



# RECOVERY ACCOMMODATION SERVICE GUIDE

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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 Guide

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 guide outlines:

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

This booklet is not intended to cover every aspect of Richmond Wellbeing's accommodation service. 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. 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.

At Richmond Wellbeing, we see the value and potential in every person. We never put limits on what people can achieve, we simply provide an environment where you can be yourself, recover and reach your potential. We believe in recovery and we believe in every person who comes to receive our support. We care for people and love to share in your success.

We are committed to being open, safe and inclusive of every person, no matter who you are or what you believe. Every person has the right to be respected and valued, and to feel safe to be yourself.

Importantly, just remember that everything you achieve in your time at RW is because of your inherent strength, courage and resilience. We don't take any of the credit for your success. We celebrate your success and take pride in it, but it's your work and dedication that achieves the recovery. So celebrate your success and be proud of what you achieve in your time at RW.

We look forward working with you in this important work.

Warm regards,



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# 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 mental ill health 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 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 & clinical outreach services, contemporary training services, Hearing Voices Network Western Australia, as well as being the lead agency for the NDIS.

## Our Values

### Voice of Hope

We believe hope is a cornerstone of recovery and will always speak out for support and social change for people living with mental health challenges.

### Courage and Compassion

We work in a person-centred manner in which we will demonstrate empathy and kindness to all those we serve.

### Inclusion and Diversity

We value and respect the diversity of all the people we serve and welcome them into our community.

### Service Excellence

We consistently aspire to exceed expectations and pursue opportunities for continuous improvement and quality to create better outcomes for the people we serve.

## 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".

Experiencing mental health distress 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 wellbeing in a culturally safe space.

We work from a strengths approach – that is, working to support people to recognise their strengths and come to see themselves as having control to lead their own life as they actively step into recovery.

## Privacy and Personal Information

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

You will be asked whom you would like to give consent to and who Richmond Wellbeing may share information with. This may change so please ensure to keep staff informed of your consent.

## Eligibility and Referral to RW Accommodation Services

To be eligible for most RW accommodation services, you must have been 'diagnosed with a mental illness', however, please contact us 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 we do expect people to take steps 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 and to see 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 completed and submitted or downloaded from [www.rw.org.au](http://www.rw.org.au), 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.

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 you or 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 (CSRU's) will be assessed by a selection panel.

If your application is successful, then our staff will liaise with you or 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)



## Accommodation Services

We have a range of accommodation services and support models available to meet individual recovery needs.

To apply for our accommodation services, you must be 18yrs or older and able to 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 East 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 and Mentegram). Staff work closely with the local services and can assist with linking into services of your choice if required. Staff offer support to heal from trauma, explore voices and gain mastery over life problems. You will also have the opportunity of engaging in physical health and wellbeing activities and recovery group-based activities.

### Bassendean Service

The service at Bassendean provides longer-term accommodation, depending on individual needs this could be up to a few years. Bassendean is a community based and home-like environment for people with medium level support needs; we are staffed 24hr, 7 days per week. The expectation is that people will use our service for while developing their skills and confidence, and then move on to more independent living arrangements with our support – because we believe that it is possible to thrive in the community

### 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 six-month 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

## Queens Park

Richmond Wellbeing Queens Park service offers long term, recovery based support for individuals aged 18-65. Partnering with Nulsen Disability services, Queens Park offers highly individualised support to residents in all aspects of their health and wellbeing. The service consists of two homes with five separate bedrooms which are supported by staff 24 hours a day. The support model is based on individuals requiring assistance in activities of daily living, social support, personal care and recovery. All individuals are supported by the local clinical team.

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

Located in central Perth, the 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 in a safe and secure place; and work intensively with the support of a RW Keyworker on their recovery, towards building a meaningful life beyond crisis and distress. The team work with individuals to build independence and capacity utilising person driven practice principles and providing psychosocial support. Applications are reviewed by a panel consisting of our staff, a consumer representative and staff from City East Community Mental Health. People using this service are required to have the support of a mental health case worker. The 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 a resource to you as you continue your recovery journey. 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.

It is expected that you will actively engage in your own individual recovery plan and activities (particularly on weekdays). You will also be expected to engage in other elements of the group program. We expect that you will actively pursue your own dreams and aspirations, this may include volunteering, paid work or study, physical exercise attending recovery-based groups and developing independent living skills.

As you embark on your recovery journey with us, we ask you to also agree to follow our guidelines as listed in the Community Member Agreement; they are there to respect all people using the shared living space. For example, we ask people to not using illicit substances on site. 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, this 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 shape and create a 'good life'. From here you will plan some steps to take in order to work toward what *you* want. You and your Key Worker will meet weekly to work through, navigate challenges and build bridges to what you want and where you want go. Recovery 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 with people – it is a collaborative approach working in partnership with individuals, their families, carers and significant others.

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 with 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.

## Recovery Actions

What does it take to work towards your recovery (towards building the life you want)?

Recovery is an individual 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 include activities such 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 occur 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 planning 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 you are 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 your 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 rebuilding and enjoying a 'good meaningful 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:

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

## 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 to 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 a recovery focussed community and your input shapes the program.*

## Physical Health and Wellbeing

There are several health and wellbeing services and programs offered at Richmond Wellbeing residential sites.

### **Smoking Cessation Support**

Smoking is permitted within the designated smoking areas only. We ask that you please respect the health and safety of others and abide by the "Smoke Free" and "Smoking Area" signs on site.

Our staff are trained in brief intervention by Cancer Council WA and can provide you with information, resources and support if you decide not to smoke when you are at our service.

If you decide you would like to quit smoking our staff can also refer you to Quitline or you can call Quitline 13 78 48 yourself for the cost of a local call (except for mobile phones). Quitline is a confidential telephone support service, and a trained counsellor can help to plan and develop strategies to quit smoking and stay stopped. Aboriginal



counsellors are available on request. You can also speak to a Pharmacist or your health professional for smoking cessation support.

### **Silverchain Nurse Practitioners**

RW has partnered with Silverchain Nurse Practitioners who are working with Bassendean, Kelmscott, Ngulla Mia and Queens Park sites.

The Silverchain Nurse Practitioners are able to develop individualised care plans and physical health goals for you. They work in conjunction with your General Practitioner and Chronic Disease Management Plan and can assist in referrals to other allied health professionals.

They are also able to provide blood tests, physical health assessments, diabetes management programs and provide advice on a range of physical health conditions.

### **Sexual Health**

The World Health Organisation (WHO) defines Sexual Health as;

*“Sexual health is a state of physical, emotional, mental and social wellbeing in relation to sexuality; it is not merely the absence of disease, dysfunction or infirmity. Sexual health requires a positive and respectful approach to sexuality and sexual relationships, as well as the possibility of having pleasurable and safe sexual experiences, free of coercion, discrimination and violence. For sexual health to be attained and maintained, the sexual rights of all persons must be respected, protected and fulfilled.”*

At RW, we value your sexual health, safety and expression and your right to feel safe and comfortable within your environment.

You will have the opportunity to discuss your sexual health, needs, safety and expression with any RW staff.

Your Recovery Worker can provide you online information resources on sexual consent, sexual assault, contraception, sexually transmitted infections and pregnancy upon request using our Mentegram program and database and/or other resources, or you can access the information and services listed below.

If you are ever experiencing unwanted attention or sexual assault/harassment from another resident, staff member or visitor, please report it to your site Manager, the Senior Residential Manager, or Executive Manager of Operations. Any report will be formally investigated, and you will be supported throughout this process. Residents may also utilise the complaints and feedback process.

Should you wish to speak to a Sexual Health or Sexual Assault Helpline, the numbers to call and websites to visit are below:

**Sexual Assault Resource Centre(SARC)**

24 Hour Crisis Line: 08 6458 1828

[https://healthywa.wa.gov.au/Articles/S\\_T/Sexual-Assault-Resource-Centre-SARC](https://healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC)

**Sexual Health Helpline (SHQ)**

08 9227 6178

Monday to Friday, 9am – 4pm

<https://shq.org.au/service/counselling/>

The staff at RW are committed to creating a safe and comfortable environment for all. RW provides the same level of access to services and quality of services to all.

# Accommodation Costs and Information

## Costs Associated with Using Our Service

*Lodging Fee* – Whilst living in our residential services, people will be required to sign a lodging agreement and 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 weeks in advance, and needs to be paid in full on entry.

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 (Please refer to lodging agreement). 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 planning purchase of toiletries & cleaning products 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 are in financial crisis, please reach out to staff who may provide resources & contacts for food and basic needs. 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, clean linen is provided at 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 RW.

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.

## Community Living Agreement - creating a safe space

RW endeavours to create a positive environment that supports people to work through challenges as they arise. A way in which we foster a positive environment is by asking all residents to agree to, and live within the Community Living Agreement. You and your keyworker will go through this agreement in details together.

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 expected to be involved in resolving issues and negotiating needs with the support of staff.

## 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.

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
- 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. The rooms people quarrel about in shared spaces are usually the kitchen, bathroom, and toilet – all shared spaces need to be treated with respect & with consideration of others.

### **Visitors**

We welcome visitors from your friends, family members and significant others. Please let staff know if someone is visiting. Please refer to the Visitor guidelines in relation to the expectations.

## 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 and residents 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 and work 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.
- 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 smokefree.
- In the interests of maintaining a safe recovery orientated environment for people recovering from
- substance use, all illicit substances and/or smoking implements found on any RW site will be removed, and the Site Coordinator/Manager may inform the Police. The police will dispose of any illicit substance or implement.
- All medications used must be as prescribed and taken as directed by a medical
- practitioner.

Evidence of use of illicit drugs on site, will initiate a discussion about suitability to remain within the RW service. In honouring RW's commitment to a drug and alcohol free service, you will receive a warning letter and work with staff to develop a plan around addressing substance use. 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 on-site, 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. Each person's journey is unique therefore the next step will look different for everyone.

If you are thinking of leaving, please let the Site Manager know. We would like to have at least two (2) weeks' notice. Reminder: You will also need to contact Centrelink and advise them of the move out date.

Did you know you may be eligible for other RW support services once you have left RW accommodation services? Please speak to site staff, 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.

If you would like to plan the process of leaving RW, we will schedule an exit planning meeting to go through any concerns you may have and support you with your future planning.

We wish you well on the next step of your individual recovery journey!

## 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)







## Richmond Wellbeing

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**Richmond Wellbeing Centre**  
**29 Manning Road**  
**CANNINGTON WA 6107**

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Web: [www.rw.org.au](http://www.rw.org.au)

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Intake Queries: [intake@rw.org.au](mailto:intake@rw.org.au)

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Richmond