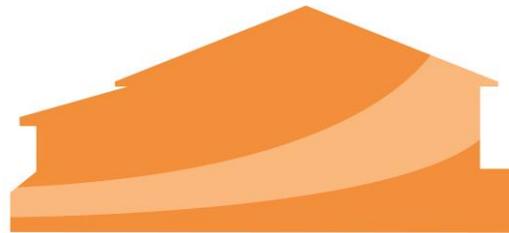


WELCOME TO



GOLDFIELDS
REHABILITATION SERVICES INC

**DRUG & ALCOHOL
REHABILITATION SERVICES
HANDBOOK**



Updated version 5:30th December 2016

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
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 Team

Executive Manager: Jane Fajardo
Programme Manager: Caroline Rundle

Clinical Team		Administrative Team	
Senior Counsellor	Carmen Julian	Operations Coordinator	Sarsha Lander
Counsellor	Paula Waterman	Administration/ Receptionist/AOD Support Worker	Rose de Thierry
Counsellor	Joshua Rogers	Administration Support	Hannah Lackmann
Counsellor	Gemma Giles (GSACSS)		
AOD Support Worker	Barron Bonney		
AOD Support Worker	Melissa O'Sullivan		
AOD Support Worker	Glen Buckley (Bluey)		
AOD Support Worker	Anania Toroa (Toods)		
AOD Support Worker	Carey Taylor		
AOD Support Worker	Naomi Ferguson		

Manager

Goldfields Rehabilitation Services Inc. has a Manager who oversees the day to day business of the organisation including all services and programmes. The Manager reports to the Board of Management who provides support and assistance in running the agency. If you want to see the Manager because you are not happy with something/someone then book a time with the Operations Coordinator. Make sure you have explored all other avenues with the staff before booking to see the Manager.

Coordinator

The Operations Coordinator reports to the Manager and is responsible for administrative, finance and human resources. The Operations Coordinator will process requests for weekend/special leave and recommend approval to the Manager. When you need to book an appointment other than appointments made by your case officer, or to arrange a phone call, or any rental payments or

deductions, or regarding house repair, medications or any paperwork/documents then you can see the Operations Coordinator.

The Program Manager and Senior Counselor reports to the Executive Manager and they are responsible for all clinical, therapeutic and group theory programmes as well as resident's well-being. They oversee the processes and procedures for Assessment and implement all house rules.

If you have any issue or concerns regarding resident behaviour, health issues, safety, house rules violations and/or suggestions/feedback in relation to the programmes then you can discuss it with them.

Counselors

The Counselor is responsible for the assessment of clients for admission to the rehabilitation centre. Counselors help you to explore feelings and emotions that are related to your experiences using a Narrative Therapy model. This allows residents to reflect on what is happening to them and consider alternative ways of doing things. The aim is to reduce the confusion and enable you to cope with challenges and to make positive changes in your life. Counselors discuss the cycle of change and breaking the cycle of addiction. The Counselors work from a Strengths based perspective and Harm Minimisation strategies are an essential approach to dealing with alcohol and drug abuse.

The Counselor will provide family therapy by inviting families/children of residents to access counselling sessions and support if necessary.

The Counselor will promote and implement Alcohol and other Drug initiatives, programmes and services in consultation with the managers of Goldfields Rehabilitation Services Inc.

The Counsellor will facilitate group activities as required, and also provide group presentations.

If you require an appointment to see the Counsellor, please arrange a suitable time with your allocated Counselor.

A Counselor will be in attendance: Monday to Friday 9.00am – 5.00pm.

Case Worker

The Case Worker can help you look at your issues/concerns in a holistic way and discuss a case management plan. They can also make the necessary referrals to agencies involved. The Case Worker also provides active advocacy so that you have a voice between departments that you are dealing with and keep a check of all your appointments for attendance.

It is the Case Workers' role to make sure your emotional and physical well-being are being monitored and looked after to the best of our abilities while you are in the programme by giving individual assessments tailored to your needs.

The way to utilise a Case Worker effectively is by building a strong communication based on trust and letting the Case Worker know what it is you require as soon as you become aware of the need.

Example:

Client is under financial instability and financial stress and informs their Case Worker of this. The Case Worker will discuss all of the available options for the best possible outcomes.

AOD Support Workers

The afterhours/weekend Support Worker on duty is responsible for your welfare and ensuring the building is safe. They are also here to listen, but they are not counsellors, however, they are able to raise issues on your behalf. In addition to this they attend all programme activities on their shift and may facilitate some classes.

The Rehabilitation Services

The Drug & Alcohol 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

The minimum length of residency at the rehabilitation facility is 15 weeks with a maximum of 23 weeks. Residents will also be required to complete a compulsory 2 weeks stay in our transitional programme prior to graduating. In the initial 2 weeks, residents are closely supervised, and have no leave or telephone rights unless it's an emergency situation. After 10 weeks, the resident will undergo another assessment to ensure they are ready to graduate from the programme, residents can extend their stay for up to an additional 10 weeks. After graduating from the complete 15week programme, residents have the option to move into Transitional Housing for up to 12 months, pending a successful assessment.

If residents leave earlier than the required 15 weeks, she/he will be re assessed for suitability and start the whole process again.

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 or Housing & Works.
2. **Out Care** - Your own house.

Any resident wanting to access outreach support will be referred to Hope Community Support Services for ongoing counselling and case management.

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, MP3 Players, photographs and small ornaments to add a personal touch to your side of the room.

The Rehab supplies bedding and basic 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
- Portable TV's, or DVD players or I pods, laptops and other electronic devices
- Incense, candles, or oil burners
- Sharps
- Cameras
- 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.

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.

Buddy System

A resident entering a therapeutic community may experience adjustment difficulties soon after entry. These difficulties can be dramatically lessened however, if the new community member forms a supportive relationship with a more experienced member who guides and supports them through the initial weeks of abstinence in their new environment. An experienced member usually recognises what sorts of difficulties are most likely, and the various temptations that can arise in the early phases of a drug-free lifestyle. A Buddy relationship gives the buddy a chance to be reminded of how far they have come since entering the community, and they are given an opportunity to repay the kindness and guidance that they too received on entry.

Who is Your Buddy?

- The name of your Buddy is: _____
- Your Buddy is someone who is a senior resident in the programme

What Does Your Buddy Do?

- Your Buddy should show you around the Lodge and explain where everything is
- Your Buddy will help you to get to group/work on time during your first weeks
-
- Your Buddy will help you understand any rules
- Your Buddy will help you to understand the handbook so that you are clear on its contents
- Your Buddy is not your counsellor, but someone like you who knows what it is like to be straight for the first time in a while, and can help you handle things here
- You do not have to tell your Buddy anything about your life outside of the Lodge.

What Do You Do If It Is Not Working?

If you are having difficulty with your Buddy you are firstly encouraged to talk to your buddy about your concerns. If the problem is ongoing, you may wish to raise the matter with a staff member who will offer support and guidance to assist you and your buddy to work through and resolve the conflict.

As A Buddy

As you progress through your programme, you will be required to assume the role of Buddy to new residents. This is a responsible position as you are required to help orientate the new resident and

offer informal support to them. It is not a counselling role. The following is a list of topics you will need to cover with your Buddy;

- Introduce and/or indicate who all staff are, and their various roles
- Show them the noticed boards around the building and explain the purpose of them
- Explain the need for being punctual and participating in all work and group activities
- Explain the need for boundaries, both physical and verbal with all staff and other residents
- Explain appropriate times and volumes to play music. Explain why some music is not be played whilst in 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 emphasize using fresh and healthy ingredients in meals, we encourage all residents to participate in recreational and relaxation exercises wherever possible.

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;

- Must not wear mid-riff tops or overly loose or tight fitting / see through tops
- 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.

Resident Fees

A fortnightly cost of \$400 of your Centrelink payment is charged and payable to The Service for board and lodging (to be paid in advance). A Centre pay 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.

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

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 \$0.70 each. Envelopes can also be requested from the front office, free of charge.

Rostered Work

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.

GP appointment

The Service is in partnership with Lamington Medical Centre to address any health issues. Residents will be taken to Lamington Medical Centre on a weekly basis to meet with Dr Ovbiagele. All residents are encouraged to meet with him to discuss medication and any health concerns.

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 Operations Coordinator know if you have any dietary needs early on so these can be considered when ordering food.

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

A staff member will meet with residents each Wednesday evening to plan the meals for the following week.

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.

Vehicles

The Rehab has a 10 Seater Hi ace van and it is to be looked after as it was your own. There is to be no smoking in the van and all rubbish is to be taken out of the van when you exit the van.

The Rehab does not allow for storing residents 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 the Manager if this is not possible.

Television and DVD's

Televisions must not be used during programme activity unless it is part of the group session. The television is to be turned off at 11pm Monday-Sunday.

Monday to Friday @ 5:30pm to 6:30pm & Saturday and Sunday @ 6pm the T.V. will be on the news station.

Residents are allowed to hire movies; however, staff is required to approve any DVD's brought into the Rehab. The staff on duty may reserve the right to ban unsuitable material e.g. horror, violence (including violence against women) and drug use.

The Rehab will not provide hired DVD's for the purpose of entertainment. It is the residents' responsibility to hire and return DVDs. DVD's are available for free at the Library. The Rehab also has a selection of DVDs for your use.

Residents are not permitted to have USB Storage Devices or Hard Drives in their possession, these items should be handed over at admission. Should a resident wish to watch something on their storage device, the device must first be checked to ensure all viewing material is in line with our house rules.

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.

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.

Prescribed medications 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 your doctor in your first week.

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

Prescribed Medication

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
- Sign the medication book

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 a 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.

Smoking

Is only permitted under the pergola and next to the back shed. Strictly no smoking anywhere under the veranda. Ash trays have been provided and must be used at all times.

The Service Resident Information Booklet

Updated version 4: 20th March 2014

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.

Suspected Drug Use

If you suspect that another resident may be 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.

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 consist of a **WARNING.**

The Coordinator 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.

If a second warning is in place, 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 **at once**. The client may be banned from rehabilitation for 6-12 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 **at once**.

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.

All activities are compulsory.

These include:

- Therapy groups
- Counselling sessions
- Daily work 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.

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

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 inappropriate pictures are to be fixed on walls.

It is your responsibility to keep your room clean and safe; random inspections are regularly conducted. You are responsible for the washing of your own linen; this must be done a weekly basis. 1 x laundry token will be issued per week for the washing of linen.

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.).

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.

Leave, Phone and Visitation Privileges

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

After 2 weeks stay: access to mobile phone (1 per resident) from 4-7pm (Monday to Friday), 1 weekday visitor from 3-5pm and 2 hours visiting time during weekend

After 4 weeks stay: access to mobile phone from 4-7pm (Monday to Friday), 2 hours weekdays visiting time and one weekend day leave (7 hours either Saturday or Sunday)

After 6 weeks stay: access to mobile phone from 4-7pm (Monday to Friday), 2 hours visiting time (Monday-Sunday), weekend day leaves (7 hours Saturday and Sunday)

After 8 weeks stay: access to mobile phone from 4-7pm (Monday to Friday), 2 hours visiting time (Monday-Sunday), overnight weekend leave to start Saturday at 10am and returning Sunday 4pm

Weekend mobile phone access: 8.00 am to 7.00 pm for eligible residents.

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.

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

Leave (see privileges)

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. Rehab bikes (when available) can be used for transport during Leave, however, it is your responsibility to ensure that they are returned to the Rehab and not left unsecured. You are required to return on time.

If an emergency occurs ring the Rehab immediately to inform the staff on duty. **Failure to return within one hour 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 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.

Visitors

Your visitors are welcome but please observe the following:

- No visitors allowed for the first two weeks
- Their behaviour should not impact on other residents' recovery programme
- No visitors in the bedrooms
- Visitors are not to be intoxicated or under the influence of drugs
- Visitors must not bring alcohol or drugs in the premises
- Visitors should respect the privacy of other residents
- You may offer your visitors morning or afternoon tea but it is your responsibility to clean up afterwards
- Visitors must Sign In and Sign Out using the log book at Reception
- Pets are allowed to visit but on a leash at all times & you must clean up after them
- Children must be supervised at all times and staff must be informed prior to them attending
- Maximum of 2 visitors per visit unless special permission has been granted

Visiting hours:

Monday to Friday: 3pm-5pm,

Saturday/Sunday: 10am to 12pm and 1pm to 3pm

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.

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.

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 changed anytime at the management's discretion.



Residential Agreement

Goldfields Rehabilitation Services Inc. Resident Information Booklet provides an overview of the service and outlines house rules and other expectations of residents. This Residential Agreement is made in conjunction with the booklet to ensure residents are informed of their rights and responsibilities with the parameters of residency.

I, _____ agree with the following statements:

- I have been explained and provided with a copy of the Goldfields Rehabilitation Services Inc. Resident Information Booklet
- I have read and understood my Rights and Responsibilities along with the HOUSE RULES as outlined in the Goldfields Rehabilitation Services Inc. Resident Information Booklet
- I agree to actively participate in all components of my rehabilitation programme as facilitated by GRSI staff or health professional
- I am willing to fulfil the service expectations as outlined in the Goldfields Rehabilitation Services Inc. Resident Information Booklet and understand that services may be withdrawn if I fail to comply
- At the end of my residency, I will ensure that all Goldfields rehabilitation Services Inc. property issued to me (i.e. swipe card and linen) will be returned in good condition.

Special Conditions (if required):

Resident's Declaration

I have read and understood the above guidelines and am willing to fulfil them and any other addition deemed necessary by Goldfields Rehabilitation Services Inc. Management. I also understand that the rules are subject to change as deemed necessary by Management.

Resident	Witness
Name:	Name:
	Position:
Signed:	Signed:
Date:	Date:

Room Allocated: _____



Admission Checklist

Name: _____

Staff to make sure checklist has been ticked and followed up	Yes/No	Date
Medication:		
Prescription from GP:		
Residential Information Handbook:		
Residential Programme Booklet		
Details of Medicare and health card (to book for medical check-up)		
Preferred contact to take phone calls:		
Preferred contact in case of emergency		
Preferred contact in case early exit		
Urine test on admission		
Search including body search		
Breath analyser		
Medical check-up booked/preferred GP		
SIMS paperwork/Privacy statement/Release of information		
Confidentiality		
Orientation and house rules		

Admitting Staff: _____

Date / Time: _____

Emergency Contact: _____

Early Exit Contact: _____

Belongings Secured:

I, _____ agree that I have declared all banned items and have submitted to the above searches and tests.

Client Signature: _____ Admitting Staff: _____

Date: _____