



GOLD COAST **DETOX**
& **REHAB** SERVICES

Private Drug & Alcohol Withdrawal

CLIENT HANDBOOK

Please use this number as your emergency contact number during your stay at Gold Coast Detox and Rehab Service

Mobile: 0476468860

This is a 24-hour telephone number, which you can provide to your family or support worker:

- To contact you in case of emergency
- To enquire of staff how you are progressing

It is also for you to contact staff when you need help inside our service.

GENERAL RULES AND GUIDELINES

- Any form of alcohol or drug paraphernalia is prohibited i.e. Jim Beam T-shirts etc
- No inappropriate videos, computer images, DVD's or literature permitted
- Clients are expected to maintain a presentable, neat and tidy appearance. No skimpy or revealing clothing
- No forms of gambling are permitted
- Ammunition, firearms or other weapons are prohibited
- Random breathalyser and urine testing will be carried out periodically. Failure to submit a urine sample within the stated times may lead to discharge from the house and the program
- Clients are not permitted to lend or borrow money or other items to or from each other
- The forming of intimate or sexual relationships is not permitted
- Clients are expected to be in their rooms at 9.30 for lights out at 10pm
- Mobile phones are permitted at the house, but must be signed in with other belongings when attending the program at GCDRS. Phone can be used during free time.
- Smoking is not permitted in any areas inside or outside the house. No borrowing or buying of cigarettes from other clients is permitted
- Clients must not interfere with the peace and comfort of other clients or neighbours i.e. no loud noise or music, nor interact with neighbours beyond simple greetings such as 'hello' or 'good morning'.
- Clients are asked to be respectful around the use of utilities i.e. heaters, lights and electrical appliances
- Clients must not remove any items from the house or attach any objects to interior or exterior walls of the house

PERSONAL INFORMATION COLLECTION

An act of parliament 'Privacy Act 2000' sets out laws in relation to all personal information collected.

The Gold Coast Detox and Rehab Services will comply with this legislation and the ten National Privacy Principles including: collection, use and disclosure, data quality, data security, openness, access and correction, identifiers, anonymity, trans-border data flows, and sensitive information. For more information about the Act and the National Privacy Principles contact our Manager or visit the Australian Privacy Commissioner's website at www.privacy.gov.au

The information collected may include names, addresses, e-mail addresses, telephone and fax numbers, medical details, family details (including spouses, children, guardians & parents' details), credit card and account numbers, and any notes taken for counselling purposes.

- We only collect personal information necessary for this service provision.
- Individuals will be notified of our intended uses of the personal information at the time of collection.
- Personal information will be securely stored and not disclosed to other parties without the individual's consent.
- If you become aware the service is holding personal information, which is no longer required, incorrect, or out of date, please notify us so we can amend or destroy the information. This will be done in a secure and sensitive way.
- Your information will not be entered into any public or private government or non-government data base and will not be forwarded to any service or organisation
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If you would like to view your personal information, please contact or make a complaint in writing to: manager@goldcoastdetoxandrehab.com. If you do not wish the person you are complaining about to know you have made a complaint, you can make an anonymous complaint, but this limits action we can take to resolve the matter. We strongly encourage you not to make a complaint anonymously.

We will take all reasonable steps to ensure that you are not disadvantaged because you have made a complaint. If however, you are disadvantaged in any way because of your complaint, the GCDRS will take this very seriously and will take appropriate disciplinary action against a member of the team who caused the disadvantage.

If you believe you must remain anonymous, you may wish to nominate an advocate to assist you or to make the complaint on your behalf. In some cases we may advise your advocate that the matter cannot be resolved without identifying you. You will then have the choice of allowing the matter to rest or revealing your identity so that it may be progressed.

The team member who receives your complaint will record your name, contact details, and a brief outline of the complaint. The manager will talk to you to get more information and to discuss how your complaint may be handled in the best and quickest way. If we need time to consider your complaint, or to get expert advice, we will let you know what is happening, and how long it is likely to take.

If, having received a response from the Director you are still not satisfied that your complaint has been dealt with in a fair and reasonable manner, you can refer the matter to the Queensland Office of Health Ombudsman: www.oho.qld.gov.au/make-a-complaint. Our complaints process is reviewed every two years or when difficulties with the process are brought to our attention. Next scheduled review is March 2020.

When making a complaint about GCDRS, you have a right to:

- Be heard
- Know whether our Policies and Procedures have been breached
- Not have information relating to the complaint withheld from you (subject to privacy legislation and confidentiality rules)
- Be given a clear explanation of how we will handle your complaint
- Be given a formal response from the GCDRS and the reasons for it,
- Expect lodging of complaint to have no effect on the way you are treated.

If service standards, procedures or policies have not been followed, you will receive a verbal and/or written explanation. Outcomes may include:

- The restoration of services
- Change in the way services are delivered to you, eg change in counsellor,
- A change in our policies, procedures and/or practices,
- A decision that the complaint was not sustainable.
- The final outcome will be explained to you and may also be provided in writing.

Refunds: We do not offer refunds for clients once treatment has commenced. If the client must leave the program prior to completion due to unfortunate family circumstances. This must be at the discretion of management. No refund is offered for relapsing.

PROGRAM PHILOSOPHY

We value privacy, comfort and care in a confidential and discreet environment so you can relax and take advantage of our withdrawal program.

We promote the best possible medical care and offer our clients complementary therapies to assist symptoms associated with drug and alcohol withdrawal. These include Pharmacotherapy (medication), Massage, Nutrition, Acupuncture and other physical therapies.

Our services promote quality care, understanding and positive therapeutic outcomes.

Let us take care of you.

Your Rights

Participants of the residential withdrawal unit have the absolute right to:

- A supportive drug-free environment.
- Treatment without regard to gender, race, national origin, creed, political affiliation, sexual preference, previous criminal record or public assistance status.
- Dignity, respect, health and safety at all times.
- Knowledge of the programme philosophy methods.
- Accurate information of all the rules and regulations of the service, as well as the sanctions, disciplinary measures and any modification of rights.
- Access to an approved grievance procedure to register complaints about the administration of all rules and regulations, sanctions, disciplinary measures, and modification of rights.
- Confidentiality of information regarding participation in the programme and of all treatment records in accordance with the laws of the land.
- Examination of personal records within approved guidelines and the insertion of a counter statement of clarification to rebut recorded information.
- Discharge themselves from the programme at any time without physical and psychological harassment.
- Personal communication via letter writing.
- Protection from real or threatened corporal punishment, from physical, verbal, emotional and sexual abuse and from involuntary physical confinement.
- Provision of nutritious food, safe and adequate lodging, physical exercise and adequate personal hygiene needs.
- Medical care from qualified practitioners and the right to refuse the medical care offered.

PROGRAM PARTICIPATION

GCDRS is a private residential drug and alcohol withdrawal service offering quality accommodation and programs for clients requiring confidentiality and a high level of personal care.

Clients will be expected to formally commit to participating in the program and abiding by the program rules and guidelines by signing the client agreement. Attendance of all activities offered is not compulsory but highly recommended.

Clients are expected to have regular 4-hourly nursing observations, take the required prescribed medications arranged by our onsite doctor, eat and drink regularly through the day and participate in 1;1 counselling and therapy and groups.

VISITORS

No visitors are permitted during your stay at GCDRS

CLIENT RESPONSIBILITIES

Participants of the residential withdrawal service have the following responsibilities:

- Respect the rights of other clients and staff.
- Accept responsibility for personal decisions and actions
- Work co-operatively with staff and meet program and service requirements

Extentions:

Payments for extended time are to be made weekly. If you wish to stay beyond your original date of departure, this is to be negotiated with management. Extended stays are an invitation by management and are to be approved at management's discretion only.

On arrival, your belongings will be thoroughly inspected by 2 staff members. In the event that any illicit substance is found, you will not be admitted and it will be disposed of accordingly.

You may be asked to leave early if:

- You present alcohol and or drug affected
- You are using or dealing on the premises
- You are abusive, violent or aggressive
- You do not engage or comply with treatment
- You have not paid

CLIENT AGREEMENT

To be read and signed in the presence of GCDRS Staff

- I have read and understand the attached client information
- I agree to abide by the rules and guidelines as stated
- I agree to participate in all aspects of the recovery program and to attend all required activities and be punctual
- I agree to discuss any concerns or barriers which may affect my participation in the program with GCDRS staff
- I understand that I am responsible for my own actions whilst I am a client of the GCDRS recovery program. Contravening the rules and guidelines may result in being discharged from the program without refunding.
- I will take responsibility for all valuables, possessions, money and personal affects whilst in the program

Extra Conditions specified by staff

Client Name: _____

Client Signature: _____

Date: ____/____/____

GCDRS Staff Signature: _____

Date: ____/____/____