# FORWAARD Aboriginal Corporation

# Residential Guest Handbook

**WELCOME:**

On behalf of the Members, the Board of Directors and the Staff of FORWAARD Aboriginal Corporation, I would like to welcome you to our Residential Rehabilitation Treatment Centre.

Today, you have made a courageous decision to strive to build a better life for yourself, and your loved ones, a life that will be free from addiction. Making changes to your lifestyle can be difficult and in some cases terrifying. However by choosing to become a member of the FORWAARD family, you have given yourself the best possible opportunity to gain control of your destiny, prosperity and happiness, and for this I congratulate you.

Over the next twelve weeks, our FORWAARD team members will be assisting you to develop the tools that you need to overcome your substance use. Additionally, we take a holistic approach to your wellbeing, and if required, we will help you to reconnect with your with family and friends, culture and community and provide you with employment opportunities when you graduate from the centre. These and many other elements of our program will be analysed by you, with the assistance of our team members.

The team who are responsible for championing you through this program, are highly skilled, experienced and more importantly motivated, to help you, help yourself. This team will be with you every step of the way, providing advice and encouragement, as your progress through the various phases of our program.

The twelve-week program that you will be embarking on is designed with you at its centre. For us, your wellbeing and recovery are of the utmost importance, and we will do whatever is needed to support you with your efforts of rehabilitation.

I look forward to observing your journey while you are with us, and I hope that by the end of your program we have helped you achieve each of your goals. There is no doubt that throughout the twelve-week program, there will be times that are difficult and challenging. However, no matter how tough it gets for you, we will be here to help you prevail.

As a way to help you met your challenges, and to aid you if you are feeling a bit low, please keep this mantra mind, that is:

**ADDICTION IS TREATABLE; ADDICTION IS BEATABLE -** repeat this mantra over and over when you are feeling a bit down

Steve Versteegh

Chief Executive Officer

**RESIDENTIAL GUEST HANDBOOK**

The following handbook has been designed to help you understand the requirement of life in the residential community at FORWAARD.

In this document, we have outlined for your benefit, the guidelines, timelines, rules and consequences for most situations within the community. It is now up to you, with the support of your Case Manager, to make yourself aware of these requirements and act on them when needed.

The Handbook is based on our three guiding principles, these are:

1) Respect yourself.

2) Respect others in the community.

3) Do not bring alcohol or illicit substances into the community.

The team at FORWAARD want your stay with us to be enjoyable and successful. Moreover, we wish you all the best as you undertake your recovery journey

**NON CONTACT PERIOD**

As a significant part of your treatment, you will need to focus on getting into a routine when you commence your residential stay with us. Accordingly, part of our process to help you settle in, is to have you undertake our ten day '*non-contact'* period.

This means that during these first ten days YOU will:

- Not be able to leave the centre, unless your trip is for a medical or similar appointment or a programmed activity.
- Not have any visitors.
- Be permitted one phone call to let the family know YOU are at FORWAARD.

**Personal Phone Calls**

- Clients are only permitted two, 10 Minute personal phone calls a day and staff will terminate the conversation if they deem necessary.
- Phone calls can be made in the treatment room on the client phone
- Please gain approval from staff, before using the phone

**Medication**

- All medication is to be given to a FORWAARD staff member usually your Case Manager.
- If medication is required, it will be given to YOU by a FORWAARD staff member; this will be in accordance with FORWAARD's Medication Policy.
- Upon entry to FORWAARD, any prescription medication in your possession must be handed to staff and will be administered to YOU as per the prescription.
- Your medication will be secured in the safe, preferably in Webster Packs.
- No Codeine, Panadol medication is to be brought into the Community unless prescribed by a Medical Practitioner.

**Drug and Alcohol Testing and Searches**

- An initial drug screening will be conducted within 48 hours of arrival.
- Random alcohol and other drug testing will be conducted at FORWAARD's discretion throughout the duration of your stay.
- YOU will be breathalysed, and bags searched, and have your pockets turned out after shopping trips and upon return from all other unsupervised outings.
- From time to time, you will need to undergo random drug testing, the type of test will be determined by the FORWAARD team member.
- Your property will be searched by staff members on admission to the FORWAARD program.
- Property and room searches will be conducted at FORWAARD's discretion.
- Drug sniffer dogs will be on site from time to time

**Doctor Appointments**

- YOU must be seen by a General Practitioner as soon as practical when admitted to FORWAARD.
- This appointment will be made for YOU by our team members.
- YOU may request to see a doctor by discussing this with your Case Manager

**Smoking**

FORWAARD **is a non-smoking center.**

That said we also understand the need for some clients to smoke, please consult your Case Manager if you are a smoker for the smocking rules.

**Business Phone Calls**

- Business phone calls, are calls that are made to Centrelink, a Job Network Provider, Medical Personnel, Lawyer or similar type of organisation
- These can be made with approval from your Case Manager
- The call will need to be booked with sufficient notice given; this is usually the day before the call is made.
- All calls taken in the office will be supervised.

**Business Appointments and Visits**

- Business appointment or visits are visits made to Centrelink, a Job Network Provider, Medical Personnel, Lawyer or similar type of organisation
- Any outside appointments are to be requested through your Case Manager and will be considered on a case by case basis.
- Regardless of the outcome, YOU will need to provide at least one days' notice to your Case Manager for an appointment.
- The outside appointment time, must not interfere with your attendance in the Program.

**Mobile Phones**

- Mobile phones are not permitted in the centre. If YOU bring a mobile phone, YOU must hand it into staff upon arrival, where it would be put in the safe until YOU are discharged from the centre.
- If you are found with a mobile phone while you are a guest with us, we will confiscate your phone and sanctions will apply

**Bedrooms**

- Are to be kept clean, and beds are to be made daily
- No sleeping is permitted during the day (Monday to Friday)
- Bedrooms are allocated according to the centre's needs, at times and for centre critical reasons. YOU may be relocated to another bedroom. If this happens to YOU, YOU are required to quickly pack up your belongings and report to your Case Manager, who will assign you, to the room that has been allocated to YOU

**iPods and other musical devices**

- iPods and other musical devices are to be used in free time only.
- iPods and other musical devices are **not** to be used while the Program is in session if this requirement is breached, your device will be removed from YOU for a period of three or more days. Only iPods without screens can be used in the centre (unless they were purchased by FORWAARD)

**TV Hours**

Monday – Friday

- The TV must be off by 7.45am each morning, can be switched on from 12 noon to 1 pm and then it can be switched back on after 3 pm

Weekends

- The TV can be used at leisure during the weekend.

**Junk Food/ Gambling Paraphernalia**

- No gambling materials are to be brought into the centre.
- If YOU wish to purchase some gambling material such as scratchies, then YOU can do so while on day leave. However, under no circumstances is gambling material to be brought back to the centre.

**Morning Walks**

- Each morning able clients will be required to participate in a morning walk
- Clients are expected to leave together, walk together and return to the centre together
- At no point are clients permitted to separate from the group and wonder off on their own

**Shopping**

- Shopping day is Thursdays only.
- All clients are permitted to go shopping, except those clients who are:
    - Undertaking their non-contact period
    - Banned because of community scansions
- Clients in Phase 1 of their program, must be accompanied by a FORWAARD team member.
- Clients who have progresses past Phase 1 can undertake unsupervised shopping

**Food**

*FORWAARD is a registered food business and under the conditions of our business, food stuffs not purchased by FORWAARD are not permitted on the premises for risk of breaching our registration, therefore:*

- Any foods caught or butchered while on a FORWAARD camping trip, cultural visit or any other activity are not permitted to be transported back to the centre. This includes but is not limited to, seafood, poultry (including geese), or any other meat, this includes any bait that may be remaining from a fishing trip.
- Under no circumstances will visitors be permitted to bring food into the centre, if a visitor is caught risking our food registration by bring food into the centre. They will be immediately exited from the centre and banned from any further visits
- *Exceptions to this requirement are meats purchased from a butcher or supermarket that are within the required use by date and are used by clients to BBQ, Clients are to inform their Case Manager or After Hours Supervisor that they have purchased the meat.*

**Visitors**

- Visitors are permitted on Saturdays between 3:30 pm and 4:30 pm
- There are no visitors allowed during other times unless it is discussed with your Case Manager.
- Only sober visitors will be welcome – visitors suspected of being under the influence of alcohol or drugs will be asked to leave the centre.
- Children must be accompanied by a guardian who is not a guest of FORWAARD.
- Visitors are not permitted to go inside the centre bedrooms; children are not allowed in the common room
- Visitors are not to bring any food into the centre *as per the food clause*
- Staff will request visitors to leave the premise in the event of unacceptable behaviour.

**Leave**

- An application for leave may be requested after commencing in Phase 2 of the program. The leave forms need to be submitted through your Case Manager, no later than the 12 pm on the Thursday of the week of your leave.
- Leave is only permitted once each fortnight.
- Day leave requests can be submitted at the start of week 8 of the program
- Overnight leave request can be presented at the beginning of week 10 of the program
- Not all leave requests are approved. Approval is only provided if the Case Manager is satisfied that all the criteria for leave has been met.
- On rare occasions special leave MAY be granted for cultural or family reasons, please discuss these with your Case Manager.

**Housekeeping**

- Hang clothes up and place your bags in the bottom of the wardrobe
- Get out of bed by 7.00 am on a weekday and 9:00 am on the weekend ready to join FORWAARD's daily routine.
- Go to bed by 10 pm Sunday to Thursday. Friday and Saturday 11 pm.

- Men & Women are to sleep in separate bedrooms
- Consider others when watching TV, DVDs or listening to music. – keep the volume down.
- Consider our next door neighbours, please remember we are in a residential area
- On the day that YOU are discharged from the program, FORWAARD asks that YOU clean your room.

**Toiletries**

- On admission to FORWAARD, YOU will be provided with some toiletries.
- These are for your use, and YOU will be able to replenish these when YOU are permitted to go shopping
- Aerosol cans such as deodorant/hairspray are not allowed under any circumstances, as their content may affect the health of other clients and staff.

**Gym Hours**

- Please use a towel when using equipment, wash it after use.
- 6.30am – 7.45am all days
- 12.00pm- 1.00pm Weekdays
- 3.00pm – 9.00pm weekdays
- 6.30am – 10.00pm Saturday & Sunday

**Group Etiquette**

- Don't speak for others, let them tell their story
- Don't criticise, laugh, or make fun of others
- Whatever is said in the group stays in the group
- No walking in and out of the group, please asked to leave if YOU need to
- Don't speak or interrupt others when they are talking in the group
- YOU are not permitted to swear or curse, try to increase your vocabulary and find other less offensive words

**Rental**

- While you are a client at FORWAARD, you are expected to contribute to the running costs of the centre
- Payment arrangements can be made at Intake or with your Case Managers
- Your Case Managers can tell you how much rental you need to pay, the amount is based on your status as a day or residential client.

**After Hour activities**

**AA and NA meetings**

- YOU must attend your allocated away from base AA or NA meetings, as scheduled by your Case Manager and YOU must follow the rules of AA or NA Group Meetings
- You must attend all AA or NA meetings that are held at the centre.
- YOU are not allowed to walk in & out of the meeting, and YOU must ask if YOU wish to go to the toilet.

**Outings**

- YOU must be either fully clothed or appropriately clothed, when you are in the public areas at FORWAARD and when you go on outings
- During outings, if YOU miss the return bus/car, YOU will have 2 hours in which to contact FORWAARD and find your own way back. Consequences will apply if YOU miss your lift back to the centre.
- YOU are NOT allowed to hang out of or yell from any of FORWAARD's vehicles
- No eating or drinking, other than the consumption of water, is permitted in any of the FORWAARD vehicles.
- If YOU go fishing, then please note, that there are no circumstances that will permit YOU to bring back your catch or remain bait to the centre. *See the food clause*
- The bus must be cleaned after every outing, if the bus is not clean outings will be cancelled.

**Kitchen duties**

- When YOU commence with us, YOU will be allocated to a Kitchen team, and YOU will need to undertake some kitchen duties.
- Please let your Case Manager know if YOU would like to undertake a food handling course.
- As a courtesy to other clients and as a health and safety event. YOU must ensure that before YOU leave the kitchen, YOU have cleaned the kitchen.
- Under no circumstances are YOU permitted to be in the kitchen without one of the FORWAARD team members
- No client is permitted to cook in the kitchen unless undertaking a food handling course with supervision

**Bank Days**

- Banking will only be done on **Mondays** and **Fridays**.

**Case Managers /Treatment Room**

- Before entering the Case Manager's/ Treatment room, YOU need to knock on the door and wait for someone to let YOU in.
- The Treatment room will be closed and locked from between 12noon and 1 pm week days and 4:00 pm and 4;30 pm all days

**Residential Guest Handbook**

- The activities and requirements as outlined in this Handbook are subject to change from time to time. Should it be necessary to make changes to this Handbook. YOU will be informed firstly at a group meeting and secondly in writing. Notification of a change will happen as soon as it is practical to do so.

**Schedule 1 – community sanctions for misdemeanour acts:**

| Misdemeanour acts | CONSEQUENCES | | |
|---|---|---|---|
| | First time | Second time | Third time |
| Sleep in after 7.00am | Warning | 1 hour work | 2 hours work |
| Late for group or activity | Warning | 1 hour work | 2 hours work |
| Unsatisfactory Room Inspection | Warning | 1 hour work | 2 hours work |
| Clothes left in the washing machine | Warning | 1 hour work | 2 hours work |
| Leaving mess/dirty dishes in the kitchen | Warning | 1 hour work | 2 hours work |
| Sleeping During the day (weekdays) | Warning | 1 hour work | 2 hours work |
| Decide not to join in programs without the approval of a Case Manager | Warning | 2 hours work | Possible exit |
| Slack off on work projects | Warning | 1 hour work | 2 hours work |
| Not taking responsibility for own actions.eg excuses, blaming | Warning | 1 hour work | 2 hours work |
| Break rules on supervised outings e.g. buying scratches | Warning | 2 hours work | Possible exit |
| Ignore reasonable staff directions | Warning | 2 hours work | Possible exit |
| Don't do morning Chores unless approved by Case Manager | Warning | 2 hours work | 4 hours work |
| Try to con staff | Warning | 2 hours work | 3 hours work |
| Are Dishonestly and lie (Case Manager discretion) | Warning | 2 hours work | Possible exit |
| Deliberately damage FORWAARD property (Case Manager discretion) | Pay for damage | Call Police and Exit | No third chance |
| Accidental damage to FORWAARD property (Caser Manager discretion) | Pay for damage | 2 hours work + pay for the damage | Exit |
| Misuse of FORWAARD equipment | Warning/Pay for any damage | 2 hours work + pay for the damage | Exit |
| Have a hidden mobile phone | Loss of shopping for two weeks . | Loss of shopping + 4 hours work or Possible exit | Exit |
| Leave the TV Room Messy | Warning | 1 hour work | 2 hours work |
| Gossip and Backbite other clients | Warning | 2 hours work | Exit |
| Carry on about jail time and using drugs | Warning | 2 hours work | 4 hours work |
| Wear Headphones or play I pods during program time | Taken away for 3 or more days | 1 hour work | 2 hours work |
| Smoke in non-smoking area | Warning | Loss of Shopping | 2 hours work |
| Possession of pornographic or R rated movies, magazines or games | Warning | Loss of shopping + 4 hours work | Exit |
| Miss the return trip back to the centre from an outing, without a reasonable excuse | Warning | To be determined by your case manager | To be determined by your case manager |

*Please note that regardless of the consequences outlined above, if in the view of your Case Manager, the breach is deemed to be constant, or if it has a negative impact on other guests or staff, or if it is a premeditated and a blatant act. The Executive Director or representative can escalate the consequences of the breach, which may include expulsion from the program.*

**Schedule 2 – Consequences for breaches of major rules**

| Major Rules | Consequence |
|---|---|
| If alcohol or drugs are detected on YOU, and you have shared this contraband with other guests, the consequence will be: | Exit and a 1 month ban (the ban is at the discretion of Treatment Team ) |
| If alcohol or drugs are detected on YOU, the consequence will be: | Possible Exit – First and final warning and at a minimum you will serve 20 days community work and 20 days non shopping period |
| If YOU are caught having sexual intercourse or forming an intimate relationship with another resident, the consequence will be: | Exit and a 14 Day ban for both parties |
| If YOU are sexually harassing or assaulting other guests, the consequence will be: | Exit -Staff discretion on timeframe |
| If YOU do not pay your rental payments the consequence will be: | Exit from the program |
| If you are physically violent, abusive or threating towards a FORWAARD team member, the consequence will be: | Exit – and a lifetime ban |
| If YOU leave the centre without permission, the consequence will be: | Consequences at the discretion of the treatment team |
| If YOU Discriminate against another guest e.g. homophobic, gender bias, racism, the consequence will be | Exit -Staff discretion on timeframe |
| If you display violence in any manner, the consequence will be | Exit -Staff discretion on timeframe |
| If YOU are caught stealing, the consequence will be | Exit- Staff discretion on timeframe |
| Any abusive or offensive behaviour, whether physical or verbal | Exit -Staff discretion on timeframe |

*If YOU are mandated by Corrections, breaking one of these major rules may result in a possible breach of your order and subsequent return to the Corrections system.*

*If YOU are exited from the program because of a breach of the Major Rules. You will only be permitted to return to the centre, once your period of expulsion has elapsed, and YOU have apologised to the community for your actions.*

Every action leads to reaction. If YOU are serious about getting well then our staff will support YOU all the way, if YOU are not serious, then YOU will be asked to leave FORWAARD.

The choice is yours.

## Phases of recovery

The following table outlines the phases of recovery that are undertaken in the FORWAARD Aboriginal Corporation 12-week treatment program and are the basis for setting out our program activity and privileges

| **PHASE 1** | **PHASE 2** | **PHASE 3** |
|---|---|---|
| **Week 1 through to week 6** | **Week 7 through to week 9** | **Week 10 through to week 12** |
| **Activity** | **Activity** | **Activity** |
| • Ten-day non-contact period commenced<br>• Improved Diet<br>• Improved Sleep<br>• Hygiene/showering<br>• Rooms are maintained and clean<br>• Treatment plan started with Case Manager<br>• Showing Self-controlling/behaviours<br>• Following house schedule<br>• Participation in work groups unless physically unable | • Phase 1 activities continuing<br>• Positive role modelling<br>• Words are now being translated into actions<br>• Exit plan discussed with the Case Manager<br>• Actively engaging with Case Manager<br>• On time to all activities<br>• Participation in workgroups | • Phase 1 activities continuing<br>• Phase 2 activities continuing<br>• Supporting others<br>• Leadership-jobs/roles<br>• Running of groups activities<br>• Role Modelling<br>• Assisting other community members as required |
| privileges | privileges | privileges |
| • Minimal privileges for the first ten days<br><br>Post the ten-day non-contact period<br><br>• Able to go shopping with staff on Fridays<br>• Able to receive visitors<br>• Able to make phone calls | • At the start of week eight, the client can apply for 1 Day leave (no overnight) per fortnight<br>• Shopping on Friday afternoon(as per schedule)<br>• Attend MAX Employment sessions Offsite | • Leadership role in the community<br>• Able to apply for overnight leave at the start of week 10 |

**Member of FORWAARD**

- If you are an Aboriginal or Torres Strait Islander client, you are eligible to become a member of FORWAARD
- To be a FORWAARD member you must complete a membership form; this form will be submitted to the FORWAARD Board of Directors to be approved for membership,
- As a Member of FORWAARD, YOU have a voice in what happens at FORWAARD.
- As a member, YOU are a part of the group who select and vote for the Board of Directors at the Annual General Meeting (AGM)
- The AGM is held before November of each year, and the date is advertised at least 30 days before the AGM conducted.
- As a Member of FORWAARD, the Board of Directors will govern on your behalf, so let us know when YOU move and where we can send YOU annual membership updates.
- If we cannot contact YOU your membership will lapse after 12 months, so please stay in contact after YOU leave.
- Your views and ideas are valued, and they help us lay the platform for the FORWAARD direction, as such all your comments are very welcome.