

Entry


- Referral received from person, family, health professional or agency
- Partnerships with clinical services provide easy access and entry to our services.
- Work with people to understand their request for service, and engage them in relevant programs.
- Peer worker provides information and support and assists key worker selection
- Information and support offered to family

Transition

- Decided collaboratively with individuals and their family, if possible.
- Individuals are able to re-engage with services if necessary.

Needs identification

- Engage with individuals to complete a comprehensive needs assessment, using evidence-based assessment tools.
- Family involvement is encouraged.
- Involvement of cultural and spiritual supports as appropriate.



WELLWAYS
Model of Care

Review

- Collaborative review with individuals and their family and any formal support services.
- May identify further needs, new priorities and possible strategies.
- May reveal when individuals have reached their goals and no longer wish to be engaged.



What do people want and need?
a home, a job and relationships

People affected by mental illness have the right to create a good life: making a home, engaging in meaningful work or learning, and building good relationships with friends, family and people in their community. The Wellways model of care is informed by our Community Recovery Model, which works at three levels:

- promote recovery and positive change for people with mental illness
- assist families and friends to build resilience
- create welcoming communities.

Intervention

- Individuals and their family are engaged in agreed strategies to address needs including:
 - skill development
 - assistance to access the community
 - respite
 - sub-acute support
 - peer support and mentoring.

Individual Recovery Plan

- Plan is led by person
- Work with individuals, and their integrated team to develop an individualised plan to address identified needs and priorities.
- Family involvement is encouraged and strategies to address goals are agreed.