

RESIDENT AGREEMENT

SERVICE GUIDELINES HELP PROVIDE:

A safe space for people:

- to reflect on their substance use and the impact it has on their relationships and lives

A therapeutic environment that:

- is comfortable, invites reflection and where challenges can be worked through in a thoughtful and calm manner

A house where people:

- know their roles and responsibilities and want to look after the space
- begin to experience an enjoyable drug, alcohol and tobacco free lifestyle

These guidelines are designed to:

- *maintain an environment for residents, staff and visitors that is free from violence, alcohol and other drugs*
- *provide a safe place for people to reflect on the aspects of their lives that are causing problems*
- *create a healthy culture where people can focus on themselves and their future*
- *assist with the smooth running of the program, household activities and Watershed community*

Everyone is required to participate in all aspects of the program, activities and Watershed community. People are encouraged to talk to staff about any concerns or aspects of the service that may be of concern to them. While some aspects of the program are flexible enough to respond to individual needs, some are not. Often people need to experience a program personally to find out if it works for them. We encourage all participants to complete rehabilitation and we work hard to help assist them to work through their challenges. However, some may find this too difficult. When this happens, we will do our best to help those people find a more suitable service to meet their needs.

Abstinence based program

Watershed is an environment free of drugs (*including image/performance enhancing drugs*), alcohol, tobacco and gambling. All residents are required to remain abstinent during their stay. When on the premises all clients, staff and visitors must be drug, alcohol and smoke free and refrain from gambling.

Recreational activities

Engaging in healthy social lifestyles and routines is part of the Watershed program. We provide weekend recreation activities, an introduction to 12 Step Fellowship meetings and sports days with other services.

Contact with partners, friends and family

To help people focus on their program, contact with partners, friends and family is limited to one personal call per day, between 5pm and 9 pm, and up to 10 minutes in duration.

Personal items

Prior to entry residents are given a list of items not allowed on the premises. Credit/debit cards, key-cards, mobile phones, money, personal papers and bankbooks are held in safe keeping by staff. Staff can be approached to arrange for personal items from home to be delivered to Reception during business hours. Borrowing and lending of money and personal items can often lead to conflicts and is strongly discouraged between residents.

Personal Care and hygiene

Footwear and non-revealing clothing are to be worn at all times. People have access to laundry for personal use. There are male and female bathrooms for privacy and for people to maintain the high level of personal hygiene required in the Watershed community.

Safety for all

The Watershed community **must** function within a safe supportive environment:

- People are required to maintain respectful relationships with residents, staff and visitors.
- Violence, assaults, threats of assault, intimidation, fraud, theft and other illegal acts are considered unacceptable behaviours and *will result in early exit and/or authorities being notified*.
- People need to communicate with the staff on duty before going outside the house after lights out.
- People are to only enter their own bedrooms.
- The possession of drugs, alcohol, tobacco, image/performance enhancing drugs, gambling and pornographic material of any kind is strictly prohibited on the premises and *may result in early exit and/or authorities being notified*.
- In the interest of all Staff, Visitors and Residents safety, CCTV Cameras are in use throughout the unit.

Program Activities

Residents are required to participate in all Watershed program activities unless excused by staff.

Shared house living

Living in a shared environment with up to 14 people requires cooperation and a coordinated effort. To maintain the high standards of cleanliness and tidiness, residents will need to complete designated household chores and take responsibility for their own space and the shared living areas.

Intimate relationships

Residents of Watershed are assisted to build healthy relationships in a safe environment. To maintain a community free from the complications of intimate relationships, staff and residents need to refrain from becoming intimately involved with participants of any of the Watershed services.

Unacceptable behaviours

Staff will respond to unacceptable behaviours on an individual basis in order to help people understand those behaviours and their possible impacts for themselves or others. If unacceptable behaviours continue they could result in the person needing to find an alternative service or accommodation elsewhere.

Leaving the premises

For safety & medical reasons, residents 'in withdrawal' are required to **remain on the premises until withdrawal is complete**, unless accompanied by staff. It will be assumed a person has chosen to exit should they leave the boundaries of the program without first discussing with staff.

CONFIDENTIALITY

What is said with workers, be it talking, counselling or casework, will be confidential. This means that all Watershed staff are unable to discuss any content of your conversations outside this service. However 'all' Watershed staff have a legal obligation to report to authorities any 'Mandatory information' if you disclose it to them. This information includes:

- If you reveal that a child is suffering any form of physical, psychological and sexual abuse or neglect - FACs must be notified.
- If you reveal information regarding a serious &/or violent crime that has been committed and has not been dealt with by the legal system, we are obligated to contact the police.
- If you reveal that you have thoughts about harming yourself &/or others then we are required to report this (to the relevant authorities) to ensure people's safety.
- Your file can be subpoenaed by any court and we are legally required to provide any information they specifically request.
- You have the right to review any information about yourself held by Watershed within policy guidelines.
- Information that is important for your ongoing care is shared between staff at case conferences and changeover meetings. Specific details of counselling are not discussed.
- Your treatment progress may be discussed by staff in supervision sessions. Supervision is where staff are given feedback and direction to help ensure you are receiving quality treatment. Supervision may also occur through direct observation and video/voice record for clinician professional development.

- If you disclose that another client has broken Watershed program rules staff are obliged to investigate claims further in order to maintain a healthy and safe environment for all that choose to be here.
- If you disclose to staff that you have broken Watershed program rules, staff will be required to follow the policies designed to respond to these situations.
- Staff are required to sign a confidentiality agreement. This means that they are unable to discuss any of your details with anybody outside of this service without your authorisation or in the situations discussed above. If you have any questions in regard to any of the points made please make sure you ask your caseworker or Admission staff prior to entry.

Please also note that Watershed supports the Australian Charter of Healthcare Rights. The seven key rights are:

MY RIGHTS	WHAT THIS MEANS
Access I have a right to health care.	I can access services to address my healthcare needs.
Safety I have a right to receive safe and high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
Respect I have a right to be shown respect, dignity and consideration.	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
Communication I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication about my health care in a way I can understand.
Participation I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about health service planning.
Privacy I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and proper handling of my personal health and other information is assured.
Comment I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.

RESIDENT AGREEMENT

By signing this document, the resident acknowledges their understanding of, and agrees to follow the above guidelines.

Name
Signature
Date

Staff Name
Staff Signature
Date

RESEARCH AND DATA COLLECTION

Whilst at Watershed, I _____ do hereby give consent to take part in:

Please circle Y/N

Record audit _____ Y/N University Research _____ Y/N Student Participation _____ Y/N
 Follow up Studies _____ Y/N Outcome Data Collection _____ Y/N and or Other _____ Y/N
 (describe) _____

Name
Signature
Date

Staff Name
Staff Signature
Date