



GANDANGARA
Local Aboriginal Land Council
Health Services
Marumali
Transport Services

Participant Welcome Pack

**Gandangara Community
Healing Centre**

**Gandangara Health
Services Ltd**



Connect. Belong. Thrive

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Acknowledgement of Country

Gandangara Local Aboriginal Land Council (GLALC) acknowledges the Traditional Custodians of the land we span.

We pay our respects to the Elders, past and present, and to all First Peoples within our community.

The Acknowledgement of Country is a deeply significant practice that honors the enduring connection of Aboriginal and Torres Strait Islander peoples to their land and culture.

It is a gesture of respect and recognition of the Traditional Custodians’ ongoing relationship with the land, waters, and community.

This practice helps to raise awareness about the history and heritage of the First Peoples and fosters a sense of unity and respect among all Australians.

Gandangara Local Aboriginal Land Council was established in 1984 as a Local Aboriginal Land Council constituted under the Aboriginal Land Rights Act 1983 (NSW).

The objectives of the Gandangara Local Aboriginal Land Council are to improve, foster and protect the best interests of all Aboriginal persons within the Council’s area and all other persons who are Members of the Council (s 51 ALRA 1983) (NSW).

Gandangara Health Services Ltd an Aboriginal Community Controlled Organisation was established in 2010, an entity under the Gandangara Local Aboriginal Land Council which is overseen by a member-elected Board of Directors.

Welcome from our Chairperson



TONY SCHOLES DONOVAN
CHAIRPERSON

When you step into the Gandangara Community Healing Centre, you are taking the first step towards changing your life.

This Centre is more than a place of support - it is a place of healing, of strength, and of belonging. It has been created by and for our community, grounded in culture, compassion, and the belief that everyone deserves the opportunity to heal and thrive.



Board of Directors: (back row) Diane Van Aken (Deputy Chairperson), Amanda Roa, Bernadette Compton, Roslyn Way, Steve Ingram, Uncle Tony Scholes (Chairperson), (front row seated) Sandra German, Aunty Gail Smith and Roxanne Sheridan.

Whether you are beginning your recovery journey, rebuilding your confidence, or simply seeking a safe space to reconnect, the team at GCHC stands beside you.

At Gandangara Local Aboriginal Land Council (GLALC), we believe that healing doesn't happen in isolation. It happens through connection - to Country, to culture, to family, and to community.

When you walk through our doors, you are not just accessing a service - you are becoming part of a

community that walks with you, supports you, and sees you.

Here, wellbeing means more than just physical health. It's about restoring balance - of the mind, body, spirit, and soul. It's about rediscovering purpose, nurturing identity, and moving forward with dignity and strength.

Everyone who comes through the Centre brings their own story, and together, we create a collective space of courage, resilience, and hope.

On behalf of the GLALC Board, I want to acknowledge the journey of every person who enters this space. The GCHC is a reflection of your strength and the strength of our people.

It is a place where lives change one step at a time. This is your place. Your healing. Your future.

And you don't have to walk it alone. We walk together, as part of the Gandangara community.

Welcome from our CEO



DR. MELISSA WILLIAMS
CHIEF EXECUTIVE OFFICER



Back row (left to right): Melissa Reynolds (AoD Project Manager), Jemma Milloy (Director Aboriginal Health), Mai Nguyen (GCHC), Kurt Simpson (SWSLHD), Neil Keenan (GCHC), Jamie-Lee Radburn (GCHC), Brandon Brown (Marumali), Yara Issa (SWSLHD), Ann Apaola (GTS Manager), Tina Taylor (Senior Engagement Officer - NSW Health), Suzie Hudson (Clinical Advisor - NSW Health), Rebecca Savage (GCHC), Katie Cox (Ministry of Health)
Front row seated (left to right): Kelly Nichols GLALC Program Director), Dr Melissa Williams (GLALC CEO), Fay Daniels (Marumali Lead) and Mark Milic (GCHC).

Debbie Kaplan (NSW Ministry of Health)
Nathan Jones (Former Director, Aboriginal Health as SWSLHD Nathan has recently taken up a secondment with the Ministry of Health as Director of Performance, Partnerships and innovation in the Centre for Aboriginal Health
Tanya Bosch (NSW Health Manager Strategic Projects) were not available for the photo

When you come to the Gandangara Community Healing Centre (GCHC), part of Gandangara Health Services, you are stepping into a space where you are deeply respected, where your story matters, and where you will be supported. This is a healing space where culture, community, and care come together to walk alongside you as you take your next steps forward.

We know that healing from alcohol and other drug challenges can feel overwhelming at times. It can take courage to seek support, and it takes strength to stay on the path. You don't have to walk that path alone. At GCHC, we are here to listen, to support, and to stand beside you as you work towards your goals. Your care here is always guided by your own voice.

You are the expert in your own journey, and our team will work in partnership with you, your family, Elders, peer workers, and cultural mentors to ensure your care reflects who you are and where you want to go.

Together, we will honour your strengths, your cultural identity, your lived experience, and your connection to Country and community.

At GCHC, we believe healing is about much more than overcoming challenges - it's about restoring balance, building confidence, strengthening culture, and reconnecting with the people, places, and stories that give you strength.

Through the One Gandangara approach, you will also have access to a wider circle of care and services that support not just your recovery, but your overall wellbeing.

This includes health care, social and emotional wellbeing support, cultural healing, community connection, and practical supports like transport, housing support, and family services.

All of these are designed to strengthen your healing, your safety, and your sense of belonging.

We wish to acknowledge and thank the NSW Ministry of Health for funding support to establish and operate the Gandangara Community Healing

Centre, and to recognise the important shared care partnership between South Western Sydney Local Health District (SWSLHD) and Gandangara Health Services (GHS).

These partnerships ensure your care is coordinated, safe, and supported across the services you may need along your healing journey.

No matter where you are in your journey, please know that we are here for you - to listen, to walk beside you, and to support you as you heal.

This is your journey - supported with care, grounded in culture, and walking side-by-side in recovery. Stronger Together.

One Gandangara: Your Healing Journey Connected to Culture, Community, and Care

At the Gandangara Community Healing Centre (GCHC), your recovery journey is supported by more than a single service – it is part of a broader community network of support known as One Gandangara.

Through GCHC, you enter a connected system of care that walks with you across every stage of your healing, recovery, wellbeing and community participation – with your consent and privacy ensured.

One Gandangara brings together:

- **Gandangara Local Aboriginal Land Council (GLALC):** Honouring cultural governance, community, connection to Country, and Traditional Owner representation
- **Gandangara Health Services (GHS):** Providing holistic primary healthcare, chronic disease support, Social and Emotional Wellbeing programs, and Alcohol and Other Drug support through GCHC
- **Marumali:** Offering financial health brokerage, advocacy, referral, and support
- **Gandangara Transport Services (GTS):** Providing safe and supported transport to ensure access to medical care, appointments, community services, and active participation in the wider community.



Belonging and Wellbeing

At the heart of One Gandangara is our shared vision:

- **Cultural Connection:** Strengthening identity, spirituality, and Lore
- **Belonging:** Ensuring every participant, family and community member feels seen, heard and valued
- **Self-Determination:** Supporting your right to guide your own healing journey
- **Community Wellbeing:** Building safe, strong, resilient families and communities
- **Continuity of Culture:** Preserving and celebrating Aboriginal knowledge, stories, and wisdom.

When you join GCHC, you are not accessing just one service - you are entering the One Gandangara community built on shared strength, cultural pride, and collective healing.



What to Expect at the Gandangara Community Healing Centre

The Gandangara Community Healing Centre (GCHC) is a culturally safe, trauma-informed space based in Miller that delivers holistic, recovery-oriented alcohol and other drug (AOD) services for First Peoples. Informed by lived experience, cultural knowledge, and community connection, GCHC combines clinical excellence with Aboriginal ways of healing to support individuals, families, and the wider community.

We understand that every person’s journey is different, and our role is to walk beside you - listening, supporting, and working with you at your own pace.

A Shared Care Approach

At GCHC, care is never delivered by one person alone. Your healing is supported by a shared care team who work together to provide:

- Culturally safe care
- Trauma-informed practice
- Collaborative decision-making
- Consistent communication
- Coordination across services, providers, and supports
- Holistic healing that includes your emotional, physical, spiritual, social, and cultural wellbeing.



Our Team

You will be supported by a caring team with both clinical and cultural expertise who work together to support your healing journey.

CEO
DR. Melissa Williams



Program Director, PMO
Kelly Nichols



Project Manager – PMO
Melissa Reynolds



Practice Manager
Jamie- Lee Radburn



Psychologist
Mark Milic



Aboriginal Health Worker
Neil Keenan



Intake Support Worker
Mai Nguyen



Senior Case Manager
Rebecca Savage



Community Liaison
TBA



AOD Counsellor
Manisha Mishra



Gandangara Health Services

General Practitioner
Dr Prue Kirby



General Practitioner
Dr Viet Duc Dang Ho



General Practitioner
Dr Alex Nguyen



Registered Nurse Team Leader
Emma Smith



Aboriginal Health Practitioner
Alisha “May May” White



Practice Coordinator
Rachael Ingrey



Marumali

Senior Aboriginal Health Outreach Officer
Brandon Brown



We wish to thank
all our Partners &
Networks
Stay tuned for
announcements
Proud member of
NADA network of
alcohol
& other drug
agencies



Welcome from Jamie-Lee Radburn

Gandangara Community Healing Centre Gandangara Health Services

We Here, To Help You Restore Your Physical, Emotional, Mental, Spiritual, and Cultural Wellbeing

The Gandangara Community Healing Centre is a welcoming and safe place of healing for anyone on their recovery journey. Our centre is staffed by drug and alcohol mental health professionals, Aboriginal health workers, and peer workers; guided by our Community Voice and Lived Experience Advisory and Clinical Advisory Groups to ensure a high level of care is provided to you, your family and the community.

Our centre is dedicated to the needs of Aboriginal and Torres Strait Islander people with many of our staff being Aboriginal, and many having lived experience. It is our hope that anyone visiting the Gandangara Community healing Centre, will feel a sense of safety and connection, with people walking beside you that can relate, support and advocate on your pathway to recovery – whatever that looks like for you.

Our staff will walk beside you on whatever route you want to take, and at whatever speed you want to travel. It's your recovery journey, and you decide the destination (reduce or cease completely), when you want support, and when you want to stop it.

What purpose is your substance use serving?

I am a firm believer that substance use is always serving a purpose, and part of your recovery journey is understanding what that purpose is. The reasons are many and often a symptom of a much bigger picture that involves mental health, emotional dysregulation, grief and loss, intergenerational trauma, chronic health conditions, financial stress, disconnection from family and community, loneliness, unemployment, homelessness, the list goes on. This is the reason holistic care is vital for your healing journey and I'm incredibly honoured to be a part of the team providing wrap-around coordinated support at Gandangara Community Healing Centre.



*"Healing is not a straight line - it is
a circle that always allows you to
return to safety, connection, and
culture."*



JAMIE-LEE RADBURN
PRACTICE MANAGER

How the GCHC Services Can Help You

Case Management & Care Coordination

- You will work with your care team to create a personalised Individual Care Plan (ICP) that reflects your goals, strengths, needs, and healing journey
- We will help you navigate health, housing, social, legal, education, and community services as needed
- Your ICP is reviewed with you regularly to track progress, adjust supports, and ensure you are receiving the right care at the right time.

Trauma-Informed Counselling

- You can access one-on-one counselling focused on healing, recovery, and emotional wellbeing
- Counselling is strengths-based, non-judgemental, and honours your lived experience and cultural identity
- Trauma-informed care ensures your emotional safety, builds trust, and supports your recovery without stigma or shame.

1:1 Peer Support & Cultural Mentoring

- You will be supported by trained Peer Workers who have their own lived experience of recovery
- Peer mentoring offers connection, hope, and shared understanding while walking alongside you in your journey
- Cultural mentoring helps you strengthen your identity, cultural knowledge, and connection to community and Country.

Aboriginal Ways of Healing

At GCHC, culture is not an add-on - it is the foundation of healing. Aboriginal ways of healing are central to your recovery and support spiritual, emotional, cultural, and physical wellbeing. This includes:

- On Country Healing - connecting to Country for renewal, identity, and cultural strength
- Creative Expression - using art, music, dance, storytelling, and crafts as powerful tools for healing and cultural affirmation
- Yarning Circles - sharing stories, lived experience, and cultural knowledge in safe, supportive spaces
- Cultural and Spiritual Healing - guided cultural practices, ceremonies, and community connection
- Elder and Community-Led Healing - learning from Elders and community leaders who hold wisdom, cultural knowledge, and healing guidance.



Community Elder Uncle George Bloomfield with Staff Member Neil Keenan, Aboriginal Health Worker

Peer-to-Peer Support Groups / Yarning Circles

- Safe group spaces where you can share stories, learn from others, strengthen cultural identity, and build confidence in your recovery
- Group sessions are guided by lived experience, cultural strength, and collective healing.

Family & Carer Inclusion

- Where appropriate, your family, carers, and kin can be involved in your healing journey through family-inclusive supports
- Family education helps your support network understand your recovery needs in a culturally safe way.

Education & Skills Building

- Sessions to build your confidence and skills in harm reduction, relapse prevention, and life skills
- Tailored AOD education, social and emotional wellbeing (SEWB) learning, and practical tools for you and your family.

End-to-End Service Continuity

- Your care does not stop when you enter detox, rehab or get referred to other supports. We provide ongoing support and aftercare at every stage of your journey
- We offer discharge planning, referrals, and aftercare to support your continued wellbeing beyond your time at GCHC.

Aunty Dorothy Shipley
Co-chair Gandagara
Yarn Up Elders in Residence

Elders in Residence Monthly Yarn Ups

If you're an Elder and a Member of Gandagara Local Aboriginal Land Council and haven't attended our Elders in Residence Yarn Ups, maybe it's time to join us.

Once a month, our Elders come together to connect, share their wisdom, and discuss the matters that impact our community. It's an opportunity to strengthen your connections, have your voice heard, and help shape our future.

Whether you're a new or longtime Member, we value your presence and perspective.

Join our next Monthly Yarn Up and become a part of this wonderful group. Let's come together to create a brighter future for our people. Don't miss out on this unique opportunity to share, listen, and shape our community's future.

Contact us on (02) 9602 5280 to find out more or leave us your details and we will be in touch.



Participant Rights

Participant Rights

As a participant, you have the right to:

1. Be treated with dignity, kindness, compassion and cultural respect by all staff, Elders, peers and visitors to the centre
2. Feel culturally safe, spiritually supported and connected to Lore, kinship, Country and community
3. Receive trauma-informed, non-judgemental and non-discriminatory care
4. Make informed choices about your participation in any programs, care planning, referrals and recovery pathways
5. Request changes to your individual care plan at anytime
6. Have your lived experience, voice, identity, stories and contributions respected in all aspect of the program from individual care planning to program design
7. Actively participate in lived experience consultation, co-design and service improvement feedback processes
8. Withdraw from services at any time without judgement, stigma, or consequence to future participation
9. Provide feedback, raise concerns, and access complaints processes safely and anonymously if preferred
10. Access support and advocacy from nominated family members, carers, Elders, or trusted supports throughout your journey including the feedback or complaints process
11. Have your personal information kept confidential, with clear communication where safety, legal or risk obligations require disclosure of this information

Participant Code of Conduct

By participating in the program, you agree to:

1. Engage with and treat all others including staff, Elders, peers and visitors with dignity, respect and kindness
2. Actively promote cultural safety for everyone, honour cultural protocols, values and group agreement with respect
3. Care for shared spaces, cultural resources, and community property with respect, acknowledging cultural protocols attached to certain cultural items
4. Use language and behaviour that fosters safety, inclusion and cultural strength
5. Attend GCHC appointments, groups, yarning circles, and other activities free from the influence of alcohol and other drugs
6. Maintain the confidentiality for all participants and uphold the privacy of personal experiences and stories shared
7. Seek staff support when feeling distressed, overwhelmed or unsafe, and notify staff immediately if concerns for your or someone else's wellbeing arise
8. Speak up to contribute to program improvement – participant voice matters!



Staff Code of Conduct

All staff, peer workers, and facilitators at Gandangara AOD Hub agree to:

1. Deliver safe, trauma-informed, person-centred care
2. Promote healing, inclusion, mutual respect, and cultural accountability
3. Support each participant with compassion, dignity, and cultural integrity
4. Listen without judgment and respond with empathy
5. Ensure physical safety and a Zero Tolerance approach to violence, aggression, and/or inappropriate behaviour
6. Draw on lived experience appropriately, maintaining cultural and professional integrity
7. Maintain confidentiality and privacy at all times.
8. Uphold cultural protocols, values, and Lore of the Gandangara community
9. Maintain professional boundaries and ethical conduct
10. Engage in continuous reflective practice, supervision, and cultural capability development (Refer to *Code of Conduct (Staff) Policy*).

All staff operate under the Clinical Care Standards (AOD).



Steps to Register for Our Programs



Contact Us
You, your family, your GP, or another service provider can contact GCHC to express interest in joining one of our programs. Contact can be made by phone, email, or in person — just walk in!



Intake Appointment
If you would like to proceed, we will schedule an Intake Appointment. How? It can be held in person at GCHC, and transport can be arranged if needed.



Individualised Care Plan (ICP)
We will work together with you to create your Individualised Care Plan, which includes: your goals, strengths, supports needs, and safety planning (if required).



Initial Enquiry & Information
A member of our team will speak with you to explain our programs, answer any questions, provide information and discuss whether GCHC is the right fit for your needs.



Comprehensive Assessment
You may be invited to complete a Holistic Assessment, where we will explore more about you in full detail.



Start Your Healing Journey
Once your care plan is in place, you will be welcomed into the support, services and activities selected in your ICP.



Feedback & Complaints

We welcome your feedback, concerns, and suggestions at any time.

Your voice is central to how we continue improving our services to ensure culturally safe, trauma-informed care.

You can provide feedback or raise concerns by:

- Speaking to any staff member, peer worker, Elder, or cultural mentor
- Completing a feedback or complaints form by visiting our website entering: www.gandangara.org.au/gandangara-health-services/gandangara-community-healing-centre/general-feedback-form/ or scanning the QR Code below



- Providing feedback by phone, email, or in writing
Phone - (02) 9601 0700
Email - gchc@glalc.org.au
In Person – 33 Shropshire St, Miller NSW, 2168
- Submitting feedback anonymously if you prefer to **feedback@glalc.org.au**
- You have the right to nominate a family member, carer, cultural mentor or support person to assist you throughout the complaints process
- All feedback and complaints are handled respectfully, sensitively, and confidentially.

A member of our team will speak with you to explain our programs, answer any questions, provide information and discuss whether GCHC is the right fit for your needs.

Privacy & Confidentiality

Your personal information, cultural identity, care information, and clinical records are private, protected, and handled with strict confidentiality.

We are bound by:

- NSW Health Privacy Laws
- Health Records and Information Privacy Act 2002 (NSW)
- NSW Clinical Care Standards (AOD)
- GCHC’s Privacy & Confidentiality Policy and Clinical Governance Framework.

Your information will only be shared:

- With your consent
- With staff directly involved in your care (on a “need-to-know” basis)
- Where required by law, serious risk to your safety or the safety of others, mandatory reporting obligations, or court orders.

Note: Where information must be shared due to risk or legal obligations, we will always aim to inform you whenever it is safe and appropriate to do so.

Your care records are securely stored, and access is restricted to authorised personnel only. You may request access to your records or request corrections at any time, in line with your rights under NSW Health privacy law.

Our staff are trained in cultural safety, privacy legislation, and clinical confidentiality to protect your dignity, safety, and cultural identity throughout your care.

All information handling is governed by our Clinical Governance, Cultural Governance, and Continuous Quality Improvement processes to ensure accountability, transparency, and participant safety.



GCHCC Timetable

Monday	Tuesday	Wednesday	Thursday	Friday
9am – 4pm Case Management, Counselling, Peer Support available	9am – 4pm Case Management, Counselling, Peer Support available	9am – 4pm Case Management, Counselling, Peer Support available	9am – 4pm Case Management, Counselling, Peer Support available	9am – 4pm Case Management, Counselling, Peer Support available
10am – 12pm Caring for Country Bushwalk fortnightly + Yarn Up alternate week	10am – 12pm Healing Anger + Centrelink & Housing @ The Hub 10am-2pm	10am – 12pm Cultural Yarn Up + NDIS Support @ The Hub 10am-12.30pm	10am – 12pm Recovery Group + Legal Aid @ The Hub 10am-1pm	10am – 12pm Healthy Mind, Healthy Body, Healthy Spirit
Cuppa & Lunch Break	Cuppa & Lunch Break	Cuppa & Lunch Break	Cuppa & Lunch Break	Cuppa & Lunch Break
2 – 4pm Cultural Arts & Creative Expression	2 – 4pm Help looking after Mob: Family & Community	2 – 4pm Young Mob Support 16–25-year-olds	1 – 3pm Men’s Business/ Women’s Business (AOD Specific)	2 – 4pm Using Safely Group





Come in for a yarn and a cuppa to find out how we can empower your healing through culture, connection, and care.

Contact Us

Contact can be made by phone, email, in person, or by referral.

Phone - (02) 9601 0700

Email - GCHC@glalc.org.au

In Person – 33 Shropshire St, Miller NSW, 2168

www.gandangara.org.au