

# CLINICAL MODEL PRINCIPLES

- **The uniqueness of each client is central to care provision and guides care planning to ensure it is timely, person-centred and respects individual wishes and needs.**
- **Care is provided according to health promotion principles optimising and enhancing community relationships such as family, friends and significant others.**
- **Care is based on collaborative partnerships with primary care providers strengthening relationships and minimising duplication.**
- **People will be admitted/re-admitted and discharged as appropriate to their individual need.**
- **Case managers are accountable for continuity and coordination of the care plan.**
- **Although not all people will require the services of all team members interdisciplinary communication ensures the changing care needs be met by the most appropriate team members.**
- **The process of care includes: prioritising of referrals, timely ongoing assessment, coordination of the interdisciplinary team and appropriate discharge and referral to other health or community service providers.**
- **The team will give attention to symptom management to improve quality of life.**
- **Advance Care Plan discussions are encouraged in order to allow client to articulate their values preferences and choices to facilitate a good death.**
- **An innovative loss and grief programme is available to all clients and their carers.**
- **The safety of clients, staff and volunteers in the community setting is facilitated by clear communication and compliance with Occupational Health & Safety policies.**
- **Mandatory clinical supervision for all clinical staff and volunteers facilitates professional practice, nurtures professional development and promotes self care.**