

Core Beliefs and Service Principles

Core Beliefs

1. People flourish when their local community connections are relevant, real, and authentic and exist primarily outside service provision.
2. People flourish when they have meaningful roles and responsibilities and opportunities to contribute within their chosen community.
3. Individuals flourish when communities come together to foster collective wellbeing based on local need.
4. Mental Health is not the absence of mental illness.
5. Not all mental distress requires a medical response.
6. A diagnosis of mental illness does not preclude aspirations for recovery and opportunities to flourish.
7. Mental wellbeing services are fundamentally different to those that address mental illness.

Service Principles

A Wellbeing First Service:

8. Provides opportunities for people to access help early in distress within their community rather than waiting until they are in crisis.
9. Recognises it cannot empower or motivate people but provides opportunities for people to reclaim their own power, voice, and direction.
10. Prides itself on its customer service philosophy.
11. Is never static, constantly repositioning and evaluating what it offers people, against flourishing wellbeing indicators.
12. Intentionally partners with local naturally occurring community resources and does not seek to duplicate them.
13. Is not the primary solution to people's mental wellbeing but provides useful tools and opportunities for people to flourish.
14. Considers itself as a guest and never a permanent fixture in a person's life.
15. Sees the person as the team leader and the service provider is accountable to that team leader.
16. Specialises in providing coaching opportunities where people can experience, develop, and sustain their autonomy, adaptability, and personal agency.
17. Actively resists providing support responses that seek to maintain a status quo in a person's life.
18. Has no exclusion criteria for entry.

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