

FLO HARRIS LODGE

Resident Handbook 2024

Revised August 2023

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WELCOME TO FLO!

Flo Harris Lodge (FHL) is a Christian-run, off-site residential college associated with Petersham Baptist Church.

'Flo', as it is affectionately known, was established to provide accommodation for students and young workers from regional and metropolitan Australia. Flo also welcomes residents from overseas.

At Flo, we aim to be a caring community. Your participation in the Flo community life is therefore important to help you settle in, and to be an encouragement to others.

Flo is a home for all who live here. Everyone needs to feel welcome and safe. This can happen as we all show courtesy, care and consideration towards each other.

We trust that you will enjoy your stay with us and leave with wonderful memories.

To achieve the above, this document is;

- a statement of, Our Expectations - Your Responsibilities AND
- a **Code of Conduct**, which, when applied, will help create a safe and happy environment for all.

HISTORY OF FLO

Flo Harris Lodge and Morton House

Flo Harris Lodge is a Christian-run off-site residential college associated with Petersham Baptist Church.

Morton House was first opened as a Hostel for young men in 1954, with most residents coming from country areas.

In 1971, the Church began a project to build a residence for young women on the ground occupied by the Church tennis courts. The first stage of Flo Harris Lodge was opened in 1972. Extensions to the original building were opened in 1974 in order to accommodate for young men

It was named after Florence Harris, who was a member of Petersham Baptist Church and a missionary for many years in Bangladesh. Her picture hangs in the foyer opposite the resident pigeon holes. A Flo Harris Plaque of memorial is in the garden beside the pergola area.

The Church, through a Management Committee, guides the operations of Flo Harris Lodge. The committee is responsible for the administrative functioning of the lodge. This work includes setting tariff levels, staffing, maintenance and repairs, etc. The members of the committee are also concerned with the quality of life in the Lodge and with being of help to residents. Many members of the committee are past residents of FHL.

Petersham Baptist Church

Residents of Flo Harris Lodge are warmly invited to attend the Sunday services at Petersham Baptist Church (PBC)

The church celebrated its centenary in 1982. When PBC was founded in 1882, Petersham and Lewisham were the gentrified suburbs of Sydney. The Church grew very large and was one of the leading Churches in the city. However, during and after the Second World War, the membership fell as people moved out of the district.

The Church is very much concerned with Christian service and outreach. It is focused on presenting the good news of Jesus by being a loving and caring community of God's people.

The ministries of PBC include:

- Flo Harris Lodge
- Various Youth Ministries
- Kids Church
- SRE (scripture) - Petersham Public School.

We warmly invite you to join in our fellowship and bring your own unique contribution to the community here.

MANAGEMENT CONTACT

In case of an Emergency please contact the FHL mobile **0423 039 723**

Please only contact the FHL mobile phone IN CASE OF EMERGENCY between 9:30pm and 9am. No texts for trivial needs during these hours please.

THE MANAGEMENT TEAM

Managers

- The Managers are responsible for the smooth and efficient running of Flo Harris Lodge, and are accountable to the Flo Harris Lodge Management Committee.
- The Managers are on duty from 9am-6pm weekdays.
- The Managers are off duty between 6-10pm weekdays, weekends and during annual leave. During the weeknight and weekends a Senior Resident (SR) is on duty to care for the needs of the residents.

Residential Chaplains

- The Residential Chaplains are appointed to assist and support residents. They are the primary pastoral care contact. The Residential Chaplains live on site in “The Coach House”
- They are a husband and wife team who work a combined 40 hours per week.
- This is a role that they equally work and they are not always available, so please book in with them to catch up.

Senior Residents

- The Senior Residents (male & female) are appointed annually to assist the Managers and Residential Chaplains as directed.
- They act as the ‘Go-to Person’ when rostered for evenings or weekends.
- They are on duty 6-10pm weekdays & weekends from 10pm Friday-9:30pm Sunday.

Ancillary Staff

- Flo Harris Lodge employs a chef, general assistant and cleaner, who are accountable to the Managers.
- Make sure you say "Hi" to the staff, as they are really wonderful people, who serve us all at FHL.
- Any concerns regarding ancillary staff should be addressed directly to the Managers.
- Trades people also visit onsite for the ongoing upkeep of the building.
-

THE FACILITIES

Rooms

Resident accommodation is separated into Men's and Women's wings.

Allocation (or re-allocation) of a room is at the discretion of the Managers.

Rooms are equipped with a bed, mattress, mattress protector, chair, desk, wardrobe, shelving, wall heater, bin, drawers and a window blind.

Please do not move, remove, or add furniture to your room without the permission of the Managers.

Moving In

Prior to arrival email info@floharrislodge.org.au and book an agreed date and time slot. Managers will be in contact with you closer to the date.

If you are running late please contact the FHL mobile 0423 039 723 to advise managers of the situation. Managers will work with you to arrange an appropriate arrival.

All rent (2 weeks in advance), bond and fees need to be paid in full to gain entry to FHL and receive room keys.

Cleanliness

- We expect residents will always maintain a clean and tidy room and keep all personal belongings in your room.
- To assist in keeping your room clean and dry, please close your windows when you are absent from FHL overnight, or away for lengthy periods of time.
- For your own health we encourage you to vacuum and dust your room weekly.
- To avoid having creepy crawlies visit, food from the dining room is not permitted in your room or in communal areas.
- No live plants or vines of any kind to be kept in the room. Plastic plants are welcomed.
- Mattress protectors are provided and must always be on your bed.

Visitors to your room

- Male and female residents are welcome to visit each other's wings within the permitted visiting times (9.30am-9.30pm).
- You may only visit another resident's room at their invitation
- Do not use the bathroom or toilet facilities of the opposite gender.
- Please keep room doors completely open and lights on when guests are in your room (not optional, failure to do so may result in suspension of residency).

Privacy

- Your privacy is important to us, therefore no other resident or visitor can enter your room without your permission.
- However, the Managers may give 24 hours notice before needing to enter your room for the purpose of maintenance or monitoring compliance with matters outlined in this document.

Administration

A room copy of the "Handbook" is given at the start of the contract, and must be left in the room at the exit of contract.

If your mattress is soiled or stained in any way at the end of contract inspection, the cost of a new mattress will be deducted from your bond (\$300).

At the end of contract, you are required to clean your room according to a checklist provided by FHL Management. A \$200 cleaning fee applies if your room is inadequately cleaned.

If the room is damaged by the resident, a \$800 fee is charged for repainting and will be deducted from the bond.

Keys

- Residents are given a bedroom key and a security key to the external doors.
- Bedroom doors must be locked when you are absent.
- Do not leave your keys in your room door or the security doors to FHL. Keys found in doors will be removed by Management.
- Please do not compromise security by giving your keys to others.
- You should immediately report any lost or stolen keys directly to Management. You will need to pay outright for replacement keys (room key, security key, locks and locksmith).
- You cannot pass your keys to non-residents to enter FHL and access your room or the facility on your behalf. Call the manager to assist in such a circumstance.

Being a responsible Flo resident

Safety

- You are able to use power boards with a surge switch, but **not double adapters**. These are considered a fire hazard.
- No heaters of any kind other than what is provided.
- Hair straighteners only to be used in bathrooms.
- Candles, incense, wheat packs, electric blankets, and decorative lighting (power point reliant), are not permitted for safety reasons anywhere in FHL.
- No personal clothing irons to be used in rooms or common areas. All irons are supplied by FHL and used only in communal areas.
- While we cannot permit you to have a bar fridge in your room, we do allow the use of the Morton house kitchen fridge. Please use labelled containers in the fridge. Any food stored on FHL plates or bowls will be removed.

Property

- Please **only use Blu-Tak or 3M products** to attach pictures or posters. Any damage to walls may result in a fine at end of year room inspection.
- We expect you to take care when using the property of FHL and assist us by immediately reporting all breakages and breakdowns. Please use the "FLO FIX IT" book located in the foyer drawers to report any issues.
 - In some cases, reimbursement may be sought
 - Please do not carry out any repairs yourself.

Noise

- With consideration to other residents, noise should be kept to a minimum before 8am and after 9:30pm, including noise from rooms.
- This means that the PA, laundry equipment, the fitness area, snooker table and all musical instruments (9pm in church) are not to be used/played after these hours.
- Please restrict the length of your shower refrain from taking a shower between midnight and 5am.
- Hair dryers **MUST NOT** be used after 9:30pm or before 7am.

Common Areas

General Rules

- Please be considerate towards others and DO NOT leave personal items in common areas or hallways. Any items left there will be removed.
- Courtesy, care and consideration towards others must be shown when using these facilities. Please keep noise to a minimum.
- It is expected that you leave these areas neat and tidy.
- We need to show respect to each other in the way we dress
 - With this in mind, it is not appropriate to wear clothes that are too revealing, or to wear pyjamas in common areas.
- In consideration of residents who need to sleep early, the fitness room, pool room, the grassed areas in front and back of Morton House, the pergola, and rooftop close at 9.30pm.
- Non-residents may not use the laundry or fitness facilities.

Common Lounge Rooms (Wings and Morton House)

- Television, DVD/Blu-ray players are provided.
- Lounge Rooms located in the wings are to be vacated by the opposite gender and/or day visitors by 9:30pm.
- With consideration to others, electronic games must not be used after 10.30pm and should be played quietly.
- No meals or hot snacks/food to be eaten in Lounge Rooms.
- Please do not move the couches around as they are modular and can be damaged.
- Lounge Rooms closed;
 - Sun-Thurs: 12midnight-8am
 - Fri-Sat: 1am-8am

Gym

- Gym – Open from 6am to 9:30pm, 7 days a week.
- Use of the equipment in the fitness room is at the residents own risk.

Dining Room

- The Dining room closes for weekday cleaning from 10am-12noon. During this time, residents must not enter for any purpose.
- Please refrain from bringing or wearing bath towels into the dining room.
 - This includes the wearing of towels on your head.
- For health and safety reasons do not walk around in bare feet in the dining room and kitchen.
- For safety reasons when performing clean up duty in the kitchen, enclosed shoes should be worn – *no thongs*.

Morton Kitchen

- Morton House has a specially installed kitchen for those residents who wish to cook or bake on occasion. There is a fridge/freezer available for resident's use.
- All items must be fully labelled with residents name; otherwise items will be discarded and thrown out.
- Please acknowledge that this fridge is for all residents to use and should not be monopolised with large quantities stored.
- Please keep the kitchen clean and tidy, making sure to clean up after yourself after each use.
 - This includes wiping down bench tops, stove tops, wiping out the oven and washing, drying and putting away clean kitchen items.

By using this kitchen respectfully, all residents are able to have the benefit of it.

Availability of the Morton House kitchen is dependent on resident behaviour and use, with Management's discretion.

Laundry

- The washing machines and dryers are pay pass, swipe or card operated. The fee per wash;
 - washer \$4.50
 - dryer \$3.00
- The laundry is for resident use only.
- FHL includes a complimentary linen washing facility. Linen is limited to a flat sheet, fitted sheet and pillow case only.
 - Please place the linen bag provided on the outside of your door. The bag and its contents is washed and dried and returned on the same day.
 - Each floor has a set day for washing. Please keep to this schedule.
 - If any additional items are found in the laundry bag, your complimentary linen service may be stopped.
 - The bag is FHL property and must be left in the room at the end of your contract.

Communication

Postal Address

40 Hunter Street, Lewisham, NSW, 2049

Please redirect your mail on leaving FHL at the end of the contract period.

Internet (See, Acceptable Use Policy)

- We expect each resident to take full responsibility for their internet usage. Internet of 60GB per month is included in your board payments.
- New hardware attachments may only be installed with permission from the Managers.

Musical Instruments

- With respect to other residents, please do not practice in your room or in the common areas (unless it is not audible from outside the room).
- Residents are privileged to be able to play in the church building between the hours of 8:00am and 9:00pm Monday to Saturday (if not being used for Church programs).
- A key is available from the Manager's pigeon hole. The key must be signed in and out and returned promptly.
- If the church is being used by another group or person who is outside of FHL, they take priority. This is our agreement with PBC.
- Petersham Baptist Church (PBC) graciously allows FHL residents to use its buildings. It is a privilege not a right.
- The church furniture must not be moved or rearranged when in use. Lights, fans and heaters must be switched off when exiting. Failure to comply will result in loss of privilege.

Parking

Cars

- Resident parking is limited and at the discretion of the Managers.
- Park only in marked spaces not on the grass.
- The speed limit for the driveway is 5 kph and all stop signs must be obeyed or parking privileges may be revoked.
- No visitor parking available, please ask them to park on the street.
- DO NOT park in Managers/Residential Chaplains reserved spots. These are always in use by managers, staff or for deliveries.

Bicycles

Bicycles need to be placed in the bike shed. This is locked and a key must be asked for from the managers. Residents will have their own key on request.

Parking and storing your bike at FHL is at the Residents own risk. Flo Harris Lodge assumes no responsibility for damage or theft.

Indicating Absence from FHL

If you are planning to be absent from FHL overnight or longer:

- Record this on the Emergency Contact Sheet
- Mark off [X] meal and arrange duty roster swap (explained in following section).

MEALS

FHL operates as a community and meal times are a very important part of life at Flo, and residents are expected to attend weekday evening meals. By sharing in these meals you will strengthen relationships with other residents.

Where possible, medically required diets may be available, however, we are not a nut or wheat free facility

Please ensure that you use the hand sanitizers before eating or preparing meals, and when dishwashing.

Please eat all meals in the Dining room, pergola or courtyard, and no hot food is to be eaten in the Lounge Rooms.

- We expect the residents to be responsible for;
 - wiping the bench, table or any other space used and leaving it tidy after preparing food.
 - rinsing and cleaning their own utensils/plates.

Flo provides crockery at the start of the resident's stay. Residents are responsible for paying for any replacement crockery (\$10 per bowl or plate). Residents are responsible for providing their own cutlery.

Meal Times

Breakfast

- 5am – 10am Mon-Sun
- Self-serve - includes; cereal, toast, fruit, tea, coffee, spreads etc.
- No meats or cheese to be used for breakfast.

Lunch

- 12noon – 2pm Mon-Sun
- Self-serve – includes; cold meats, salad components, bread, wraps.
- Lunch food eaten outside of posted hours or taken irresponsibly is not allowed.

Dinner

- 6:30pm Mon-Sat
 - Chef catered sit-down meal
 - Please indicate attendance
- 5pm – late Sun
 - Self-serve from provisions
 - Please do not use these provisions for making lunch for the next day, as this is unfair to other residents that are eating dinner later in the evening.
- Some examples of the types of dinner meals we provide here at FHL are mentioned below:

Roast beef, winter veg	Thai beef red curry	Schnitzel, salad & chips
Paella	Lemon Chicken	Spaghetti bolognese/salad
Lamb vegetable curry	Creamy bacon Carbonara/salad	Shanghai pork mince noodle
Creamy chicken pesto pastas/salad	Mongolian beef	Chorizo & tomato fettuccine/salad
Chicken Parmagiana/salad	Beef goulash	Vegetable Rogan Josh
Beef Masala vegetable	Burgers, salad & fries	Chicken Pad Thai
Chicken Maryland Teriyaki	Sate beef	Grilled pork with veg
Chinese five spice stew	Creamy vegetable curry	Crumbed fish, salad & chips
Lasagne/salad	Honey black pepper beef	Indonesian Beef Rendang
Tandoori Chicken	Bangers & Mash	Grilled honey soy fish & veg

Between meal times FHL provides residents with fruit, salads, bread, toast and spreads *(NB. Times may change at Managers' discretion)*

Indicating Dinner Attendance

Please indicate if you will be **in**, **out** or **late** for dinner on the meal list

✓ you are requesting a meal

Late you are requesting a meal be kept for later that evening. These meals are kept until 9:30am the following day.

X you will not be having dinner at Flo

+1 you have a guest (all guest requests must be approved by the Manager)

Late Meals

- There are 3 late meals available per week for those **attending class or work only**.
- These late meals are to be approved by the Manager on a weekly basis.
 - If you require more, please discuss with the Managers to seek approval.
- No +1 meals available with late meals.
- Late meals are to be eaten in the Dining Room.
- If you require a late meal due to unforeseen circumstances during the day, please ring or text the FLO phone (0423 039 723).
 - This must be received before 6pm sharp.
 - DO NOT post your late request on Facebook.

Please do not abuse this system as it may lead to loss of Late Meal privileges.

Wash-up

All residents are expected to take their turn to help wash-up and will be rostered onto the Weekly Duty Roster.

If you are unable to perform a duty, please find a 'swap' and indicate the change on the Roster sheet.

For any missed wash-ups without a sensible reason, an additional wash-up will be added to the following weeks. Remember, by simply not turning up, you are letting down your fellow residents and friends.

If you are away for 7 days or more you do not have to arrange a swap, however, you should let management know.

Food Storage & Packing Lunches

- The glass door refrigerator in the dining room is not for personal use.
 - The exception is for storing packed lunches on the designated shelf for the following day.
 - Any containers must be fully labelled.
 - Any personal items or unlabelled containers will be thrown out at 10am each day.
- Please understand that this rule is subject to change at the manager's discretion, depending on resident behaviour.

Leftovers

- On occasion, there are leftovers from the dinner menu and this may be put aside by individuals for lunch the next day.
- Residents who wish to use dinner leftovers to make lunch must wait until after 9.30pm.
- Leftovers may not be taken and stored directly from bain-marie dinner trays at dinner time.
- Failure to do so may result in leftovers not being available for resident consumption.

Kitchen & Pantry

For health and safety reasons these areas are **off limits** (except for duties, when enclosed shoes are to be worn)

Access to the pantry\kitchen refrigerator is limited to Managers, Residential Chaplains and Senior Residents ONLY.

If food or drink is needed from the kitchen or pantry, please ask the person on duty.

ENTERTAINING GUESTS

General

- Your **pre-approved guests/visitors** (friends/family) are very welcome
However, for security reasons, **there is a strict protocol to be followed.**
 - If this is not followed your guest/visitor will be asked to leave. Do not embarrass yourself by allowing this to occur.
- On arrival, your guest/visitor is to sign in, using the Guest book. This is important for FHL as we need to know they are on the premises in case of emergency.
- You are responsible, at all times, for your guest/visitor and they must always be in your company.
- If they are coming to FHL on their own they must text/call you and wait for you in the Pergola area.
- Guests/visitors are not permitted to wander in the buildings alone.
- You are responsible to see that your guest/visitor complies with appropriate parts of this Code of Conduct
- Guests/Visitors can visit:
 - Your room from 9:30am to 9:30pm
 - Common Areas from 9:30am to 9:30pm
 - Dining Room until 10:30pm (if not staying overnight)
- Guest/Visitors may not:
 - enter a resident's room without permission
 - use a resident's belongings without permission
 - use the bathroom/toilet facilities in the opposite gender wing
 - stay in a room overnight without the prior permission of the Managers and payment.
 - park on FHL property

Rules Relating to Guests that are Minors (0-17 y/o)

No minors or young persons (0-17 years old) can stay overnight at FHL.

Minors visiting during the day must be accompanied by a parent or guardian. They must stay in the immediate control of the parent and or guardian at all times.

In the absence of parental guidance for the minor, the resident is considered their guardian for the visit.

Meals for visitors

- You are able to have visitors join you for a meal, provided that prior permission (24hours) is sought from the Managers. After approval, the visitor is marked ('+1') with your name. Your visitor must sign in.
- You are able to have one visitor per week at an *evening meal* without charge.
 - Any additional (+1) are to pay \$5.00 per meal per person in advance.
 - No day visitors are permitted to eat FHL food apart from the evening meal.
- If you wish to have a day visitor for a weekend meal, you must request this by Thursday, no later than 6.00pm. The inclusion of unexpected visitors is at the Managers discretion.
- No minors or young person can eat at FHL that is 0 -17 years old. This is due to our safe spaces policy for the protection of children and young persons. If present for a meal, the minor must be in the constant control or space of the parent or guardian.

Overnight Stay

We realise occasionally it is nice to have friends and family visit. To assist with this, you may have a guest stay for two nights in a one week period in your room. Longer stays may be requested, but are at the manager's discretion.

The process for entertaining a guest overnight is as follows:

- At least 24 hours beforehand, complete a Guest Request form along with electronic payments as indicated on the form.
- Please remember to mark the guest ('+1') on the meal list for all meals. Meals are included in the \$40 tariff per night. No special need meals can be offered other than vegetarian to overnight guests.
- An inflatable bed is available for guest use, and must be returned by 12 noon the following day to the office. A Manager or SR must sign the bed off as returned.
 - DO NOT leave the bed outside the manager's office door.
- On arrival the Managers or person on duty must be notified (text message is fine) and you must mark this in the Guest Book. (located at foyer desk)

Guests of the same sex can share your room with the provided portable bed. Resident is to provide guest linen.

In cases where the guest is of the opposite gender, prior arrangement must be made with a resident from the opposite wing.

HEALTH AND WELLBEING

Sickness, Accidents, and Injury

If you are not feeling well please notify the Managers by calling 0423 039 723.

Any accident, injury or sickness must be reported to the Managers so they can help and support you.

In the case of injury or emergency, the Managers have the right to take appropriate action, including calling an ambulance. Any costs (including ambulance usage) will be paid in full by the resident. We recommend you have health insurance in case of emergencies.

General Health + Mental Health

Flo Harris Lodge operates as a community that supports the wellbeing of each individual in the community. Flo Harris Lodge aims to facilitate a community of safety, care and consideration for all residents and staff. The following framework around caring for health concerns has been established to ensure clarity around the responsibilities of all parties in facilitating the health and wellbeing of individuals and the community as a whole.

Responsibilities of Residents

All residents are responsible for their own physical and mental wellbeing and for ensuring they seek healthcare as relevant from appropriately qualified health professionals. A list of local mental health professionals is included in this handbook.

Residents with pre-existing health related concerns that may impact on their capacity to engage with Flo Harris Lodge community in an effective way are required to disclose this information to management at the application stage to ensure that appropriate supports are in place to facilitate a positive engagement for the resident with the lodge community. Should physical or mental health concerns become apparent during the course of lodging these should be disclosed to management as early as possible in support of the continued wellbeing of each resident and the community as a whole. Failure to disclose health concerns that may impact on the resident's capacity to engage effectively with the lodge community may lead to termination of lodging.

Residents are not to rely exclusively on other residents or on management staff for emotional support in the context of stressors or health concerns as this infringes on the safety of our community for other community members.

Whilst this is a supportive community where individuals demonstrate care towards each other, no resident is responsible for the ongoing care of the mental or physical wellbeing of another resident. Should you have concerns about the emotional or physical wellbeing of another resident you can raise these concerns with the manager.

In the case of a serious health or mental health concern resulting in hospitalisation, residents are required to provide written clearance from an appropriate medical specialist confirming that it is safe for them and in their best interests to return to lodging. Recommendations for continued support in the lodge community would also be beneficial. Without appropriate medical clearance residents may not be allowed to return to lodging.

Responsibilities of Residential Chaplains & Managers

The Managers have the responsibility for the smooth and efficient running of Flo Harris Lodge. The Residential Chaplains are appointed to provide pastoral care for residents. The Managers and Residential Chaplains are responsible for providing a safe community environment for all members of Flo Harris Lodge.

Pastoral care is a ministry of support, presence, and guidance. You may seek out the Residential Chaplains to discuss and receive support and guidance for many of life's challenges during your time of residency; however pastoral care alone is insufficient to address mental health concerns.

Pastoral care is not the same as therapy. Residential Chaplains and Managers cannot provide counselling and/or therapy for residents; and pastoral care does not take the place of appropriate support and treatment from a qualified medical professional or therapist.

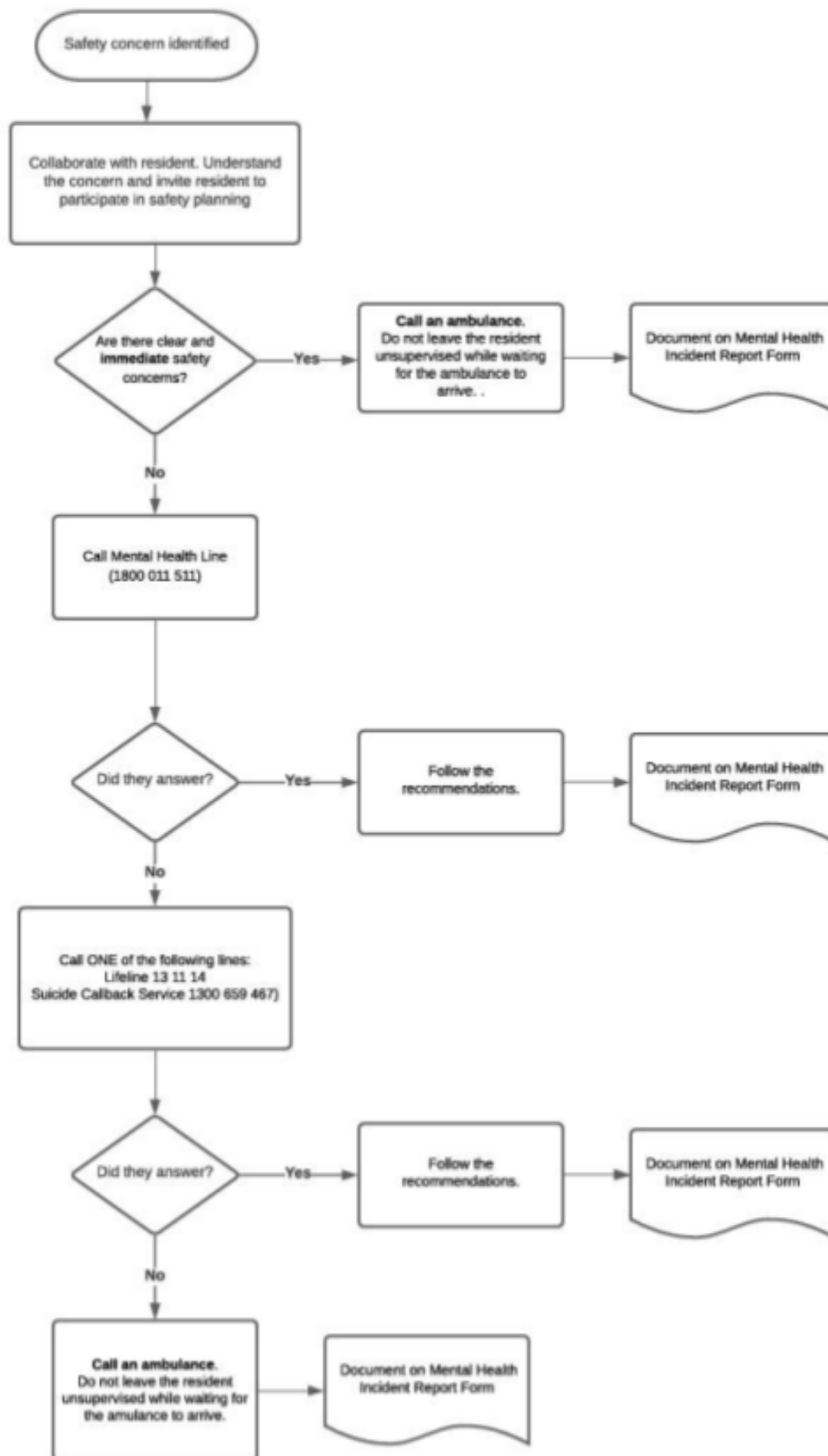
Chaplains and Managers will provide feedback to residents when they believe that a resident would be best cared for by engaging in therapy in addition to pastoral care support and will assist the resident to access this care should the resident request this through providing details of appropriate agencies through which the resident can access this support.

In the case of concerns about risk to health and safety of a resident (such as suicidal thoughts, plans or behaviour), Chaplains and Managers will need to take appropriate actions to maintain the health and safety of individual residents and the community as a whole. When a staff member becomes aware of a potential safety concern where possible they will speak to the resident and call a mental health line for further support together with the resident and follow the recommendations to ensure the safety of the resident.

If a resident is unwilling or unable to participate in this process or where more urgent and immediate concern is identified, staff members will call an ambulance. Costs associated with ambulance and hospitalisation fees will be the responsibility of the resident as per the lodging agreement.

The mental health incident response flow chart, incident report template, and list of public and private mental health providers are included on the next few pages of this handbook.

Mental Health Incident Response Flowchart



Mental Health Incident Documentation Form

What was the mental health concern?

Brief description of what occurred (How, when and where did you become aware of the mental health concern? What did you observe? What did the resident say and do?)

Engagement with resident:

Was there an attempt to engage the resident in the process of getting additional assistance? Yes/No

Include a brief description of your attempt to collaborate with the resident and how they responded.

Actions taken:

Flowchart used in decision making process? Yes No

Refer to the flow chart and include a description of all the steps you took. If you received advice from a mental health line, document this and the steps you took to follow the advice.

Outcome:

Describe the outcome of actions taken and any follow up that is required.

Name:

Signature:

Date:

External Mental Health Referral Options for residents

Free/Bulk Billing/Low Cost

Service	Contact	Info
Headspace Camperdown	(02) 9114 4100 headspace.camperdown@sydney.edu.au	All headspace services are funded by the Australian Government Department of Health or young people aged 12-25 years.
Headspace Ashfield	(02) 9193 8000 headspaceashfield@newhorizons.net.au	All headspace services are funded by the Australian Government Department of Health and free for young people aged 12-25 years
WEAVE	(02) 9318 0539	Non-profit community organisation
Twenty10	(02) 8594 9555 info@twenty10.org.au	Service for LGBTIQ+ people and others of diverse genders and sexualities, their families and communities. A free and confidential clinic offering primary health care, advice and referrals for young people
Youth Block	(02) 9562 5640	Youth block provides free, safe and confidential support, counselling and health services for young people aged 12-24. A referral or Medicare card is not required.
Noffs Foundation	1800 151 045 (02) 9305 6600 team@noffs.org.au	Noffs is a government-funded organisation providing services to socially disadvantaged and disconnected young people and those from the Indigenous community as well as those from culturally and linguistically diverse backgrounds. Particular expertise is in the treatment of young people with drug and alcohol problems and in particular those with co morbid mental health issues

Marrickville Youth Resource Centre	(02) 9564 3222	Government service working with young people from the age of 12 up to 24
Transcultural Mental Health Care	1800 011 511 tmhc@health.nsw.gov.au	NSW Health state-wide service hosted within the Western Sydney Local Health District.
ACAP Clinic	(02) 8236 8070 psychclinic@clinic.acap.edu.au	Not-for-profit psychology teaching clinic Nominal fee or at no cost.
UTS Clinic	(02) 9514 7339 clinicalpsychology.clinic@uts.edu.au	Not-for-profit psychology teaching clinic Nominal fee or at no cost.
USyd Clinic	(02) 9114 4343	Not-for-profit psychology teaching clinic Nominal fee or at no cost.

Local Private Mental Health Services

Name	Contact Details	Private fee payments
Sydney City Psychology	02 9235 3127 info@sydneycitypsychology.com.au	Medicare and private health care options Bulk billing services dependant on the individual's circumstances
Foresight Psychology in Ultimo	02 8380 8855 info@foresightpsychology.com	Medicare, overseas student health cover and private health fund options. Student and concession discounts.
Rachel Menzies	0481 350 925 rachelelizabethmenzies@gmail.com	Services available at reduced rates. Medicare and private health care options
Pippa Mitchell	0422 924 542 pippa.mitchell@outlook.com	Private paying
Aberfoyle Psychology	9518 0611 reception@aberfoylepsychology.com.au	Medicare and private health care options
Actualise Psychology	0432 182 008 jessica@actualisepsychology.com.au	Medicare and private health care options.
Mindscape Psychology	0435 438 462 mindscape.psychology@gmail.com	Medicare and private health care options.
Hannah Gutmann	0435 679 334 hannahgutmannpsychology@gmail.com	Private paying
Julie Grove	(02) 8279 6336	Medicare and private health care options

Christian Mental Health Services of Psychologists

Name	Contact Details	Private fee payments
Centre for Effective Living	1800 832 588 Gordon	Medicare and private health care options
Dr Mel Fung	0422 545 595 Glebe	Medicare and private health care options
Dr Veronica Vatiliotis Eastcare Psychology	0411 397 505 Randwick	Medicare and private health care options

Ensuring a Safe Environment

FHL is a ministry of Petersham Baptist Church. Post royal commission into child sexual abuse in the churches of Australia, FHL now has policies and procedures to meet the laws that are to protect young persons (17 y/o) and vulnerable adults. FHL fully supports all royal commission findings and has implemented all recommended practices to the best of its ability.

If a resident is 17y/o when arriving at FHL, the resident is now under a different contract and restrictions/responsibilities compared to a resident 18yrs or older.

If the FHL resident is only 17 for 1 day or more until they turn 18, the same rules apply. These rules are stated in the contract for the 17 y/o. When a resident turns 18 the rules below no longer apply.

- The 17 y/o resident cannot have any person in their room over 18 y/o even with the door open.
- The 17 y/o resident cannot enter another person's room who is 18 y/o or over, even with the door open.
- 17 y/o residents must be onsite by 10pm.
- 17 y/o residents cannot be found returning to FHL with alcohol or drugs in their system. They cannot be drunk onsite or under the influence of drugs or alcohol.
- A 17 y/o cannot be in a common area (dining, TV room, pergola, roof top, gym etc) with only 1 other person.

Safe Organisation Policy

This policy was adopted by the Flo Harris Lodge Committee on 9 May 2022.

The Safe Organisation Policy outlines the commitment of the Lodge to principles in various areas. This Policy applies to all Lodge leadership, staff and volunteers.

- Flo Harris Lodge is committed to providing places, services and programs that promote physical, emotional and spiritual health and safety and model the love of Christ to all whom we have contact with, particularly children.
- Purpose Flo Harris Lodge ('the Lodge') has adopted the Safe Ministry Policy to:
 - Help us live out our biblical mandate to 'Love the Lord your God with all your heart, soul, mind and strength and love your neighbour as yourself' (Mark 12:30-31);
 - Implement the 10 Child Safe Standards;
 - Provide a framework to inform the provision of safe environments and programs for children and vulnerable adults; and meet our legal obligations in relation to staff and volunteers engaged in Child-related Work; and on reporting matters, including Child Sexual Abuse, Sexual Misconduct, and Reportable Conduct involving a Child, to government authorities.

The Safe Organisation Policy is printed and stored in every bedroom of FHL, and is sent with the contract of offer for all future FHL residents. This is so the applicant can make an informed choice about staying at FHL.

DISCIPLINARY MEASURES

It is expected that residents behave in line with the Contract, Terms of Agreement and Handbook guidelines on-site and off-site, so as not to bring the name of Flo Harris Lodge into disrepute.

Failure to comply with the Contract or Handbook guidelines outlined in this document will carry consequences. Anti-social behaviour is not acceptable and may lead to suspension or cancellation of residency.

You are expected to abide by the discipline of the Managers and the Management Committee of Flo Harris Lodge. Undermining the handbook rules, management and or staff of FHL is not acceptable and continued behaviour will lead to loss of residency.

Non-attendance at compulsory events will be taken into consideration for future residency.

Prohibitions

To help make Flo a safe environment there are some definite prohibitions;

- Alcoholic drinks, tobacco and drugs (recreational and prohibited) may not be kept or consumed on the premises. To do so will result in suspension or loss of residency
 - This prohibition includes the footpath outside the Lodge and entering the premises while under the influence of alcohol or other drugs.
- Weapons are not permitted on-site.
- Tarot readings, fortune telling, séance etc are not permitted on-site.
- Gambling, of any kind, is not permitted.
- Smoking is NOT permitted anywhere within the grounds of Flo Harris Lodge or adjacent footpath.
- No sexual relationships onsite at FHL
- Abusive language or behaviour is unacceptable and may result in immediate suspension or loss of residency.

There is 'zero tolerance' of any form of sexual harassment, criminal conduct or physical violence. This will result in immediate suspension or loss of residency. In every case the police will be notified and the Managers will impose disciplinary measures.

Bullying of any kind will not be accepted. If proven to be the case, the offending resident will be either disciplined or evicted depending on severity. Consequences for acting out a prohibitive act will result in termination of the contract, and FHL seeking to recover all fees owing under the contract. The resident will be given from 24 hours to 2 weeks' notice to find alternative accommodation, with the Manager's discretion.

Warnings

If a resident is consistently breaking rules and or showing disrespect to Managers, Residential Chaplains or Senior Residents, a 3-step warning/discipline system will be actioned. The 3rd & final warning means your residency will be terminated.

If the resident's rent/funding is from the parents, the parents will be notified/consulted when the official warnings are handed down. The parents of self-funded residents will only be contacted in exceptional circumstances.

Residents must realise that as they are 18 yrs+ they are legally adults and will be treated as such. Parents will only be involved as stated above.

Major Incidents

This includes incidents in relation to Prohibitions or severe break of Code of Conduct.

At any time should the Managers deem your behaviour to be unacceptable, you will be asked to leave within a reasonable period that may be as short as 24 hours, depending on the circumstances and nature of the behaviour.

EMERGENCY PROCEDURES

Fire Escapes and Fire Fighting Equipment

Residents must familiarise themselves with the evacuation plans for the building

- A laminated evacuation procedure plan is located behind or next to your bedroom door
- A copy of the fire escape plan is in each room
- Additional copies are available from the Managers

There are at least two compulsory fire drills conducted each year.

- Evacuation drills are not complete until all individuals are accounted for - Drills are random and all residents must comply with directions.
- Failure to comply will mean that the resident needs to show good cause why he/she should not be given notice to vacate FHL (with loss of Bond)

Residents must not use men's fire escape unless it is an evacuation.

Female wing fire escape may be used to access the roof, but not dorms.

Fire exit doors are not to be propped open for any purpose

Any resident improperly using or tampering with the firefighting equipment or emergency exit doors (which are to remain closed at all times) may be subject to criminal charges and a \$2,000 fine.

NB. There is a monthly test of alarms that rings for 10 seconds

ALTERATION TO THIS DOCUMENT

From time-to-time the Managers may vary this document. In that instance:

- all residents be notified as soon as practical.
- the changes will be noted in this document and will be circulated to all residents.

A constituted meeting of the Flo Harris Lodge Management Committee will ratify the arrangement as soon as possible.

USEFUL CONTACTS

Manager/Person on Duty

0423 039 723

Lifeline

13 11 14

Mental Health Hotline

1800 011 511

Headspace Camperdown

02 9114 4100

Police

Marrickville 9568 9299

Assistance 13 14 44

Petersham Family Medical Centre

02 9560 8207

Superloop Internet Support

1300 739 822