


Getting ready for Withdrawal at Windana

Adult residential alcohol and other drug withdrawal in St Kilda.



A guide for clients coming to stay.



“In St Kilda there is a house of love and healing, a therapeutic withdrawal program where you can get the support you need from a program designed to set you free.”
- A past client

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Welcome

Hello from Windana's Withdrawal team.

Our Adult Residential Withdrawal Program offers a safe, comfortable place for you to stay while withdrawing from alcohol and/or other drugs. The program we offer is holistic, evidence-based and tailored to your unique situation.

Our withdrawal program in St Kilda began in 1984 and has supported the recoveries of thousands of people from all walks of life. We welcome people from anywhere in Victoria.

If you've been referred to us, this booklet will help you get ready for your stay.

Windana's Mission

Helping people to rebuild their lives.

For more information on anything in this booklet, call Windana Monday to Friday, 9am-5pm on **03 9529 7955**.

24-hour Helplines:

Lifeline	13 11 14
DirectLine	1800 888 236
SuicideLine	1300 651 251
Family Drug Help	1300 660 068

A safe place for withdrawal

Our program is run at **88 Alma Road, St Kilda (Bunurong Country)**, on the corner of Chapel Street. There is public transport nearby:

- Tram Stop 40 on Route 78 (from North Richmond) is right outside
- Nearest train station is in Windsor (Sandringham Line).

The building has 15 beds, and offers a warm and homelike environment.



Inside you'll find:

- Comfortable lounge room
- Shared meals area
- Kitchen
- Shared bedrooms and bathrooms
- Rooms for group-work and therapies.

Outside you'll find:

- Tables and chairs to relax at
- Areas for light exercise
- Garden beds
- Space to stretch.



Adult Residential Withdrawal Program Overview

Nursing and medical support

We have caring, experienced nurses and a doctor who oversees your physical and mental health while you are in the program.

Care Coordination

You will have your own case worker who will support you throughout your stay and help you make plans for the next steps in your recovery.

Groups and education

- Art Therapy
- Music
- Yoga
- NA and AA
- Harm Reduction
- Stress Management
- Nutrition (Food as Medicine program)
- Relapse Prevention

Health & Healing therapies

Naturopathy

Our naturopath will prescribe you herbal and nutritional supplements to support cravings, sleep, mood, pain and digestion during withdrawal.

Acupuncture

This ancient healing technique addresses a variety of health concerns like poor sleep, anxiety, digestive complaints and pain.

Osteopathy

A gentle musculoskeletal therapy that can help to relieve pain during withdrawal as well as address injuries.

Yoga

Our yoga teachers run groups that you can enjoy regardless of your experience, flexibility or fitness. Yoga can help release tension, encourage physical and emotional balance, and build strength.

Meditation and mindfulness exercises

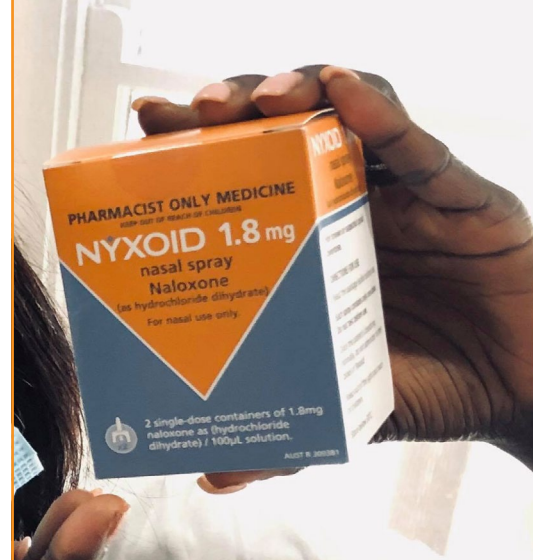
Guided sessions to help you relax, calming the body and mind.

Light exercise

We go on morning walks, and there is space outside (including a basketball hoop) to keep active.

House duties

Each day's duties are decided at the morning meeting. Everyone participates in cooking, cleaning and washing. This is a part of Windana's philosophy of self-help and responsibility.



Food as Medicine

At Windana, we have a program called 'Food as Medicine'. It's about preparing and enjoying food that is fresh, healthy and tasty.

The food prepared here supports withdrawal and helps your body repair and recover. You'll learn about nutrition during your stay and will be encouraged to help prepare the meals. The diet also helps prevent sugar cravings, regulate energy, support digestive health and support nervous system function.

Here are some pictures of the sorts of food eaten at Windana. The exact meals you'll eat during your stay will vary, but this is a general idea.



A typical weekday

Time	Activity
7am - 10am	<ul style="list-style-type: none"> • Breakfast • Morning meeting • Medication • Household duties • Light exercise (morning walk)
10am - 12pm	Groups and education sessions
12pm - 1pm	Free time
1pm - 2pm	Lunch and medications
2pm - 4pm	Groups and education sessions
4pm - 6pm	Free time
6pm - 8pm	<ul style="list-style-type: none"> • Dinner • Evening meeting
8pm - 11pm	<ul style="list-style-type: none"> • Medications • Free time
11pm	Lights out

Weekends are similar to weekdays, but are less structured and may include outings.

What we'll provide you with

- ✓ A supportive, substance-free environment
- ✓ Treatment without prejudice
- ✓ Dignity, respect, health and safety at all times
- ✓ A professional, quality service, based on informed practice
- ✓ Opportunity to connect with therapeutic supports such as counselling, naturopathy through our holistic clinic and support groups
- ✓ Access to medical care from qualified practitioners
- ✓ Referrals prior to discharging as needed
- ✓ Access to the Windana complaint/appeal procedure
- ✓ Confidentiality and Privacy of your personal information
- ✓ Access to your personal records in accordance with the Freedom of Information Act (1982).



What to bring

- ✓ Clothes - pack enough for ten days
- ✓ Closed shoes
- ✓ Medicare card
- ✓ Health Care Card
- ✓ Toiletries - shampoo/conditioner, toothbrush, non-aerosol deodorant, sanitary items, hairbrush etc.
- ✓ Water bottle
- ✓ Any prescribed medications
- ✓ Prescriptions for medication that need to be filled during your stay
- ✓ Your own pillow - if you wish
- ✓ \$45 co-payment for your program (cash or card).

If you don't have something you need from this list, please let us know before you come.

When you arrive, we'll take your phone and any other valuables (like bank cards) and store them in a locker in the staff room. We'll give them back when you leave.

You can also bring a personal Mp3 player (as long as it doesn't connect to Wi-Fi or have a camera).

Do not bring

- ✗ Alcohol or non-prescribed medication/drugs
- ✗ Lollies, fizzy drinks or any food
- ✗ Mouthwash (unless it's alcohol-free)
- ✗ Alcohol-based toiletries and cosmetics
- ✗ Aerosol deodorants
- ✗ Clothes with any sexual imagery or alcohol/drug references
- ✗ Any electrical equipment or appliances, e.g. shavers and hair straighteners (this is a safety hazard)
- ✗ Opened cigarette packets.

We provide anything else you need - including all food, bedding, pillows and towels.

We have a washing machine and dryer here so you can wash your clothes during your stay.

Expected behaviour

In order to maintain a safe space for everyone we expect that you will abide by these simple rules:

Respect

Treat everyone and everything respectfully - all people, animals, building and equipment. Be kind to all those around you.

Personal space

Respect the personal space of others, don't touch them, or their things, or interfere with the relaxation of others. Avoid physical intimate relationships with others in the program.

Language

Speak respectfully in tone and language – don't swear, don't yell, don't intimidate with words or actions.

Trust and Honesty

Be trustworthy – don't bring or use drugs or alcohol on the premises, no weapons, no phones. Be honest.

Participation and Attendance

Participate in running the household to your ability, participate in the program, come to groups, contribute where you can. Don't leave the premises without being accompanied by staff.

Choice, Empowerment and Collaboration

Know that you have choice in being here, know that you can negotiate your treatment and feel empowered in this space to communicate your needs.

Tobacco

Smoking is allowed outside in a small smoking area between 6:00am and 10:30pm. We ask that your time there is kept to a minimum.

You can bring in your own unopened packet of cigarettes or arrange for someone to bring it for you.

'Chop chop', e-cigarettes and other vaping products are not allowed.





Health and medication

COVID-19 testing

You will be tested for COVID-19 upon arrival using Rapid Antigen Testing. Further testing may also be required at other times, for example if you develop COVID symptoms or are transferring to residential rehabilitation. Our COVID-19 plans, policies and procedures may change in line with the latest advice.

Medical assessment and information we request

You will be seen by a General Practitioner (GP) on admission. A medical summary is necessary to support your referral, to confirm your current prescribed medications and to diagnose physical and mental health concerns. Any recent pathology you have completed will be requested to assist with the assessment process.

Drug screening

Urine Drug Screening (UDS) is required on admission and further UDS and blood alcohol readings may be required throughout the program.

Medication

Please bring in any medications you are taking so that these can be continued during your stay.

New medications to support withdrawal may be prescribed as needed by our GP and naturopath.

Other important information

Accessibility

Windana is committed to the principles of diversity and social inclusion. Disability access is available. Please let staff know if you require specific support.

Quality and safety

Our staff in St Kilda are committed to ensuring you are safe and receive a quality program. We welcome and encourage any feedback. Talk to us if there is anything we can do to help improve your experience.

Confidentiality

Windana protects confidentiality and privacy. Please see the *Windana and You* brochure for further details. Ask a staff member, or find it on our website under 'Publications' (<https://windana.org.au/publications/>).

It is important that you understand that in certain situations of risk to yourself and/or risk to others we may be bound to notify the appropriate services.

If you have concerns whilst in the program, please speak to staff.

Frequently asked questions

Can I bring my kids?

We don't have the capacity for children (including babies) to stay with us while their parent is in the program.

However, there are other services available if you need to be with your children. Your local Intake and Assessment service can help refer you to another residential or home-based withdrawal program.

Will I share a room?

We have shared bedrooms (see photo on Page 5). A single room downstairs is available for clients who have accessibility needs.

Can I make phone calls?

There are no phone calls for the first five days other than to children or professional calls. After this, you're welcome to make two personal calls a day. We have limits on the time of day and number of personal calls so that you have time to focus on your program.

Can I have visitors?

So you get the peace and quiet needed during withdrawal, we don't allow visitors.

Can I go shopping?

Shopping is not a part of the program, however if you're transferring to a long term rehabilitation program and need to get essential items, we can organise this.

Eligibility and referral

If you're reading this booklet but haven't been referred yet, contact DirectLine (PH: **1800 888 236** or www.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 Withdrawal Program.

For our withdrawal program in St Kilda you need to be over 18, able to stay in a shared space (including shared rooms) and be able to participate in groups and activities.

If you have legal reporting conditions you must tell your legal contact once you have an admission date, as you cannot report in person whilst in the program.



Admission day

When you arrive (9:30am), please go to Reception at **88 Alma Road, St Kilda**. You will then be directed to the pergola to meet a nurse for rapid COVID-19 testing. If you have any issues, call **03 9529 7955**.





This illustration shows an overview of Windana’s programs and services, of which Adult Residential Withdrawal is a part. The two hearts in our logo represent you and Windana coming together. The map marker in the middle emphasises that Windana is the place for recovery.

Windana acknowledges the Traditional Custodians 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 the inside cover is called *Majestic* and is used with permission.

Booklet was updated in August 2022. Details about the program may change without notice - please speak to our staff if you have any questions.

Windana.
Life. Changing.

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