

THE SANCTUARY MODEL



Community meetings

Community meetings have become such a common practice throughout the various sites of Anglicare. They were one of the first Sanctuary tools introduced into the organisation and possibly one of the most recognised aspects of Sanctuary. They are usually the first introduction to the model for new staff, clients, volunteers or external stakeholders. Remember community meetings are not meant to be a long 'therapy session', but a quick 'temperature test' of the room. They help us identify our feelings and those in others so that we can help manage them safely. The three core questions are designed with a key purpose behind them.

Beginning of the Day Questions:

How are you feeling?

This question helps us identify and understand our feelings. This question helps not only us as staff, but our clients, transfer feelings into words. We increase our emotional intelligence by learning new words for expressing our feelings. Asking our staff and clients about how they are feeling helps to build the connection with our emotions and the thinking parts of our brain. This supports people to develop emotional regulation.

What is your goal for today?

Creating a goal helps create structure and cognitive focus. Goals help everyone stay on track. By identifying a goal that we plan on focusing on that day it helps us with our future thinking and planning. It allows our team members to know is happening for the day ahead, and encouraging open communication. In announcing a goal we also encourage our team members to keep us accountable. Our goals can include specific tasks or overall attitudes or aims we have for the day. For example, we may have a goal of staying focused or being present in our meetings today. For example our goal may be to maintain emotional intelligence in a difficult meeting.

Who can you ask for help?

Sharing goals and asking for help assists us as teams to develop greater understanding of the workload pressures of our team as well as building trust and unity. Asking for help encourages us to think of who can assist us as well as promote caring and helping in others. This questions helps us recognise and remind us that we do not have to work

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alone and that we do have people around us who can support us. It supports social responsibility and teaches clients to use 'help-seeking' behaviour. When we can reach out to others, for connection and care, it supports people to heal, recover and develop positive mental health and adaptive coping skills.

End of Day questions:

How are you feeling?

As discussed above, this question helps us identify and understand our feelings. It is important to recognise at the end of the day our feelings may have changed from the beginning of the day. Depending on what has occurred throughout the day our feelings and emotions can change and this question helps us check in with what is happening for us.

What was your highlight or achievement for today?

This question brings our attention to our day and what has occurred. Particularly in community or human services we can face quite complex or heavy situations and issues. This question helps us reflect on any positive or productive things that may occur. Highlighting this question with our clients can help with acknowledging there achievements and wins.

What is your self-care after this meeting or this evening?

This question is a key question to end our day especially as workers in the community services. This question reminds us to look after ourselves. We know that to provide the best service for our clients we need to feel safe and that we are looking after ourselves and our needs. Self-care is important to reflect on as individuals as we are all different and what is self-care to one person could be something that stresses someone else out.

Adaptations:

Staff and Clients are encouraged to adapt the toolkit to fit the circumstances, audience, and environment and explore different methods however what is key for a community meeting is that we address feelings, goals and support. Suggestions for adaptions to a community meeting could include:

- Changing the venue or doing the meeting outside with clients
- Using an item such as a talking stick with symbols for each question as a reminder
- Using different modes such as email and zoom, especially during periods when we can't meet face to face
- Introducing community meetings to new clients, staff and stakeholders to the organisation