ Build different ways to participate into processes and activities so that people of all abilities can participate.
- ✓ Design for people who think and learn in a range of ways.
- ✓ Ensure that both the introverts and the extroverts can participate.





Government of **Western Australia**
North Metropolitan Health Service

North Metropolitan Health Service

📍 Hospital Ave, Nedlands WA 6009

☎ (08) 6457 3476

✉ NMHS.Consumers@health.wa.gov.au

🌐 nmhs.health.wa.gov.au

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