



**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



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.

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.

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.

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

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.

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



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).

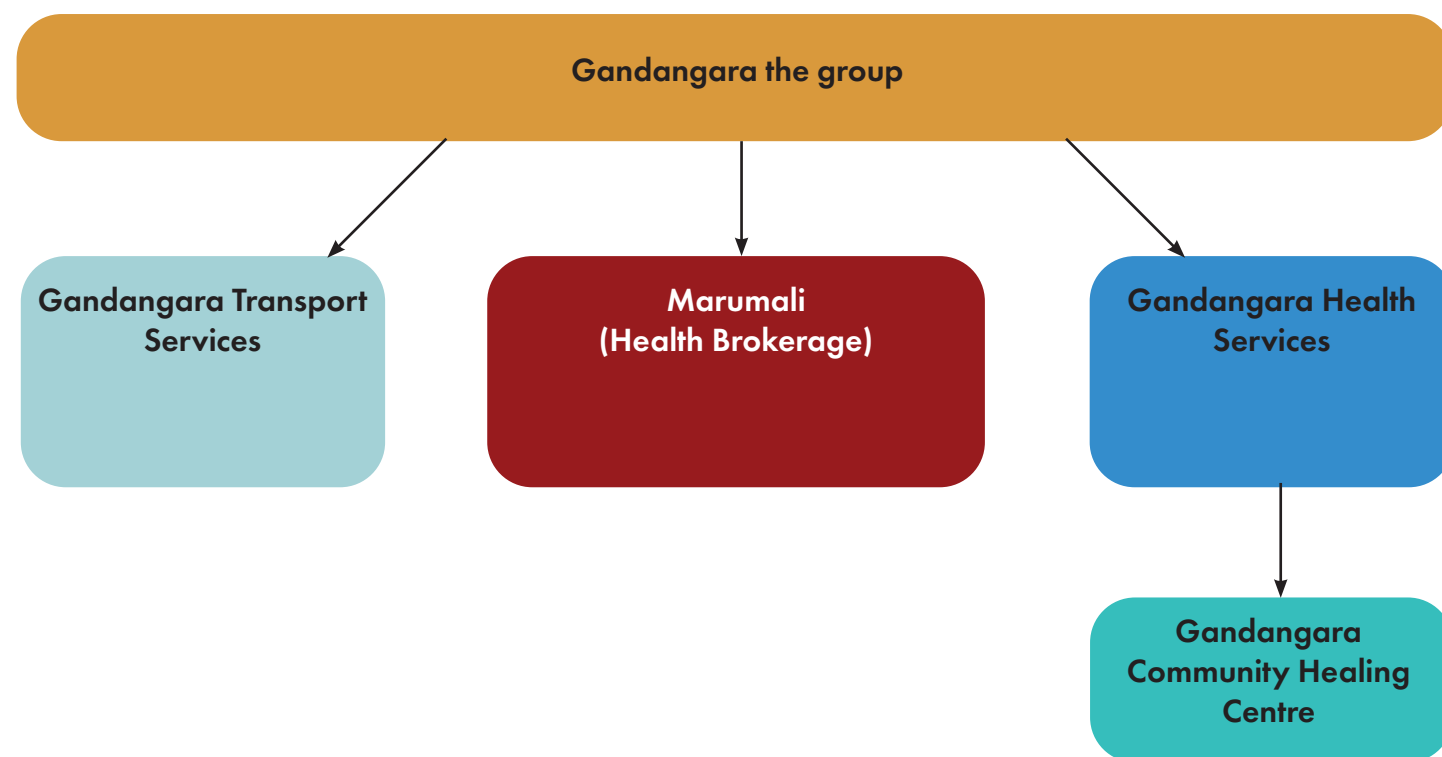
These partnerships ensure your care is coordinated, safe, and supported across the services you may need along your healing journey.

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.

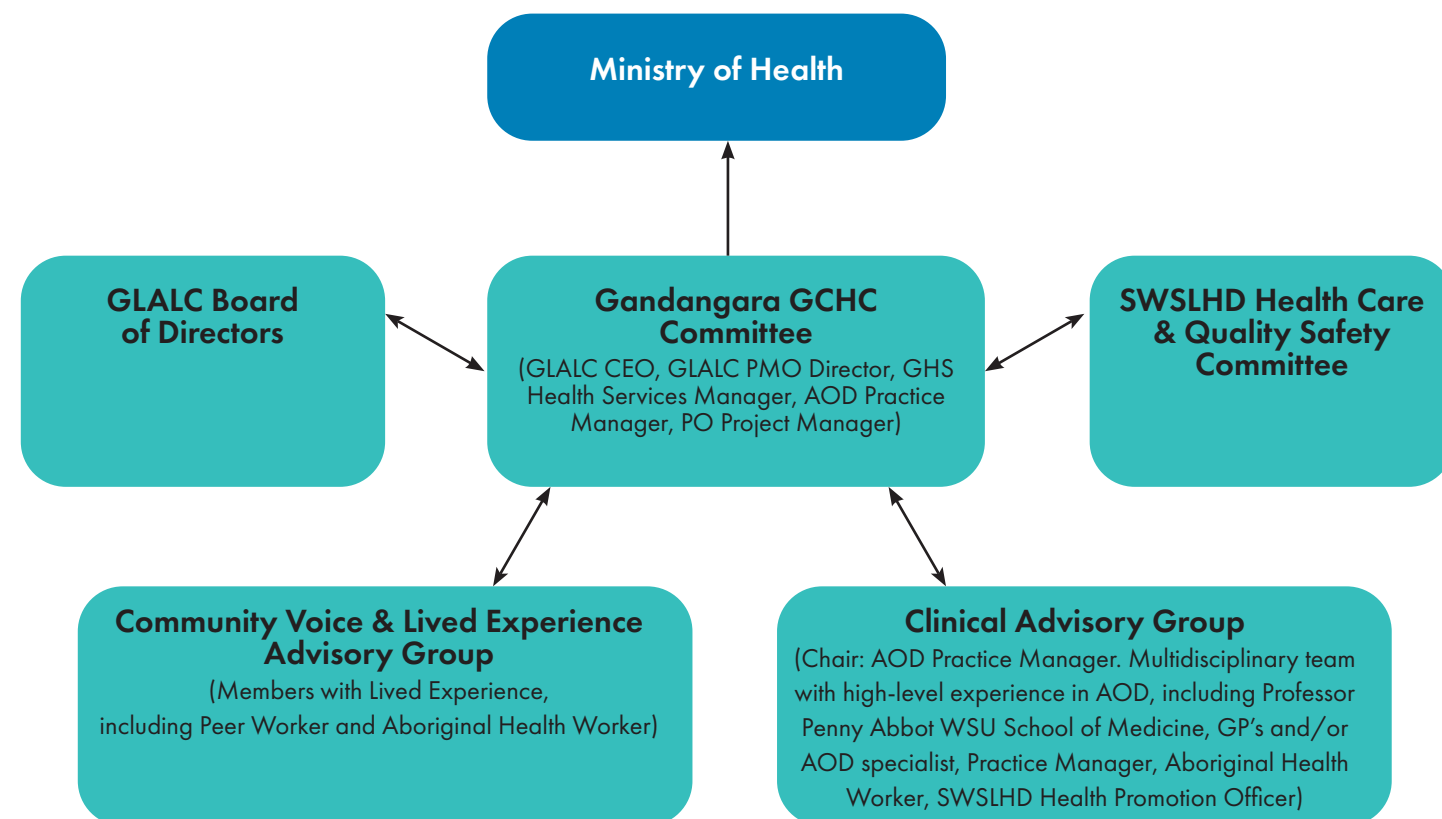
**This is your journey - supported with care, grounded in culture, and walking side-by-side in recovery. Stronger Together.**



## Gandangara Governance Structure



## Gandangara GCHC Clinical Governance Structure



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

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

When you access GCHC, you enter into a connected system of care that walks with you across every stage of your healing, recovery, wellbeing, and community participation.

### 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, mental health, and wellness programs. GCHC operates within GHS
- 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.

### A Framework Grounded in Connection, 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.*





# Welcome from Jamie-Lee Radburn Gandangara Community Healing Centre Gandangara Health Services



**JAMIE-LEE RADBURN**  
PRACTICE MANAGER

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

The Gandangara Community Healing Centre is a welcoming, safe and supportive place of healing for everyone seeking help and understanding with their substance use. We know that it's not easy coming forward. It takes real strength and courage to take that first step towards the goal you set for yourself by coming to us. You will be welcomed, not matter what stage or level of substance use you are at, and the reasons you started, or continue to use.

You will never be alone. We will walk beside you, every step of the way, on whatever route you want or need to take, and at whatever speed you want to travel. It's your personal journey and you decide the destination and, when you want to stop it.

## **We're A Dedicated Aboriginal Service.**

Our Centre is dedicated to the needs of people who identify as Aboriginal and Torres Strait Islanders with many of our staff being Aboriginal and in identified roles themselves. So, when you visit us, you will be coming to Aboriginal Community Controlled service. You will feel a real sense of connection, cultural understanding, and social safety. You will be talking with people who you can relate to, who understand your way of thinking and feeling, who have insight into who you are. These things matter very much to us because we know they matter to you.

## **What Purpose, Is Your Substance Of Choice, Serving You?**

It's important to recognise that the substance is always serving a purpose. It may be simply a matter of experimenting, or peer pressure. You may use it out of boredom; it gives you excitement and thrills. Or it may be an anaesthetic to dull some form of pain. Whatever the purpose is in your case, it's vital to recognise it for what it is, to begin your journey.

As well as serving a purpose, using a substance is usually a symptom of something much bigger in a person's life. The reasons are many and include mental health and emotional issues, physical trauma, inter-generational trauma, financial pressure, disconnection from family, abuse, homelessness, loneliness, unemployment, and instability. That's why most people who initially come in for help with substance abuse eventually move onto dealing with the root causes of their substance use. That's why all such behaviour has meaning. Often, people are doing it as a way of coping with some issue or hiding it or running away from it. They just don't know any other way to survive. The Healing Centre is here to help you find better ways of not just surviving but thriving.

It's also good to remember that healing is not linear, it's not straight forward. People don't come and seek treatment and that's it. We often see them several times before they achieve goal. Some are trying to reduce their use, some seek complete abstinence, while some are after permanent sobriety. It's a circular process that takes time.

We know that the hardest thing you will ever do on your path to healing is admit you have a problem. There's a lot going on for you, and a lot of emotions that are hard to deal with and are making you feel bad. Please come and share your thoughts and feelings with us, and we will meet you at whatever point you are at and discuss whatever you want to talk about. But the first thing we will say to you is 'Well done.'

# What to Expect at the GCHC

At GCHC, you are stepping into a healing space that is inclusive, culturally grounded, flexible, and guided by your unique story.

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.

You will be supported by a multidisciplinary care team that includes:

- Cultural mentors, peer workers, Elders, and lived experience workers
- Case managers and care coordinators
- Trauma-informed counsellors and SEWB practitioners
- Health professionals and clinical staff
- Family support services, cultural healing workers, and community connectors.

## **Together, we will support you to:**

- Connect - with support, community, culture, family, services, and Country
- Belong - in a safe, culturally strong, trauma-informed healing space
- Thrive - through personalised, strengths-based care that honours your lived experience and your cultural identity.

## **Your Individualised Care Plan**

When you begin your care at GCHC, we will work with you to create an Individualised Care Plan that reflects:

- Your goals
- Your strengths
- Your healing priorities
- Your care and supports
- Your cultural identity and connection
- Your voice, preferences, and choices.

Your goals are determined by you. Our role is to support you, provide information, and ensure you feel safe, respected, and empowered throughout your healing journey.

## **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.

**You are not alone in your healing journey.  
We are here to walk beside you -  
listening, supporting, and honouring your  
journey every step of the way.**



**CEO**  
DR. Melissa Williams



**Program Director**  
Kelly Nichols



**Project Manager – GCHC Grant**  
Melissa Reynolds



# Our Team

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

Every team member brings different experience, skills, and expertise, and we work together to ensure you receive the right support at the right time.

**General Practitioner**  
Dr Viet Duc Dang Ho



**General Practitioner**  
Dr Prue Kirby



**Registered Nurse**  
Emma Smith



**General Practitioner**  
Dr Alex Nguyen



**Practice Coordinator**  
Rachel Ingrey



**Practice Manager**  
Jamie- Lee Radburn



**Psychologist**  
Mark Milic



**Aboriginal Health Worker**  
Neil Keenan



**Care Coordinator**  
Mai Nguyen



**Case Manager / Community Liaison Officer**  
Rebecca Savage



**Peer Worker with lived experience**  
Vacant





# Our Services

At GCHC, our services are built around recovery-oriented, culturally safe, and person-centred care. Everything we offer is designed to support your personal goals, strengths, support needs, and cultural identity.



## Case Management & Care Coordination

When you join us, you won't walk your healing journey alone. Our team will sit with you to create a personalised care plan that reflects your goals, needs, and hopes for the future.

We'll work together to connect you with services across health, community, housing, and wellbeing, so that everything works together to support your recovery. Your Care Coordinator is here to guide you, advocate for you, and walk beside you as your journey unfolds.



## 1:1 Cultural Peer Support & Mentoring

Sometimes the best support comes from someone who truly understands because they've walked a similar path. Our Peer Workers offer cultural mentoring, yarning, and guidance through shared lived experience.

Together, you can explore healing, reconnect with culture, and build trust in a safe, judgement-free space. This is your chance to share stories, strengthen your cultural identity, and feel supported by someone who really 'gets it'.



## Peer-to-Peer Support Groups / Yarning Circles

You are not alone. In our group yarning circles, you'll meet others walking their own recovery journey. Together, we create a safe space to share stories, support one another, and strengthen healing through connection.

Facilitated by trained staff, these groups build confidence, community, and cultural strength while giving everyone a chance to be heard, respected, and valued.



## Education & Skills Building

Recovery is about learning new ways to live strong and well. Our programs include harm reduction, life skills, relapse prevention, and emotional wellbeing training.

You'll learn practical skills that help you manage stress, build routines, strengthen culture, and create a healthier path forward for yourself and your family.



## Trauma-Informed Psychosocial Support

We understand that healing from AOD challenges often involves working through challenging experiences.

Our counsellors offer one-on-one support in a safe, respectful space where your story is honoured. Using strengths-based, non-judgemental approaches, we focus on helping you rebuild wellbeing, confidence, and resilience at your own pace. You don't have to carry everything alone — we're here to listen, support, and help you move forward.



## Aboriginal ways of healing

At GCHC, culture is at the heart of healing. You'll have opportunities to reconnect with Country; take part in creative expression like art, dance and crafts; connect with others in yarning circles; and be guided by Cultural Mentors.

Healing doesn't just happen in a clinic — it happens through community, ceremony, shared meals, and spiritual connection. These practices honour who you are, where you come from, and where you are going.



## Family & Carer Inclusion

Healing is stronger when families and carers feel supported too. We offer culturally safe education and support for family members to understand AOD recovery and learn how to walk alongside you.

Our family support programs help rebuild relationships, strengthen kinship ties, and provide space for open conversations that respect everyone's journey.



## End-to-End Service Continuity

We're here for you at every stage — from first connection through to long-term healing. Our care doesn't stop after one program finishes.

Whether you need further support, new goals, or help navigating changes, we will continue walking beside you, making sure your care remains connected, seamless, and culturally grounded.



# 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 Psychosocial Support

- 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 Cultural Peer Support & 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
- Community Kitchen - sharing meals that nourish both body and spirit, strengthen connection, and honour cultural ways
- Elder and Community-Led Healing - learning



## 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 leave the program
- We offer discharge planning, referrals, and aftercare to support your continued wellbeing beyond your time at GCHC.

## Elders in Residence Monthly Yarn Ups

If you're an Elder and a Member of Gandangara 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.



# What Does a ‘Recovery Journey’ Mean?

At GCHC, recovery is:

- A journey, not a destination
  - Individual, personal, and shaped by your goals
  - Grounded in culture, community, kinship and connection to Country
  - Focused on strengths, resilience, and hope
  - Inclusive of your family, carers, Elders, and community
  - Supported by trauma-informed care, cultural healing, and clinical supports
- Remember: Recovery looks different for everyone.**



## Key Principles of Recovery at GCHC

| Recovery Principle        | What this means for you   |
|---------------------------|---|
| Person-Centred            | Your goals, values, and voice lead your care plan.  |
| Clinically Safe           | Your care is guided by skilled, qualified staff who ensure your physical, emotional, and psychological safety throughout treatment.             |
| Culturally Safe           | Culture, Lore, spirituality and kinship are honoured throughout your journey.   |
| Trauma-Informed           | We acknowledge trauma histories and avoid re-traumatisation.  |
| Strengths-Based           | We focus on what’s strong, not what’s wrong.  |
| Lived Experience Informed | GCHC is shaped by people with lived experience. Peer workers, cultural mentors, and community voices help guide care, programs, and governance. |

| Recovery Principle             | What this means for you   |
|--------------------------------|---|
| Flexible & Non-Linear          | Healing takes time and can involve setbacks and restarts.   |
| Informed Consent & Autonomy    | You have the right to fully understand and agree to your care. Nothing is done without your permission and understanding. You stay in control of your choices, care plan, and healing goals. Your decisions are always respected. |
| Privacy & Confidentiality      | Your personal information is protected and only shared with consent or when safety/legal requirements apply.  |
| Shared Decision Making         | We work with you to make care decisions together, including your family, Elders, and supports as you choose.  |
| Continuous Quality Improvement | Your feedback helps us keep improving care to make sure it stays safe, strong, and culturally grounded.   |





### Common Recovery Goals You May Explore:

- Reducing substance use, working towards, and/or maintaining abstinence
- Strengthening connection to culture, Country, spirituality, kinship, and Lore
- Improving emotional wellbeing, mental health, and managing feelings safely
- Building coping strategies to respond to cravings, triggers, and stressful situations
- Restoring relationships with family, children, carers, and support people
- Reconnecting with Elders, cultural mentors, and peer support networks
- Improving physical health, nutrition, sleep, and daily self-care routines
- Stabilising housing, accommodation, and safe living arrangements
- Strengthening financial wellbeing, budgeting, and managing responsibilities
- Re-engaging in education, training, volunteering, or employment pathways
- Participating in cultural healing activities, yarning circles, and community events
- Managing legal, child protection, or justice system responsibilities safely
- Building confidence, self-advocacy skills, and personal strengths
- Strengthening social and emotional wellbeing across all areas of life
- Planning for long-term recovery maintenance and future goals.



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



### Your Role in Recovery

- Stay actively engaged in your care plan - your voice, choices, and feedback help guide your care
- Share your needs, goals, worries and hopes with your care team - you are never expected to manage alone
- Speak up when things feel hard or overwhelming - it is safe to ask for extra support
- Celebrate your progress and small wins - healing takes many small steps
- Know that setbacks are part of recovery - they are opportunities to learn, not signs of failure
- Be kind and patient with yourself - healing is not a race; your journey is at your own pace
- Accept support from your care team when challenges arise - you do not have to carry everything on your own
- Stay connected with your cultural supports, family, peer workers, and community - connection brings strength
- Remember that your safety, dignity, and wellbeing always come first
- Respect the rights, privacy, and safety of others - by following our Code of Conduct, you help create a healing space that is culturally safe, inclusive, and free from harm.



### Staff Role in Your Recovery

- Listen without judgement
- Walk alongside you - not ahead or behind
- Work in partnership with you, your family, and community
- Provide trauma-informed, culturally safe, and respectful care
- Adapt plans to meet your changing needs.



# Participant Rights

## Participant Rights

As a participant, you have the right to:

1. Be treated with dignity, kindness, compassion, and cultural respect by staff, Elders, peers, visitors, and community
2. Feel culturally safe, spiritually supported, and connected to Lore, kinship, Country, and community throughout their healing journey
3. Have their lived experience, voice, identity, stories, and contributions respected in all aspects of care planning, service delivery, and program design
4. Receive trauma-informed, strengths-based, inclusive, and non-discriminatory care
5. Experience physical, psychological, emotional, and cultural safety in all program spaces, activities, and relationships
6. Make informed choices about participation, care planning, supports, referrals, and recovery pathways
7. Receive information, education, and communication in ways that support personal learning needs
8. Request changes to their Individualised Care Plan as needs or circumstances change
9. Withdraw from services at any time without judgement, stigma, or penalty, while being offered safe discharge planning and ongoing support if required
10. Access advocacy and support from nominated carers, family members, Elders, peer workers, or trusted supports
11. Provide feedback, raise concerns, and access complaints processes safely and without fear of reprisal
12. Actively participate in lived experience consultation, co-design, and service improvement activities
13. Have personal information kept confidential, with clear communication where safety, legal or risk obligations require disclosure.

## Participant Responsibilities

As a participant, you are expected to:

1. Contribute to their own healing, wellbeing, and safety, and actively support the safety of others
2. Honour cultural protocols, values, and group agreements that guide culturally safe and respectful engagement
3. Be open, honest, and request support when feeling overwhelmed, unsafe, or in need of assistance
4. Engage with staff, Elders, peers, and cultural mentors in a respectful, responsible, and culturally accountable manner
5. Attend scheduled activities, yarning circles, group programs, check-ins, and healing opportunities in a safe and supportive manner
6. Arrive to program activities free from the influence of alcohol or drugs. If affected, participants may be supported to step out of that session for safety and offered follow-up care and re-engagement support
7. Use safe, respectful language and avoid behaviours that may create disruption or distress for others
8. Maintain confidentiality of group members and uphold the privacy of personal stories shared, unless safety risks require staff intervention
9. Care for shared spaces, cultural resources, and community property with respect, acknowledging cultural protocols attached to cultural items and materials
10. Notify staff immediately if safety concerns or wellbeing needs arise
11. Support collective healing, cultural safety, and community wellbeing at all times.

## Participant Code of Conduct

By participating in the program, you agree to:

1. Treat others with dignity, cultural respect, and kindness
2. Actively promote cultural safety for all participants, Elders, staff, and the broader community
3. Use behaviour that fosters safety, inclusion, and cultural strength
4. Maintain privacy and confidentiality for all participants and group discussions
5. Attend program activities safely, participate fully, and engage in individual healing work
6. Follow program guidelines regarding alcohol and drug use
7. Seek staff support when feeling unsafe or overwhelmed
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

## STEP 1 Contact Us

You, your family, your GP, or another service provider can contact the GCHC to express interest in joining one of our programs.

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

**Phone - (02) 9601 0700**

**Email - [gchc@glalc.org.au](mailto:gchc@glalc.org.au)**

**In Person – 33 Shropshire St, Miller NSW, 2168**

## STEP 2 Initial Enquiry & Information

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

We will provide information about:

- Program options
- Eligibility
- Informed consent
- Your situation and the best support options
- Privacy & confidentiality
- Your rights and responsibilities
- Other suitable supports.

## STEP 3 Intake Appointment

If you would like to proceed, we will schedule an Intake Appointment.

During intake, we will:

- Collect some basic information about you and your current situation
- Discuss any immediate safety or wellbeing needs
- Start building a picture of your goals and support needs
- Ensure you understand your consent and confidentiality rights.

## STEP 4 Comprehensive Assessment

You may be invited to complete a Comprehensive Assessment, where we will explore:

- Your AOD history and recovery goals
- Mental health and wellbeing
- Physical health
- Cultural identity and supports
- Social, housing, family, and community needs
- Strengths, risks, and priorities.

## STEP 5 Individualised Care Plan (ICP)

We will work together with you to create your Individualised Care Plan, which includes:

- Your goals
- Your strengths
- The services and supports that will best meet your needs
- Cultural, clinical, and community supports
- Safety planning (if required).

## STEP 6 Start Your Healing Journey

Once your care plan is in place, you will be welcomed into your program streams, which may include:

- Trauma-informed counselling
- Peer support groups
- Cultural healing activities
- Case management and care coordination
- Education
- SEWB, family support, and group programs.

You are always welcome to bring:

- A trusted family member
- An Elder or cultural mentor
- A peer worker or support person
- An interpreter or advocate (if needed).



*At every step, we are here to walk  
alongside you.*



# 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 available at GCHC
- Providing feedback by phone, email, or in writing
- Submitting feedback anonymously if you prefer
- 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
- We follow our Feedback & Complaints Policy and Clinical Governance Framework to ensure concerns are addressed fairly and promptly, with attention to cultural safety, procedural fairness, and participant wellbeing
- Serious complaints may be reviewed through Clinical Governance, Cultural Governance, and Continuous Quality Improvement processes
- Your right to care, safety, and respect is never impacted by providing feedback or raising concerns.



# 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.





# Zero Tolerance

At the Gandangara Community Healing Centre, the safety, dignity, wellbeing, and cultural security of all participants, staff, families, Elders, visitors, and community members is our highest priority.

We operate under a **Zero Tolerance approach**, which means we do not allow any form of:

- Violence, threats, intimidation, or physical aggression
- Verbal abuse, shouting, swearing, or offensive remarks
- Bullying, harassment, or discrimination
- Cultural disrespect, racism, or spiritual harm
- Sexual harassment or inappropriate behaviours
- Psychological, emotional, or spiritual abuse
- Aggressive behaviour while intoxicated
- Property damage, vandalism, or theft
- Retaliation against anyone for raising concerns or making complaints
- Stalking, unwanted contact, or breaches of personal boundaries

## Our Commitment to You

- We are committed to providing a healing space that is trauma-informed, culturally safe, and recovery-oriented
- We will always respond to any safety concerns, risk behaviours, or breaches of our Zero Tolerance Policy
- If an incident occurs, staff will use trauma-informed de-escalation strategies and ensure immediate protective actions are taken to maintain safety
- Participants involved in incidents will be offered appropriate support, follow-up care, and opportunities to reflect, repair, and safely re-engage where possible

- Serious or ongoing breaches may result in temporary or permanent suspension from programs and services, in line with our Clinical Governance, Cultural Governance, and Zero Tolerance Policy.

## Your Role in Keeping GCHC Safe

- Follow the GCHC Code of Conduct and respect the safety, wellbeing, and cultural dignity of others
- Speak up if you feel unsafe or witness unsafe behaviour
- Work together with staff, Elders, and peer workers to maintain a safe, respectful, and culturally strong healing environment.

## Safety Comes First

- You always have the right to feel safe.
- You will never be penalised for raising safety concerns.
- Our staff are trained to manage safety incidents in a way that protects everyone involved while upholding cultural protocols and trauma-informed practice.

**We heal together, and safety is the foundation that allows us to walk this journey side by side.**



# Summary & Additional Support

At the Gandangara Community Healing Centre, your wellbeing is always our highest priority. We know that entering a healing journey can feel overwhelming at times, and we want you to feel fully supported, safe, and respected throughout your time with us.

This Welcome Pack is here to help guide you, but you are never expected to navigate your care alone.

- Healing is a journey that can feel different for every person. Some days may feel strong, while other days may feel heavy — all of this is part of recovery
- If at any time you feel unsure, overwhelmed, worried, or would like to talk about changing your care plan, please speak to a member of our team. You are always welcome to check in, ask questions, or request extra support
- You do not need to carry things alone — we are here to listen, to walk beside you, and to make sure you feel safe, supported, and heard
- Our team works together with you in partnership — your care plan is always flexible, respectful of your choices, and guided by your voice, your goals, and your cultural identity
- Your healing is supported by a whole network of people — including Elders, peer workers, cultural mentors, clinical staff, community supports, and your family — who will walk this journey alongside you
- Your safety, dignity, cultural identity, and wellbeing will always come first.

Recovery takes time, patience, and the strength of connection. No matter where you are on your journey, please know that you are not alone. We are here to walk beside you with compassion, honesty, strength, and care.



*Let's begin this journey together – with compassion, honesty, strength, and care. You are not alone. We are stronger together.*



# Disclaimer

This Welcome Pack has been developed to provide information to support your safe, informed participation in the programs, services, and supports offered by the Gandangara Community Healing Centre.

While every effort is made to ensure the information provided is accurate, current, and culturally safe, this Welcome Pack is for general guidance only.

It does not replace your individual care planning, clinical advice, legal advice, or cultural supports. Your care team will work with you to ensure that your personal care plan is tailored to your needs, goals, and circumstances.

The information in this Welcome Pack may be updated or amended as our programs, policies, and services continue to grow and improve. If you are unsure about any part of the information or would like further clarification, our team is always available to support you.

All participants accessing GCHC programs are expected to engage respectfully and safely with staff, other participants, Elders, visitors, and community members, in line with the GCHC Participant Rights, Responsibilities & Code of Conduct and Zero Tolerance Policy.

GCHC operates under the clinical governance frameworks of Gandangara Health Services, the Gandangara Local Aboriginal Land Council, and in partnership with South Western Sydney Local Health District.

Services are delivered in accordance with the NSW Clinical Care Standards for Alcohol and Other Drug Treatment and the NSW Health Grant Agreement for the delivery of AOD Hub Grants.

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We gratefully acknowledge the NSW Ministry of Health as the funding body supporting the operation of the GCHC, and the valued shared care partnership with SWSLHD which enables coordinated, culturally safe care for participants.







*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](mailto:GCHC@glalc.org.au)

In Person – 33 Shropshire St, Miller NSW, 2168