



Recovery Stories Policy and Procedure

Recovery Stories Policy and Procedure V3

Policy/Procedure Number:	POL-103
Policy Name:	Recovery Stories Policy and Procedure
Policy Area:	Operations/ Consumers
Policy Owner:	Executive Management Operations

PURPOSE

The purpose of the recovery stories policy is to outline the procedure for capturing recovery stories. It also ensures that clients sharing their recovery stories for RW are providing their informed consent and are supported at all stages of the process. At any point the client may withdraw their consent.

The stages are:

1. Discussion and contemplation of the decision to share
2. Submitting an expression of interest and signing consent
3. Preparation for capturing the story (this may include editing works or providing suggestions)
4. The recording process itself (being filmed or writing one's story etc.)
5. Debrief and integration of the experience
6. Feedback evaluation

*Note: These stages may not be linear and people may go back and forth in the decision making

INTRODUCTION

The sharing of recovery stories plays an important part in reducing stigma surrounding mental distress, promoting the recovery process and giving hope to others on their own recovery journey. Whilst the sharing of stories can have many benefits for those involved, it is important that RW support clients as this process can involve experiencing and/or

revisiting periods of great distress. Sharing of one's personal story of recovery, involves open acknowledgment of experiencing mental health issues. All stories are deeply personal and the decision to share, the benefits and potential implications must be carefully considered and discussed with the Recovery Support worker in the first instance. The client's Recovery Worker will take responsibility for and manage the process from beginning to end.

SCOPE

This policy and procedure applies to all Richmond Wellbeing employees, volunteers and consumer.

POLICY STATEMENT

Content

- Ensuring RW is supporting the client before, during and after the recording process.
- Ensuring that the client is providing signed consent to release their story.
- Guiding RW employees in supporting the process of capturing the recovery story and supporting the client.
- Although the process will be collaborative, the client sharing their story must be at the forefront of the decision making process.
- Ensuring the client has an opportunity to provide feedback to the organisation about the process.

Reimbursement of costs

Clients participating and sharing their stories are to be reimbursed for any out of pocket expenses that they may incur during this process.

Pre-approval from your Direct Line Manager needs to be obtained first then all receipts submitted to your Direct Line Manager.

Vehicle travel costs will be calculated based on Kilometers traveled and at the current ATO rate.

PROCEDURE

Prior to recording the Recovery Story

- Each recovery story requires Direct Line Manager written approval and a signed client consent form (not a blanket approval).
- Recovery Worker to request approval (via email) to capture each recovery story from Direct Line Manager and forward to Marketing@rw.org.au to place on record.
- Recovery Worker to seek client consent to capture each recovery story by asking client to complete and sign Publication Consent Form and forward to

Marketing@rw.org.au to place on record.

- Sensitivity is required in gauging the day of writing / filming (for example Fridays might need to be avoided due to the fact that less support staff are around on weekends).
- Recovery Worker invites the client to have a nominated support person (family, friend, significant other etc) to accompany them for the entire process outlined in this policy.
- Recovery Worker ensures that all parties are familiar with the components and documentation of the process ahead of time, and all principles of informed consent making must be adhered to
- Recovery Worker and client to explore what the client would like to share in their recovery story and RW's objectives in distributing the story.
- Recovery Worker to discuss the limits of confidentiality and ownership relating to printed and online media and the fact that the information may be tagged and forwarded randomly, possibly staying in circulation forever.
- Capturing of the client's story may occur through a variety of electronic and/or print medium, as decided upon prior to the recording.
- The client may decide which media they are giving consent for the story to be advertised whether that is television, radio, printed or social media and what duration.
- The client is informed that they may be able to withdraw consent at any time.
- The client and Recovery Worker mutually construct a plan outlining needs, including mutually agreed location to capture the story, type of supports, self-care, and crisis management for the entire process.

During the recording process

- The client's Recovery Worker will keep the client fully supported and informed throughout the process, offering the opportunity to have a nominated support person accompany them during the recording process, and ensure the recovery story is captured in a person centered, respectful way.
- The client may wish to record their story themselves or they may use the assistance of RW staff which encapsulates their recovery journey.
- The client is to be made aware that there may be editing and that not everything that is captured may be in the final release.
- The client is encouraged to utilise their support management plan, including their support network, and RW staff throughout the process.

Following the recording

- After capturing the story, the client is given the opportunity to immediately debrief with the Recovery Worker (or mutually agreed upon proxy).
- During debriefing the support management plan is reviewed, and, if required, clients are given contact details for afterhours support including the RW on-call number. (The on- call list is notified of this ahead of time.)

- Once the story has been edited the client is shown the proposed final version and reminded that they can withdraw their consent at any stage of the process.
- Recovery Worker to forward the feedback evaluation sheet to the client to complete and submit to Marketing@rw.org.au and cc Direct Line Manager to place on record.

The release of the story

- On receiving notice from Marketing, the Recovery Worker will inform the client if and when their story will be released, in what medium and duration.
- The client is again reminded of their right to withdraw consent to the process.
- The client and Recovery Worker will review the support management plan and update the plan when they feel it necessary. The client is encouraged to seek support as often and for as long as required.
- In the days following the release of the story, the Recovery Worker will contact the client to check in and update the client record in Connect.
- Once this period of exposure is completed, RW may release the story again as agreed upon by the client, and all steps of this stage are repeated.
- Should the client exit a program or service during the consent period, the Recovery Worker should confirm if the client wishes to continue with sharing their story and update Marketing accordingly. Recovery Worker to follow withdrawal of story process should the client wish to withdraw their consent.

4.1 The withdrawal of the story

- The client can request to withdraw their story at any time prior, during or post release by completing the Withdrawal of Consent Form.
- Whilst RW will make every attempt to withdraw all content relating to the client, it is important for the Recovery Worker to explain the limits of confidentiality and ownership relating to existing print and online media. Existing print and online media may be tagged forever and forwarded randomly to external third parties with the possibility of remaining in circulation forever.
- Upon receiving the client's Withdrawal to Consent Form, the Recovery Worker should forward the completed form to Marketing@rw.org.au within 48 hours of receipt to update RW records and to arrange the withdrawal of story and consent.
- Marketing to confirm via email to Recovery Worker within 48 hours that consent and recovery story has been withdrawn and Recovery Worker to place confirmation on client record in Connect.

Reference documents to support the process

Booklet Speaking Our Minds: A guide to how we use our stories; Available from <http://www.ourconsumerplace.com.au/consumer/resources#2>

IAP2 Spectrum of participation

http://c.ymcdn.com/sites/www.iap2.org/resource/resmgr/imported/IAP2%20Spectrum_vertical.pdf

Recovery Stories Policy and Procedure



The following 3 links are part of the National COPMI consumer and carer strategy for organizations project (and included media prep)

Checklist for Interviews: With people with lived experience for Resource Development

<http://www.copmi.net.au/images/pdf/Get-Involved/checklist-for-interviews-with-people-with-lived-experience.pdf>

Lived Experience Partnership Checklist

<http://www.copmi.net.au/images/pdf/Get-Involved/lived-experience-partnership-checklist.pdf>

Sample clip and more at:

<http://www.copmi.net.au/get-involved/participation-strategies.html>

Breach of Policy

Any breach of the recovery stories policy must be brought to the attention of the respective manager of the service and actioned accordingly. Breaches of this policy may also lead to disciplinary action up to and including dismissal.

APPENDIX A

DISCUSSION PROMPTS

It is the aim, that at the end of this process that the clients we work with who engage in these 'sharing stories' activities feel:

- a) sufficiently supported regarding the potential vulnerability and exposure.
- b) that their contribution to the material resources on recovery is appreciated and valued.

Essentially, we need to demonstrate (actions not just words) that we really value our clients and their stories. Furthermore, employees need to demonstrate sensitivity to the fact that clients are sharing an intimate part of themselves into a world where stigma and discrimination of difference is sadly alive and well.

Some prompts for discussion might be:

- a) What kinds of feelings might emerge throughout the process? What sorts of things come up when writing and speaking one's story, being filmed, seeing oneself on YouTube or reading it in the annual report (e.g. revisiting this material can evoke grief and guilt etc. – all of which can be fodder for voices).
- b) What if you are going really well on your journey, want to talk about your recovery – then some time later you become unwell – how do you reconcile what you have spoken about recovery but now are unwell? It is helpful to remember that recovery is not a linear journey and life happens to us all and when we respond using our usual coping strategies this does not mean we have 'failed recovery'. It is *all* part of recovery.
- c) Reflecting and planning: What sorts of needs might people have? Developing a support / self- care plan for the entire process before during and after including after launch.
- d) What does informed consent mean in this instance? Can someone give informed consent if they are on a CTO?
- e) Where could the media material end up (You Tube forever?)
- f) What days of the week would we not want to do this on (e.g. a Friday so people are left all weekend to work through it themselves if no staff on).
- g) What kind of pre-briefing and debriefing might they like?
- h) How can we support clients sharing their recovery story to keep 'in recovery' while processing any difficult memories, thoughts, voices and stay 'in recovery' i.e.

normalize their responses and not pathologise them

- i) How do we support clients to be media ready and focused and 'on topic' – i.e. what sorts of support might they need to not just write their story but write their recovery story?
- j) Reflecting and planning: How much time might it take to write one's story – they might want to do several drafts
- k) Are there any questions that can be used as prompts for focusing their story on their recovery journey rather than life journey?
- l) Would you like your nominated support person to also prompt you when telling your story?

RELATED DOCUMENTS

Informed Consent Policy

Consumers, Family and Significant Others Participation Policy and Procedure

SUPPORTING INFORMATION

Australian Privacy Principles 2014

Privacy Act 1988



Publication Consent Form

Richmond Wellbeing (RW) seeks to collect stories, images and video for the purpose of sharing your words and/or images to offer hope and inspiration to others who are experiencing similar issues while at the same time celebrating success. Additionally, this sharing plays an important part in reducing stigma surrounding mental distress, promoting the recovery process and giving hope to others on their own recovery journey.

RW invites you, your family or friend to volunteer to be involved by sharing your words and images. If you wish to participate, we require you to complete the following consent form.

I _____ give my consent to Richmond Wellbeing to publish the information about (please mark appropriate box).

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Myself | <input type="checkbox"/> My relative |
| <input type="checkbox"/> My child (Under the age of 18) | <input type="checkbox"/> Other |

Information

I agree for RW to publish or distribute my (Please mark relevant box/es)

- | | | | |
|--------------------------------|---------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> Words | <input type="checkbox"/> Images | <input type="checkbox"/> Video | <input type="checkbox"/> Audio |
|--------------------------------|---------------------------------|--------------------------------|--------------------------------|

Distribution channel

I consent for my story to appear on the (please tick the relevant box/es)

- | | |
|---|--|
| <input type="checkbox"/> Online (Social Media and Website) | <input type="checkbox"/> Media (print, radio, TV and/or video) |
| <input type="checkbox"/> Annual Report / Staff Newsletter | <input type="checkbox"/> Associated Publications |
| <input type="checkbox"/> Promotional Material (brochures and posters) | <input type="checkbox"/> Other _____ |

Distribution duration

I agree for RW to distribute my story for the duration of:

- | | |
|------------------------------------|---|
| <input type="checkbox"/> 12 months | <input type="checkbox"/> Other - please specify _____ |
|------------------------------------|---|

Appearance of Name

I agree to have my name written as follows (please tick preferred box)

- | | |
|--|---|
| <input type="checkbox"/> Full name | <input type="checkbox"/> Anonymous |
| <input type="checkbox"/> Initials only | <input type="checkbox"/> Last name only |
| <input type="checkbox"/> First name only | <input type="checkbox"/> Other _____ |

Recovery Stories Policy and Procedure



I understand the following:

While RW will make every attempt to ensure my anonymity by not disclosing my name without permission, it is possible that someone may recognise my face.

When I submit my story, the text of the article may be edited for style, grammar, consistency and length.

I will be given the opportunity by RW staff to view the proposed final version once it has been edited.

I will have a RW Recovery Worker who will manage the entire process. The Recovery Worker will be advised if and when my story will be released, in what medium and duration and will inform me of this.

I acknowledge and understand the RW Recovery Stories Policy and Procedures which has been discussed with me by a RW Recovery Worker and have been given the option of receiving a copy.

I can withdraw my consent at any time, and I understand that while RW will make every attempt to withdraw all future content related to myself, items previously published in print or online may possibly still be in circulation.

Participant Details

For the purposes of this consent form, the person whose image/s and/or content is used is known as "the Participant".

Full name of the Participant: _____

Signature: _____ Date: _____

Full name of Guardian: _____ Telephone: _____

Signature: _____ Date: _____



Withdrawal of Consent Form

You can withdraw consent of any future use of your images and story at any time by completing and returning this form to Richmond Wellbeing (RW).

I _____ withdraw my consent to Richmond Wellbeing from publishing the information about (please mark appropriate box).

- | | |
|---|--|
| <input type="checkbox"/> Myself | <input type="checkbox"/> My relative |
| <input type="checkbox"/> My child (Under the age of 18) | <input type="checkbox"/> Other |
| <input type="checkbox"/> Online (Social Media and Website) | <input type="checkbox"/> Media (print, radio, TV and/or video) |
| <input type="checkbox"/> Annual Report / Staff Newsletter | <input type="checkbox"/> Associated Publications |
| <input type="checkbox"/> Promotional Material (brochures and posters) | <input type="checkbox"/> Other _____ |

I understand the following

While RW will cease use of my content on completion of this form, items previously published in print or online may possibly still be in circulation.

Participant Details

For the purposes of this consent form, the person whose image/s and/or content is used is known as "the Participant".

Full name of the Participant: _____

Signature: _____ Date: _____

Full name of Guardian: _____ Telephone: _____

Signature: _____ Date: _____

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APPENDIX D

Recovery Stories Feedback Evaluation

Name of Recovery Worker _____
Position _____
Site/Program _____

Client Name _____
Program/Residence _____
Contact Details (voluntary) _____

	Yes	No
I received the opportunity to discuss this idea of telling my recovery story.	<input type="checkbox"/>	<input type="checkbox"/>
I understand the process and how the material will be used	<input type="checkbox"/>	<input type="checkbox"/>
I understand the limits of my ownership of the material	<input type="checkbox"/>	<input type="checkbox"/>
The conditions of its use have been explained to me	<input type="checkbox"/>	<input type="checkbox"/>
I have had a pre-briefing before my recording	<input type="checkbox"/>	<input type="checkbox"/>
My post recording questions/concerns have been addressed adequately	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that your story and your message has been honoured and respected?	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel your lived experience and expertise has been valued and respected?	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend this activity to someone else?	<input type="checkbox"/>	<input type="checkbox"/>



Recovery Stories Policy and Procedure



On a scale of 1-10 (1 represents not good and 10 very good), how was this experience for you?

Is there anything you can think of that would improve your experience?



CHECKLIST

Manager approval received	
Client consent form received	
Forward approval and consent form to Marketing@rw.org.au	
Pre Recording Briefing	
Post Recording Briefing	
Final draft accepted by client	
Feedback evaluation form forwarded to client to complete	
Completed form forwarded to Marketing@rw.org.au / Direct Line Manager	
Notified client of release, dates, times, medium, duration	
Follow up contact (5 – 7 days) and update support management plan	

Client raises request to withdraw consent	
Client complete the Withdraw to Consent Form and forward to Recovery Worker	
Recovery Worker to forward to Marketing@rw.org.au within 48 hours of receipt to update RW records.	
Marketing to withdraw story and consent and notify Recovery Worker via email within 48 hours of receipt.	
Recovery Worker to place confirmation on client record in Connect.	



REVIEW TIMEFRAME AND RESPONSIBILITY

Date of effect:	March 2016
Review Period	3 years
Next review date:	October 2022
Prepared by:	Executive Manager Operations
Preparation date:	February 2019
Reviewed by:	Executive Manager Operations
Reviewed by Consumer and Family Reference Group:	n/a
Review date:	February 2019
Approved by:	CEO
Approval date:	February 2019