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# Doorways Philosophy

## Guiding Principles

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The following are some of the guiding principles for Doorways services:

**Appropriate assessment:**

Assessment involves having a conversation with each client and in a non-threatening and respectful way, trying to identify the issues which are impacting on their ability to realise their full potential; or in the context of Emergency Relief – to manage their financial situation.

**Triage approach:**

Triage is a system for prioritising needs based on available resources, manpower, etc. Triage is used in hospital emergency rooms, on battlefields, and at disaster sites where limited or scarce resources are allocated to those areas capable of deriving the greatest benefit. It is essentially a process of determining the immediate priority and addressing this first, then sequencing the other needs. Increasingly Triage is applied to social service provision. In the context of Doorways, this means we identify the most pressing need, which will often be financial assistance and then identifying other needs and develop strategies to address these needs.

**Holistic:**

Holistic means understanding that we all have a physical, emotional, social and spiritual dimension and in the context of Doorways this means ensuring that we are able to provide support to people in each of these human dimensions.

**Creating pathways:**

This means that we will help each individual to identify the goals they want to achieve or the 'destination' they want to reach and then help them to map out a pathway to this destination. The pathway is made up of strategies and actions as well as 'guiding signposts' or support agencies which help the individual to reach their goals. In short, it means clarifying 'what they need to do to get there' and 'what help is there to guide and support them'.

**Integrated services:**

Some of the people who use our services may be clients of other services e.g. employment services, housing providers etc. Instead of each service working independently, we need to determine how we might develop shared arrangements which maximise the support each agency provides to the client and thereby created a more integrated approach to service delivery. Integrating service responses creates a synergy which means that the whole service is greater than the sum of the individual services operating independently. It can also mean that stronger relationships are build with each individual.

## Guiding Principles (Cont'd)

### **Sharing Best Practice:**

Sharing best practice and experience of what works, with other Doorways services is a way of building expertise and confidence across all of our services. It is expected that we might have over 50 Doorways Centres operating across the Territory and THQ will facilitate the sharing of ideas across all services. We will explore the development of a Doorways Newsletter, on line discussion forums and look at how we might link centres together in a 'Buddy Site' initiative.

### **Client Feedback:**

Client feedback is critical if we are to ensure that our services are in fact meeting people's needs. Doorways services should encourage client feedback through suggestion boxes and client comment forms. In addition, THQ will conduct surveys at least annually to gain a sense of the level of satisfaction amongst the client group with regard to our services.

### **Consumer Involvement:**

The issue of consumer or client participation in the formulation of procedures and strategies and in service design is becoming increasingly prevalent in the area of social and human service provision. Active consumer involvement through focus groups or consumer reference groups is an excellent way to ensure service delivery achieves the service aims. Doorways will explore the establishment of a Consumer Advisory Group to help to inform the development of our services.