

Windana

Non-Residential Withdrawal Service

Hello from the team at Windana. In this leaflet we'll tell you a bit about our Non-Residential Withdrawal Service (NRWS) for adults, and how it can help you in your recovery journey.



What is non-residential withdrawal?

This is where you withdraw from alcohol and other drugs at home, or in another suitable place. Windana's NRWS 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 Casey, Cardinia, Greater Dandenong, Mornington Peninsula and Barwon areas.

What can I expect?

Before withdrawal

The Windana Nurse and Case Manager will work with you to identify your goals. These will shape your withdrawal plan.

The NRWS team 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
- A supportive GP (who can also provide discharge support post withdrawal)
- A pharmacy you can get to easily.

The NRW team 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, the non-residential withdrawal process lasts for seven days to ten days. Exact length will depend on your personal needs, and is affected by things like previous withdrawal experience and level of dependence.

The NRW 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

The NRW team 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.





A few words from us

Below is a message from Windana’s Manager of Withdrawal and Coordinated Care, who leads our caring team of NRWS Nurses.

“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 the firm belief that people can rebuild their lives is what drives us.”

How do I get referred?

Contact your local intake and assessment service or DirectLine (PH: **1800 888 236**, directline.org.au) to be referred to suitable services in your area.

An intake document will be completed over the phone and an appointment will be booked to complete an assessment. You can mention that you’re interested in Windana’s Non-Residential Withdrawal Service.

For more information, you can also call Windana Monday to Friday, 9am-5pm on **03 9529 7955**.

Is non-residential withdrawal for me?

This is a question you won’t have to answer alone. Your local intake service will help you decide whether it is right for you.

NRWS may be suitable if you:

- Are aged 18 years or older
- Live in (or can access) a safe home with support from a nominated person
- 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.



This illustration shows an overview of Windana’s programs and services, of which the NRWS is a part.

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 land 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.

Art on front is called *City* and has been used with permission from the artist. Other photos are from Windana sites.

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