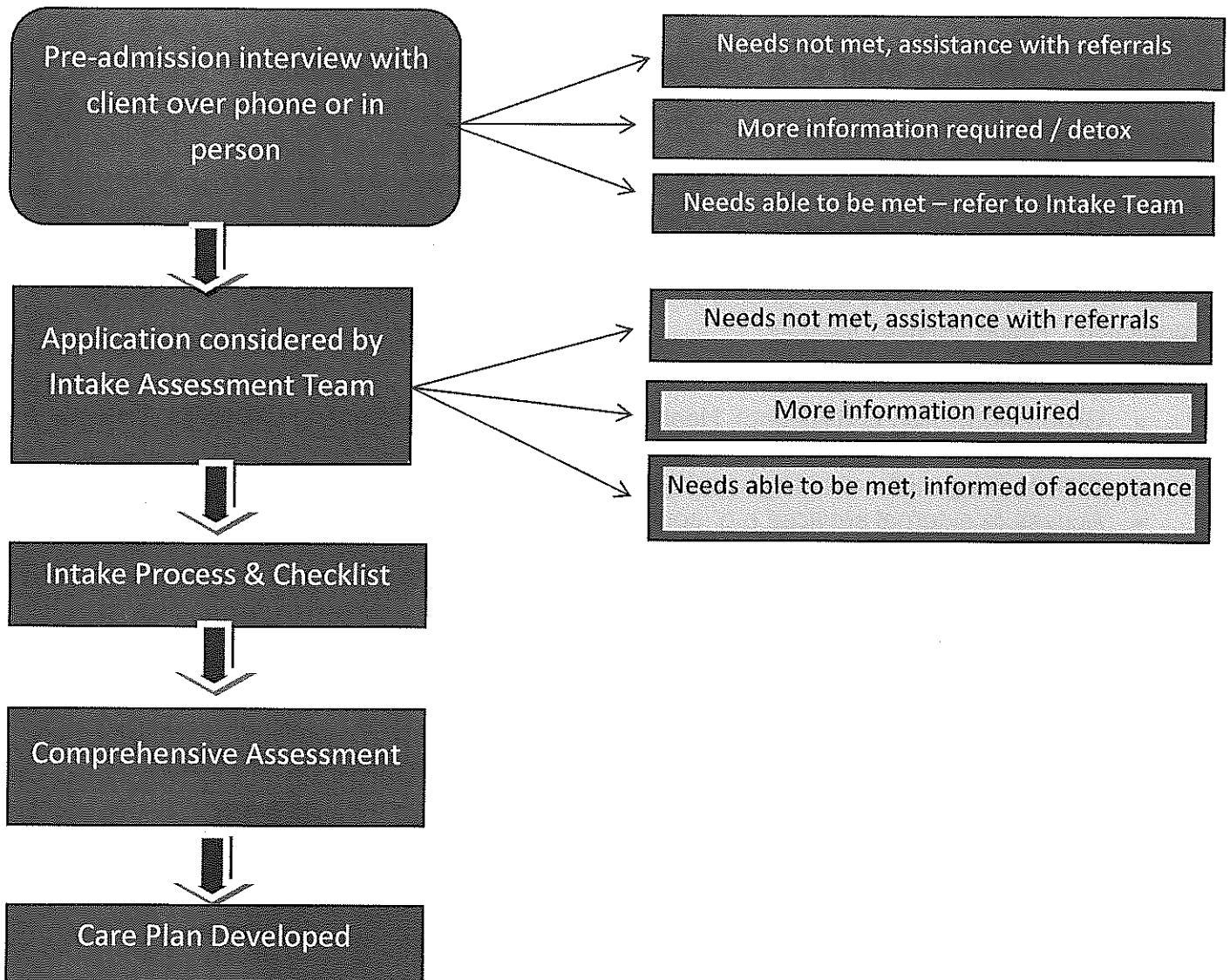


How do I access *Maayu Mali* services?

The flowchart outlines the steps involved in accessing *Maayu Mali* services.

Intake Process



Assessment and required paperwork

Self-referral & Pre-admission assessment

You can complete your initial assessment either face to face or on the phone (02 6752 5036) with a Maayu Mali Aboriginal Health Worker. Another agency may make initial contact on your behalf but you must speak to the Maayu Mali worker yourself. You will be asked questions such as:

- Contact details
- Name, address, date of birth and other identifying information
- Medical history including mental and dental health
- Criminal history
- Substance use details
- Family and other support network information
- Patterns of substance use if applicable

- Previous detox history if applicable
- Financial and relevant legal information
- Housing/current living arrangements
- Aboriginality Form

Paperwork required prior to entry

Paperwork you may be required to complete prior to entry into *Maayu Mali*, is listed below. Copies of these forms are available by contacting a Maayu Mali staff member.

- Criminal history check
- Medication record
- Income statement

Privacy and Confidentiality

All clients have the right to privacy and confidentiality. Personal information is collected to enable *Maayu Mali* to provide a service to you. Personal information will only be disclosed if we have your consent, or if we are required or authorised by law, or if there is a serious threat to the health or welfare of any person.

What do I need to bring to *Maayu Mali*?

The following list includes some suggestions as to what you should bring for your stay at *Maayu Mali*.

Checklist (NB: All bedding and towels are provided)

Clothing ✓	Footwear ✓	Toiletries ✓
Trousers	Joggers	Toothbrush
Shorts	Covered in shoes (required for kitchen and outings)	Toothpaste
Jumpers	Slippers	Soap and soap holder
Shirts	Thongs	Shampoo/conditioner
Socks		Roll-on deodorant
Underwear		Sanitary items for women
Warm coat		

Miscellaneous ✓	Optional ✓
Swimmers	Reading material
Sun Hat	Clock/Radio
Beanie	Photos
Scarf and gloves	Other personal items to decorate room (note banned items in section 6)

You should also bring the following:

- Medicare card, Health care card, Bank details and any other ID you have. Persons not yet on social security benefits will require at least 100 points of ID in order to gain financial support.
- Copy of your bail, parole or bond conditions.
- Any medical prescriptions.

Maayu Mali cannot take responsibility for a client's belongings.

Am I able to contact my family and friends?

As a Residential Rehabilitation client you are subject to a limited contact rule for the first two weeks of your stay to allow you time to settle in and focus on the program. External contact is restricted to letters only unless individual arrangements are negotiated with your Case Manager (e.g. contact with children, families and emergencies).

After settling into the program, Residential rehabilitation clients may make and receive phone calls.

Visits to *Maayu Mali* are permitted from external service providers during your first month. Special allowances may be made for children and immediate family. Other visitors may be permitted to *Maayu Mali* after one month on negotiation with your Case Manager. All visitors need to be drug and alcohol free and willing to sign our visitors' code of conduct agreement. Visitors are NOT permitted to smoke on the premises.

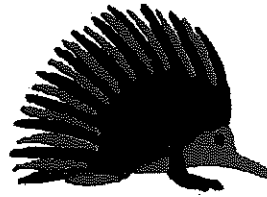
Mobile phones are not permitted during your stay however clients are permitted one call on arrival to a family member to advise they have arrived safely.

What can't I bring to *Maayu Mali*?

The following list of contraband outlines items that are not allowed to be brought into *Maayu Mali*. The aim of this is to protect the safety and security of all clients and staff members, and to ensure that your environment during rehabilitation is a healthy one.

- Mouthwash or anti-bacterial sanitizers that contain alcohol
- Non-prescribed medication, including over the counter medications,
- Aerosol sprays such as deodorants
- Any form of paraphernalia containing drugs, alcohol or gambling
- High energy drinks
- Knives, scissors and other items which may be used as weapons
- Personal Televisions, DVD, Video players, Mp3 players.
- DVDs and/or videos
- Large stereo systems
- Game consoles
- Pornography in any form

Please note that any over-the-counter creams, medications or supplements (e.g. panadol, vitamins) of any kind will need to be discussed with the key case worker on admission. and placed on your medication record prior to being taken to your room. All Medication and Supplements will be locked away once admitted in *Maayu Mali*.



**Information Sheet
Privacy and Your Rights
Personal Health Information
'Your Privacy is Our Business'**

Aim

This information sheet aims to explain clearly how personal information about you and your health is recorded and managed at Wellington Aboriginal Corporation Health Service (WACHS). The doctor, nurse, midwife, Aboriginal health worker or the Practice Manager will be happy to discuss this with you further.

Your Personal Health Information

WACHS needs information about your past and present health in order to provide you with high quality care. This Aboriginal Health Service will make sure that you are able to discuss your health with your doctor, nurse, midwife or Aboriginal health worker or the in private.

Information is called 'personal health information' if it concerns your health, medical history or past or future medical care if someone reading it would be able to identify you.

WACHS follows the guidelines of the 'Handbook for the Management of Health Information in Private Medical Practice'. The Handbook has been approved by the Board of Management for WACHS. The handbook was produced by the Royal Australian College of General Practitioners and the Committee of Presidents of Medical Colleges with the support of the General Practice Computing Group. The Handbook incorporates the provisions of Federal, State and Territory Privacy Legislation. This means that your personal health information is kept private and secure.

This Health Service has a written policy on the management of personal health information and this policy is available to all patients upon request.

Your Medical Records

The staff at this Health Service will do their best to make sure that your medical records:

- Are accurate, comprehensive, well organised and legible;
- Are up to date;
- Have enough information to allow all doctors of WACHS to care for you;
- Do not contain offensive or irrelevant comments about you;
- Contain a summary of your care;
- Can be used to remind you to return to the Health Service for follow-ups, check-ups and reviews.

We will only collect information which is relevant to your medical and health care. If you are uncertain as to why information is being requested, ask your doctor, nurse, midwife, or Aboriginal health worker.

If you want access to health care and you do not wish to have your name recorded, ask your doctor, nurse, midwife or Aboriginal health worker.

Providing Your Health Information to Other Health Professionals

The staff of this Health Service respect your right to decide how your personal health information is used or disclosed (for example to other services). In all but exceptional circumstances, personal health information that identifies you will not be sent to other people without your prior consent. Your consent is the guiding principle.

At WACHS it is customary for all doctors to have access to all of the medical records. If you have any concerns about other doctors at this practice being able to access your records, discuss your concerns with your doctor.

It is important that other people involved in your care, such as other doctors, nurses or Aboriginal health workers are informed of relevant parts of your medical history so they can best care for you. If you have any concerns about other health professionals accessing your medical history or records discuss this with your doctor, nurse, midwife or Aboriginal health worker.

Providing Your Information to Others

WACHS will not disclose your personal health information to a third party unless:

- You have given your consent to the disclosure; or
- The disclosure is necessary because you are at risk of harm without treatment and you are unable to give consent – for example you may be unconscious following an accident; or
- Your doctor is legally obliged to disclose the information (eg. a subpoena or court order); or
- The information is necessary to obtain Medicare payments or other health insurance rebates; or
- There is an overriding public health and safety interest in the release of the information.

There are times when disclosure is necessary for the staff of the service to carry out a review of the service for the purpose of improving the quality of care provided and the activity has been approved by the Board of Management of WACHS and is approved under appropriate Commonwealth and State Legislation. This provides safeguards to protect the confidentiality of the information provided.

In any of the above cases only the minimum information necessary will be provided.

Using Health Information for Quality Improvement

We use patient health information to assist in improving the quality of care we give to all our patients by reviewing treatments used in the practice. If you do not want your information to be used for this purpose please inform your doctor.

Research

No health or medical research is conducted at WACHS without the prior approval of the Board of Management. Where research is approved it is strictly regulated by Commonwealth legislation to protect your right to privacy.

The personal health information used for this purpose will not be in a form that could identify any individual.

If you do not want your information to be used for this purpose please inform your doctor.

Security of Information in this Health Service

We will ensure that any of your personal health information that is put on computer will be kept private in the same way as this occurs with paper records. This will protect your record from unauthorised access.

Your Access to Your Health Information

You may have access to the information contained in your medical record. You may ask your doctor about any aspect of your health care including information in your record. We believe that sharing information is important for good communication between you and your doctor, nurse, midwife and Aboriginal health worker for good health care.

Information in your record can be provided by way of an accurate and up to date summary of your care, for instance if you are moving away and are transferring to another Aboriginal Health Service. Do not hesitate to ask your doctor if you want a summary of your care for any reason. If you request a summary or direct access to your full medical record, your doctor will need to consider such things as the risk of any physical or mental harm to you or any other person which may result from the disclosure of your health information and may need to remove any information that may breach the privacy of other individuals.

Your doctor will be pleased to provide a full explanation of the health summary or medical record provided.

Resolving your Concerns Regarding the Privacy of Your Health Information

If you have any concerns regarding the privacy of your health information or regarding the accuracy of the information held at WACHS you should discuss these with your doctor, nurse, midwife or Aboriginal health worker. Inaccurate information will be corrected or your concerns noted in the records. For legal reasons, the original notes will be retained.

Further Information on Privacy Legislation is Available from The Office of the Federal Privacy Commissioner: 1300 363 992

Maayu Mali Eligibility

- Male and Female individuals over the age of 18 years with a drug and/or alcohol dependency.
- Clients have to provide proof of Aboriginality or be willing to obtain this.

Procedure for admittance into the Residential Rehabilitation Program

Entry will be offered to eligible applicants on a fair and equitable basis. No applicant will be discriminated against on the basis of sex, religion, age or sexuality. Available places will be offered to eligible applicants considering the relative priority of their need; and the relative suitability of Maayu Mali to meet their needs.

- Maayu Mali will undertake an assessment to determine the program's suitability for the applicant and how Maayu Mali can best meet that person's support needs. This assessment will include assessment of drug and alcohol use, mental health and wellbeing and social situation (including legal, housing, family, and financial). This assessment may lead to a requirement for some pre-program entry activity such as stabilisation of mental or physical health condition, some activity around contact with criminal justice system or discussions with other service provider/s.
- All applicants who have not been detoxed through a Detoxification Unit, must be able to provide a letter from an appropriate medical/health service stating that they have been detoxed from alcohol/and or drugs prior to admission.
- All applicants must come directly from their place of detox to Maayu Mali Residential Rehabilitation Program.
- Clients with outstanding court matters are welcome however may be unable to attend out of area court appearances in person for the 12 weeks stay.
- Clients with court orders and/or parole and bail requirements are welcome and Maayu Mali is able to accommodate specific conditions within the limitations of its programs and policies.
- Maayu Mali will require an ongoing payment of 75% of the individuals Centrelink income each fortnight for the duration of their stay. Individuals who are self-funded will be required to pay 75% of the Disability Support Pension rate. A letter of support to alternative services will be made by the Manager or the Assessment Team, if Maayu Mali is unable to meet the needs of the applicant.

Excluded Applicants

- Couple and families
- Individuals who pose a risk to the security and safety of staff and other clients
- Clients currently on the methadone program

Through regular reviews Maayu Mali Residential Rehabilitation Program aims to continually meet the needs of all clients. If Maayu Mali is unable to continually meet the needs of a client, an appropriate referral will be provided to the client by their allocated Case Manager.

