Many factors outside the mental health service system impact on an individual’s recovery process. Government, private and non-government agencies from other service sectors have a role in helping people to maximise their quality of life. Figure 4 shows some of these agencies, including providers of employment support, education, training and housing.

Figure 4: Groups involved in a person’s recovery

Most of a person’s recovery occurs at home, so their family, friends, neighbours, local community, church, clubs, school and workplace have an important part to play. Recovery-oriented services can facilitate and nurture these connections so people gain the maximum benefit from these supports.

Recovery is a concept everyone can relate to because everyone experiences growth, satisfaction and happiness as well as change, uncertainty, loss and grief. Many people in the community are living with or recovering from illness, disabilities, injuries or trauma. Others are struggling with financial stress and other socioeconomic hardship, dislocation, voluntary or forced migration, disasters and local area decline or rapid development. In this sense recovery is everyone’s business and requires a whole-of-community approach.
The significance of community connection and participation in a person’s recovery highlights the importance for practitioners and services to address the social determinants of health and wellbeing. This includes the effects of discrimination and other social consequences of having a mental illness, all of which may impede recovery (Wilkinson & Marmot 2003).

*Most of a person’s recovery occurs at home*