



# **RECOVERY ACCOMMODATION SERVICE INFORMATION HANDBOOK**

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**Your guide to the accommodation services provided  
by Richmond Wellbeing.**

**The information within this handbook is intended for people thinking about using  
Richmond Wellbeing accommodation services and for those receiving the services.**

# Recovery Accommodation Service Information Handbook

Living in Supported Accommodation is likely to be different from the way that you have lived before. Not only is it a new environment, but you will be living with many new people in a 'mini community'. Each site has different routines and environments which will naturally take time to get to know. The purpose of living in such a community is to kick start your recovery. That is to take some time to think, dream, plan and complete actions on your journey of building your life – we call this 'recovery'.

The following information is provided as a guide to assist your move to living in supported accommodation with Richmond Wellbeing.

This handbook outlines:

- The history of Richmond Wellbeing
- Our Recovery focus
- Taking the first step
- Becoming part of a community
- What to do now
- Moving on

This booklet is not intended to cover every aspect of Richmond Wellbeing's accommodation services. We hope it will, however, provide enough information to enable you to gain a good understanding of what you can expect from us and what we will expect from you if you choose to embark on a journey with us.

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This handbook is a guide only and is not to be taken or relied upon as the provision of legal advice.

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## Welcome

On behalf of the Board and staff of Richmond Wellbeing, I wish to introduce you to our organisation and welcome you to the beginning of your recovery journey with us.

As our title of our organisation suggests we are all about working toward wellbeing and/or recovering wellbeing. Indeed, all of what we do is aimed at developing safe environments within our residential communities which enhance and enrich the wellbeing of all. This document is aimed at thinking about some of the things that might contribute to this.

Our obligation to you is to provide you with the right support to embark on this next leg of your recovery journey. Our staff will work toward supporting you to be in the driver's seat of your life. We welcome you to talk to us about this idea and how we can do this in a way that best suits you.

We look forward working with you in this important work.

Warm regards,

A handwritten signature in black ink, appearing to read "Neil Guard". The signature is fluid and cursive, with a large initial "N" and "G".

Neil Guard

Chief Executive Officer

# About Richmond Wellbeing

## Our Story

Richmond Wellbeing (RW) is part of a worldwide network of Richmond Fellowships. We take our name from Richmond in Surrey, England, where Elly Jansen founded the original Richmond Fellowship in 1959. This group grew out of Elly's belief that people recovering from a mental illness would benefit from living in a supportive community setting. This started with the first community based home for ex-psychiatric hospital patients that she established, providing support through skilled counselling and assistance in order to face the demands of life outside the hospital/institutional setting.

In 1975 Elly, together with other members of the West Australian community, established Richmond Wellbeing, formerly the Richmond Fellowship WA. The organisation has grown both in strength and in the number of people it supports in residential settings and outreach services across the Perth metropolitan area and the South West of Western Australia.

Richmond Wellbeing (RW) is a key provider of community mental health services in Western Australia. Our services include accommodation services, mobile outreach services, Hearing Voices Network Western Australia as well as being the lead agency for the Bentley-Armadale Medicare Local Region Partners in Recovery (PIR) Program.

## Our Values

### Hope:

We believe that people can and do recover from mental distress

### Relationship:

We work in a person centred way, in partnerships, and are mindful to promote positive relationships between individuals, families, support networks, services, businesses and the community

### Integrity:

We work with kindness, respect, honesty, reliability and professionalism

### Innovation:

We always look for opportunities to innovate in order to lead the way in supporting mental health recovery

## **Our Recovery Focus**

At RW we operate to support 'Personal Recovery' this is about creating or rebuilding a meaningful life, for some this means emotional healing, for others this is about rebuilding after trauma, or, as Rachel Perkins says personal recovery is "discovering and using your own resources and resourcefulness, finding a new sense of self, meaning and purpose - growing within and beyond what has happened to you".

Being diagnosed with a mental illness doesn't mean that you need to give up on life, hopes and dreams. We have found that people access RW services because there are changes they want to make to their quality of life and to stretch and grow beyond their current situation.

At RW, our staff work with you, providing encouragement and support to achieve your dreams, aspirations and goals for a 'good life' sometimes described as 'a meaningful contributing life' (recovery). This is about working holistically toward emotional, psychological, physical, social and spiritual (if this suits) wellbeing.

We work from a strengths approach – that is, working to support people to recognise their strengths and come to see themselves as having agency (control) over their own life.

The aim of RW services is to become redundant in people's lives – that is, we recognise that life does not revolve around us as workers – we are a small part of people's lives for a short time (hopefully). We work alongside you to enable you to become self-empowered, building your strength and determination to pursue the life you want for yourself.

## **Privacy and Personal Information**

RW understands the importance of privacy and we work within the Privacy Act and legislated Australian Privacy Principles.

## Accommodation Services

We have a range of accommodation services available, depending on the level of mental health recovery support required.

Did you know that applications for RW are assessed in accordance with information provided on your *Application for Services* Form? This includes additional information supplied by any person lodging the application on your behalf.

To apply for our accommodation services, you must be 18yrs or older and can be linked in with a mental health service, a private psychiatrist or are supported by a GP in the community. Individuals may also complete a self-referral request for service if not currently linked in with any other services. To access our Ngulla Mia Service you must meet the criteria for acceptance into City Community Mental Health Services.

People staying in our residential services work on their recovery plan with their Key Worker using various tools to assist them (including the Recovery Star). Staff work closely with the local services and can assist with linking into other services if required. Staff offer support to heal from trauma, explore voices and gain mastery over life problems as well as engage in physical health enhancing activities, music and other things of interest as a vehicle toward building a meaningful life.

### Bassendean Service

The service at Bassendean provides long-term accommodation. This is a community-based, home-like environment for people with high support needs. The expectation is that people will use our service for a time, and then move on to more independent living arrangements with our support – because we believe that it is possible to thrive in the community. At Bassendean we offer support 24hr, 7 days per week.

### Subiaco Individualised Options

This service in Subiaco is for people who may be described as having both mental health issues and an intellectual disability. Support is provided 7 days per week for long stay residents.

### Community Supported Residential Units in the South West

This service located both in Bunbury and Busselton. Our South West services offer long-term accommodation with a recovery focus to enable the transition into independent living in the community. Eligibility is primarily for residents living in the South West region of Western Australia, or to those who have existing social supports in the South West region. Our site operates 24 hours per day, 7 days per week at both these locations.

## Community Options

Based in Kelmscott, this service assists people with high or complex needs. Some residents of this service have formerly been living in Murchison Ward at Graylands Hospital. Referrals to this service are arranged by Graylands Community Options staff. Staff support is available on site 24 hours a day, 7 days a week. Residents each have their own Keyworker to support them build a life in the community. Our staff work together with local services.

## Recovery House

Located in Queens Park, the Recovery House service is a new and innovative initiative which offers eligible people a 12-week intensive recovery program.

A key feature of the Recovery House is the focus on community which creates a sense of accountability, responsibility and belonging. The community pays keen attention to working towards equal power relations across both staff and people using the service. Both those working in the community and those living in the community are expected to own their feelings, allow personal vulnerability, continually reflect on one's ways of being in the world, and work towards increased self-awareness and personal and emotional recovery. Within the program, there is an expectation of a deep commitment to:

- shared power
- transparency, shared information and a 'nothing about us without us' philosophy
- deciding things together as a community (staff and people using the service)
- self-empowerment
- personal responsibility
- emotional recovery
- both useful structure as well as flexibility – committing to being responsive to need in the moment (allowing organic processes to emerge)
- and working hard on one's recovery

## Short Term Respite/Crisis Service - Westminster

Services at Westminster offer non-clinical support and short-term accommodation for those in need of respite, or who are in a crisis situation that is social in nature, requiring temporary alternative accommodation. This is for people with a with complex mental health support needs that cannot currently be met in the wider community. The period of stay is normally limited to three (3) months, with extended day support. During this time people are supported to think about their recovery dreams and aspirations and develop a plan toward self-empowerment.



## Ngulla Mia (Noongar for "Our Place")

Located in central Perth, our Ngulla Mia service is for people experiencing mental health issues who are homeless or at risk of being homeless. This service has capacity to support 32 adults. People can stay for up to 12 months to work, with the support of a RW Keyworker, to work intensively on their recovery toward building a meaningful life beyond crisis and distress. The team work according to recovery enabling, person driven practice principles, providing psychosocial support to enable **personal recovery**. Applications are reviewed by a panel consisting of our staff, a consumer representative and staff from the City Mental Health Services. People using this service are required to have the support of a mental health case worker. Our service is staffed 24hrs per day 7 days a week.

## PaRK Service

The RW Peel, Rockingham and Kwinana (PaRK) Service Office found its new home within Rockingham. As a new provider entering the region, the service works in partnership with PaRK Mental Health Services giving priority to referrals received directly from them. PaRK Service has a vision of a world excepting of the human experience of mental distress and values of Respect, Hope, Person Centred Relationships and Integrity. With the belief that people can and do recover from mental distress.

The PaRK Service offers ten individuals the opportunity to actively engage in their recovery journey and invites individuals to work together with staff to explore their personal definition of recovery. Through this process, individuals may focus on what a meaningful and fulfilling life looks like, and actively work towards this. A Recovery Worker and a Support Worker will walk alongside individuals on this journey of actualising their recovery goals and dreams.

Individuals will live in shared living accommodation within a two bedroomed house in the Rockingham / Mandurah region. The accommodation is offered on the basis that the individual actively engages in their personally crafted recovery program, for up to one year and there is the option of continued outreach support for a further six months once leaving the accommodation.

## What you can expect from our staff

Our staff are there to offer support please let us know how we can help. We will always work to taking our hands off the driving wheel of your journey and support you to be in the driving seat of your life. We are here to walk alongside but not to 'do for' because 'doing with' helps much more.

# Living in Accommodation Services

## Living with Others

There is a strong emphasis on community living within RW residential sites. In community living, you may share areas such as kitchen, lounge room, laundry, bathroom and outdoor areas with others living in this community.

It is expected that you will actively engage in your own recovery plan activities (particular on weekdays). We expect that you will be involved in working toward realising your own dreams and aspirations, this may include volunteering, paid work or study, physical exercise and or recovery based groups as well as attending to your personal and domestic needs.

In signing up for a recovery journey with us; we ask you to also agree to follow our guidelines; they are there to respect all people using the shared living space. For example, we ask people to agree to not using illicit substances on site. Another example is that you will be expected to abide by the guidelines for entertaining your visitors and take responsibility for them whilst they are visiting. We know you will appreciate that when there is a shared community of people who may be recovering from traumatic life events, there is a need for a deepened sensitivity and understanding. Thus requires us to reach deep, consider others, and take responsibility for our choices and actions.

## My Plan

For many of us 'daring to dream about building a good life' can be daunting – at RW we recognise this, and so you will have access to a Key Worker to support you to navigate *your* way. They will support you to think about what it might take to forge a 'good life'. From here you will plan some steps to take in order to work toward what *you* want. Your Key Worker will meet with you weekly to work though obstacles and build bridges to what you want and where you want to go. Support Workers (and at times Peer Support Workers) are also available to support you on your journey. At RW many of our staff have a *lived experience* of mental distress, so have faced some of the questions and dilemmas you are facing now. Take heart, have hope and dare to strive again. Alongside the recovery planning process, a safeguarding plan is developed.

## My Safeguards

The Mental Health Commission defines *safeguards* as precautions and measures that are put in place to ensure an individual has the best possible chance of succeeding in their recovery. Safeguards may protect a person from exploitation and harm, and foreseeable unintended events. Importantly, safeguards also should enhance and protect

a person's human rights, and enable a person to make choices and decisions, take considered risks, and live a life as an active and equal citizen in the community. Safeguarding is about building safe environments for people – working in partnership with individuals and their families where relevant.

RW staff work with individuals to implement safeguards which will have maximum positive impact in their lives. Safeguarding is highly individualised and tailored to an individual's specific support needs. We do not, therefore, prescribe a standard package of safeguards to apply to everyone. We work to ensure barriers to an individual's recovery are addressed from multiple angles by multiple stakeholders with an individual's unique circumstances at the forefront.

In developing safeguards for individuals, RW uses the following guiding principles advocated by the Mental Health Commission:

- Comprehensive safeguarding supports recovery
- Safeguards are developed by and with individuals, and where relevant, their families, carers and significant others;
- Safeguards reflect an in-depth knowledge and understanding of the person's strengths and vulnerabilities and his or her circumstances, and are responsive to changes in the person's circumstances and level of risk;
- Safeguards enhance the safety and wellbeing of the person and members of the community, and are proportionate to the level of risk. The least possible restrictions on the person are imposed;
- Underpinning safeguards is the assumption that all people have the capacity to make decisions, however, some people may require support around some decisions at particular times; and
- Safeguards foster self-development and growth and their implementation maximises people's capacity and right to live a meaningful life of their own choosing.

## My Recovery

Recovery is a process. It is not about what's wrong with you it is about what has happened to you. So often things happen that interrupt our life and our wellbeing. Recovery is about living (not existing); it is about finding ways to heal from such life crises and creating or rebuilding a meaningful life. For many, this means emotional healing, rebuilding following trauma, discrimination, abuse and navigating difficult relationship experiences and intense emotional overwhelm. It is not about cure' and services/clinicians 'fixing what's broken', eradicating 'symptoms', 'getting people 'stable', managing their 'symptoms' or some kind of idea of returning to 'normal' ... some say 'normal is a cycle on a washing machine' not related to people.

## House Meetings

House meetings are held on most sites. A house meeting is a space for all people sharing the living space to come together to plan, share and discuss practical matters. If residents feel it is useful, at least one member of staff can also be present. How such groups operate is flexible; some sites concentrate on achieving all business in the context of the daily meetings while others hold weekly ones, it is expected that all people attend unless it is impossible to do so, so as to support the development of 'community'.

We invite you to attend these meetings as they provide a space to:

- Share good news
- Talk to others about any concerns or issues that may have arisen
- Communicate things that are important to you
- To contribute decision making in your house or unit and the site
- Hear how things are for others (including staff)
- Work as a group to create shared solutions
- Work toward co-production – this means that staff and residents work together to co-create ideas, solutions and ways forward using expertise by experience and expertise by profession.

And after all recovery rarely occurs in isolation – we need to work together to achieve community.

# Accommodation Costs and Information

## Costs Associated with Using Our Service

*Lodging Fee* – Whilst living in our residential services, people need to pay a lodging fee (rent). The amount will depend on your income and you will have the opportunity to discuss this before entering the service. The lodging fee is due two (2) weeks in advance, and needs to be paid in full on entry to the service.

Our preferred option after that is direct debiting payment through Centrepay. Gas and electricity is included in costs, but a separate record is kept because you may be required to contribute more for excessive use if the bill exceeds reasonable use.

*Bond* – On starting out with our service, a bond must be paid which will be returned upon exiting RW, provided rooms have been kept in good condition and there has not been any intentional damage to property. We will let you know the current bond rate at your interview or you are welcome to ask in advance.

Important: If keys or swipe cards are lost you will need to pay for them to be replaced.

*Food* – This may involve each person contributing a set amount each week and participating in a cooking roster. However, this is according to individual arrangements and people are welcome to purchase their own food and prepare their own meals at any time if this is their preference.

*Toiletries* – RW does not provide toiletries to residents in any services. They need to provide their own. and Staff are available to assist with budgeting and purchasing if this is helpful.

*Cleaning Products* – With the exception of Ngulla Mia and Kelmscott services, each person is required to purchase their own cleaning products and ensure that their unit is kept in a clean condition. Staff are available to assist with budgeting and purchasing if this is helpful.

*Clothing* – RW does not provide personal clothing as it is the individual's responsibility to ensure that they have adequate clothing. Staff are available to assist with budgeting and purchasing with clothing also if required.

*Lodging Agreement Form* - On all sites when lodging fee and bond is paid, you will be asked to sign a Resident Lodging Agreement form.

Important: If you intend to cease direct debiting at any time because, please ensure staff are informed as we will then need to make separate payment arrangements.

## What Do I Have to Bring?

For most sites people are required to bring their own bed linen and personal belongings. However, linen is provided at the Ngulla Mia service. Please note that beds are “Single King” size and require sheets to fit. Pillows, doonas and blankets carry health issues concerning shared usage, which is why we request you provide your own.

When you move into one of the RW services your room will have a bed and mattress protector, chest of drawers & wardrobe. You will have access to the communal areas such as the lounge room dining room and kitchen. The rooms have usual items such as TV, furniture and kitchen items which are the property of WA.

The exception regarding the kitchen is Ngulla Mia which has a commercial kitchen and meals are provided.

You will be provided a set of keys (or a swipe card) to access your room and the house. Residents are responsible for the cost of any replacements for lost keys or swipe cards.

Please also bring any medications you need, as well as your doctor’s instructions. If you are self-administering your medication you will need to keep it locked away in a drawer or medication cabinet. Staff are also available to supervise medication should you need this – it will then need to be kept locked in the office.

It is our aim that you are supported to advocate for medication to enable recovery.

## The Need for Agreed Upon Guidelines to Create Safety and Comfort for All

RW concentrates on the positive and endeavours to support people to work through problems that arise.

It is important that people coming into the shared accommodation space, think about what sorts of things might be important in order to create a safe place for all, remembering that many people have been impacted by the effects of trauma. Residents are therefore expected to meet up and develop a safety agreement with the support of staff. This agreement will be a guiding document for resolving conflict and negotiating needs. At times we will need to let go of somethings for the good of the community this is called working toward consensus. This means working toward finding the middle ground in decision making, between total agreement and total disagreement.

## Respect and safety

Due to the fact that so many people who use mental health services have experienced trauma, we try to ensure a safe environment for all. We ask that you work with us to ensure a safe space physically and emotionally for us all kind of like a sanctuary of sorts.

The people in our residences are asked to agree to:

- respect the views of others
- respect each other's property as well as the RW property and premises.
- listen deeply and with openness to the views of others – even when those views differ from or challenge their own and also
- be willing to talk about things with others
- work toward an agreed outcome if there are conflicts
- act lawfully
- act safely
- proactively communicate with the staff if you need anything clarified or require support or assistance to work through things with your housemates.
- People are encouraged to raise issues whilst focusing on the issue and not the person.

### **Shared living spaces**

When sharing accommodation with others, it is important to be mindful of those we are sharing with and who might be coming to use the room after us. The rooms people quarrel about in shared spaces are usually the kitchen, bathroom, and toilet - we ask that you think about people using the room after you.

There are some important questions to ask such as:

- What might my fellow residents want the room to look like?
- Will they mind if there are dishes in the sink, mess on the benches or towels on the bathroom floor, etc.?

Common bug bears are:

- Noise levels
- Talking loudly into the night
- Asking others for cigarettes

We ask that you think carefully about these things

### **Visitors**

We welcome visits from good friends and family members. Please let staff know if someone is

visiting. However, to be respectful to others you are sharing with, please let visitors know that they are expected to leave at 10pm.

## Alcohol and Drug Use Policy

In alignment with the Occupational Safety and Health Act (1984) and the Occupational Safety and health Regulations (1996), RW is committed to providing a safe workplace for our staff that is free from hazards as a result of problematic alcohol or drug use. We also have a commitment to ensuring it is safe for the people who live in our Services.

Did you know

- As illicit drugs are illegal; we are not able to permit any use or supply of illegal drugs or sniffing substances on the premises at any RW Service.
- It is possible (on certain occasions) to apply to the Site Manager for approval to use alcohol. This will be done in a way that is considerate to all living within the community, taking into account safety, respect and will be mindful that some people may have experienced alcohol related trauma. There will be an expectation of a clear agreement and consultation with the community if this is to occur. Any non-approved alcohol may be confiscated.
- Whilst we know smoking is harmful, we respect people's right to choose. Smoking is permitted within the designated smoking areas. We ask that you please respect the other areas and help us keep them smoke free.
- In the interests of maintaining a safe environment for people recovering from substance abuse, all illicit substances and/or smoking implements found on any RW site will be confiscated, and the Site Coordinator/Manager may inform the Police.
- All medications used must be as prescribed and/or managed by a medical practitioner.

Evidence of use of illicit drugs on site, will initiate a discussion about suitability to remain within the RW service. Any further action will be based on the terms of the community living standards agreement. Any visitors to the site using or dealing illicit drugs or providing alcohol (without permission), will be immediately required to leave the site. If the individual refuses to leave then staff may seek the assistance of Police to ensure safe exit from the site.



## When it's Time to Move

You may find it is time to leave RW for a variety of reasons. Perhaps you want something different from what we offer, or, perhaps it is time for you to quest further toward your dreams of a good life in the community.

If you are contemplating leaving, the Site Manager from your residence, will find it helpful to know you are thinking about it. So if you can let us know this is on your mind or in your plan, we would appreciate it. We would like to have at least two (2) weeks' notice. Reminder: You will also need to contact Centrelink and advise them that your living arrangements are changing as this may affect your payments.

Did you know you may be eligible for other RW support services once you have left RW accommodation services? Please speak to site staff, before you leave, regarding your options for example, our Recovery Outreach Support (ROS) Service may be of use to you? The ROS Service supports people in their own accommodation within the community.

Should you have any concerns regarding the process of leaving RW, we invite you to seek advice from family or a friend, your external case worker, recovery worker or other staff on site.

We wish you well on the next step of your recovery journey – we very much realise that recovery is not linear – this means it does not go in a straight line and so meandering and exploring your life choices is an important part of growth.

Many, many well wishes wherever you go.

## Residents' Rights

- To be able to live without discrimination or victimization and treated with respect;
- To have your wishes respected and taken into account;
- To be treated and accepted as an individual, no matter what your status, religious beliefs, culture, gender, sexuality or disability may be;
- To receive appropriate and comprehensive information about options for care and treatment and the availability of services;
- The ability to choose which family members and friends you do and do not want involved in your Recovery service;
- To receive services in a safe environment that protects you from physical, sexual and emotional harassment, abuse and violence;
- To lodge a complaint if you are unhappy with RW services or have been unable to resolve issues to your satisfaction with your worker;

- To have the right to privacy respected;
- To have the right to confidentiality respected.

## Residents' Responsibilities

- To respect the rights and needs of the service community as a whole;
- To respect the right of staff to work in an environment that is emotionally and physically safe;
- To communicate courteously with your fellow housemates and staff;
- To respect fellow residents' privacy, their personal space and property;
- To accept that everyone (including you) is different and unique;
- To share your time, talents and resources with others;
- To work collaboratively to maintain good standards towards personal and food hygiene; and
- To provide feedback to staff regarding your experience of our service
- To maintain ambulance cover

## Hearing Voices Network

The Hearing Voices Network WA (HVNWA) is part of the global Hearing Voices Movement. We work to promote acceptance of the experience of hearing voices and other perceptual experiences such as visions and tactile experiences. We work to spread positive and hopeful messages about the experience of hearing voices, the possibility of recovery and acceptance of all human individual differences.

We do this through self-help groups, education, awareness and support for families and significant others.

HVNWA is a resource for people living in Western Australia who hear voices and experience visions and other unusual perceptions, and offers a place for the voice-hearing community to access relevant information, awareness and community hearing voices support groups.

We recognise that hearing voices is a common human experience and that only a small subset of people who hear voices are distressed by the experience or content. It is this distress that often leads people to seek help. We deeply believe that by embracing the Hearing Voices Approach one can make sense of voices and move on to live a meaningful fulfilling life.

To be eligible for the Hearing Voices Network WA, you do not need a formal diagnosis. If you hear voices contact the HVNWA team on (08) 9380 8800 or [HVNWA@rw.org.au](mailto:HVNWA@rw.org.au)

## Eligibility and Referral to RW Accommodation Services

To be eligible for most RW accommodation services, you must have been ‘diagnosed with a mental illness’, but check this out as each site may have different entry criteria.

Before being accepted into one of our services, we need to get a sense of your needs and how we can support you. We will help you explore whether we are the right fit for you. As recovery work is hard work and we do expect people to take action toward building a life of their choosing by daily action of some sort.

Each accommodation service has a different maximum length of stay and this will be discussed with you during your application process.

Once your application has been accepted and you connect into one of the RW services, you will have one to three months to decide if this is the right place for you – to test if this accommodation is meeting your needs. During the three months our staff will also reflect on this question. If one or both parties find it is not working, we will have a joint discussion about finding alternative accommodation.

## The Referral Process

Community services / organisations, government and non-government agencies can refer people to RW's accommodation services. The referral form can be completed by a GP, social worker, psychiatrist, case worker or other service professional. The application form can be obtained from the RW Head Office by contacting the intake officer on (08) 9380 8800 or through the Social Work Department of most mental health clinics, or you can also download the Application for Services from [www.rw.org.au](http://www.rw.org.au)

Self-referrals can also be made to our accommodation services. A referral form can be completed by the person themselves, a family member or friend. Please phone RW and ask to discuss these programs with our Intake Officer, as some may require a mental health diagnosis. Obtain the form by contacting the intake officer on (08) 9380 8800 or download the Self-Referral Form from [www.rw.org.au](http://www.rw.org.au)

RW has policies and procedures which protect your personal information. We will ask for your permission before we collect, use or share your information with anyone for any purpose, other than providing care.

During the referral process, your information is sent to RW to help determine your eligibility for our services. This information will include your social, medical and psychological information. The process then consists of the following steps:

- Your referral form is received at Head Office;

- Within 5 working days, our staff will contact the person referring you to acknowledge receipt of the referral and will let them know if, on initial assessment, your application matches RW criteria;
- Our staff at the referred service will carefully consider your application and invite you to an interview and also seek supporting information via discussions with relevant people (with your permission). Where preference is indicated for a particular residential service, RW will try to meet the request, however it will depend on certain things such as availability of a room etc.;
- Following consideration of your application RW staff will contact the person referring you to discuss the outcome of the referral (i.e. accept, wait list or unsuccessful at this time).
- Referrals to Ngulla Mia and the Bunbury and Busselton Community Supported Residential Units (CSRUs) will be assessed by a selection panel.

If your application is successful, then our staff will liaise with the person who referred you regarding a move in date.

We encourage you to arrange a visit to the program of your choice before lodging an application.

Acceptance into a program is based on an assessment of your support needs and wishes, and your compatibility with current participants.

**Referrals should be directed to:**

Richmond Wellbeing  
PO Box 682  
BENTLEY WA 6982  
[intake@rw.org.au](mailto:intake@rw.org.au)

## Recovery Actions

What does it take to work your recovery (toward building the life you want)? Recovery is a process, it takes action. We know that the saying by Henry Ford ‘*if you always do what you have always done; you will always get what you’ve always got. For a change do something different. Do something different for a change*’ is very relevant when building a meaningful contributing life.

Basically, it is the little actions that create our ‘good life’ step by step. Therefore, each day you are expected to take some action toward realising your recovery plans. It is as though your plan is like the map but the actions are the way you get to your destination.

People who use our services are encouraged to share what action they are taking toward building a ‘good life’ – whatever this is to them. This can inspire others and ourselves.

For some, this will be an individual endeavour – this could be an activity that fosters your intellectual, physical, spiritual or emotional wellbeing. This may be things like taking a TAFE class, a driving lesson or barista course, going for a walk, a gym activity, attending a church or meditation class.

For others it will be engaging in a group learning activity. Certainly, some people have found that working in groups can be useful. For example, getting together as a group to discuss emerging issues, or learning things about problem solving, managing anger, assertiveness or building self-esteem can be useful. Some groups might be about working through debilitating visions, voices or distressing beliefs, or talking about physical health issues and self-nurture, or perhaps about working toward healthy relationships.

The important thing about groups is that they are relevant to you – they can spontaneously arise as the need arises. We know from the recovery literature, that consumer led groups are very powerful, so people who use our service are encouraged to lead groups (staff support is available to assist with printing or make the tea). If a group approach is of interest to you, you may like to create a group space on your favourite topic or interest. Some ideas others have come up with for groups are *Surviving on the Streets*, *Managing Big Feelings*, and *Tips for Living in Residential Accommodation*. Your ideas and suggestions are welcome for creating a space for any learning or discussion you think will be useful.

We also actively encourage your involvement in groups and activities within the residence and also out in the community. For example, some people go to GROW meetings, others to Hearing Voices Groups, AA or even join sport clubs, music groups or gyms.

Some activities/actions people have found helpful are:

- Seeking out a part-time job;
- Joining a sports or swimming club;
- Volunteering in the community;
- Attending a course in something I was passionate about or interested in learning;
- Attending a GROW meeting;
- Signing up for a WRAP or Pathways to Wellness course;
- Working with my visions or voices
- Working on my own healing from \_\_\_\_\_
- Learning about distress management, boundaries, assertiveness
- Going to the RW Training sessions
- Driving lessons
- House hunting
- Physical exercise
- And much more

We would like you to assist us in planning activities that work as stepping stones to once again building and enjoying a 'good life'. Whether you would like to engage in some form of learning, leisure, sport, part-time or full time work or volunteering, we are here to support you.

We understand that groups can be important for some people as they provide a space for people to work through issues and bounce ideas off each other, to reflect and listen to different ideas. At the same time pursuing individual activities is also important – sitting and reflecting on ones thinking, voices and visions provides a space to develop self-awareness which is essential to recovery.

Some ideas from past group topics that people have found useful are:

- |                                  |                               |                    |
|----------------------------------|-------------------------------|--------------------|
| * Recovery                       | * Navigating<br>Substance Use | * Problem solving  |
| * Relaxation                     | * Who am I?                   | * Stress reduction |
| * Meditation                     | * Hearing voices              | * Wellbeing        |
| * Job search                     | * Soccer                      | * Archery          |
| * Anger as a part of<br>recovery | * Music                       | * Sexual health    |
| * Recovery tool kit              | * Mindfulness                 | * Swimming         |
| * Art as a way to tell my story  | * Gym, Basketball             | * Gardening        |



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