Critical success factors

- Making explicit the connections between the recovery model of service delivery and its foundations in spirituality and spiritual care values
- Providing a broad concept of spirituality that is accessible to all

Inhibitors

- Spirituality and spiritual care not recognised in strategic policy and planning.
- Lack of understanding and misconceptions about spirituality and spiritual care.

Focus on consumers

Spiritual care by its very definition is

- person-centred
- needs based and
- recovery orientated.

Implementation ideas for other organisations

- The training program is available through Spiritual Health Victoria
- Further training days have been offered to both clinical and community based staff at Forensicare, EACH and via the Vicserv training calendar.

Consumer perspectives

Service providers

“"I don’t work with clients much, but feel more empowered to ask about spirituality.”
“I have strategies for working with clients and understanding their spiritual needs/views.”

Quote from a carer

“I commend Spiritual Health Victoria’s publication, Heart and Soul Matters: A guide to providing spiritual care in mental health settings, for providing the mental health sector with a resource to transform aspects of the system and the care of others. There are wise words in it that will resonate for many.”

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