



# RED House Eligibility, Entry, and Exit Policy

## Scope

This policy applies to *RED House Guests*, Brook RED Community Members, *Nominated Support People*, Board Members, employees, volunteers, and students on placement.

## Purpose

To outline eligibility requirements for the RED House and to outline entry and exit guidelines and procedures.

## Principles

The RED House is a residential recovery space for people working on their recovery from *mental health challenges*. As with all Brook RED Services, the RED House strives towards having a fair, respectful, and consistent entry and exit process. Brook RED aims to ensure the safety and wellbeing of all RED House Guests and the Brook RED community at large, and creates an environment in which individuals can work towards recovery.

## Policy

1. The RED House offers an Active Recovery Space – This provides people with the opportunity to stay in the RED House short term whilst working on recovery strategies. One-on-one support is provided by Peer Support Workers during the stay and support is individually tailored to help people meet their unique, self-defined goals for the stay.
2. Entry and access to RED House services will be provided on the basis of eligibility, relative needs, and availability of resources
3. A person does not have to be a Brook RED Community Member to access the RED Houses
4. To ensure the comfort of all RED House Guests, pets and children are not permitted to stay at the RED House
5. The RED House is unable to provide respite service or crisis accommodation
6. Participation at RED House is voluntary and as such under no circumstances will we enter into an agreement with anyone regarding involuntary participation

## Procedure

### Entry

To access the RED House, a person must be determined as eligible.

Eligibility criteria:

1. Person identifies as having lived experience of mental health challenges
2. Person is over 18 years
3. Person resides in a region where Brook RED provides services
4. Person does not pose a risk to the safety and wellbeing of the Brook RED community or other RED House Guests
5. Person wishes to work towards their own recovery
6. Person wishes to and is able to participate in *peer support*
7. Person has stable accommodation
8. Person has the ability to manage their personal needs or have support in place

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9. Person has the ability to manage their medications. Under no circumstances will RED House staff administer or be responsible for medications
10. Person is able to be independent outside regular business hours

## Referral

Brook RED encourages direct referrals from individuals, consistent with our self-determination values. Anyone can refer to the RED House and we will follow up referrals in a timely manner.

Once a referral is received, the person (and their Nominated Support Person, if requested) is invited to meet with the RED House Senior Peer Support Worker or a Peer Support Worker to complete a RED House Booking Enquiry Form, where eligibility for the RED House is determined.

Brook RED is a peer-operated community supporting holistic recovery from mental health challenges and while we understand that the person may have co-occurring support needs, Brook RED may request supporting evidence to ascertain that the RED House is an appropriate service and that the prospective RED House Guest is able to fully participate in peer support services.

## Introduction to RED House

Once determined eligible for services, a staying period will be negotiated. Guests can stay in the RED House for up to three weeks, shorter stays can be arranged, if appropriate.

There is a waiting period of two business days between completing the RED House Booking Enquiry Form and staying at the RED House. On the first day of their stay, guests must read, understand, and sign the RED House Agreement Form. RED House guests also undergo an orientation of the building including safety procedures. Please see the WH&S Policy and Procedure for more information.

At the beginning of their stay, RED House Guests are encouraged to complete a RED House Individual Plan with a Peer Support Worker to outline goals to work on during their stay. Depending on available resources, guests may access support to maintain external appointments. To ensure the comfort and security of all RED House Guests, it is preferable for guests to meet visitors off site. The washing machine is accessible during working hours.

## Allocation of Resources

The RED House is staffed during the day Monday to Friday. As a recovery-oriented space, we believe in giving people the opportunity to be independent, as such the RED House is staffed with shorter shifts on the weekend. A maximum of four guests can stay at the RED House at any given time. Allocation of bedrooms is based on availability and appropriateness.

## After Hours Procedure

If there is a property issue (plumbing, electrical, security) after hours, guests can call the RED House Senior Peer Support Worker or the Management Team. RED House staff cannot provide peer support after hours. In an emergency, please call 000 and refer to our Responding to Incidents Policy.

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## Keys

There is a \$10 key deposit. If keys are lost then the person must notify Brook RED staff as soon as possible. If the key cannot be found then the building must be rekeyed to ensure the future security of the building.

## Files

A file is created for the person and these are stored in accordance with the Brook RED Privacy and Confidentiality Policy.

## Ineligible referrals

If the person is determined as not eligible for services, Brook RED will be unable to provide services and the following will apply:

- The person will be advised immediately and the reasons will be given as to why the services will not be provided
- Information will be provided to the person on other available services and a referral may be arranged
- Those who have been declined services may reapply if there has been a change in their circumstances which may impact eligibility
- If the person is unhappy with the decision, they will be given information about the Brook RED Complaints Policy and Procedure

## Exit

Upon exit, guests are required to complete the cleaning duties task list. Guests also complete an evaluation form to provide feedback for quality improvement purposes and to reflect on their experience at the RED House. Breaching the RED House agreement may result in the person being asked to leave. Brook RED will ensure that those guests who have been asked to leave will not be disadvantaged from accessing the RED House in the future unless their re-entry affects the safety and wellbeing of other guests or the Brook RED community at large. If the person is unhappy with the decision, they will be given information about the Brook RED Complaints Policy and Procedure.

## Definitions of Terms Used

### Mental Health Challenges

Mental health challenges are defined as: Health problems that significantly affects how a person feels, thinks, behaves, and interacts with other people. Mental health challenges are of different types and degrees of severity, and can be experienced with or without diagnosis. Some of the major types are depression, anxiety, schizophrenia, bipolar mood disorder, personality disorders, and eating disorders.

### Nominated Support Person

A Community Member may appoint a family member, friend, or other support person to be their Nominated Support Person. The Nominated Support Person provides support and assistance to a Community Member as requested and with the Community Member's consent.

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## Peer Support

'Peer support services follow the belief that individuals who have lived experience of life issues such as mental health (challenges)... can better relate to other individuals trying to deal with similar issues, than those who have not had that experience. By listening empathetically, sharing their experiences and offering suggestions based on that experience, people with a lived experience of a mental health (challenge) are uniquely able to help others like themselves. Sharing lived experiences provides multiple perspectives of the experience, thereby broadening understanding. The accumulated knowledge drawn from the lifelong learning journeys of many people becomes an invaluable source of insights and an unmatched source of support and inspiration for people dealing with chronic and recurring problems. The peer support approach promotes a wellness model. Assisting a person to find and develop their own personal resources empowers the individual with the belief that they can and do have control over their life. For people with mental health (challenges), being ready and willing to take on responsibility for their own journey towards health and well-being is a fundamental part of recovery'.

Charter of Peer Support

## References

Brook RED Anti-Discrimination Policy  
 Brook RED Complaints Policy and Procedure  
 Brook RED Nominated Support Person Policy  
 Brook RED Privacy and Confidentiality Policy  
 Brook RED Program Eligibility, Entry, and Exit Policy and Procedure  
 Brook RED Responding to Incidents Policy  
 RED House Booking Enquiry Form  
 RED House Agreement Form  
 RED House Individual Plan  
 Charter of Peer Support  
 Department of Health website  
 Shery Mead, David Hilton, Laurie Curtis: Peer Support: A Theoretical Perspective

## Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	January 2018	Eschleigh Balzamo	Introduction of new policy	January 2019
Version 02	November 2019	Eschleigh Balzamo	Review and Update	January 2021
Version 03	June 2021	Eschleigh Balzamo	Review and update	July 2023

# RED House Eligibility, Entry, and Exit Policy

Version 04	August 2023	Eschleigh Balzamo	Review and update	August 2025
Version 05	September 2025	Blake Barber	Review and update	September 2026

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.