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The Development of Recovery 2.0 at New Life Psychiatric Rehabilitation Association

Presentation Abstract

The implementation of recovery-oriented system transformation in the Association since 2009 involved a systematic process, strategy and cultural adaptation. The beginning phase of this journey, “Recovery 1.0”, constituted first order change in organizational level which included renewal of the organization’s Mission, Vision and Value, re-design of service delivery system which valued participation and people-centeredness, training for staff, people in recovery and caregivers, use of language, develop evidence-informed recovery-focused practices etc. The setting up of different platforms set the stage for increasing participation of people in recovery, caregivers and community people.

With the introduction of peer support workforce and increasing involvement of peer / caregiver in the organization, we journeyed into Recovery 2.0, the second phase of our system transformation. The second order change requires a paradigm shift by redefining ways of doing things. Co-production with peers and caregivers were strategically implemented as the catalyst for further service transformation. Co-production and sharing of lived experience provided an enabling and empowering environment for both the peers / caregivers and service providers, generated more recovery-oriented outcomes as well as transformed ways of relating and doing things. This collaborative effort instilled new experiences and sustained “change from inside”. The paper will share how Recovery 2.0 has been realized in the Association.