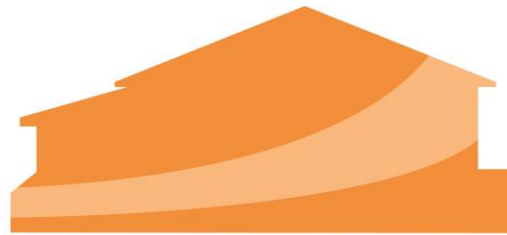


WELCOME TO



GOLDFIELDS
REHABILITATION SERVICES INC

**DRUG & ALCOHOL REHABILITATION
SERVICES
HANDBOOK**



Welcome to Goldfields Rehabilitation Services Inc.

Dear Resident,

Welcome to Goldfields Rehabilitation Services Inc. Your decision to join us at the Rehab marks the beginning of your journey toward a life free from dependence on alcohol or other drugs. We are honoured to be part of this journey with you as a supportive community. Your commitment and motivation have been evident throughout the assessment process and possibly a lengthy waiting period leading up to today. Congratulations on reaching this milestone.

I encourage you to see your time here as a valuable opportunity—a chance to step away from the pressures of daily life, embrace the rewards and challenges of being part of a Therapeutic Community and deepen your understanding of yourself and others.

I want to emphasise that during your stay here, you will encounter challenges. These challenges will prompt you to take responsibility for yourself and your actions. Embracing these challenges will enable you to develop valuable skills. You'll enhance your interpersonal abilities, making it easier and less stressful to resolve conflicts and communicate effectively—a crucial skill to carry forward. You'll also acquire practical life skills, such as cooking, cleaning, and self-care, which may have posed difficulties in the past. Moreover, you'll learn to listen attentively, consider other viewpoints while forming your own, and sometimes, let go of things that are not within your control.

I encourage you to approach it seriously to make the most of your time here. This doesn't mean you can't enjoy yourself (there's plenty of laughter and good times to be had), but it does mean fully committing to the program—even its less appealing aspects. From day one, strive to be punctual for activities, give your full attention to tasks, attend groups promptly, and actively engage in community life. Each day presents opportunities for learning and personal growth; seize them to maximise your experience here.

Remember to share your experiences and wisdom with newer residents as you progress through the program. Reflect on how far you've come since starting the program—you might be surprised by your own growth. Your insights will benefit others and inspire confidence in newer residents that they, too, can successfully navigate the program.

You are warmly welcomed here. Rest assured; we are dedicated to supporting you every step of the way on your journey forward.

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

Jane Fajardo
Executive Manager



RIGHTS AND RESPONSIBILITIES

Goldfields Rehabilitation Services Inc. respects that residents have rights and responsibilities.

Resident Rights

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 future 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

Resident Responsibilities

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 & procedures of the service to ensure it is a safe (alcohol & drug free) place
- Help to keep the environment clean
- Refrain from any type of violence towards others (workers 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

Purpose

This handbook aims to provide you with essential information to help you settle in comfortably. Please take the time to familiarise yourself with the rules outlined in this handbook. While we have made every effort to make it comprehensive, some situations or questions are not covered. If such issues arise, please seek assistance from 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 interventions/programmes that focus strongly on the recovery of each and every client.

The Rehabilitation Services

Goldfields Rehabilitation Service operates as a therapeutic community with established rules and guidelines that all participants must adhere to. These guidelines foster a stress-free environment conducive to healing and ultimately aim for the collective well-being of the residents.

If you find a rule difficult to understand its purpose, please approach us for clarification.

Length of Residency

Detox

The duration of detoxification will be determined individually by the medical and clinical teams, with a minimum stay of 24-72 hours and a maximum stay of 2 weeks. During the initial two-week period, residents will receive close monitoring and do not have permission for leave, visitors, or telephone access, except in emergencies.

Rehab

The residential rehab program lasts 13 weeks and can be extended under exceptional circumstances at the discretion of the Program Manager.

Transition House

Residents are also required to participate in a mandatory 2-week stay in our transitional program before graduation. Graduation occurs upon completion of the 15-week program. After graduating from the full program, residents may have the option to remain in Transitional Housing for up to 12 months, and this will also be contingent upon successful monthly assessments and bed availability.

If residents choose to leave before completing the required 15 weeks and later wish to return to the program, they will undergo a reassessment for suitability and must begin the entire process again.

Outreach Programme

Upon completing the residential rehab program, residents can opt to participate in the outreach program through two avenues:

1. **Transitional Housing:** If a resident chooses to stay on in the TH accommodation (subject to TH conditions) after graduation, you will be supported by the Outreach Team to meet the goals identified in your care plan.
2. **In home care:** Reside in your own home with ongoing support from the outreach team.

Individual outreach plans are tailored to meet client needs, discussed during the transitional housing assessment, and are integral to the discharge plan.

What can I bring with me?

In addition to your personal belongings, you may bring the following items to personalise your space: a clock radio or similar audio player, reading and writing materials, musical instruments, photographs, and small ornaments.

GRSI provides bedding and basic initial toiletries. Please ensure your belongings are clearly labelled for identification, as we cannot be held responsible for any loss or damage.

GRSI retains discretion over using all personal items, including but not limited to mobile phones, iPads, laptops, smart watches and similar devices.

You may NOT bring the following:

- Mouthwash
- Expensive items i.e. jewellery
- Portable TVs, DVD players, Play stations.
- Incense, candles, or oil burners
- Sharps
- Spray deodorants (roll-on only), aerosols, fragrances /perfumes/oils of any description

Access to an office computer is available at designated times as directed by Management.

Mobile phone access is limited to one device per resident, and all mobile phones and charges are labelled and stored in the staff office area.

Prior to admission, a staff member will inspect your belongings and inform you if any items are deemed unsuitable. Any unsuitable items will be labelled and securely stored until your departure.

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 have any of these items, please declare them immediately so they won't jeopardise your time on the programme.

Healthy Lifestyle

At GRSI, we prioritise a holistic approach to well-being. While residents primarily focus on maintaining a drug and alcohol-free lifestyle, we also promote healthy eating habits, regular exercise, and the development of relaxation techniques for a balanced mind and body.

To support this philosophy, we use fresh and nutritious ingredients in our meals and encourage all residents to engage in recreational and relaxation activities whenever feasible.

Smoking

Smoking is permitted only in designated areas out the back of the detox and rehab buildings during specified breaks. Smoking under cover or in front of the buildings is strictly prohibited. Smoking is also not allowed during group sessions, mandatory programs, morning exercises, or appointments. Ashtrays are available and must be used at all times.

Energy Drinks and Caffeinated soft drinks

The rehab does not permit energy drinks, pre-workout drinks, or caffeinated soft drinks while on the program. These include, but are not limited to, Mother, Red Bull, V, Coke-a-Cola, and Pepsi.

Dress Standards

All residents must wear clothing suitable for their activities and compliant with health and safety regulations. Specific dress standards and safety requirements for activities can be clarified by a staff member.

Residents must adhere to the following guidelines:

- Clothing should be modest, without exposing the waist, navel or abdomen (no crop tops, half shirts, midriffs).
- Shirts/tops must be worn at all times.
- Clothing must not display logos related to alcohol, other drugs (AOD), or offensive imagery.

Staff may request a resident to change clothing deemed inappropriate according to these standards.

Rehab Resident Fees

Residents must pay \$300 fortnightly from their Centrelink payment to cover board and lodging expenses. Upon admission, residents must provide a copy of their Centrelink statement and Medicare number and agree to set up a Centrepay deduction of \$300 per fortnight. This arrangement must be established within the first week of starting the program. Any outstanding rent must be addressed through a payment plan.

Residents will receive a Centrelink medical certificate within two weeks of commencing the 13-week Rehab program, which will exempt them from any Centrelink participation requirements.

Clients not receiving Centrelink will arrange a payment plan, payable via bank transfer.

Upon leaving the facility, residents must visit Centrelink to ensure the continuity of their payments.

Detox services incur no additional cost.

Transitional Housing costs \$300 per fortnight.

Postage

GRSI will provide residents with four postage stamps, as required. You can then purchase additional postage stamps for \$1.00 each. Envelopes can also be requested from the front office free of charge.

Rostered Chores

Rosters are created for duties within the rehab. Each resident is expected to fulfil their responsibilities with efficiency and punctuality.

These duties are considered group activities and should be conducted accordingly, following the guidelines governing other group activities.

Meals

GRSI will provide all groceries, and cooking and cleaning duties are part of the residents' chore roster.

Residents should inform Support Workers/Administrators of any dietary needs so they can be accommodated when ordering food.

Weekly grocery orders will adhere to the Australian Guide to Healthy Eating Standards.

Upon moving to transitional housing, residents receive Foodbank Groceries as a one-off. It is the client's responsibility to purchase additional and ongoing groceries.

Vehicles

GRSI's vehicles are expected to be treated with care and cleaned weekly by the residents. Smoking, eating, or drinking is strictly prohibited inside the vehicles, and all rubbish must be removed upon exiting.

Residents are not permitted to store their personal vehicles on the property. GRSI encourages residents to leave their vehicles at home or with a responsible friend or family member. If this is not possible, please talk to a coordinator.

The Service Resident Information Booklet

Updated version 8: Dec 2024

Television and DVD's

Television must not be used by residents during programme activities.

The television will be turned off between 7:30 am and 3:pm Monday – Friday.

The television will be turned off at 10 pm Sunday-Thursday and 11 pm Friday-Saturday.

Residents can borrow movies from the library; however, staff must approve any DVDs 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; these items should be handed over at admission.

Free Time

Free time allows residents to relax and reflect on daily activities before, after, or between scheduled events. It's also an opportunity for residents to engage in meaningful conversations, share ideas, and provide encouraging feedback to one another.

Medical appointments

GRSI offers regular access to a doctor and a nurse throughout the week. All residents will be offered an initial consultation with the doctor upon arrival or within 72 hours. Throughout your stay in detox and rehab, residents are encouraged to consult the doctor regarding medications and any health concerns they may have.

Medication

Upon intake, all medications, including prescriptions, over-the-counter drugs, vitamins, supplements, and ointments, must be surrendered and stored securely in the designated medical cabinet. The staff on duty will administer medications according to doctor's prescriptions; however, it is your responsibility to request them.

If you have been prescribed benzodiazepine medication, you are required to discuss a reduction plan with the GRSI doctor during your initial consultation.

Non-prescription medications will be confiscated and handed to a pharmacist for proper disposal.

Medication Times

Breakfast Meds: 6.30-7:30 am

Lunch Meds: 11.30-12:30 pm

Dinner Meds: 5-6 pm

Bedtimes Meds: 8-10 pm

Medication will not be administered outside of these designated hours.

Residents must follow this protocol when taking their prescribed medication:

- Only one person is allowed in the office at a time.
- Have a cup of water ready on the counter.
- A staff member will dispense the correct day and time of packed medication.
- Swallow the medication while facing a staff member.
- Open your mouth for inspection after taking the medication.

Changes to a medication regimen require the consent of a doctor.

The costs of all prescribed medications and Webster packing are the resident's responsibility. If you are prescribed medication, it must be Webster-packed to prevent any dosage errors.

Suspected Drug Use

If you suspect that another resident may be using, please do not discuss your concerns with other residents. Instead, speak directly with the Program Manager or a Coordinator, clearly outlining the reasons for your concerns. All information will be treated in the strictest confidentiality.

Rehabilitation Rules:

The Service upholds your right and responsibility to maintain a substance-free environment. Alcohol or other substances, including those brought in by visitors, are strictly prohibited on the property.

Any breach of this rule will result in immediate dismissal from the program.

Regular and random drug screenings are conducted, and a positive test result will lead to immediate dismissal.

Staff may request random breathalyser tests from residents at any time, and a positive result will result in immediate dismissal.

Leaving the premises without permission will result in immediate dismissal.

Returning from any leave and blowing BAC above 0.00 will result in immediate dismissal.

Residents dismissed under these circumstances may face a ban from the Rehabilitation for up to 6 months.

Management has the discretion to evaluate each situation individually to determine appropriate consequences.

Behaviours such as verbal abuse toward co-residents and staff, poor engagement in programs or assignments, and breaches of confidentiality will result in a warning.

Physical and verbal threats, possession of alcohol or prohibited drugs on or off the premises, suspicion of substance use during leave, and serious breaches of house rules will result in immediate dismissal.

Upon immediate dismissal, staff will notify referring agencies/authorities or the client's contact person. The client may face a rehabilitation ban ranging from 3 to 12 months. Residents will be given up to an hour under staff supervision to gather their belongings and vacate the premises, with support offered if needed.

If residents leave the building without permission, staff will report to referring agencies/authorities or the client's contact person. GRSI will store abandoned belongings for up to 1 month.

For serious offences endangering residents or staff, the police will be called, or a duress alarm will be activated without delay.

Management has the discretion to evaluate each situation individually to determine appropriate consequences.

❖ **All activities within the program are mandatory, including:**

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

Your commitment directly influences the outcomes you achieve. Non-participation in program activities may lead to loss of privileges or a written warning.

❖ **Consideration for Others**

To ensure the smooth operation of the Rehab and uphold the rights of all residents, please adhere to the following guidelines:

- Maintain a quiet noise level.
- Use positive and respectful language.
- Refrain from using abusive or obscene language.
- Respect others' privacy.
- Respect others' property.
- Arrive punctually for scheduled activities.
- Clean up after yourself.
- Maintain confidentiality.
- Avoid engaging in unnecessary gossip and criticism.
- Be fair in your interactions.
- Refrain from making put-downs, regardless of how casual or serious they may seem.

- Address behaviours rather than individuals.
- Avoid glorifying past experiences while under the influence; save these discussions for therapeutic groups.

❖ **Sleeping During the Day**

Sleeping during the daytime without prior approval from management is not permitted. You must develop healthy sleeping habits as part of your recovery process and maintain a stable routine for life after rehab.

Daytime sleeping is considered inadequate engagement in the program and may result in the loss of privileges or potentially a written warning.

❖ **Unacceptable Behaviour**

Unacceptable behaviour cannot be tolerated under any circumstances. This includes:

- Sexual harassment of staff and residents
- Sexual encounters with other residents
- Consistent lack of consideration for others
- Verbal threats and abuse
- Physical violence
- Body piercing
- Tattooing
- Stealing
- Damaging property
- Smoking inside the rehab facility
- Gambling (for money or favors) while in the program. Additionally, betting at TAB or on-course is prohibited during participation in the program.
- Due to our proximity to private residences, refrain from conversing with neighbours over the fence. It is also unacceptable to shout at, call out, or otherwise disturb passersby.

Engaging in any of these unacceptable behaviours may result in dismissal from the program.

❖ **Relationships with Other Residents**

During the program, exclusive relationships with other residents are not permitted.

Recovery is a challenging period where individuals are vulnerable. Research and experience indicate that romantic relationships can hinder progress.

It's important to focus on your own issues rather than trying to solve others' problems, even though it's natural to want to prevent them from experiencing difficulties. While you can offer friendship, support, care, and compassion, respecting others' autonomy and not interfering with their decisions is essential. If any issues arise with other residents, seek mediation to address

concerns before it escalates. Many participants initially clash but often develop close friendships over time.

❖ **Bedrooms**

Please remember that bedrooms are for sleeping at night 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 are to be affixed to the walls. Boards are available for personal photos if required.

You are responsible for keeping your room clean and safe, and inspections are regularly conducted.

You are responsible for washing your own linen; this must be done every week.

For health, safety, and fire regulations, ensure the floor is free of any obstructive objects (e.g. shoes, clothing, towels, open drawers) to facilitate quick exit in an emergency.

❖ **Appointments, calls and requests**

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

Outgoing calls are for business purposes only. This may include calling Centrelink, the bank, Community Corrections, etc. All requests for phone calls or visits need to be entered into the "Client Request Book" to be approved by the management team the following morning.

❖ **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 may 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 15-week program is your full participation in all aspects of the therapeutic programme.

Leave, Phone and Visitation

First 2 weeks stay from commencement in detox: No leave, phone or visitor privileges.

*Phones are not allowed to be taken to any external activities or appointments for the duration of your stay without prior approval by Management.

*Using your phone longer than the allocated time may result in losing your phone privileges.

*If you take your phone on any weekend leave and are away for longer than one hour, you have used your day's phone time allocation, and your phone must be handed back to the staff upon your return.

After 2 weeks (including detox):

Access to your mobile phone – for the duration of your stay.

1 hour per day between 3 pm – 5 pm weekdays

2 hours per day between 9 am – 5 pm, Saturday and Sunday.

Visitor visits – for the duration of your stay

Visitor Visits must be in the resident request book 24 hours in advance and by Friday 8 am for weekend requests.

2 separate visits per week up to 1 hour per visit.

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

After 5 weeks from commencement at rehab:

1 Day Leave either Saturday or Sunday

Day leave request forms must be handed to a SW or coordinator by 4 pm Fridays – late requests will not be approved over the weekend.

Saturday or Sunday, leave between 09.30 am – 4 pm

After 7 weeks from commencement at rehab:

2 Day Leave Saturday and Sunday

Day leave request forms must be handed to a SW or coordinator by 4 pm Fridays – late requests will not be approved over the weekend.

Saturday and Sunday leave between 09.30 am – 4 pm

After 9 weeks stay from commencement at rehab:

Overnight Leave – Saturday and Sunday

Overnight leave request forms must be handed to an SW or coordinator by 4 p.m. Fridays. Late requests will not be approved over the weekend.

From Saturday 09.30 am until Sunday 4 pm

You are required to return on time; returning late will result in time being taken from your next approved leave and may 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 the agreed date and time may result in dismissal from the programme.

When you return from leave, you must undergo breath testing, a thorough search of your belongings, and a urine test.

Special Leave

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

- Family Tragedy
- Funerals
- Family Emergency

In such cases, residents must speak with a coordinator or Program Manager at least 24 hours in advance and complete a compassionate leave form request.

Management will review the circumstances and develop a support plan accordingly. Approval for special leave is solely at the discretion of management. If extended leave exceeding 24 hours is necessary, residents may be required to exit the program and restart their participation.

Visitors

Visiting hours:

Monday to Friday: 3 pm-5 pm,
Saturday/Sunday: 10 am-5 pm

Visitors are welcome, but please observe the following:

- No visitors allowed for the first two weeks
- Maximum of 2 weekly visits for 1 hour each and requested 24 hours in advance. Via the request book.
- Their behaviour should not impact other residents' recovery programmes, and children must always be supervised.
- Visitors are only allowed in the designated room or out the front of the building. Smoking is strictly prohibited during visit times.
- Visitors should respect the privacy of other residents.
- Visitors will be breathalysed; a BAC 00.000 result is required for the visit to commence.
- If visitors are 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.
- 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 the Reception
- Visitors are encouraged not to bring bags or other personal belongings to the visit, as these will be subject to a search by staff or alternatively will need to be left in reception for the duration of the visit.

GRSI's management retains the right and responsibility to regularly assess the services' appropriateness to each participant. This assessment considers the individual's needs and their impact on the Rehab community.

The rules may be updated at any time at the discretion of management.

Goldfields Rehabilitation Services Inc.

Complaints and Feedback Process.

Policy - Complaint and Feedback Management.

All matters related to the complaint/feedback will be managed in accordance with GRSI's Privacy and Confidentiality Policy.

Goldfields Rehabilitation Services Inc. (GRSI) recognises that feedback from residents/clients is important part of providing effective, high-standard service.

GRSI views complaints positively and will use them as an opportunity to improve the service. Client complaints will be dealt with in a transparent, fair and timely manner.

Process:

- Complete a confidential complaints/feedback form provided with the Client handbook at reception or in electronic format upon request.
- The program manager is the first point of contact for any complaints; on receiving the completed complaint form, the PM will report it to the CEO immediately.
- GRSI can receive complaints/feedback verbally or in writing. In the case of verbal complaints/feedback, the Program Manager will address the matter and complete the Confidential Feedback Form on behalf of the client or stakeholder of the service.

Upon receipt of a completed Confidential Feedback Form, GRSI will:

- Acknowledge the complaint within five working days of receipt of the initial complaint.
- Inform the complainant of the approximate time that it will take to resolve the complaint
- Commence an investigation of the complaint within five working days of receipt of the complaint
- Resolve complaints within 30 working days of receipt, or as soon as practicable, in the best interest of all parties
- A record of the complaint and actions taken and/or to be taken will be held in a designated secure location, and the PM or CEO will monitor the complaint's management.

Please speak with the program manager if you require further information on the complaint/feedback process.



**Goldfields Rehabilitation Services Inc.
Complaints Form**

We value your feedback. By sharing your thoughts, you help us continually improve our services and ensure we meet the needs of our residents.

This form is for submitting a complaint or feedback regarding areas we need to improve.

Please note:

- All feedback or complaints are treated confidentially.
- You will not face any loss of service or negative consequences for providing feedback or making a complaint.

Name: _____ **Date:** ____ / ____ / ____

What type of feedback are you providing?

- Feedback Complaint

Please indicate what this feedback or complaint relates to:

- Service Delivery Facilities Incident

- Other (please specify): _____

Details of Feedback or Complaint:

Please provide a detailed explanation of your feedback or complaint. If more space is needed, please attach additional pages.



**Goldfields Rehabilitation Services Inc.
Complaints Form, cont.**

Names of others involved (if applicable):

What action (if any) would you like us to take?

Support Person (if applicable):

You have the right to have an advocate or support person assist with this process. If applicable, please provide their details below.

Name of Support Person: _____

Agency (if relevant): _____

Contact details/Phone Number: _____

Additional Comments:

Thank you for taking the time to provide your feedback! We value your input and are committed to improving our services.