

**WEIGELLI CENTRE ABORIGINAL  
CORPORATION**

**RESIDENT'S HANDBOOK**

**ALCOHOL AND OTHER DRUGS  
REHABILITATION CENTRE**

Version: November 2014

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**Comment [C1]:** Check page numbers

Weekly program

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***Vision statement***

That people completing the Weigelli Centre Program will be better equipped to rejoin their community without returning to problematic Alcohol and Other Drug use. They will be better prepared and able to lead a fulfilling and productive life and make positive life choices that enhance their well-being.

***Aim***

The aim of the Weigelli Centre is to reduce the impact of Alcohol and Other Drug use/misuse in Aboriginal people, their families and their communities. In addition, Weigelli Centre aims to provide a safe and positive place of healing for Aboriginal people who are suffering from the harmful effects of Alcohol and Other Drugs. Priority is given to respecting Elders, valuing their knowledge, and encouraging the cultural values that strengthen the community.

***Philosophy***

Alcohol and Other Drugs misuse affects people spiritually, physically and emotionally. These issues need to be addressed holistically, consistent with the Aboriginal social and emotional well-being concept of healing to achieve the best outcomes for our clientele.

***Consultation***

Staff and residents of the program were involved in the review and upgrading of this handbook during October of 2014. Regular reviews of the handbook will occur during the second half of each year.

### Admission and Intake

- Admission can be on a voluntary basis or Court and Services referred. Residents must provide acceptable documentation showing a successful withdrawal management / detoxification prior to Admission.
- At intake a prospective clients must supply the centre with enough information to enable a proper aassessment to take place.
- If a prospective client has a diagnosed mental health condition then they must supply copies of their previous treatment plans including any assessments that relate to their illness. This includes a complete history of their illness.
- If a person's who enters the program fails to supply all relevant documentation then they will be asked to leave the program. The reason for this is that for staff to cater for the needs of a resident the centre must be fully aware of all information (relevant to the client) that may affect the centres ability to support them in the program. This includes a mental health diagnosis or medication regime.
- A Supervisor or clinical staff member will conduct a search of all new residents' personal belongings on Admission. Staff reserve the right to search a resident's rooms and/or belongings at random. The resident will provide a urine sample and breathe analysis sample when requested. If a resident refuses they will be asked to leave the program.
- Upon entering the program a supervisor (or delegate) will orientate the residents to the centre. This includes a comprehensive overview of the residents manual including;
  - i. Program guidelines.
  - ii. Residents Handbook
  - iii. Workplace Health and Safety whilst in the program
  - iv. Program rules and practices.

**Once the supervisor has explained the rules and guidelines to the new resident then they will be required to sign a consent form (which will be stored on their file) which indicates that they understand the resident's handbook and the rules and or program guidelines.**

### **Clients reports**

**If a report is required to be completed by the Centre for clients then it will represent and honest and true reflection of the level of commitment and participation in the program. To ensure that you receive the best quality report it is important that you actively participate in all aspects of the program.**

### **Board, Lodging and Incidentals Payment**

- The residential fee is 75% of the clients full Centrelink Benefit (this includes rent assistance) per fortnight.
- Residents will sign an Authority Nominee Form and Centrepay form which will allow the Weigelli Centre to receive their full Centrelink Benefit, which will be deposited into the Weigelli Bank Account. Clients sign a Centrepay form agreeing to pay the nominated rent, this is then deducted from their centrelink payment fortnightly. Clients must give admin their bank details upon admission including BSB, Account number and the name of the account
- After your Board and Lodgings and other costs such as chemist, towels *etc.* have been deducted the remaining balance will be transferred into your nominated account the following day.
- **Weigelli must be the nominee for all clients correspondence whilst they are in the program.**
- All residents **MUST** sign a Rental Payment Agreement on Admission.
- If after Discharge a resident still owes money to the Weigelli Centre, Centrelink will be notified and arrangements made for the Centre to be paid.

- Room keys will be issued to clients on request. Keys must be returned to either the on-shift supervisor or admin office on discharge or a fee of 15\$ will be charged.
- If clients are having any issues concerning their centrelink payments they must ask permission from their caseworker or the supervisor to go down to admin. Not requesting permission can incur a warning.
- Admin staff cannot change clients payments e.g. from newstart to disability.
- Admin staff do not have access to clients bank accounts. It is a clients responsibility to do so.
- When a resident leaves the program they are expected to leave their room in a clean and tidy state. If the Hostel Services supervisor or delegate inspects the room the resident has been living in and feels that it has been left in an untidy state then a fee of \$25 may be deducted from your final payment.

#### **Medical Examinations and Consultations**

- All residents will be examined by the Centre's designated doctor as soon as possible after Admission.
- Centrelink requests a medical certificate upon the resident's initial visit to the practitioner (Pensioner's Exempt).
- Following a medical examination the client is to hand over all scripts and medical certificates to the staff member on duty.
- Any further medical consultation or appointments required by residents are to be organised through the residents' caseworker. The caseworker will discuss the need for an appointment with the intake officer who manages all medical appointments.

## Leave

### LEAVE and the PROGRAM

- Leave from the program (after ten weeks) may be considered if the clinical team is able to determine it will have a positive therapeutic effect for the resident. If the clinical team determines that leave may not be in the residents best interests then leave will not be granted.
- Leave from the program is for a maximum of three days and two nights and is permitted at the discretion of staff.
- A leave application must be submitted at least two weeks prior to the leave being granted.
- Leave may be discussed by a resident with their caseworker after the resident has been in the program for 8 weeks.
- Consideration will only be given to urgent or compassionate leave only if supporting documentation can be supplied. The times for any leave will need to be strictly adhered to. If an occasion arise that may mean your return from leave will be delayed then you must notify the centre or you will be discharged.
- Leave will only be considered for those residents who are legally allowed leave from the program.
- A maximum of 1 leave can be taken from the program.

### IF LEAVE IS GRANTED

- A Leave Form is to be filled out by the resident, at least 2 weeks before leave and submitted to the clinical team for consideration.
- Leave will be for 2 days and 1 night.
- Prior to leave being granted a client is to produce clean urine.
- Residents are to arrange their OWN transport to and from the Centre and must have their own money if travelling by public transport.
- Clients **MUST** be contactable at the address given on the Leave Form.

- To remain in the program residents must return to the Centre on the day and time indicated on their Leave Form. Failure to return will result in immediate discharge from the program.
- If you choose to take prohibited drugs or alcohol when on leave you will be discharged.
- When leaving the Centre for leave, and on return your possessions will be searched by staff.
- Upon the resident's return a urine sample and breath analysis sample will be taken.

### Visitors

- After the first six weeks residents may request visitors. Other leave will only be considered in exceptional circumstances only and upon production of supporting documentation.
- A visitors Request Form must be filled out and approved at least one week prior to visitors' arrival onto the Weigelli Centre property. On the request form a resident must indicate who will be coming as their visitors.
- Visitors are permitted only at the time determined by the caseworkers and the clinical team.
- Visitors are **NOT** permitted in any resident's room.
- Any visitors who come to the Weigelli Centre without permission will be asked by the staff member in charge to leave the premises immediately.
- It is the responsibility of the residents to ensure that visitors thoroughly understand the process. It is a resident's responsibility to supervise their visitors.
- **If, at any time, the Supervisors considers the visit to be detrimental to any residents, they will direct the visitors to leave.**
- Visitors are to park in the designated 'Visitor's parking'.
- Supervisors are to note arrival and departure of all visitors on the appropriate Supervisors documentation.



**Children**

- Supervision of visiting children to the Weigelli Centre is the responsibility of the parents/carer.
- Children are **NOT** allowed in any buildings on the Weigelli Centre property unless in the company of their parent/carer. If permission is given they may be allowed in the recreation room.
- Children are **NOT** allowed in the hostel, tool or gym sheds at anytime.

**Length of stay in the program**

- The Weigelli Centre program is twelve weeks.

**Suitability Assessment**

- Residents' suitability for continuation in the program will be assessed by the Clinical Team during the first two weeks. After this period the resident will be subject to review as considered appropriate.

### **Care Plan**

- During your stay you will be assigned a caseworker. Your caseworker will assist you to develop a Care Plan. The Care Plan will be about your goals and strategies to achieve them. It is integral to the Weigelli Centre program.
- Residents must identify and be aware of and make the Centre aware of their priorities such as dealing with legal issues.

### **Staff appointments (including administration)**

- Residents who wish to make an appointment with the Community and Family team must go through the clinical team.
- There will be an appointments sheet which will need to be filled in before first group in the morning (A clipboard beside the supervisor's door). You will need to fill out your name on the appointments sheet. This will then go to the clinical team for processing.
- No appointments will be made with the Team Leader. You should always see your caseworker or supervisor first to assist you. If they cannot then help you an appointment may be made with the team leader.

### **The role of resident Supervisors**

The resident's supervisors are an integral part of the team that will support you during your time in the program.

Their role is to;

- Supervise residents in the program
- Ensure the program rules and guidelines are adhered to.

They can help with;

- Day to day issues such as linen and bedding ( for example if you need an extra blanket
- Organising appointments with the clinical team.

## Daily Timetable

### WEEKDAYS

#### **6:00-7:00 a.m. Gym Open**

7:00- 7:30	Out of bed, showered and dressed
7:30-8:00	Breakfast and individual chores completed
08:00-08:30	All morning medication complete
8:30AM	Walking group
9:00AM	Groups <i>etc</i>
12:00PM	Lunch
1:00PM	Groups <i>etc</i>
4:00PM	TV may be turned on
4:00PM	Residents' phone available
4:00 PM	Gym Open
5:00PM	Dinner
5:00-7:00	Merit house and top house clients can between these hours use the phone. If a merit house or top house client is not going to make a, phone call then they must leave the hostel and return to the merit or top house.
8:00-8:30	All evening medication complete
9:00PM	Phone put away
9:00PM	Gym closed
9:00PM	Recreation Room, Arts Studio closed
10:30PM	TV off in Hostel, MERIT and Top Houses

Merit House and Top House residents are only permitted in the hostel for the following reasons:

- To complete chores
- For Lunch and tea
- Medication
- Phone calls

Residents of the merit house and top; house must use their own allocated smoking area.

### **Gym**

**The gym opens from 6 a.m till 7 a.m. and 4 p.m. till 9:00 p.m. only. On weekends the gym may be opened during the day from 09:30 a.m. till 09:00 p.m.**

### **Meal Times**

Residents of the program are to strictly adhere to the times allocated for meals except where a staff member has varied them to suit events such as outings.

Residents may make coffee or tea outside of meal time but are not to eat or prepare meals outside of these times for example making toast for morning tea.

Meal times may need to be changed according to the daily and or week schedule such as might occur for an excursion or the weekly A.A. meeting.

### **Outings**

- An outing may occur when time and resources permit. Outings are not a regular occurrence and only happen when discussed or organised by the program team.
- On occasion there may also be unplanned outings.
- Any outings are dependent upon the residents, as a whole conducting themselves appropriately and adhering to the rules of the program.
- Refreshment runs to town may occur if there are staff available to do so. It is not a given that these may occur.

### **Participation and Complaints**

- An Issues Meeting is to be held every Sunday evening. All residents must attend this meeting. The Sunday residents meeting is an opportunity for all residents to work together to resolve issues that affect their stay in the program. If there are any issues arising from this meeting that cannot be resolved they should be presented, in writing, to the clinical team on Monday morning.

- Resident's are entitled to elect a spokesperson to speak to Management on behalf of the residents.
- Resident's who have a complaint should in the first instance discuss their complaint with their caseworker. If the caseworker cannot resolve it then discuss with the Team Leader. If the Team Leader cannot resolve it then discuss with the CEO. Complaint Forms are available from the Caseworkers office. It is important that residents follow this process for dealing with complaints. If a resident chooses to not follow this process you will be redirected back to the relevant staff member.
- If you are leaving the program for any reason and you have an unresolved complaint you should lodge your complaint by completing a Discharge Survey.
- You will be given the opportunity to complete a Satisfaction Survey at 6 weeks and on discharge.
- A suggestion box is located outside the group room and residents are encouraged to use it.

### **Shopping**

- Shopping is a privilege extended to the residents when residents' motivation and engagement with the program is high. Shopping will normally run from 10 a.m. till 1 p.m.
- In Cowra, residents will remain in the main street, between the Post Office and Coles on that side of Kendal Street. The shops that residents are only permitted to go to are as follows;
  - Post office
  - Bank
  - Coles arcade
  - If staff are available and agree residents may also be allowed to shop at
    - Newsagents
    - St Vincents
- On all shopping trips residents will follow the directions of the Supervisor.

- For the first week of a persons residence in the program they will not be permitted to go shopping.
- Generally, Shopping will be once weekly in Cowra. Shopping trips may occur out of town from time to time. Residents will need to budget toward this.
- If the residents program is not running smoothly then shopping may be canceled without notice.
- Residents must be accompanied by a Supervisor at all time during Shopping trips.
- Searches will be carried out by staff before and after shopping.
- Leaving the designated Shopping area or group , refusing a search, obtaining drugs or alcohol, any form of gambling or showing disrespectful behavior to staff, other clients or members of the Cowra community will result in Immediate Discharge from the program.

**Accommodation and Housekeeping. This includes the Hostel, Tophouse and Merit House**

- The cleanliness and neatness of the Weigelli Centre is the responsibility of the residents. This includes all building at the Weigelli Centre including the hostel, Merit House, Top House Recreation room and gym. The Hostel Services Manager will ensure that residents are aware of the rules and their responsibilities in keeping the hostel clean and tidy. Your room and the Weigelli Centre is your home whilst you are in the program and you are expected to take responsibility for them.
- There are torches located in the **TOPHOUSE AND MERIT HOUSE. IF A RESIDENT NEEDS TO LEAVE THEIR ACCOMMODATION OUTSIDE DAYLIGHT HOURS THEY MUST CARRY A TORCH WITH THEM TO ASSIST THEM IN GUIDING THEIR WAY.**
- Residents are to remain in well-lit areas at night and not to leave the vicinity of these areas. This is for safety reasons at night.
- In the case of an electrical disruption (blackout) residents are to remain where they are until contacted by staff who are on duty. Residents should in this case make use of torches that are supplied and located in each residential building.
- Residents are to keep their room clean and tidy at all times.
- Room inspections will be carried out weekly by the staff.
- Regular and random searches will be carried out by staff.
- Residents are to strip their bed of linen and fresh linen obtained from the staff member on duty between 9:00AM and 12:00 a.m.Saturday.

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Review due 01/05/2015*

*Approved April 2015*

- Residents will not damage the walls *etc.* of rooms by using BlueTack, thumbtacks, sticky tape – a corkboard is provided in each room
- Residents will sit down for dinner in the dining room. There is to be no eating in rooms at any time. This includes the storage of food. No art is to be undertaken in the rooms
- Residents are expected to take part in a weekly working bee that can last up to three hours.

### Laundry

- **If the laundry is required to be used as part of a residents daily chores ( for example to wash tea towels) then they take priority. Unless absolutely necessary then laundry should be done on a weekend or in the evening.**
- Personal laundry is to be done by residents.
- Washing Powder will be supplied.

### Personal Hygiene

- Personal Hygiene is part of the Weigelli Living Skill program. You will be expected to shower regularly and maintain good personal hygiene.
- **No Body piercings or other self-inflicted adornments are permitted whilst in the program. This includes tattoos and or studs and other piercings.**

### Recreation Room, Arts Studio, Gym

- There is to be no personal recreation until after 4.PM on weekdays.
- The gym is not to be used if clients whop have just taken their medication.



- The Recreation Room, Arts Studio and the Gym are to be kept neat and tidy at all times.
- Gym users will use a clean towel on the equipment and wipe down equipment with disinfectant after use. Gym users must also wear suitable attire including shirt and shoes. As part of using the gym users must also have a bottle of water with them.
- The Gym area is not to be used after 9:00PM.
- The Recreation Room and Arts Studio shut at 9:00PM.
- Clients who take night time medication are not to use the gym after 8:30 p.m.

### **Mail**

Clients may receive mail and send personal mail.

**A staff member will deliver any letters and packages to individual clients and these are to be opened in the presence of the staff member.**

### **Residents Phone**

A residents' phone is available in the hostel (02 6345 1931). The availability of this phone is detailed in the daily Activity section. Residents will need to obtain their own 'Phone Away Card' to use this phone. **Maximum call time is 10 minutes.** Residents are permitted one call in and one call out (totaling twenty minutes). If issues develop around the use of this phone, residents should solve these problems in the Client Issues Meeting on Sunday evening.

On weekends then the rostered supervisor may at their discretion permit up to 4 calls based upon the numbers of clients who are in residence.

Residents are only permitted to take phone calls in the hallway next to the supervisors office. Failure to comply with this direction will result in the phone being disconnected.

**If there is no resolution of these problems the phone will be disconnected.**

*Developed 01/05/2014  
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Residents may not use Weigelli Centre phones. Staff may if needed restrict the use of the phone for certain residents based to ensure residents focus on their recovery program.

### **Groups and Program Activities**

- Group meetings and program activities are held to make your stay at Weigelli Centre a time of learning.

**Attendance at all group meetings and program activities is compulsory. You are expected to be in groups on time.**

- Some program activities include:

- Physical recreation such as the morning walking group (weather permitting)
- Education and therapy groups
- AA/NA and SMART Recovery meetings
- TAFE programs
- Recreational outings
- Cultural activities

- Standards of behavior required during groups and program activities include:
  - No behavior that is abusive towards, or offensive to, other people
  - Toilet breaks to be kept to a minimum
  - Residents are expected to participate and engage in all groups and program activities.
  - Residents are expected to treat equipment and furniture with respect. No misuse of Weigelli Equipment will be tolerated including swinging on chairs or placing feet on chair.
- Residents are expected to enter into some form of physical activity unless they have a medical condition preventing them from doing so.
- All residents will complete Life Skills training by individually working with the Life Skills Supervisor on developing their food provision skills during their time in the program.

### Aftercare Program

Participation in the program continues after completion of twelve weeks through engagement with the Weigelli Community and Family Support team. The team will provide ongoing support to residents via phone and in person (when able to do so). Residents normally engage with the aftercare team at week eight or nine of the program. All referral's to the aftercare team must go through a resident's caseworker and the clinical team. The Weigelli Aftercare team can help with referrals and support to help with maintaining sobriety and good social and emotional wellbeing.

### GENERAL

- Due to fire and safety regulations there is to be NO smoking in any Weigelli Centre building or vehicle.
- Residents of the Merit House and the Top House are only permitted in the hostel during meal times and as directed by staff. At all other times they must stay in either the Merit House or Top House. Residents of the Merit and top house must also utilize their own allocated smoking areas and not use the hostel smoking area.
- There are only 2 designated smoking areas on-site. These will be explained to residents as part of their orientation.
- Aerosols (including deodorants) and incense are not permitted on the Weigelli Centre site.
- Gloves, enclosed shoes, shirts are to be worn at all times, and long hair tied back when working in the kitchen
- Random urines and breath tests may be requested by a staff member without notice.
- No residents are permitted in any office area without the permission of staff and a staff member present.
- While in the program Hotels, Clubs and any other places where alcohol and/or drugs can be purchased or obtained are **OFF LIMITS.**
- When residents leave the program Weigelli Centre will hold any belongings in the storeroom for seven days unless other arrangements are made. After this time all belongings will be donated to a local charity.

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*Approved April 2015*

- There is to be no offensive music played at the Weigelli Centre. Any music that is played will be kept to a reasonable volume as directed by staff.
- No gambling is permitted at the Weigelli Centre.
- There is to be no pornographic material e.g. magazines, videos, DVDs *etc.*, on the Weigelli Centre property
- Residents are not to enter other resident's rooms under any circumstances.
- Intimate relations (including emotional involvement) between residents are not permitted and may result in immediate discharge from the program.
- No money or valuables are to be retained in a resident's room. Weigelli Centre cannot be held responsible for loss or theft of any items. It is a resident's responsibility to ensure the security of any goods including phone cards.
- The MERIT House (Women's House) is out of bounds to male residents.
- Residents may not possess electronic devices such as laptops, any mobile phone, portable DVD players, or audio devices other than those used with headphones *etc. The use of portable devices is permitted within the hostel.*

Comment [C2]: discuss with team

**Outside of the hostel portable audio devices are not permitted. Their use poses a serious health and safety risk.**

#### **Footwear rules**

Appropriate closed in footwear must be worn at all times during your stay in the Weigelli program. Thongs are not considered appropriate footwear and should be worn outside of any accommodation buildings.

## CAUTION SYSTEM

Cautions will be allocated for non-compliance with the Weigelli Centre program. A record of these cautions is kept and when a resident accrues 3 cautions their stay in the program will be reviewed and they may be discharged.

Cautions and contracts are issued in the following way;

- Residents who are not actively participating in their program will be counselled and if improvement is not evident they may be started on a disciplinary process which is as follows:
  - 1<sup>st</sup> time caution issued
  - If no improvement a second caution may be issued.
  - If no further improvement noted then a resident may be placed on a contract
  - If no improvement is noted during the period of a contract then a residents suitability to remain in the program will be reviewed.
  - Whilst going through this process the Gym and Sports court will be out of bounds (the length of time may vary) and shopping may also be included.

A caution may be issued by a resident supervisor who will then discuss this with the clinical team who will confirm any penalties or restrictions with the resident. At this discussion the clinical team member will discuss the reasons for the caution and other ways to address the reasons for the caution.

Incidents such as those detailed on the next page will by-pass the Caution System and result in **Immediate Discharge** from the program.

Residents who have legal or other orders must be aware of the impact of being Discharged from the program.

Cautions will be allocated for the following:

- Not following reasonable requests or directions from staff
- Not getting out of bed on time
- Not presenting for medications on time
- Taking more than prescribed dose of medication
- Not having breakfast during the time allowed

- Not doing your chores
- Not completing your chores satisfactorily
- Not maintaining your room in a tidy and orderly manner
- Not exercising
- Not participating in groups
- Not being on time for groups
- Leaving group without permission
- Showing a disrespectful attitude to staff, teachers, visitors or other residents
- Unwarranted swearing or foul language
- Jail talk or a poor attitude for example stand over tactics
- Lying on the lounges
- Not dressed appropriately
- Playing music too loud
- Harming wildlife
- Smoking in out of bounds areas
- Any form of stealing
- Any form of aggression or harassment
- Bringing discredit to the Weigelli Centre
- Involvement in any conspiracy to undermine staff, residents or the service

### **DISCHARGE FROM THE PROGRAM**

**Some examples of why a resident will be requested to leave the Weigelli Centre program are as follows:**

- A consensus of opinion among the Clinical Team that Weigelli Centre is not the best place for that resident
- Allowing outside influences to impact upon their participation in the program.
- Possessing a disrespectful attitude toward the service, staff visitors, teachers or other residents.

- Talking in a negative manner about the program, staff and others
- Threatening or using physical or verbal violence towards residents, staff, visitors, teachers and others
- If a urine analysis or breath analysis is returned positive following a period of time in the program
- Possession of alcohol, any drugs, any drug paraphernalia or drug masking agents
- Stealing
- Indulging in intimate acts between residents
- Any form of sexual harassment
- Continual lack of motivation, e.g. not getting up, not doing chores, *etc*
- Continual refusal to attend groups and activities
- Refusal to provide samples e.g. urine
- Confirmed attendance at places where drugs and/or alcohol may be obtained
- Gambling of any kind (including Lottery Tickets, Scratchies *etc.*)
- Being found responsible for any pornographic materials
- Any damage to Weigelli Centre property (including graffiti)
- Found in possession of any weapons
- Leaving the property or scheduled activity ( including outings or shopping) without the permission of the Clinical team or Management
- Changing Centrelink details whilst at the Centre
- Graffiti and damaging property
- Graffiti and damaging property
-