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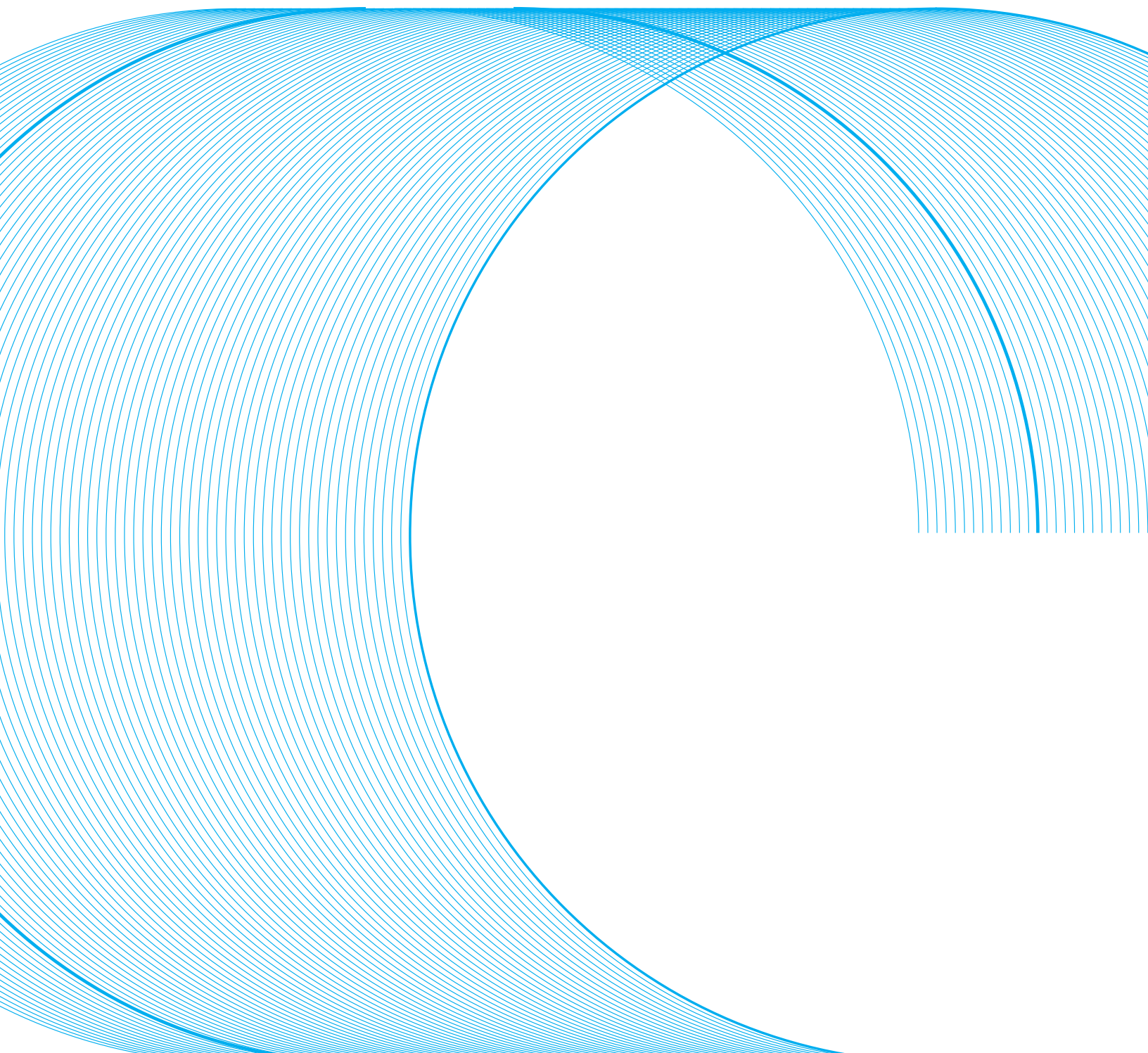
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# Glossary, Index and References

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# Glossary

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**Catharsis:** the purging of the emotions or relieving of emotional tensions, especially through certain kinds of art, as tragedy or music

**Efficacious:** the quality of being effective at a particular task or producing a desired effect

**Emotional support:** refers to the close relationships most often provided by a confidant or intimate other, although less intimate ties can provide such support under circumscribed conditions (Berkman *et al.*, 2000)

**Gemeinschaft/community:** a social group/society primarily characterised by a strong sense of common identity, close relationships and harmony. (Three types of Gemeinschaft relationships: Kinship, Friendship, and Neighbourhood. Opp: Gesellschaft/association)

**Grey literature:** is the term often used to describe semi or not formally published material, for example internal reports

**Health assets or salutogenesis:** is an approach to public health that focuses on assets and resilience, rather than solely on deficit and vulnerability (Friedli, 2005)

**Identity:** the composite behavioural or personal characteristics by which an individual (or group) is recognisable. Erik Erikson (1980) used the term to designate a sense of self that develops in the course of a person's life and that both relates them to and sets them apart from their social milieu

**Identity politics:** Anspach (1979) identified the concept of identity politics as being 'used to refer to social movements which seek to alter the self conceptions and societal conceptions of their participants'

**Informative relationships:** refers to relationships where the basis of the interaction relates to help in decision-making, giving appropriate advice or information in the service of particular needs. (Berkman *et al.*, 2000)

**Instrumental support:** refers to relationships where the basis for the interaction centres around provision of help, aid or assistance with tangible needs such as shopping (Berkman *et al.*, 2000)

**Paradox of choice:** the more choice available, the more doubt one can have about the choice made. (Schwartz, 2004)

**Self-efficacy:** an individual's belief in their ability to perform a task or effect a situation – a sense of personal competence.

**Social capital:** refers to social networks that may provide access to resources and social support (Bouchard *et al.*, 2006). It refers to features of social organisation such as networks, norms and social trust that facilitate co-ordination and co-operation for mutual and civic benefit (R. Putnam, 2001, 1995). A network of individuals or organisations on which to consult or count on. World Bank states that social capital refers to the norms and networks that enable collective action

**Social recovery:** implies that service users can regain their social roles and full social functioning but may still have some of the symptoms of illness like hearing voices (Warner, 1994).

**Socialisation:** the process by which a person acquires or learns to adopt the norms, habits, beliefs, knowledge and behaviour patterns of the community and society in which they live.

**Spoiled identity:** when people are discriminated against or socially ostracised for being identified with a particular group the identity of that group is often considered a 'spoiled identity'. Being identified within this group sometimes results in a loss of ego, stigma, and to a lessened sense of control resulting from being labeled or cast as a deviant (term originated, (Goffman, 1963)

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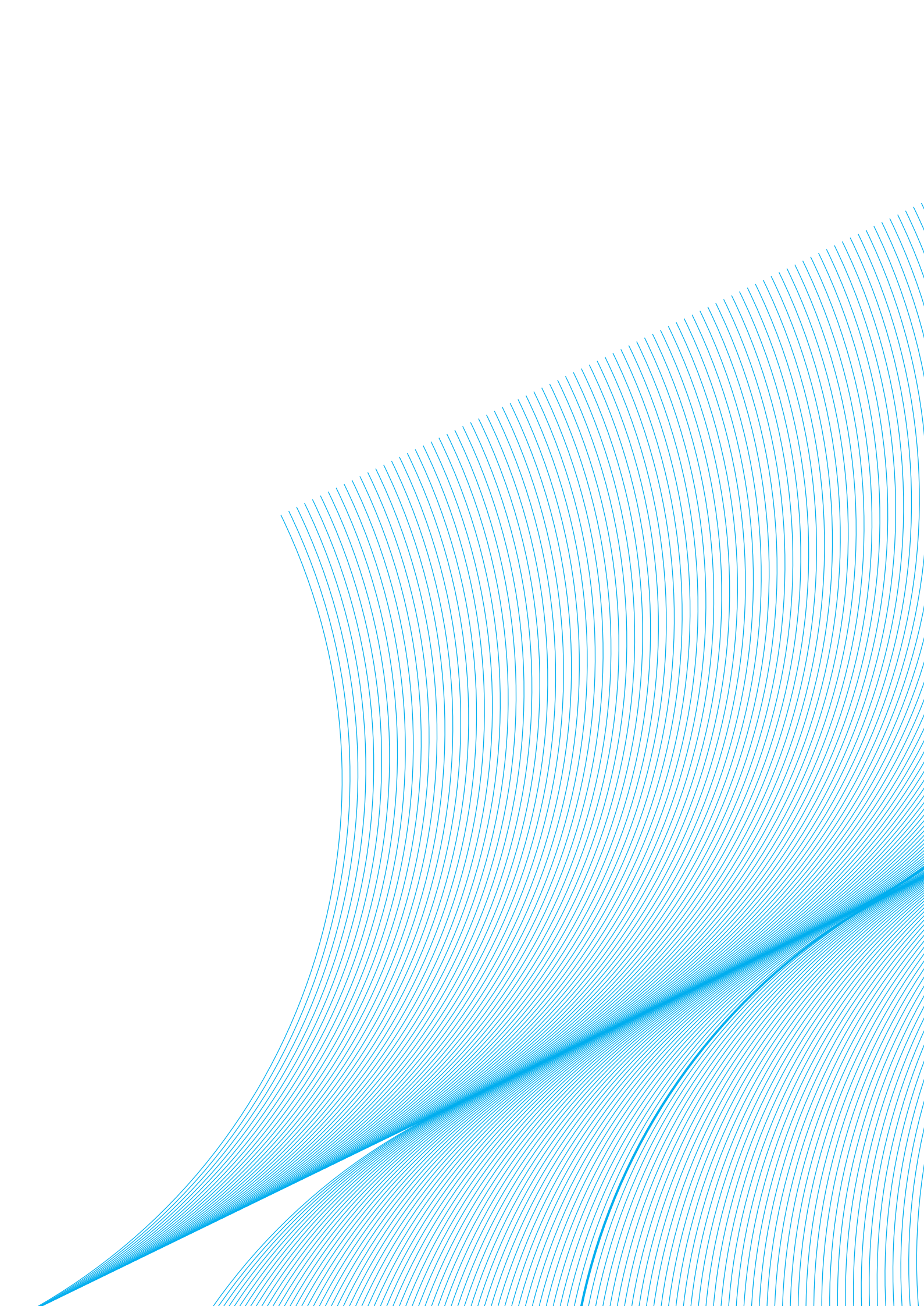
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