



Temporary closure of Windana adult residential withdrawal unit

Information for consumers

Overview

During October 2017 Windana will undertake major renovations to our adult residential withdrawal unit in St Kilda. These renovations will provide a much needed upgrade to our unit and include roof removal and restoration, kitchen and dining room upgrade, bedroom renovations, upgrade to nursing and clinical areas and re-carpet and re-paint of the entire unit.

Closure dates

For approximately four weeks from 30th September 2017, the Windana adult residential withdrawal unit will be closed and clients will not be able to access services.

Please note the following key dates:

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|--------------------------------|---------------------------|
| • Final admissions to the unit | Friday 22 September 2017 |
| • Final day of operation | Friday 29 September 2017 |
| • Recommence operation | Wednesday 1 November 2017 |

Further information regarding the shutdown, progress and recommencement of referrals will be available on the Windana website at www.windana.org.au

Interruption to services

- Clients will not be able to access the Windana Residential Withdrawal Unit during the closure period
- Wait times are not expected to be much longer as other services are working with us to assist with referrals and admissions
- Clients may need to travel further to undertake residential withdrawal



Arrangements for clients during the shutdown

Windana will work closely with other treatment providers to ensure that nobody will be without access to services during this temporary shutdown.

- There will be no change to the intake process during the temporary closure. People seeking withdrawal should follow the regular processes i.e. through their local Intake service for referral. Details for Intake providers can be found at www.directline.org.au
- Windana will coordinate with other services to ensure that people seeking adult residential withdrawal treatment from Windana will be referred to other services where requested and possible
- Intake providers and Windana staff will provide telephone support to those people that choose to wait for residential withdrawal services at Windana to re-open
- Windana will continue to provide access to other catchment based support services such as counselling and Care and Recovery Coordination and non-residential withdrawal
- Clients and their family and support persons are also encouraged to contact DirectLine as required on 1800 888 236

Further information

For any queries related to referral for residential withdrawal during the temporary closure, please contact your local intake team, who will be informed of the closure and can direct you to other residential withdrawal services.

Further information and updates for clients can be found on the Windana Facebook page and the website www.windana.org.au