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# Doorways Philosophy

## Key Features

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Doorways is not a 'one size fits all' approach to providing services to people in need. The Doorways Philosophy is underpinned by some guiding principles and has a number of key features which should be present in all Doorways services.

Local services will vary from place to place, depending on local needs and local resource capabilities. All services are encouraged to undertake a local needs analysis and service mapping exercise to better understand the local demographics and service gaps.

The Key Features of the Doorways Philosophy are:

**Early Intervention –**

To assist in preventing personal and social crisis issues escalating out of control, we subscribe to an early intervention approach to identifying and addressing needs.

**Trusting Relationships –**

Developing a sense of mutual trust and respect is essential in the formation of any relationship and trusting relationships are the hallmark of all Salvation Army services. The initial meeting is a critical point in establishing the relationship and developing rapport.

**Client Centred Approach –**

A client-centred approach respects the dignity and rights of each individual and provides the basis for all interactions.

**Capacity Building and developing health and well being –**

To support people in developing their capacity, we use a life planning process that includes a holistic assessment, vision and goal setting, providing advice and information, advocacy, skilled and timely referral to other service providers and client follow up.

**Strengths-based approach –**

A strengths-based approach is founded on the principle of empowerment and begins with the assumption that all people possess a wide range of talents, abilities, capacities, skills, resources and aspirations. The focus is on skill building and capacity development rather than on handouts that can perpetuate dependency.

**Culturally Appropriate –**

Services are provided in a culturally sensitive and appropriate manner to support people from culturally and linguistically diverse (CALD) backgrounds.

**Partnerships –**

Partnerships with specialist agencies, business and community groups are essential to providing integrated services which meet the complex needs of the people who seek our support. Developing collaborative and respectful relationships with a range of local services underpins the pathways we create through Doorways.