

MODEL OF CARE | VALUES | PRINCIPLES

Model of Care

We help people who need help as a result of a crisis with individualised services, both of intensity and range on a short term basis with a plan for longer term as required.

The How

- 1) Availability & accessibility
- 2) Welcoming (*every person coming to JH feels welcome irrespective of who they are*)
- 3) Assessment
- 4) Broad range of services
- 5) Intensive level of care
- 6) Referrals (*both internal & external*)
- 7) Pre + Post Crisis support
- 8) Continuous care

Values & Principles

A: Values:

- 1) Respect | dignity | empathy
- 2) Trust | collaborative | accountable
- 3) Empower | validating
- 4) Safety – physical and psychological

B: Principles:

- 1) Person focussed
- 2) Trauma Informed Care
- 3) Respond with urgency
- 4) Cultural awareness (*religious, gender awareness training possibly via staff mtgs*)