



# Residential rehabilitation at Windana

**Information for future residents, their friends, family and support workers.**

This booklet will introduce you to our programs so you can find out who we are and what we do.

We have three residential rehabilitation programs, located in Maryknoll, Geelong and Ballarat. These follow a similar structure but vary in duration from 3 to 9 months.

Each program helps people recover from substance use, work towards their other goals, and move forward in their lives.

In each program the community itself - through self-help and mutual support - sparks change in its residents' lives.

*“When I got to Windana I immediately sensed a completely different energy. It was healing, it was nurturing, it was forgiving, it was understanding.” - Resident*

## What is the space like?

Each of our three sites are different, but all share common features, including:

- Comfortable shared bedrooms
- A community hub with kitchen and communal dining room
- Spaces for groups and activities
- Plenty of outdoor space for recreation

## About the program

Our program is a peer-run model of treatment in which a community of people who have gone through similar things are the main source of support for each other.

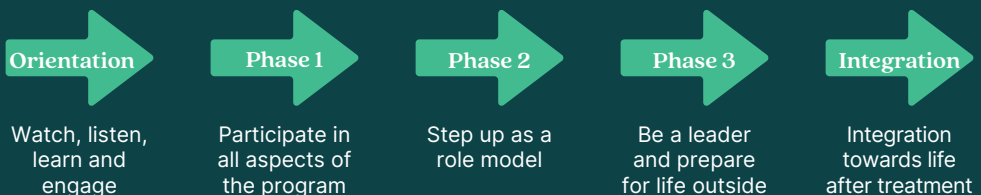
This peer-driven approach to recovery focuses on how alcohol and other drug use influences, and is influenced by a person's relationships, thoughts, feelings and lifestyle.

As well as participating in running the community, you will also attend education, therapy and behavioural change groups.

Staff are there to help keep residents psychologically and physically safe. As residents move through the program's phases, they become leaders and role models too.

Our residential programs range from 3 to 9 months. During the referral process, you'll have support in finding out which program is the best fit for you.

Our program is delivered through a number of phases. Each phase builds on the phase before, with more responsibility and privileges as you progress. You'll get detailed Resident Manuals as you move through your program, plus plenty of community guidance.





## A day at our sites

What you do in a day varies by site and will depend on the phase of the program you are in. However, as a rough idea, this is how a weekday might be structured:

<b>6:30 am</b>	Breakfast
<b>7:00 am</b>	Morning Routine
<b>7:20 am</b>	Recreation
<b>8:20 am</b>	Morning Routine
<b>9:00 am</b>	Morning Meeting
<b>9:30 am</b>	Group
<b>10:30 am</b>	Morning Tea
<b>11:00 am</b>	Works/Group
<b>12:30 pm</b>	Lunch
<b>1:30 pm</b>	Works/Group
<b>3:30 pm</b>	Afternoon Tea
<b>4:30 pm</b>	Reflection Time
<b>5:00 pm</b>	Dinner Prep
<b>6:00 pm</b>	Dinner
<b>8:00 pm</b>	Evening Meeting
<b>10:30 pm</b>	Lights Out

## Activities and support

- Group work (nutrition, harm reduction, relapse prevention, stress management)
- Complementary therapies (naturopathy, mindfulness)
- Exercise and recreation
- Case management and support services
- Food as Medicine program
- Programs to build your skills and social connections
- On-site nursing support
- Links to helpful services and supports for when you leave

## Staff

Our staff includes:

- Alcohol and other drug workers
- Nurses
- Support workers
- Peer support workers
- Naturopaths (for personalised nutritional support)
- Complementary therapists
- Community cook



## Referral

All admissions require a referral.

In Victoria, your local catchment-based Intake and Assessment service is your primary point of entry into alcohol and other drug treatment.

To find your local Intake and Assessment service, contact **DirectLine** on **1800 888 236** (available 24/7). You can also go to **[www.directline.org.au](http://www.directline.org.au)**

When you get in touch with your local Intake and Assessment service, you can expect to speak with a clinician about your relationship with alcohol and other drugs. Together you will decide whether you need further assessment or treatment. Your clinician will help you find the most suitable services for you. You are welcome to suggest Windana's residential rehabilitation programs.

You can also reach out to Windana directly for more information by calling **03 9529 7955** Monday to Friday, 9:00am - 5:00pm (excluding public holidays.)

## Fees

A fixed, fortnightly fee applies during your stay. This is to contribute to rent, food and program costs, as well as any PBS medications.

Residents pay **\$719 per fortnight**, or **\$517 per fortnight if you are on Youth Allowance**.

There is an additional **\$115 non-refundable Admission Fee** to pay when you first arrive.

Special circumstances will always be considered. If you are unable to afford the fees, an assessment will be conducted to determine and approve a reduced fee.

When our Admissions Team talks to you, they will be able to answer any other questions about fees.

## Frequently asked questions

### What happens when I arrive?

When you are new you will have time to settle in and get your bearings during an Orientation phase. This time will give you a chance to watch, listen and learn. You'll develop an understanding of how the community functions and what your role in it will be.

### Will I get my own room?

Most people will stay in a double room. It is likely you will be sharing your room with another resident for some, if not all of your stay. It's also likely that you'll move rooms during your program. Single rooms are available for residents with certain accessibility needs.

### Can I have visitors?

Yes. After you move out of Orientation and into Phase 1, visitors can be arranged. Before you request a visitor, you will need to discuss it with a clinician and peers so they can help you make sure your visitor is a safe person to have come into the community.

### Are phone calls allowed?

You are allowed to call someone in the first 48 hours after you arrive. After Orientation is complete, you can request to make two personal phone calls per week of up to 15 minutes each. Incoming calls are not generally permitted, however if our staff are contacted with an emergency or important issue they will speak to you.

### Am I allowed to go out?

After two to five weeks, depending on your program you can apply to leave with an approved escort. The escort can be another resident, a staff member, or a family member or friend who is currently sober.

### Can I go to outside appointments?

This will be decided on a case-by-case basis. Access to external appointments is usually limited.

### Can I smoke or vape?

No, these are smoke- and vape-free communities. We will help arrange support for you to not smoke or vape while you are here.



### **What do I bring?**

After it is confirmed that you are coming, we will contact you to make sure you have everything you need. Usually this is simply your clothing, toiletries, prescribed medication and prescriptions. You can bring two bags in total.

You will be able to do some personal shopping for necessities, so you don't need to pack toiletries to last the duration of your stay.

### **Can I work off-site during my stay?**

No. Our structured programs requires full focus.

### **What would I be eating?**

There is a strong focus on whole foods including plenty of fresh fruits and vegetables, grains and lean meat. Trying to eat in season is also important.

As food is vital for physical and emotional health, Windana's Food as Medicine Program is in place. This helps educate residents on how food can support recovery, and guides the meals residents plan and prepare.

### **Can I come if I am experiencing mental health challenges as well as alcohol and drug dependence?**

Yes. However before coming our Assessment Team will have a detailed look at your circumstances to make sure we are going to be the best fit. There are supports across Windana for residents who experience both mental health challenges and alcohol and drug dependence.

### **What happens when I finish the program?**

You will leave with skills to manage alcohol and drug dependence. Before you leave you will work with your Case Manager for support. You will also have the option to go and live in an Integration House.

We will work with you during your time to ensure you are connected with services from Windana and the wider community.

## Do I need to do a withdrawal program before coming?

Yes. This can be through Windana or another organisation, either residential or home-based.

## What do I do now?

If you don't yet have a referral, it's important get in touch with your local Intake and Assessment service. You can do this by contacting DirectLine on **1800 888 236**.

If you are already referred and are coming to stay a Windana staff member will be in touch to prepare you for arrival.

If you have any questions in the meantime, you can also contact Windana on **03 9529 7955** Monday to Friday, 9:00am - 5:00pm.



### Find out more about our programs

windana.org.au  
windana@windana.org.au  
03 9529 7955



Ballarat



Geelong



Maryknoll



**WINDANA**  
Life. Changing.

We celebrate and respect diversity in all its forms including Aboriginal and Torres Strait Islander identity, sex, gender, sexuality, age, culture, language, disability and lived experience.

Alcohol and other drug counselling and referrals are also available 24/7 by calling DirectLine on 1800 888 236 or visiting [directline.org.au](https://www.directline.org.au). This program is supported by the Victorian Government.

