

**WELCOME TO**



**DRUG & ALCOHOL  
REHABILITATION SERVICES  
HANDBOOK**



*Updated version 7: 1<sup>st</sup> March 2023*

## Welcome to Goldfields Rehabilitation Services Inc.

Dear Resident,

I would firstly like to welcome you to Goldfields Rehabilitation Services Inc. By making the decision to come to the Lodge, you have already begun your journey to what will hopefully be the life that you want, one that is not dependant on alcohol or other drugs. It is our privilege as a community to share part of that journey with you. You have already shown yourself that you have the commitment and motivation required of this programme by working through the assessment process, and maybe even, quite a long waiting period, before actually arriving here today. Well done for that achievement.

I would encourage you to view your stay here as an exciting opportunity, an opportunity to take time out from your day-to-day stresses, to experience the great benefits and challenges of living in a Therapeutic Community and to get to know yourself and even others better.

Now, I mentioned the word ‘challenge’, you will be challenged during your stay here. You will be challenged to take responsibility for yourself and your own actions. By rising to these challenges, however, you will acquire many skills. You will develop your interpersonal skills, so that working things out with people will become easier and less stressful (and what a great skill that will be to take away with you!). You will learn some life skills, maybe such as cooking, cleaning or self-care that may have been difficult for you in the past. You may learn to listen more effectively than you may have done before, and to take account of other people’s opinions whilst forming your own, and even sometimes to let things go.

To get the most from your experience here, I would encourage you to take it seriously. That doesn’t mean that you can’t have fun (believe me, there is lots of laughter and plenty of good times), but it does mean that you need to commit to the programme, even the parts of it that you don’t particularly like. So from day one, try to make sure that you are on time for activities, that you give whatever you are doing your full attention, that you are punctual for groups and that you fully participate in groups and in other aspects of the community living. Make sure that each day presents you with learning opportunities and that you seize those opportunities to enhance your personal growth.

As you move through the programme, don’t forget to share your learned wisdom with newer residents. You may surprise yourself at how far you have come since you commenced the programme and you will even give those newer residents confidence that they too can progress through the programme.

So finally, you are very welcome here. Please be assured of our commitment to working with you as you continue your journey.

I hope that your experience here is a truly significant one.

**Jane Fajardo**  
**Executive Manager**

# Purpose

This handbook is designed to provide you with all the important information you need to feel settled. Please familiarise yourself with the rules contained within the handbook. Whilst every attempt has been made to ensure that the handbook is as complete as possible, questions or circumstances may arise which are not included. Should this occur, please refer the matter to a staff member.

# About the Rehabilitation Centre

The Service was formed in 1977 and the Rehabilitation centre was located where the KCGM Super pit is today. In 1982 KCGM donated 11 Porter Street in exchange for our old property. 11 Porter Street was originally the Bank of NSW Bank Manager House. It is located on the edge of town in close proximity to Centrelink, Hospital, Doctors Surgery, Pharmacy, shops and all other relevant services.



## **Mission:**

Goldfields Rehabilitation Service aims to provide a safe, alcohol and drug free residential treatment program with consistent, well-structured therapeutic intervention/programmes that focus strongly on the recovery of each and every client.

## **The Rehabilitation Services**

Goldfields Rehabilitation Service is a therapeutic community which has rules and guidelines for all participants to follow. This is so people can remain living in a stress-free environment while healing. The overall aim, being for the greater good for the majority of residents.

If you find a rule hard to understand why it is there, please come to us and discuss it. Gossiping with or about your fellow community members can create an atmosphere of disharmony and may in turn jeopardise another person's opportunity to get their life back On Track.

### **Length of Residency**

#### **Detox**

The length of stay at the detox will be decided by the medical and clinical teams on an individual basis, usually the maximum length of stay is 2 weeks. In the initial 2 weeks, residents are closely supervised, and have no leave or telephone rights unless it's an emergency situation.

#### **Rehab**

The minimum length of residency at the rehabilitation facility is 13 weeks with a maximum of 23 weeks.

#### **Transition House**

Residents will also be required to complete a compulsory 2 weeks stay in our transitional programme prior to graduating. Graduations always take place on the Friday after you have completed 15week programme. After graduating from the complete programme, residents have the option to continue residing in Transitional Housing for up to 12 months, which is reviewed on a 3 monthly basis pending a successful assessment.

If residents leave earlier than the required 15 weeks and then wish to return to the programme they will be re assessed for suitability and start the whole process again including detox.

### **Outreach Programme**

On the completion of the residential programme, residents have the opportunity to participate in the outreach programme. There are two ways that outreach can happen;

1. **Transitional Housing** - Housing provided by GRSI, mandatory participation in some classes and meetings, ongoing support from outreach team.
2. **Out Care** – Reside in your own home with ongoing support from outreach team.

Any resident wanting to access outreach support will be referred internally for an assessment of needs and support required.

Individual outreach plans are customised to suit client needs; this is discussed in the transitional housing assessment and form part of the discharge plan.

## **What can I bring with me?**

Apart from your personal belongings you may bring: clock radio or similar audio player, CD's (must be checked by management), reading and writing material, musical instruments, photograph and small ornaments to add a personal touch to your side of the room.

GRSI supplies bedding and basic initial toiletries. Please make sure that your property is clearly marked for identification as we will not take responsibility for loss or damage to your personal belongings. The Service reserves the right to deny or limit the use of all personal items such as iPad's, computers, mobile phones etc.

### **You may NOT bring the following:**

- Mouthwash
- Expensive items i.e. jewellery
- Electronic devices including but not limited to: Portable TV's and DVD players, iPod, laptops, cameras and smart watches
- Incense, candles, or oil burners
- Sharps
- Spray deodorants (roll-on only), aerosols, fragrances /perfume/oils of any description

Access to the office computers may be allowed but only at restricted times as directed by Management. Please note that when residents are eligible for mobile phone access that only 1 mobile per resident will be issued at a time. Charges and mobile devices are labelled and stored in office area.

Before admission a staff member is required to check your belongings and will be able to advise you if anything is not suitable. Any item found unsuitable will be labelled and securely stored until your exit. Upon admission, you will also be subjected to a body search to ensure no prohibited items are being stored on your person.

### **Prohibited items include:**

- Weapons and all drug paraphernalia \*
- Pornographic material
- DVDS and CDs with horror, violence (including violence against women) and drug use

- Clothing with brands of alcohol, drug or offensive logos
- Books with gang, drug use, grotesque horror, occult themes
- Non-prescribed medications or non-declared medications, including herbal highs. \*

\* Items will not be returned

If you do have any of these items, please declare them straight away so that they won't jeopardise your time on the programme. These rules are here to keep everyone in the community safe from harm. We respect that you have individual needs and sources of relaxation but we are here to keep the community safe and in a happy frame of mind.

Staff will also supervise your packing when you exit the programme.

## **Healthy Lifestyle**

GRSI believes that a holistic approach to well-being is important. Whilst residents' main focus is on a drug and alcohol free lifestyle, we also encourage residents to eat healthy food, to take regular exercise, and to develop relaxation strategies for a healthy mind and body.

Therefore, we endeavour to use fresh and healthy ingredients in meals, we encourage all residents to participate in recreational and relaxation exercises wherever possible.

## **Smoking**

Smoking is only permitted out the back and around the corner during designated breaks, Strictly no smoking anywhere under cover or front of the building. Smoking is not permitted during groups, mandatory program, morning exercise or whilst attending appointments. Ash trays have been provided and must be used at all times.

## **Energy Drinks**

The rehab does not permit any energy drinks, pre-workout or caffeinated soft drinks whilst on the program. This includes but is not limited to; Mother, Red Bull, V & Coke-a-Cola

## **Dress Standards**

All residents are required to wear clothing which is appropriate for the tasks being undertaken and which complies with any health and safety regulations. Clarification about dress standards any health and safety requirements for specific activities are available from a staff member.

Residents must follow the below guidelines;

- Clothing should not be too revealing
- Shirts must be worn at all times
- Must ensure that there are no AOD related or offensive logos on clothes worn

Staff reserves the right to ask a resident to change their clothes if seen as inappropriate.

## **Rehab Resident Fees**

A fortnightly cost of \$300 of your Centrelink payment is charged and payable to The Service for board and lodging (to be paid in advance). A Centrelink deduction form will need to be completed upon induction so payments can be paid directly to The Service.

Residents will receive a Centrelink medical certificate within their first week to exempt them from any participation requirements imposed by Centrelink.

For clients not on Centrelink a payment plan will be arranged and can be paid for by eftpos, bank transfer or cash.

Rent is to be paid in advance, residents must make arrangement to pay \$300 to GRSI upon day of admission to rehab. If there are any rent arrears, then a payment plan will need to be entered in to.

Upon leaving the rehabilitation facility residents will be required to attend Centrelink to ensure the continuity of their payments.

There is no payment required for time spent in detox.

The cost for transitional house is \$200 a fortnight.

## **Postage**

As new residents don't have any phone or visitation privileges, residents may choose to write letters to family and friends. Residents should provide all clearly addressed outgoing mail to reception staff. The first 4 stamps are provided by GRSI; you are then able to purchase additional postage stamps for \$1.00 each. Envelopes can also be requested from the front office, free of charge.

## **Rostered Chores**

Rosters are drawn for duties in the Rehab. Every resident is asked to perform their duties with efficiency and punctuality.

These activities are considered group activities and should be carried out as such adhering to the same group guidelines governing other groups.

## **Meals**

All groceries will be provided by The Service, all cooking and cleaning duties are part of the work roster for residents.

Please let the Support Workers/ Administrator know if you have any dietary needs early on so these can be considered when ordering food.

A staff member will meet with residents each Sunday evening to plan the meals and complete shopping list for the following week.

The weekly grocery shopping will be ordered in accordance with Australian Guide to Healthy Eating Standards.

Stealing from the Rehab's resources is theft against the whole community and if you are caught stealing your stay on the programme will be put at risk.

Transitional clients are given some initial groceries when moving to transitional housing. It is client's responsibility to purchase their own additional and ongoing groceries.

## **Vehicles**

GRSI has two 11 Seater vans and two 5 Seater cars and they are to be looked after as it was your own. There is to be no smoking/eating/drinking in the van and all rubbish is to be taken out of the vehicles as you exit.

GRSI does not allow for storing resident's vehicles on the property and would encourage residents to leave their vehicles at home or with a responsible friend or family member. Please talk to a coordinator if this is not possible.

## **Television and DVD's**

Television must not be used during programme activity unless it is part of the group session. The television is to be turned off at 7:30am Monday – Friday and remain off until 3pm. The television is to be turned off at 10pm Sunday-Thursday.

Residents are allowed to borrow movies from the library; however, staff is required to approve any DVD's brought into the Rehab. It is the residents' responsibility to borrow and return DVDs. The Rehab also has a selection of DVDs for your use.

The staff on duty may reserve the right to ban unsuitable material e.g. horror, violence (including violence against women) and drug use.

Residents are not permitted to have USB Storage Devices or Hard Drives in their possession, these items should be handed over at admission.



## Free Time

Free Time is time that residents can relax and do reflections of the activities that happen each day. This could be before, after or in between activities. Also, it is time for residents to have a good conversation or maybe sharing of good ideas and encouraging feedback.

## Medical appointments

GRSI has a doctor that works onsite 3 days a week and 2 days on-call. All residents will have an initial consult with the doctor and encouraged to request to discuss medication and any health concerns with the doctor during their stay at detox and rehab.

## Medication

**ALL** medications including prescription; over the counter, vitamins, supplements and ointments are to be handed over at admission time and kept secured in the appropriate medical cabinet. Medication will be given out according to doctors' prescription by the staff on duty, but please remember it is your responsibility to ask.

If you have been prescribed benzodiazepine medication you will be expected to discuss a reduction plan with GRSI doctor at initial consult.

Prescription medication that is non-prescribed will be confiscated and handed over to a pharmacist for proper disposal.

## Medication Times

Breakfast Meds: 6.30-7:30am

Lunch Meds: 11.30-12:30pm

Dinner Meds: 5-6pm

Bedtimes Meds: 8-10pm

## **No medication will be given outside of these hours.**

Residents are required to adhere to the following protocol when taking their prescribed medication;

- Only 1 person in the office at a time
- Have a cup of water ready on the counter
- Staff member to pop the correct day and time of packed medication
- Swallow your medication facing a staff member
- Open your mouth for inspection

**A medication regime will not be altered without doctors' consent.** If you are not satisfied with your current medication or doctor it is in your right to change, but you need to provide a new

medication regime in writing signed by the doctor. If you are prescribed medication, we will ask pharmacist to prepare a Webster pack to prevent any errors in dosage.

Not taking your prescribed medications can put your stay at the Rehab in jeopardy.

Whilst your board and lodging amount covers the cost of all necessary prescribed medication, elective medication such as birth control and lifestyle medications including vitamins will remain your own responsibility.

## **Suspected Drug Use**

If you suspect that another resident maybe using do not discuss your concerns with other residents, but speak with a Coordinator or Counsellor outlining why you hold the concerns. All information will be treated in the strictest confidentiality.

## **Rehabilitation Rules**

The Service believes you have the right and the responsibility to live in and maintain a substance-free environment. Under no circumstances can alcohol or other substances be tolerated on the property (this includes visitors).

A breach of this rule will lead to the dismissal from the programme within 15 minutes.

Regular and random drug screenings are conducted and the return of a positive test will lead to immediate dismissal.

Staff can request a random breathalyser test from residents at any time. Return of a positive result will lead to immediate dismissal.

Residents subjected to immediate dismissal may be banned from the Rehabilitation for up to 6 months and will need to be re-assessed and start the process again.

Please note that Management will assess the situation on a case-by-case basis to determine the appropriate consequence.

## **Committing an offence**

Offences such as verbal and abusive words to co-residents and staff, poor engagement in programmes/assignment, breach of confidentiality and going out with no permission will constitute a **WARNING**.

The Coordinators will have the responsibility to give at least up to 2 warnings before a resident can be dismissed from the programme. All dismissals from the programme are at management discretion.

Physical and verbal threats, possession of alcohol and prohibited drugs in and out of the premises, high suspicion of drinking and taking drugs during leave and total breach of the house rules constitute an **IMMEDIATE DISMISSAL FROM THE PROGRAMME**.

When IMMEDIATE dismissal has been decided, staff will report to referring agencies/authorities or notify client's preferred contact of the circumstances. The client may be banned from rehabilitation for 3-12 months. Residents will be given up to an hour to pack their things under staff supervision and vacate the house. Support will be offered if needed.

Similarly, when residents walk out or leave the building without permission, staff will report to referring agencies/authorities or client's preferred contact.

Should you leave without your belongings, GRSI will only store your items for 1 month.

For serious offences that puts the resident and staff at risk, police will be called or staff will press the duress alarm to alert police without hesitation.

**Please note that Management will assess the situation on a case-by-case basis to determine the appropriate consequence.**

## **All activities are compulsory.**

These include:

- Therapy groups
- Counselling sessions
- Daily work/chores roster
- Recreational and fitness activities
- Casual/one-off activities prescribed by staff

**Remember the effort you put in is directly related to the results you will get out of it. Non-participation in programme activities can result in loss of privileges and/or written warning.**

## **Consideration for Others**

Everyone has the responsibility to acknowledge and respect the rights of others. In the interest of the smooth running of the Rehab please observe the following:

- Keep noise level down
- Use positive language
- Refrain from using abusive and obscene language
- Respect other people's privacy
- Respect other people's property
- Be punctual
- Clean up after yourself
- Respect confidentiality
- Do not engage in unnecessary gossip and criticism
- Be fair
- Avoid put-downs however serious or light they may appear
- Address the behaviour not the person
- Do not glorify past experiences whilst under the influence, these discussions should happen as part of a therapeutic group

## **Sleeping During the Day**

Please remember that is not permitted to sleep during the day without prior approval from management. It is important for you to establish healthy sleeping patterns as part of your recovery and to maintain a routine for life after rehab.

Sleeping during the day is classified as poor engagement in the programme and will lead to a loss of privileges and possibly a written warning.

## **Unacceptable Behaviour**

Unacceptable behaviour cannot be tolerated under any circumstances. This may include:

- Sexual harassment of staff and residents
- Consistent lack of consideration for others
- Verbal threats and abuse
- Physical violence
- Body piercing
- Tattooing
- **Sexual encounters with other residents**
- Stealing
- Damaging of property
- Smoking inside the Rehab
- Gambling (for money or favours) while in the Rehab. In addition to this, TAB and on course betting is not to be undertaken whilst participating in the programme.
- Because we are in close proximity to private residences, you are asked to refrain from engaging in conversations with neighbours over the fence. It is also unacceptable to shout at, call out or annoy passer-by's in any way.

Behaviours identified as unacceptable may lead to dismissal from the programme.

## **Relationships with Other Residents**

Exclusive relationships with other residents will not be permitted during the programme.

Recovery is a demanding time when people are vulnerable. Experience and research have shown that sexual relationships detract from recovery. Resist the temptation to solve other people's problems. You are here to look at your own issues, and while sometimes it is natural to want to prevent others to go down the same painful path, it is not beneficial to your recovery to shift the focus to others. You can be friendly, supportive, caring and compassionate but be mindful of not troubling others of the responsibility and dignity to make their own decisions. If a situation with other resident/s becomes problematic, ask for mediation before it goes too far. Many people have clashed in the first days of the programme only to become close friends after a few weeks.

## **Bedrooms**

Please remember that bedrooms are to be used for sleeping at night-time only. No residents other than the occupants are allowed in the bedrooms. If you are invited into a room do not enter as this will be viewed as a serious infringement upon the privacy of the residents' personal space. No pictures to be affixed to the walls. Cork boards are available for personal photos if required.

It is your responsibility to keep your room clean and safe; random inspections are regularly conducted. Strikes are given to residents with unkempt rooms, lights left on or air conditioners left on. 3 strikes in one week will result in loss of privileges for the day. You are responsible for the washing of your own linen; this must be done a weekly basis.

For health & safety and fire regulations you are required to keep the floor free of any obstructing object that may prevent you from exiting quickly in case of emergency (e.g. shoes, clothing, towels, open drawers, etc.).

## **Appointments, calls and requests**

Incoming calls are not allowed unless it's emergency. Reception will take a message for resident to call back.

Outgoing call is only for business purposes like calling Centrelink, bank etc. All requests for phone calls or business visits need to be entered into the "Client Request Book" for staff review the following day.

Residents who leave the premises will be subjected to breath test and thorough search when they return.

## **Conducting private business**

Residents must not conduct private business of a commercial nature while participating in the Service programme. Extended activities undertaken during your leave which impact on your participation in the programme e.g. working while on leave, are not to be conducted. Please understand that the priority while in the Rehab's On Track programme for the 3-month period is your participation in the programme.

## **Leave, Phone and Visitation**

**First 2 weeks stay:** No privileges at this stage and closely monitored by Staff.

### **After 2 weeks (including detox):**

Access to mobile phone (1 per resident)

1 hour per day between 3pm – 5pm weekdays

2 hours per day between 8am – 5pm Saturday and Sunday.

Family/friend Visits

2 separate visits per week for 1 hour

(between 3pm – 5pm weekdays or 10am – 5pm Saturday and Sunday).

### **After 5 weeks at rehab:**

Access to mobile phone (1 per resident)

1 hour per day between 3pm – 5pm weekdays

2 hours per day between 8am – 5pm Saturday and Sunday.

Family/friend Visits

2 separate visits per week for 1 hour

Between 3pm – 5pm weekdays or 10am – 5pm Saturday and Sunday.

**1 Day Leave**

Saturday or Sunday leave between 9am – 4pm

### **After 7 weeks at rehab:**

Access to mobile phone (1 per resident)

1 hour per day between 3pm – 5pm weekdays

2 hours per day between 8am – 5pm Saturday and Sunday.

Family/friend Visits

2 separate visits per week for 1 hour

Between 3pm – 5pm weekdays or 10am – 5pm Saturday and Sunday.

**2 Day Leave**

Saturday and Sunday leave between 9am – 4pm

### **After 9 weeks stay:**

Access to mobile phone (1 per resident)

1 hour per day between 3pm – 5pm weekdays

2 hours per day between 8am – 5pm Saturday and Sunday.

Family/friend Visits

2 separate visits per week for 1 hour

Between 3pm – 5pm weekdays or 10am – 5pm Saturday and Sunday.

**Overnight Leave**

From Saturday 10:00 until Sunday 4pm

You will need to fill out a request for leave form and submit it **24hours** prior to the requested leave date.

Please remember to inform the staff on duty and fill out the logbook when you leave and at your return. You are required to return on time, returning late will result in time being taken from your next approved leave. Ongoing lateness can result in a written warning.

If an emergency occurs while on leave ring GRSI immediately to inform the staff on duty. **Failure to return from leave on agreed date may result in dismissal from the programme.**

When you come back from leave you must undergo breath testing, thorough search and urine test.

## Special Leave

Special leave may be granted to residents in the following situations affecting immediate family only:

Family Tragedy

Funerals

Family Emergency

If this occurs, you need to make a request to the Coordinators at least **24 hours** in advance. Management will discuss the circumstances and devise a support plan for the situation. All approvals for special leave are at management discretion. If more than 24 hours leave is required, then resident may be asked to leave the programme and commence again.

## Visitors

Your visitors are welcome but please observe the following:

- No visitors allowed for the first two weeks
- Maximum of 2 visits per week for 1 hour each, visits to be booked by 12pm Monday
- Their behaviour should not impact on other residents' recovery programme and children must be supervised at all times
- Visitors only allowed in the designated room, or out the front of the building – strictly no smoking during visit times
- Visitors are not to be intoxicated or under the influence of drugs, they will be asked to leave the premises and may be banned from visiting again
- Visitors must not bring alcohol or drugs in the premises
- Visitors should respect the privacy of other residents
- You may offer your visitors a hot drink but it is your responsibility to clean up afterwards
- Visitors must Sign In and Sign Out using the log book at Reception

**Visiting hours:**

**Monday to Friday: 3pm-5pm,**

**Saturday/Sunday: 10am-5pm**

**The management of the Service has a right and responsibility to continually assess whether the services being provided are still appropriate for each participant. This will be balanced between the needs of the individual and their effect on the Rehab community.**

**The rules can be updated anytime at the management's discretion.**



# CLIENT RIGHTS AND RESPONSIBILITIES

Residents accessing the service have the right to;

- Confidentiality
- Access all the information about themselves the service holds
- Make their own decisions
- Be involved in all discussions concerning their assessment and support
- Be made aware of all their options and any fees that are to be charged in advance of residency
- Receive information about the service, including what service residents can expect, complaints procedures and house rules
- Refuse a service without prejudicing their further access to the service
- Be treated in a fair, reasonable and non-discriminatory manner
- Be treated with respect and dignity
- Feel safe
- Maintain control and responsibility for any personal property
- Provide appropriate feedback on the service they receive

Residents accessing the service are expected to;

- Respect the rights of others, including their right to confidentiality and privacy, by not telling anyone outside of the service the names or details of workers or other residents
- Take responsibility for their own decisions and actions
- Respect the property and personal space of others
- Follow the house rules of the service
- Pay any fees or charges as agreed
- Follow the policies and procedures of the service to ensure it is a safe (alcohol and drug free) place
- Help to keep the environment clean
- Refrain from any type of violence towards others (works and other residents) including physical and emotional abuse
- Refrain from racial, sexual, homophobic or any other forms of harassment or abuse
- Inform staff of support needs in a timely manner
- Inform staff in an appropriate manner if they are not happy with the services they are receiving or the way in which they are provided.