

Sense of Care

Recovery Coaching Handbook

*Supporting You to Take the Lead
in Your Recovery Journey*



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Introduction

1. About This Workbook

This workbook has been designed by Sense of Care to support people with psychosocial disability in their recovery journey. It provides a practical, guided approach to help you reflect on your life, identify your strengths, set meaningful goals, and build a vision for your future.

Whether you are just starting out in your recovery or continuing to build on your progress, this workbook can help you take greater control over your life and NDIS plan, supported by your Recovery Coach and wider support network.

2. What Is Recovery Coaching?

Recovery coaching is an NDIS-funded support that assists people with psychosocial disability to live a full and meaningful life. It focuses on the principles of hope, choice, control, and self-determination.

Your Recovery Coach will work with you to:

- Understand and implement your NDIS plan
- Identify your strengths and goals
- Connect you with supports and services
- Build your capacity to manage challenges
- Reflect on your progress and adjust your plans as needed

3. Principles of Psychosocial Recovery

Psychosocial recovery means different things to different people, but the following principles are often central:

- **Hope:** Believing that change and growth are possible
- **Self-determination:** Being in charge of your own journey
- **Choice and control:** Making informed decisions
- **Connectedness:** Building relationships and community
- **Empowerment:** Building capacity and confidence



4. Your Rights and Your Voice in the NDIS

As an NDIS participant, you have the right to:

- Be treated with respect and dignity
- Make decisions about your life and your supports
- Be supported to communicate and express your needs
- Raise concerns and provide feedback
- Access supports that are culturally safe and responsive

5. How to Use This Workbook

This workbook is designed for you to:

- Work through at your own pace, with your Recovery Coach or independently
- Reflect on each section and write down your thoughts
- Use the tools and templates to plan and track your goals
- Add extra pages, drawings, or creative content
- Revisit regularly to update your progress

There are no right or wrong answers. This is your space to explore, express, and grow.



Section 1: Understanding Yourself

1. Who Am I? – My Story So Far

Take some time to reflect on your life journey. This is a space where you can write about yourself in your own words. You might want to include:

- Your name and what you like to be called

- Where you've lived or places that are special to you

- Key life events or moments that have shaped you

- Things you are proud of

- Challenges you have overcome

- What makes you you

Prompt Questions:

- What has brought me to where I am today?
- What are some experiences that shaped who I am?
- What makes me feel strong or confident?
- What do I want people to understand about me?

Activity: Create a timeline of important events in your life, or draw a picture or collage that represents your journey so far.

Space for Reflection: (Leave this area blank for participant writing and drawing)





2. Strengths and Interests Inventory

Understanding what you're good at and what you enjoy can help you build a life that's meaningful to you. Use this activity to reflect on your strengths and interests.

Prompt Questions:

- What activities make me feel alive or happy?
- What do people say I am good at?
- When do I feel most confident?
- What would I like to learn more about?

Activity – List Your Strengths:

- I am good at: _____
- People describe me as: _____
- I feel confident when: _____
- Things I've done that I'm proud of: _____

Activity – Explore Your Interests:

- Things I love doing: _____
- Hobbies or passions: _____
- Topics I enjoy learning about: _____
- Activities I would like to try: _____

Optional Reflection: Circle or highlight words from this list that describe you or spark interest:

- Creative, Kind, Persistent, Honest, Helpful, Organised, Empathetic, Positive, Curious, Hardworking
- Art, Music, Nature, Technology, Sports, Animals, Helping Others, Games, Reading, Building Things

3. My Lived Experience – What I Want to Share

This section is about recognising the value of your lived experience. You are the expert in your own life, and sharing your experience can help others understand what's important to you.

Prompt Questions:

- What is important for others to know about my lived experience?
- How has my experience with mental health shaped me?
- What strengths or insights have I gained from my journey?
- What misconceptions do I want to challenge?

Activity: Write a letter or short story that shares part of your lived experience. You can choose to keep it private, share with your Recovery Coach, or use it to educate and advocate.

My Lived Experience Statement: Use the space below to write freely about anything you would like to share.



4. My Values and Beliefs

Understanding your values helps guide the decisions you make and the direction you want your life to take. Your beliefs shape how you view the world and your place in it. Clarifying what's important to you can support your recovery and build a life that feels meaningful and authentic.

Prompt Questions:

- What matters most to me in life?
- What qualities do I admire in others?
- What do I believe about myself and my future?
- Are there beliefs I want to hold on to—or let go of?
- How do my values guide how I treat myself and others?

Activity – My Core Values:

From the list below, circle or write the 5 values that feel most important to you:

- Family
- Freedom
- Honesty
- Creativity
- Kindness
- Safety
- Growth
- Respect
- Love
- Community
- Spirituality
- Equality
- Justice
- Health

- Learning
- Connection
- Independence
- Fun
- Purpose

Now, reflect on the values you chose:

- Why are these values important to me?
- How do I express these values in my everyday life?
- Is there anything I want to change or strengthen?

My Personal Statement:

Write a short paragraph about your beliefs and values. This can help guide future decisions and remind you of what truly matters when things feel overwhelming.



5. Understanding My Diagnosis and Wellbeing Needs

Learning more about your mental health and wellbeing can help you feel more empowered and prepared to manage challenges. Everyone's experience is different, and it's okay to take your time in understanding your needs.

Prompt Questions:

- What do I know about my diagnosis or mental health challenges?
- How does this impact my daily life, energy, mood, or relationships?
- What helps me feel better or more in control?
- What signs show me that I'm doing well? What are the early warning signs when I'm not?

Activity – My Wellbeing Profile:

- My diagnosis or mental health experiences (write in your own words):

- Symptoms or challenges I experience:

- Things that help me cope or manage:

- Strategies that don't work or make things worse:

- Support I need when I'm struggling:

Reflection: What does "wellbeing" mean to me? When do I feel most myself?



Section 2: Building Your Recovery Vision

1. What Does Recovery Mean to Me?

Recovery is a personal and unique journey. There is no one “right” way to recover — your vision is what matters most. This section invites you to define what recovery means to you in your own words.

Prompt Questions:

- How do I define recovery for myself?
- What does living a good or meaningful life look like for me?
- What do I hope to feel, do, or experience more of as I recover?
- What helps me stay hopeful about the future?

Activity – My Recovery Vision Statement: Complete the following statements or write your own:

- Recovery means to me: _____
- I will know I’m moving forward when: _____
- The kind of life I want to build looks like: _____

You can draw or create a visual map of your recovery vision on the next page.

What do you believe are your three biggest barriers right now?

- _____
- _____
- _____

Reflection: If I had no barriers, what would I be doing right now?



2. Creating a Personal Recovery Vision

Now that you've explored what recovery means to you, this activity will help you define your personal vision more clearly and creatively. This is your chance to dream big and outline the kind of life you want to lead.

Prompt Questions:

- What does a good day in my future look like?

- Where do I want to live, and what kind of environment suits me?

- How do I want to spend my time — work, hobbies, relationships?

- What does support look like in my ideal life?



Activity – Vision Board (Optional): Using words, images, drawings or collage, create a vision board of your ideal future. This can include:

- A place you'd like to live
- People you want to spend time with
- Activities that bring you joy
- Words or affirmations that inspire you
- Goals you're working toward

Activity – My Personal Recovery Vision: In 12 months from now, I would like to be...

What I need to get there:

What could get in the way:

How I'll stay motivated:

3. Hopes, Dreams, and Aspirations

Everyone has dreams and hopes for their life. Some may feel big, others small — all are worth exploring. In this section, you'll reflect on what you truly want in life, beyond your diagnosis or circumstances.

Prompt Questions:

- What do I dream about doing or achieving?
- What goals have I let go of that I might still want to pursue?
- Who or what inspires me?
- What makes me feel excited about the future?



Activity – Dream List: Write a list of as many hopes or dreams as you can think of. Don't worry if they feel too big or too small.

- _____
- _____
- _____
- _____
- _____

Activity – Dream Mapping: Pick one dream from your list. Describe what it would look like to achieve it.

- What would I be doing?
- How would I feel?
- Who might be involved?
- What steps might help me get started?

Reflection: Is there a small step I can take this week toward one of my dreams?

4. Personal Reflection Exercises

Reflection helps make sense of our past and guide future choices.

Prompt Questions:

- What am I most proud of in my life?
- What challenges have I overcome?
- When have I felt most myself?

Activity – Reflective Journaling:

Choose a question and write freely about it.

Activity – Mirror Exercise:

Write a kind, supportive message to yourself.

5. My Ideal Future – Visualising a Meaningful Life

Bring it all together by imagining the life you want to live.

Prompt Questions:

- What makes life meaningful to me?
- How do I want to feel day to day?
- What are three things I want to work toward?

Activity – My Ideal Day:

Describe a day in the life of your future self.

Statement of Intention:

"I am working toward a life where..."



Section 3: Goal Setting and Planning

1. Setting SMART Recovery Goals

Setting goals can give you direction and a sense of purpose. SMART goals are:

- Specific – clear and well-defined
- Measurable – you can track your progress
- Achievable – realistic with your abilities and circumstances
- Realistic – within your reach
- Time-bound – have a deadline

Prompt Questions:

- What's something I want to achieve in the next 3 months?
- What makes this goal meaningful to me?
- How will I know I've succeeded?

Activity – Write Your SMART Goals:

1. Goal: _____
 - Specific: _____
 - Measurable: _____
 - Achievable: _____
 - Realistic: _____
 - Time-bound: _____

2. Goal: _____



- Specific: _____
- Measurable: _____
- Achievable: _____
- Realistic: _____
- Time-bound: _____

3. Goal: _____

- Specific: _____
- Measurable: _____
- Achievable: _____
- Realistic: _____
- Time-bound: _____

4. Goal: _____

- Specific: _____
- Measurable: _____
- Achievable: _____
- Realistic: _____
- Time-bound: _____

2. Mapping Short-Term and Long-Term Goals

Prompt Questions:

- What do I want to achieve this month?
- What do I want to achieve in the next year?
- What are my biggest long-term goals?

Activity – My Goal Map:

Goal No	Goal Timeframe	First Step	Supports Needed	Resources
1				
2				
3				
4				

Reflection: What's one small step I can take this week?

3. Identifying Barriers and Enablers

Prompt Questions:

- What has stopped me from reaching goals in the past?
- Who or what has helped me succeed before?



Activity – Barriers vs Enablers:

- Barriers:

○ _____

○ _____

- Enablers:

○ _____

○ _____

Reflection: What could I do differently next time I feel stuck?

4. My Goal-Setting Tracker

Use this table to track your progress and celebrate your efforts.

Date Started	Goal	Actions Taken	Progress Made	Notes or Reflections

Tip: Don't forget to reward yourself when you hit milestones!

5. Linking Goals to NDIS Outcomes

Your goals can align with NDIS outcome areas, helping you get the right supports. Common outcome areas include:



- Daily Living
- Social and Community Participation
- Health and Wellbeing
- Lifelong Learning
- Relationships
- Home and Living
- Work

Activity – Linking Table:

My Goal	Related NDIS Outcome	Evidence or Supports Needed

Reflection: How will achieving this goal improve my independence, confidence, or quality of life?



Section 4: Daily Life and Self-Management

1. Routines and Healthy Habits

Routines can give structure and stability to your day, helping you manage energy, mental health, and responsibilities.

Prompt Questions:

- What does a good day look like for me?
- Which habits help me feel well and in control?
- Are there parts of my routine that cause stress?

Activity – Daily Routine Template:

Time	Activity
Morning	
Midday	
Afternoon	
Evening	
Bedtime	

Activity – My Habits Checklist:

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____



2. Managing My Time and Energy

Time and energy are valuable. Knowing what helps you recharge (and what drains you) helps avoid burnout.

Prompt Questions:

- What tasks feel manageable right now?
- What drains my energy?
- When do I feel most focused and alert?

Activity – Energy Zones:

Activity	Energises Me	Drains Me	Neutral
Being around people			
Doing housework			
Watching TV			
Going outside			

Activity – Weekly Planner: Use this planner to balance your week.

Day	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			



3. Self-Care and Wellness Strategies

Self-care supports recovery. It's not just about pampering – it's about meeting your emotional, physical, and psychological needs.

Prompt Questions:

- What activities help me feel grounded?
- How do I know when I'm not meeting my needs?

Self-Care Categories:

- Physical (e.g., sleep, food, exercise)
- Emotional (e.g., journaling, therapy)
- Social (e.g., connecting with friends)
- Spiritual (e.g., nature, meditation, faith)

Activity – My Go-To Self-Care Tools:

- _____
- _____
- _____

4. Coping With Change and Uncertainty

Change is a part of life, but it can be overwhelming. Having tools to stay calm and flexible can reduce stress.

Prompt Questions:

- How do I usually react to unexpected changes?
- What helps me feel more in control?

Activity – Coping Toolkit:

- When I feel anxious, I can: _____
- When I feel overwhelmed, I will try: _____
- When I need support, I'll contact: _____



5. My Weekly Planner

Use this blank planner to structure your week based on your energy levels, goals, and self-care needs.

Day	Key Priorities	Appointments	Self-Care Plan	Notes
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				



Section 5: Connection and Participation

1. Who Is in My Support Network?

Having the right people around you can make a big difference in your recovery. Your support network might include family, friends, support workers, neighbours, or professionals.

Prompt Questions:

- Who do I feel safe talking to?
- Who helps me feel supported or encouraged?
- Who checks in with me?

Activity – Relationship Map:

Draw a circle in the middle of the page and write your name inside it. Then draw circles around yours for people in your life. Use lines to show strong or weak connections and colour code for different types (e.g. friends, professionals, family). Template Section 9.

2. Building Natural Supports and Friendships

Natural supports are people in your life who aren't paid to help you – like neighbours, sports teammates, or people at your local café. These connections help reduce isolation.

Prompt Questions:

- Do I feel lonely or disconnected?
- Where might I meet people with similar interests?
- What makes a good friend?

Qualities of a Healthy Connection:

- Respect
- Trust
- Shared interests
- Open communication

Activity – Friendship Reflection:

3. Exploring Social and Community Activities

Participating in community life helps build confidence and gives structure to your week.

Ideas to Explore:

- Attend a peer support group
- Join a local art, fitness or music group
- Volunteer at an animal shelter or food bank
- Explore your local library or community centre
- Go to a local market or event

Activity – Social Activities Brainstorm:

List activities you've tried or would like to try.



Activity	Tried Before? (Y/N)	Would Like to Try?	What's Stopping Me?	Support Needed

4. Volunteering, Employment and Education Pathways

Whether you want to explore study, get a job, or give back through volunteering, there are many pathways to personal growth.

Prompt Questions:

- What did I enjoy doing in the past?
- What new skill would I love to learn?
- What kind of work would I find meaningful?

Activity – Career & Learning Exploration:

Pathway Type	My Ideas	Next Step	Who Can Support Me?
Volunteering			
Education			
Employment			

Tip: Start small and build up gradually.

5. Getting Involved – My Participation Plan

Create a simple action plan for increasing your connection and participation in community life.

My Participation Plan:

- One thing I want to try this month: _____
- Where will it be? _____
- Who can come with me or support me to try it? _____
- When will I go? _____
- How will I get there? _____

Reflection:

How do I think I'll feel after participating? What might I learn about myself?



Section 6: Mental Health and Emotional Regulation

1. My Mental Health Toolbox

Everyone has mental health needs, and building a personal toolbox of strategies is key to recovery.

Prompt Questions:

- What do I do when I need to calm down?
- What lifts my mood?
- What helps me feel safe or grounded?

Tools that work for me:

- Listening to music
- Taking a walk
- Talking to someone I trust
- Practicing mindfulness
- Watching a calming video

Activity – Build Your Toolbox:

Tool or Strategy	When to Use It	What You Need



2. Recognising Triggers and Early Warning Signs

Understanding what sets off distressing feelings or behaviours can help prevent crises.

Prompt Questions:

- What people, places, or events trigger me?
- What signs tell me I might be heading into a crisis?

Activity – Triggers & Early Signs Chart:

Trigger	How I Usually Feel	How I Can Respond Positively

3. Safety Planning and Crisis Management

Creating a plan helps ensure you get support when things feel out of control.

Activity – My Safety Plan:

- Signs I need help: _____
- What helps me feel safe: _____
- People I can contact: _____
- Services I can call: _____

Important Numbers:

- Emergency: 000
- Lifeline: 13 11 14
- Mental Health Triage: _____

- Support Person: _____

4. Grounding and Emotional Regulation Techniques

These strategies help you stay connected to the present moment.

Techniques to Try:

- 5-4-3-2-1 Grounding (sight, sound, touch, etc.)
- Box breathing (inhale 4, hold 4, exhale 4, hold 4)
- Using cold water on hands or face
- Carrying a sensory item (e.g., stress ball, fabric)

Activity – Try It Out: Write down which techniques you've tried and how they worked.



5. Creating a Wellness Recovery Action Plan (WRAP)

A WRAP is a personalised wellness and crisis plan used by many in mental health recovery.

WRAP Sections:

- Daily Maintenance Plan – What you do every day to stay well
- Triggers and Action Plan – What to do when something triggers you
- Early Warning Signs – Noticing changes before crisis
- Crisis Plan – What others need to know if you're in crisis
- Post-Crisis Plan – What supports help you recover afterwards

Activity – My WRAP Snapshot:

- Daily Wellness Tools: _____
- Triggers: _____
- Crisis Signs: _____
- Supports in Crisis: _____

Full plan template in Section 9



Section 7: Navigating the NDIS

1. Understanding My NDIS Plan

The NDIS provides support to help you achieve your goals and live more independently. Your plan is unique to you and may include Core, Capacity Building, and Capital supports.

Prompt Questions:

- Do I understand what each part of my plan means?
- Do I know who my providers are?
- Am I getting the most out of my current plan?

Activity – Plan Overview:

Support Category	Funded Amount	Provider(s)	What It's For
Core Supports			Daily needs, support workers
Capacity Building			Therapy, recovery coaching
Capital Supports			Assistive technology, home modifications

2. Using My Supports Effectively

Knowing how to use your funding gives you more control and helps you stay on track with your recovery goals.

Tips:

- Keep notes about what services you're using.
- Ask questions if something doesn't make sense.
- Be honest with providers about what is and isn't working.

Questions to Ask Providers:

- How will you help me achieve my goals?



- Can we work together to create a service plan?
- What reports or feedback can you provide?

3. Preparing for Plan Reviews

Your NDIS plan review is a chance to reflect on what has helped, what hasn't, and what you may need in the future.

What to Bring to Your Review:

- Your progress and achievements
- Challenges and gaps in support
- Quotes or reports from therapists or support workers
- An updated goal statement

Activity – Review Prep Worksheet:

- What's worked well: _____
- What hasn't worked: _____
- New or updated goals: _____
- Additional supports I need: _____

4. Advocating for Myself

Self-advocacy means speaking up for what you need and making sure your voice is heard.

My Rights Under the NDIS:

- To be treated with dignity and respect
- To choose who supports me
- To participate in decisions about my life
- To access support that meets my needs

Activity – Advocacy Plan:

- What do I need help with?



- Who can I ask to support me?
- What outcome do I want to achieve?

5. Tracking Funded Supports and Services

Keeping a log of services you access helps you prepare for plan reviews and makes it easier to budget your funding.

Support Log Template:

Tip: Use this log monthly to track what's being used and whether it's helping.

Section 8: Reflecting on Progress

1. Monthly Reflection and Check-In Pages

Reflecting regularly helps you stay connected to your progress and what's important to you. Set time aside once a month to check in with yourself.

Monthly Reflection Prompts:

- What went well this month?
- What was challenging?
- What did I learn about myself?
- What support did I use?
- What would I do differently next time?

Activity – Monthly Reflection Table:

Month	Wins	Challenges	Supports Used	Insights Gained
January	10	5	3	Strategic planning, team collaboration, communication
February	12	4	2	Efficiency gains, cost reduction, market analysis
March	15	3	4	Productivity提升, customer satisfaction, operational efficiency
April	18	2	5	Market trends, competitive analysis, stakeholder engagement
May	20	1	6	Resource allocation, innovation, risk management
June	22	0	7	Market share, customer acquisition, operational excellence
July	25	0	8	Market trends, competitive analysis, stakeholder engagement
August	28	0	9	Resource allocation, innovation, risk management
September	30	0	10	Market share, customer acquisition, operational excellence
October	32	0	11	Market trends, competitive analysis, stakeholder engagement
November	35	0	12	Resource allocation, innovation, risk management
December	38	0	13	Market share, customer acquisition, operational excellence

2. What's Working and What's Not

Identifying what helps (and what doesn't) is an important step in refining your supports.

Activity – Support Audit:

Area of Life	Working Well	Needs Improvement	Notes
Daily Routine			
Relationships			
Mental Health Tools			
Services and Supports			

Reflection Prompt: What are some supports I might want to change, pause or increase?



3. Celebrating Wins and Milestones

Celebrating even small achievements helps build confidence and motivation.

Prompt Questions:

- What's something I'm proud of this month?
- What challenge did I overcome?
- What progress have others noticed in me?

Activity – Milestone Tracker:

Date	Milestone or Achievement	How I Celebrated	How It Made Me Feel

4. Updating My Goals and Vision

As you grow and change, so will your recovery vision and goals. Check in regularly and adjust as needed.

Activity – Goal Review:

- Goal I've completed: _____
- Goal I want to continue working on: _____
- New goal I'd like to add: _____
- Why this matters to me: _____



Prompt Questions:

- Does this goal still reflect my values?
- Do I need more support to achieve this?

5. Recovery Coach Notes and Feedback

This space can be used during your coaching sessions for shared notes, celebrations, planning next steps, or reflecting together.

Session Reflection Template:

- **Date:** _____
- **Main Focus Today:**

- **Key Wins Noted:**

- **Next Steps / Actions:**

- **Recovery Coach Feedback:**



Section 9: Tools, Templates and Resources

1. Weekly Schedule Template (blank grid for participants)

Weekly Schedule Template

Day	Morning Activities	Afternoon Activities	Evening Activities	Night Activities
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				



Goal-Setting Worksheet (SMART format)

Use this worksheet to turn a personal aspiration into a SMART goal—Specific, Measurable, Achievable, Realistic, and Time-bound.

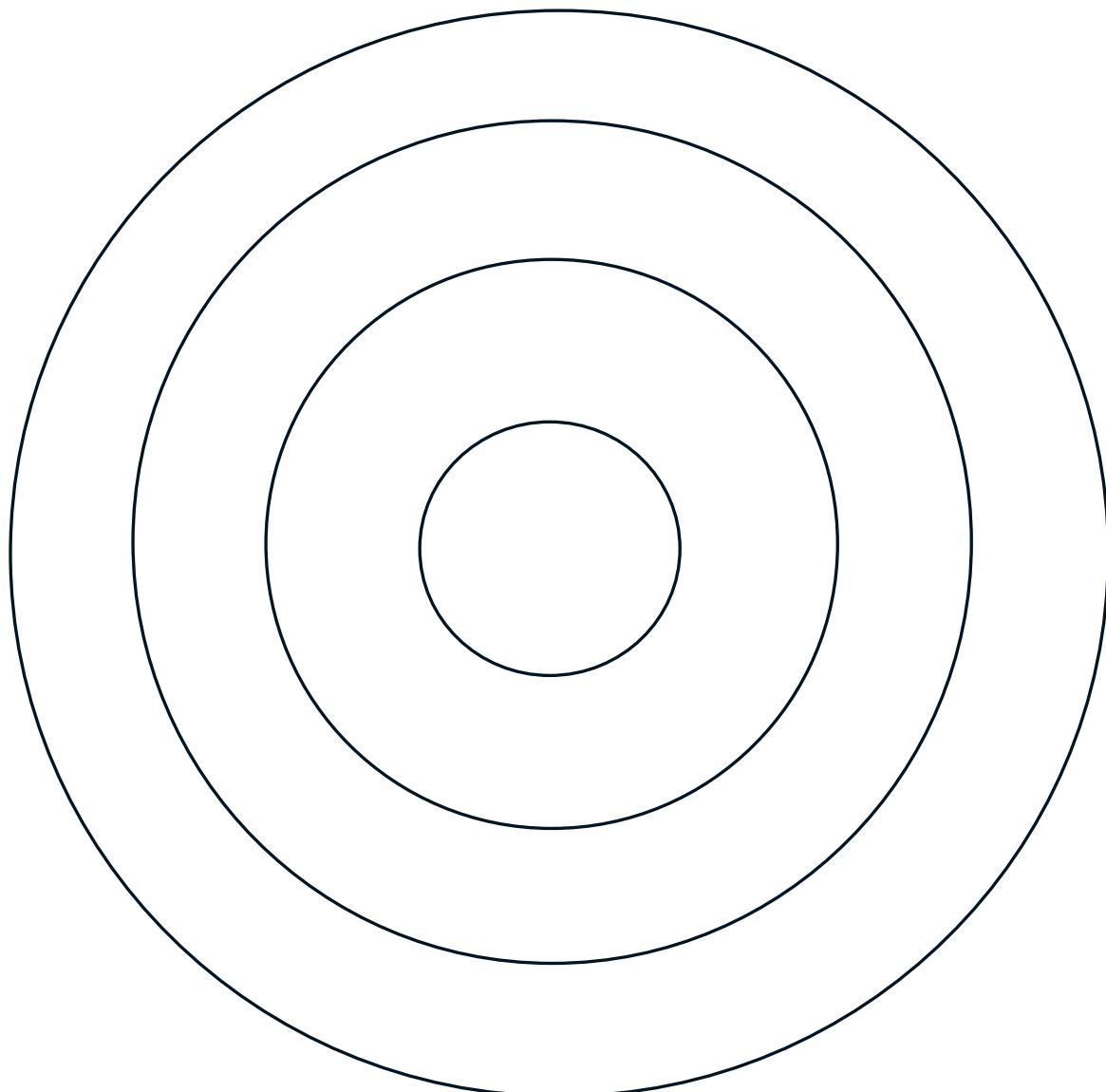
Your Goal	What would you like to achieve?
Specific	What exactly do you want to accomplish?
Measurable	How will you track your progress or know when it's done?
Achievable	Is this goal realistic given your resources and support?
Realistic	Why is this goal important and achievable for you?
Time-bound	By when do you want to achieve this goal?

Reflection:

How will achieving this goal help support your recovery or wellbeing?



Support Network Map





Circle Labels (from centre outward):

1. Centre Circle: "Me"

This is where you write your own name — you are at the heart of your network.

2. Inner Circle: "Inner Circle / Closest Supports"

People you trust most and rely on often — e.g., parents, best friend, partner, primary support worker.

3. Middle Circle: "Regular Supports / Trusted People"

People who support you regularly, but not as intimately — e.g., siblings, extended family, therapist, case manager, housemate.

4. Outer Circle: "Occasional Supports / Community Contacts"

People you interact with occasionally or rely on less frequently — e.g., GP, neighbours, club members, peer group.

Optional Color-Coding or Symbols:

- Green - Strong support
- Yellow - Moderate support
- Orange - Needs improvement or distant
- Use arrows to show influence or direction of support



My Safety Plan

1. Warning Signs

What are the thoughts, feelings, behaviours, or situations that indicate I'm not coping well?

2. Coping Strategies

What can I do on my own to feel better or distract myself in a healthy way?

3. Supportive People I Can Talk To

Name	Phone Number	Relationship



4. Professional Supports and Services

Service/Person	Contact Info	Reason to Call
GP		
Mental Health Triage		
Lifeline	13 11 14	24/7 support
Emergency	000	Immediate danger

5. Safe Places or Comforting Spaces

Where can I go or imagine to help me feel calm, grounded, and safe?

6. Action Plan in a Crisis

What steps should I take if I feel I'm no longer safe or am in a mental health crisis?



Additional Prompts: Warning Signs

What are some physical sensations I notice when I'm not coping?

What thoughts repeat when I'm struggling?

Have people told me I show signs I don't notice? What are they?



Additional Prompts: Coping Strategies

What activities usually help me calm down?

What routines support my emotional stability?

What apps, tools, or objects comfort me (e.g., music, fidget tools)?

Questions to Help Identify Supportive People

Who listens without judgment?



Who makes me feel safe or valued?

Is there someone I trust but haven't reached out to in a while?

Reminders to Myself:

- I have overcome hard moments before.
- Asking for help is a strength, not a weakness.
- I deserve support, care, and safety.
- This plan is a tool to help me feel empowered and prepared.



Important Contacts and Services Directory

Name / Service	Phone Number	Email or Address	Why I Contact Them



Appendices

A. Glossary of Recovery and NDIS Terms

Psychosocial Disability: A disability that may arise from a mental health condition, which can impact functioning in daily life.

Recovery: A personal, unique process of changing one's attitudes, values, feelings, goals, and roles to live a satisfying and meaningful life.

Reasonable and Necessary: Supports that are related to a person's disability and are effective, beneficial, and value for money.

Support Coordinator: A person who helps participants understand and implement their NDIS plan.

Recovery Coach is an NDIS-funded support who works alongside people with psychosocial disability to build capacity, set meaningful goals, and connect with mental health services and community supports.

Capacity Building: A category of NDIS funding used for therapies and coaching to build independence and skills.

Core Supports: Everyday items or services needed for daily living and community participation.

WRAP (Wellness Recovery Action Plan): A self-designed prevention and wellness tool to help individuals manage their mental health.

B. Rights and Responsibilities under the NDIS

Your Rights:

- Be treated with dignity and respect
- Access and participate in your services equally
- Choose your providers and services
- Be supported in decision-making
- Receive safe and high-quality supports
- Give feedback or make complaints



Your Responsibilities:

- Respect others (support workers, peers, community)
- Communicate your needs and preferences
- Attend appointments or provide notice if unable to
- Use your funding as agreed and for intended purposes

Tip: If something doesn't feel right, you can speak to your provider, support coordinator, or contact the NDIS Commission.

C. Where to Get Help – National and Local Services

National Services:

- **Lifeline – 13 11 14**
- **Beyond Blue – 1300 22 4636**
- **Head to Health – www.headtohealth.gov.au**
- **Carer Gateway – 1800 422 737**
- **NDIS – 1800 800 110**
- **NDIS Quality and Safeguards Commission – 1800 035 544**

Emergency: Call 000 for urgent medical, fire or police help.

D. Feedback Form – Help Us Improve This Workbook

We'd love to hear your feedback. You can fill this form out with your recovery coach or on your own.

1. What did you find most helpful in this workbook?

2. What sections were unclear or could be improved?

3. Any topics you'd like to see added in future versions?



4. Would you recommend this workbook to others? Why or why not?

5. Any additional comments?

Thank you for using the Sense of Care Recovery Coaching Workbook. We wish you the very best on your recovery journey.