



Lorikeet Centre
104 Cambridge Street
West Leederville WA 6007
Phone: 9237 8950

Information for New Members

Welcome to the Lorikeet Centre.

This handout contains basic information that will assist you to become familiar with how the service works and how to travel to us using public transport.

Opening hours:

- Mondays - Closed unless program running
- Tuesday to Thursday from 9.00.am to 4.30.pm. We begin to close down, especially with the computers, at 4.15pm on the days we are open.
- Friday is our outing day where members can visit various places of interest or participate in activities in the community. The Lorikeet Centre is closed whilst we are on our outings. Please let staff know if you are interested in attending the outings.

How to get to the Centre:-

- **Train:- On the Perth Fremantle line** - exit at the West Leederville station, cross the main road (Railway Parade), turn right and walk about two hundred metres until arriving at Kimberley Street. Turn left, walk a short distance to the intersection of Kimberley and Cambridge and if you look right you will see our building about 100 metres from the intersection.
- **Train: - On the northern train line** - disembark at the Leederville station and walk over the freeway pedestrian bridge. Cross over Southport St. and walk through the pass way into Tower Street. Walk up Tower Street until you arrive at the corner of Holyrood and Tower. Turn left and walk the short distance to Cambridge Street. Turn right and you will find us two buildings along.
- **Bus: - Bus numbers 81, 82, 83, 84, 85** . All leave the Roe Street Bus Station Perth (Stand 7) and run past the Centre on a regular basis. Get off the bus at Corner Cambridge Street and Abbotsford Street (Stop number 12726) or ask the bus driver if unsure . Lorikeet is about 2 minutes from this stop (165 metres) and Lorikeet is on the other side of the road at 104 on Cambridge Street.
- **Car/bike: - Park** out the back on a first come first served basis (enter via Cambridge St). Free 2 hr limit parking is available on side streets or 1hr in Cambridge Street.

The dot points outlined are confirmation on what you have heard at the interview stage and may be helpful as a refresher.

- **Please sign in at the front desk when you arrive and when you leave.**
- Lorikeet Centre is a community based psycho-social rehabilitation model for people who have a diagnosed mental illness. Your rehabilitation is generated by your involvement in the work, projects, activities and fellowship that you immerse yourself in whilst at the Centre. In many ways, what you put into the Centre is what you will get out of it. This Centre practices some of the elements from the International Clubhouse model. It is a well known concept that started over 55 years ago and has since spread around the world.



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- Lunch is served at 12.30 (\$4 for a main meal). Beverages (coffee 50 cents, diet cans \$1.20). *Lunch orders must be in by 11am and can be made by phone on 9237 8950.*
- We are funded by the Mental Health Commission and although our funding is from the government, we are a non government agency. The staff here will assist you in setting and attaining your goals and to help you assimilate into the Lorikeet as smoothly as possible.
- In the course of the day, there are many activities and duties in which you can participate in that may assist you in your individual recovery. They include:-
 - Computer related work
 - Contribution to the Squawk newsletter
 - Mailing, postage, handling, collating, and other paper related work;
 - Internet research and fact finding;
 - General house keeping
 - Meal planning, shopping, food preparation, cooking;
 - Public speaking and presentations at hospitals and educational institutions;
 - Recording statistics;
 - Art work and advertising events;
 - Reception duties;
 - Fellowship with other members;
 - Recreational activities – pool, tennis, board games, fishing, outings, swimming, community events and much more.
 - Therapeutic treatment at \$5.00 per 30 minute reflexology session. (Please book at Lorikeet)

A morning meeting is held daily for members and staff to discuss the activities for the day and any other upcoming events or issues to be focused on. Members are encouraged to participate throughout the day but it is acknowledged that each individual is at various stages of recovery and Lorikeet aims to provide a flexible and comfortable environment.

There are some important Lorikeet rules of behaviour such as the Grievance/Suspension Policy and Code of Conduct which must be adhered to. These are included in this handout. Please keep these as a resource.

Kind regards,

Ernie Hansen,
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Fax: 9381 9495

Date: _ _ / _ _ / _ _



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Members' Code of Conduct

The following code outlines the responsibility of those who attend the Lorikeet Centre. Failure to comply may result in suspension or immediate deregistration.

- No alcohol or illicit drugs, including marijuana and drug paraphernalia on the premises are allowed, and may result in immediate discharge.
- No members to be intoxicated or under the influence of illicit drugs while attending the centre.
- Verbal threats either direct or implied and/or physical violence and/or intimidating behaviour will result in an immediate suspension with police intervention if necessary. Depending on the circumstances a period of suspension or deregistration will come into effect immediately as decreed by the Service Coordinator.
- Sexual harassment will result in an immediate suspension on the day with appropriate action followed up with.
- Never enter the Service Co-ordinator's office without staff permission.
- Always be courteous to others.
- Act in safe ways with staff, other members and with centre property and equipment.
- Respect other people's right to be left alone and be aware of members and staffs personal space.
- Covered shoes must be worn in the kitchen and bare feet are not allowed in the centre.
- Members must be responsible for their own belongings.
- Requests for money, cigarettes, coffee/tea is not an acceptable behaviour and will result in receiving a caution from management. Further breaching of this code may result in suspension.
- No stealing or deliberate damage of property.
- Members are expected to wear clean clothes and shower prior to spending time at the centre. A member who maintains poor personal hygiene may be discretely asked to have a shower or freshen up at home before next coming to centre.
- Deliberate provocation or annoyance of another person is unacceptable.
- Members wearing indecent clothing will be asked to cover up or leave. This includes T-shirts with offensive pictures and/or wording.
- Malicious gossip and rumour mongering will not be tolerated.



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- Maintain member confidentiality. Before you talk about another member check that this is O.K. with the person concerned as news spreads very fast in the centre environment.
- Consistent use of bad and offensive language particularly if it is directed at another person is unacceptable.
- Harassment on the basis of creed, race, condition, label or ability is unacceptable.

Consequence of Inappropriate Actions Guidelines

Inappropriate behaviours such as those listed on the Code of Conduct will be discussed by the Service Co-ordinator or Senior Team Facilitator in relation to a suspension they may attract. The following offences will attract the following consequences.

1. Assault of any description.

- Immediate ban for the rest of the day.
- After consideration from Service Co-ordinator the offender will be suspended a minimum of seven months. If the offence is not the first then the member will be suspended permanently.

2. Threats or implied threats of physical violence and or intimidating behaviour.

- Immediate ban for the rest of the day.
- First time offenders will be suspended for three months. Repeat offenders will be suspended for life.

3. Sexual harassment.

- Immediate ban for the rest of the day.
- First time offenders will be suspended for three months.
- Repeat offenders will be suspended for two years.

All members who have been suspended who are within two weeks of completing their time away from centre will be required to attend a meeting with the Service Co-ordinator. This meeting will be scheduled offsite and circumstances reviewed. The Service Co-ordinator will need to be satisfied that re-entry to Lorikeet will not pose a risk to staff or members.

It is important to acknowledge the concerns of members who were/are affected by the inappropriate behaviour of the suspended member. Their comments and concerns will influence any re-entry decision.



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Grievance/Suspension Protocol

The Lorikeet Centre is run with the intention that grievances are dealt with immediately or as soon as possible. Serious grievances are dealt with in the following manner:

- The grievance must be presented to the Service Co-ordinator.
- The Service Co-ordinator will attempt reconciliation between the parties involved.
- If reconciliation is not successful and the grievance requires further action the Service Co-ordinator will discuss with other staff and come to a decision as to the outcome.
- The decision is then forwarded to the parties concerned, after which, if a suspension is one of the sanctions, the rest of the Centre may be notified at the following weekly meeting.
- All communication must be addressed to the Service Co-ordinator. The Service Co-ordinator reserves the right to record the grievance in writing should they decide this is appropriate.
- The overriding concern for the Service Co-ordinator is what effect the grievance may have on the members who attend and what effect it has on the 'atmosphere' of the Centre. Implications of the grievance will determine what action is taken and if the person/s involved continue to upset the ambience of the Centre during and after the grievance procedure then suspension of that person/s will be considered.
- If the grievance is considered unresolved by the member making it they are free to take it elsewhere should they decide to however it will be stressed that appropriate documentation may be presented in the course of the appeal to other bodies or representations to support the decision reached by the Service Co-ordinator.