



House Values

Welcome to Finlayson House, we are here to provide you with safety and support to inspire you on your journey. We aim to encourage you to follow your own path and make the decisions that feel right for you and your life.

At Finlayson House we live by five key values, these values help to determine our actions and decisions each day are in the best interest of those working and staying with us. During your time at Finlayson House, we require you to also abide by these values to ensure we all feel safe and respected in our shared environment.

Respect

Finlayson House does not tolerate abusive or discriminatory behaviour in any form, including threats or intention to harm another or the possession of weapons. If you are disrespectful to any staff or clients in house, you may be asked to leave and will not be able to return to the refuge until you have apologised to those affected by your actions. Intoxication of any kind is prohibited while staying with us, we require you to return to the service sober each day, no later than 10pm and we may decline your entry if you fail to do so. The consumption of any intoxicating substance in and on the premises will result in you being asked to leave and your stay with us being ended. If you choose not to return and spend a night elsewhere, your belongings will be packed up and your support period ended as this indicates you have alternative accommodation, and others need the bed.

Justice

Everyone who stays in house is required to be responsible for their own things and cleaning up after themselves, this includes doing your own dishes, picking up your washing and cleaning up after any children who may be in your care or actively encouraging them to clean up after themselves if they are old enough. Rooms will be inspected regularly, and a large rubbish bin is located outside the back door for nappies, food, and bedroom bins to be emptied into. Personal items are not to be put onto spare beds and the switching of beds without being asked is not allowed as someone could enter the refuge at any time and be allocated this bed. Your things are your responsibility and theft will not be tolerated however we recommended closing bedroom doors whenever you leave the house for day to minimise risk. Mistreatment of children will not be tolerated at Finlayson House and staff are required by law to make note of any abuse that occurs. Any injustices that occur in house are likely to be seen as much of the house is under surveillance. Children are not to be left unattended anywhere within the house and children of school age should be attending daily.



Hope

We aim to instil the hope for the start of something better in our clients, we want the best possible outcomes for your life, and this begins with you feeling good about yourself. We provide a laundry on site and supply you with a phone in our communal dining area to allow you to contact the people and agencies needed to help you on your journey. Our bathrooms contain the basics for personal hygiene, and we encourage you to buy any further products you feel you may need. Rent of \$10 per night for adults and \$2 for children is calculated during your stay and you will be advised of your owing amount weekly with a due by date. We ask that you provide an income statement within a couple of days to allow us to assess your ability to pay this amount.

Compassion

We supply tea, coffee, sugar, milk, and margarine for those staying in house, these can be found in the kitchen. Food must be eaten in the dining room and not taken into any other room. We also receive donations occasionally that are put into the labelled share fridge. Please try to provide your own food requirements as soon as you are able and label these with your name when storing them in the communal fridges or cupboards. Please only use what is yours and don't take food belonging to others or give out food meant for those in-house.

Support

We are here to support you and we require that you engage with our support workers while staying with us as this is part of the service user agreement and allows us to work towards a more long-term plan with you. During your stay, our conversations, and interactions with you will be recorded on our 'Specialist Homelessness Information Platform'. This may be referenced by other support workers within the refuge; however, this information will be kept strictly confidential unless you consent to information sharing with another agency, there is an emergency, or you threaten to harm yourself or another. Safety is imperative in our house; therefore, we need to know of any people who may call or arrive at the refuge looking for you and whether they are a risk to you. We also take breaches of our security extremely seriously, if you are found responsible for a breach in security, including letting people in through the front door without a staff member or leaving the door open when leaving, you will be asked to explain.

If you have any questions, require any assistance, or need any help, please see a support worker before 10pm.