



Connect the symptoms of mental ill-health to their roots – like poverty, discrimination, loneliness, and violence. Treating ‘symptoms’ without addressing causes of distress can lead to further blame and shame.



Be Active in challenging the over-prescription of drugs, respond to individual needs and provide different, community-based options for healing – like therapies, crisis houses, and creative, peer-led interventions.



Take Notice of people’s positive healing experiences following a mental health crisis or trauma. Act on their knowledge and experience, and that of people supporting them, to transform harmful, outdated systems.



Keep Learning from the failures of previous policy and practice, challenging organisational cultures of secrecy, defensiveness, and blame. Support people’s right to openness, honesty, and accountability.



Give People the dignity, compassion and hope to which they are entitled. Human rights are essential to healing and recovery and must be reflected in mental health, housing, and in all aspects of people’s lives.