

# Model of Care



**JAMES  
MILSON**



*Village*



## JMV Model of Care *My Voice, My Choice*

**My Voice, My Choice Model of Care reflects the Mission, Vision and Values of James Milson Village.**

Community is the heart of home life at James Milson Village - a place of safety that promotes wellbeing, lifestyle and care that is chosen by the consumer. James Milson Village is a nurturing community where enablement and purposeful engagement promote happiness and contentment.

The community is a vibrant one where staff pledge themselves to create a home environment that respects and supports diversity.

### **My Voice, My Choice:**

- is a platform for compassionate and dignified care and services based on consumer choice and decision making at all times
- supports the consumer to be the best they can be and live their best life possible
- holds staff to the highest possible standards of care and service delivery.

# Consumer Partnerships

## ENGAGED

I am interested each day  
I am involved in my life  
I can contribute to my community

## SAFE

I feel content and want to stay here

## SUPPORTED

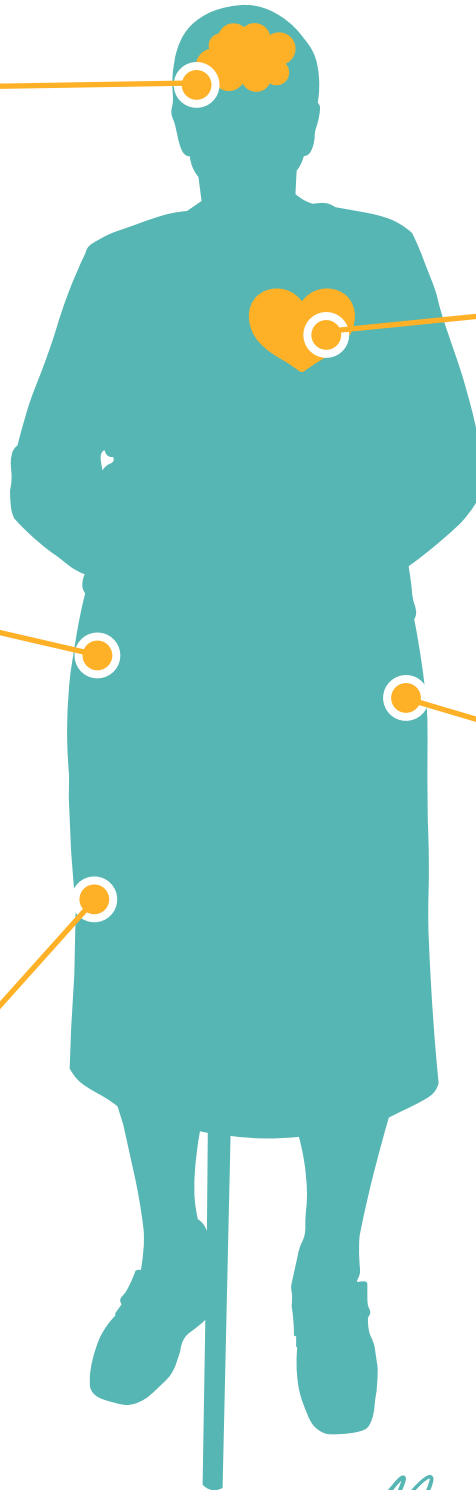
I have access to great staff when needed  
The staff are well informed and happy  
I feel enabled

## CARED FOR

I feel loved and people care for me  
I accept my stage of life

## CHOICE

I make my own choices  
I have a variety of choice  
I exercise dignity of risk

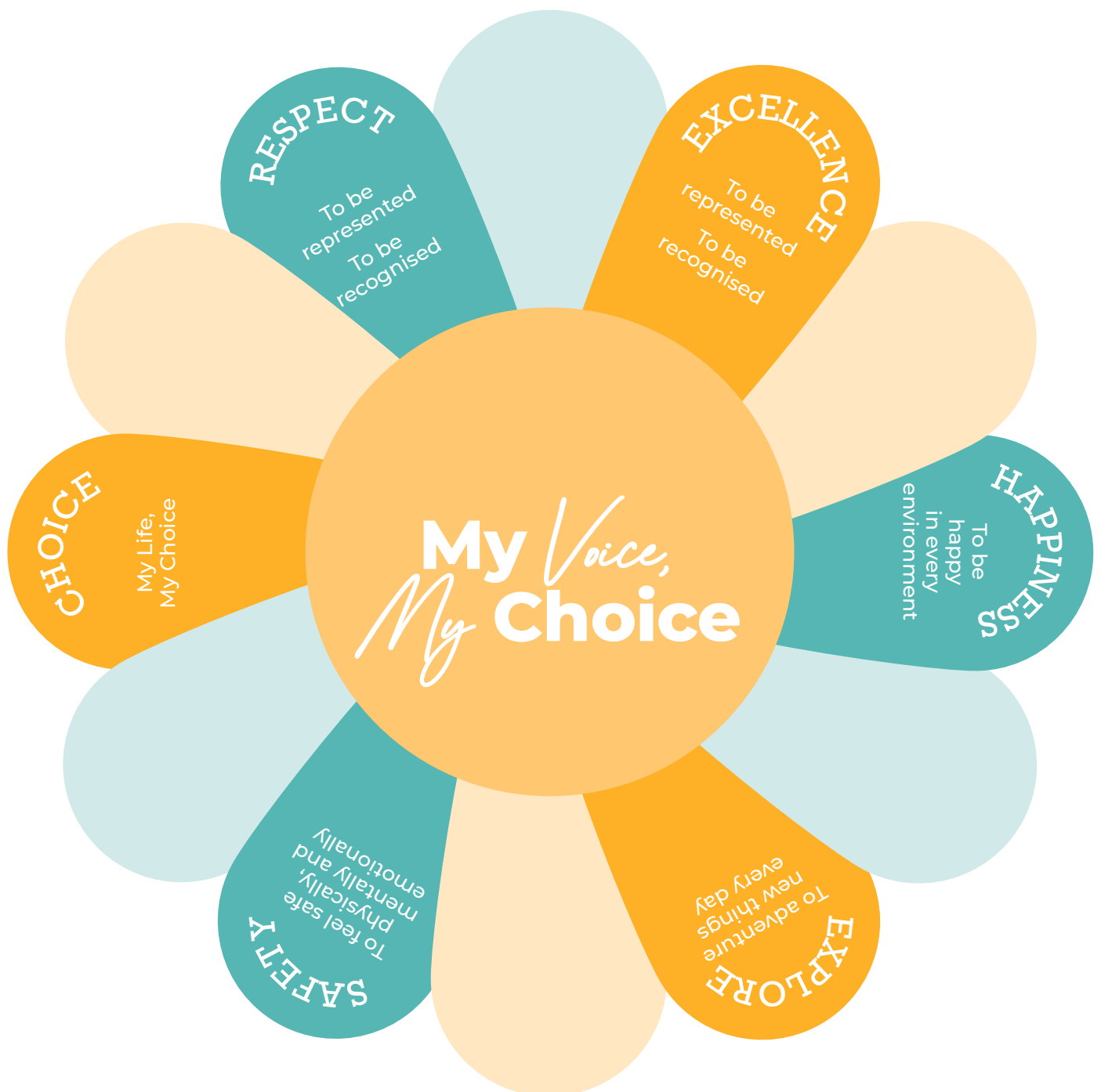


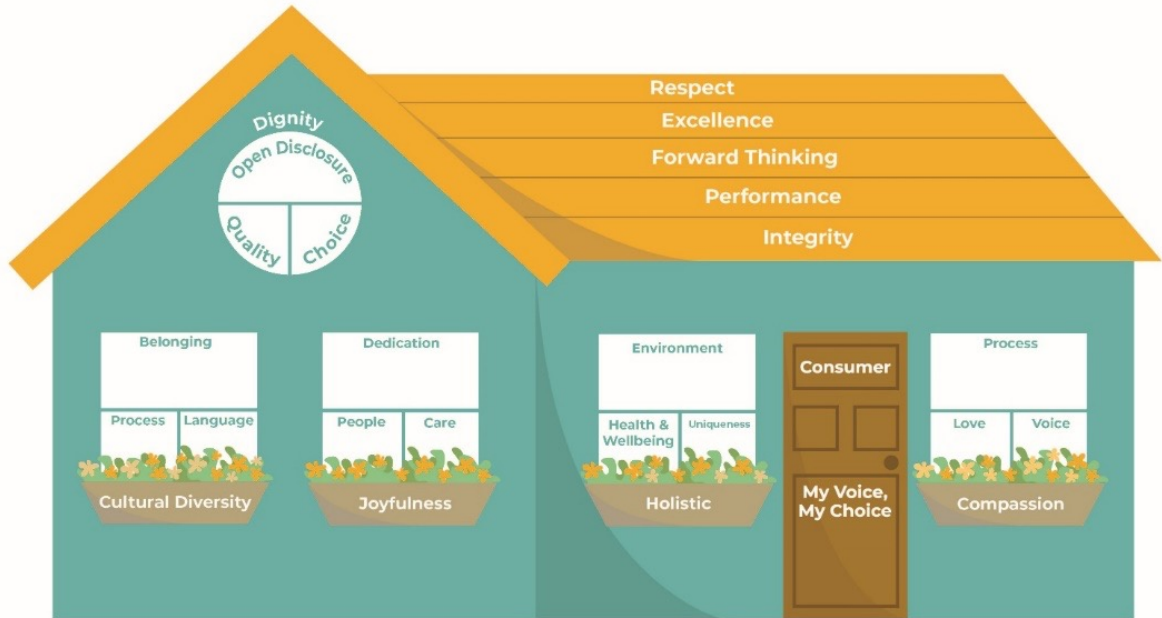
Active consumer partnerships extend *My Voice, My Choice* to a broader sphere of engagement.

# Communication and Relationships

My Voice My Choice is based upon clear communication and relationship building. Respectful relationship building results in happiness and encourages consumer capacity building and enablement.

Good communication builds relationships that foster respect and result in excellence in care and service delivery.





*My Voice My Choice* is visible within  
the James Milson Village homes.

My Voice My Choice is built upon the solid foundations of respect, forward thinking and integrity.

There is dedication to its people, the living environment and is underpinned by robust processes that promote choice and belonging.

