

Non-Residential Withdrawal Service

Hello from the team at Windana. In this leaflet we'll tell you about our Non-Residential Withdrawal Service for adults, and how it can support you to withdraw from alcohol and other drugs in a familiar place.



What is non-residential withdrawal?

This is where you withdraw from alcohol and other drugs at home, or in another suitable place. Windana's service provides support for this to happen safely. The service is "non-residential" because you do not physically stay with Windana during withdrawal.

The service is tailored to your needs. Together with your GP, we develop a personalised plan to make sure the withdrawal process is as comfortable as possible.

During withdrawal we visit you in the home, or can meet you in another suitable place, and we make regular phone calls and text messages to stay in touch.

This service is available for people living in the Southeast Melbourne and Frankston-Mornington Peninsula areas.

Our team includes nurses and Case Managers. Your nurse directly works with you during your program.

What can I expect?

Before withdrawal

We will work with you to identify your goals. These will shape your withdrawal plan.

We will make sure you have the necessary supports ready for when you start withdrawal. We'll need to know you have:

- A support person living with you or someone who is coming to stay (where possible and appropriate)
- A supportive GP (who can also provide discharge support post withdrawal)
- A pharmacy you can get to easily.

We will confirm the safety of your residence (e.g. no danger from overprotective pets, drug use by other residents). If there are any concerns here, we'll discuss meeting at a doctor's clinic or another safe place.

During withdrawal

Usually, programs go for up to two weeks. Exact length will depend on your personal needs, and is affected by things like previous withdrawal experience and level of dependence.

Our team will provide regular support during the withdrawal process. You'll also need to see your GP for review, and get to the pharmacy to pick up any daily medications.

After withdrawal

We can assist in identifying/referring you to further support services - including medical, rehabilitation and family services. Discussions will be provided about diet and lifestyle to make improved healthy choices.





How do I get referred?

Contact your local Intake and Assessment service or DirectLine (available 24/7) on PH: **1800 888 236** or at www.directline.org.au to be referred to suitable services in your area.

You can mention that you're interested in Windana's Non-Residential Withdrawal Service.

We also accept referrals from GPs and other clinicians, so please feel free to talk with your doctor about referral. Referrals can be sent directly to the referrals inbox: referrals@windana.org.au.

For more information, you can also call Windana Monday to Friday, between 9:00am and 4:30pm on **03 9529 7955**.

Is non-residential withdrawal for me?

This is a question you won't have to answer alone. Your referrer will help you decide whether it is right for you.

Our program may be suitable if you:

- Are aged 18 years or older
- Can get to your GP and pharmacy for review and to collect medication
- Are not experiencing medical or physical conditions that may become unstable during a withdrawal period.

There are other options for withdrawal if these points *don't* sound like you. Someone will talk you through them when you speak to your local Intake and Assessment service.



www.windana.org.au/services/detox-at-home/

Contact Us
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A few words from us

Below is a message from a member of our Non-Residential Withdrawal Service team.

“Our Non-Residential Withdrawal Service is here to support you at home - if that's the place you feel safest and most secure.

It offers an alternative to coming to stay with us for withdrawal. Everybody is different - and during your intake/assessment you'll be supported to find the best setting for you.

We work with people from all backgrounds ready to take that brave step of withdrawal, so nobody has to do it alone.

Care, non-judgement and a firm belief people can rebuild their lives is what drives us.”



This illustration shows an overview of Windana's programs and services.

We're an organisation that helps people recover from alcohol and other drugs. We believe people can rebuild their lives, and have worked with thousands of people since 1984.

Windana acknowledges the Traditional Owners of Australia and we welcome all Aboriginal and Torres Strait Islander people to our service. Windana provides a safe and welcoming environment for everyone.