

Brisbane South Recovery College Student Handbook



According to different sources the dandelion flower is said to symbolise hope, love, and happiness. Its yellow petals represent the sun shining on all the good deeds in your life. The black seeds of this plant are said to carry wishes for prosperity and new beginnings with them as they fly away into the sky.

Acknowledgement

We acknowledge Aboriginal and Torres Strait Islander people as the traditional custodians of this country, and their connection to land, wind, water and community. We pay our respects to their culture and to Elders past, present and future.



Name: **Our Cultural Being** Artist: **Charlie Waters**

“Cultural practices provide people with enablers that support them to function on a daily basis. The artwork showcases visual locations and totemistic symbols that we see and use to help us get through life challenges. Having these cultural aspects in our lives are valuable. We share these practices with family, friends, work colleagues and those associated within our support circles.”

Contents

Welcome	4
What is the Recovery College?	4
Contact details	4
Who is it for?	4
Courses	5
How to enrol	5
Cancellation process	5
Health, safety and wellbeing	6
Privacy and confidentiality	6
Sharing your story	6
Student rights and responsibilities	7
Providing feedback	8
Frequently asked questions	9
Notes	10

Welcome to the Brisbane South Recovery College

Thank you for enrolling in one of our courses. There is a lot of information available to support people to live a better life. However, getting this information can be hard. Not all information is correct and it can sometimes be hard to understand.

We aim to provide accurate and easy to understand information and present it to you with honesty and respect.

We are inspired by our **Vision**:

‘To provide an inclusive learning space, empowering connection with community, wellbeing, and new understanding of recovery, resilience, hope and identity.’

We strive to fulfil our **Mission**:

‘To enable learning and knowledge sharing on mental health and wellbeing for people to realise their strengths and be empowered to live their best life.’

Contact details

Email: Recovery.College@health.qld.gov.au

Website: <https://metrosouth.health.qld.gov.au/mental-health/brisbane-south-recovery-college>

What is the Recovery College?

The Recovery College is a safe space where people share knowledge, develop skills and learn about mental health, addiction, wellbeing and recovery. The college is a learning space that will provide you with skills to reflect on personal choices, provide hope, build resilience, provide opportunities to connect with others and feel supported and included.

The Recovery College aims to bring people together to share experiences, passions and talents in a flexible learning environment.

Who is the Recovery College for?

Brisbane South Recovery College is open to adults aged 18 years and over who either:

- have an experience of mental health and/or addiction issues
- are carers, family or friends of someone with mental health and/or addiction issues
- staff, students or volunteers within a mental health or addiction service

Courses

The courses aim to build on what you already know about mental health, and/or addiction and general wellbeing. They also aim to build your skills and confidence related to everyday life.

The courses are delivered by a person with a lived/living mental health and/or addiction experience and a clinical health professional. The Recovery College involves presenting information, sharing of knowledge, skills and experience by everyone in the course.

The courses offered will change throughout the year and options will increase based on feedback received from students.

How to enrol

Option 1: Go to the website, click on '*How to enrol*'.

Option 2: Contact us to request an enrolment form via email.

Once your enrolment form has been received:

An email will be sent confirming your enrolment and course details.

If any support is required for you to attend a staff member will contact you to discuss.

Please note:

Students attending the Recovery College agree to abide by the Student Rights & Responsibilities outlined in this handbook.

Cancellation

The Recovery College may need to cancel or postpone a course due to unforeseen circumstances. If a course is cancelled or postponed a staff member will contact you via the phone number or email address you provided on the enrolment form. We apologise for any issues this may cause and will advise you when the course is re-scheduled.

If you are unable to attend a course, please email the college at Recovery.College@health.qld.gov.au as soon as possible. Cancelling your enrolment in a course will not impact your attendance at future courses. You are welcome to re-enrol at any time.

Health, safety, and well-being

All students and facilitators participating in the Brisbane South Recovery College are required to comply with the COVID-safe plans of the facilities at which courses are conducted. This may include vaccination, wearing of masks and physical distancing.

Students are asked to please not attend courses when under the influence of alcohol or other drugs.

If you notice anything unsafe or have any concerns, please inform a facilitator immediately.

Course facilitators retain the right to discontinue a course if the behaviour of students or other supporters is impacting the health, safety and wellbeing of others at the course or the venue.

Any concerns that the facilitators have regarding the behaviour of a support person, whether paid or otherwise, who are present at the course, will be raised with the person themselves in the first instance. If the facilitator is not satisfied with a response and proposed resolution and/or outcome, then the facilitator can report this behaviour back to the college administrator. The college administrator may choose to report this behaviour to the support person's employer/organisation if this applies.

Your privacy

The Recovery College is committed to protecting your privacy. We understand that students may be worried about their privacy, confidentiality and security of any personal information provided to us.

To protect your privacy, facilitators must follow the National Privacy Principles in the [Information Privacy Act 2009](#) (Qld).

For more information about Privacy including Queensland Health's Privacy Policy please visit the [Queensland Health Privacy website](#).

Confidentiality

Whilst attending a course, you may share personal information. We support a safe environment and sharing your story is encouraged.

Confidentiality is very important to maintain the privacy of yourself, other students and the facilitators. We ask that you respect the confidentiality of all students and facilitators and not share their personal information outside of the classroom.

Sharing your story

If you choose to share your experience/story, please consider:

- what message are you trying to get across?
- keeping a positive, hopeful focus
- focussing on how you live with the mental health and/or addiction issues
- not sharing details about suicidal ideation or self-injury
- not sharing details around trauma, violence, and criminal activity
- not offering advice on medical or other treatment
- listening to others and offering useful information
- using respectful language that is inclusive and non-judgemental

Self-care:

- Look after yourself - only share what you are comfortable sharing
- Speak to the facilitators at the end of the course if you need to debrief
- Be aware of your limits and triggers

Students Rights and Responsibilities

Outlined below is what you can expect from the college and what is expected of you.

We aim to ensure students:

- are treated fairly, with respect and dignity by facilitators and students
- opinions are heard and respected by facilitators and students
- keep students and facilitators information and stories private and confidential
- have access to courses that can be adjusted to individual needs and learning styles
- are provided with feedback opportunities
- are protected from harassment and discrimination
- have enquiries attended to in a timely manner
- receive information, guidance, and support on courses and individual learning needs
- are provided a safe learning environment that values diversity, life experience, sharing, personal beliefs, religious and cultural practices
- ask questions, express views and ideas in a respectful manner

We ask that students:

- behave in a responsible and respectful manner
- provide accurate information about themselves and advise of any changes
- advise the Recovery College if they are not able to attend a workshop
- do not act in a way that may be considered threatening or disruptive, or cause physical or emotional harm including swearing, yelling or inappropriate behaviour
- let facilitators know if attendance at the course is causing them distress
- ask questions if they are not sure about anything
- respect the rights, beliefs, privacy, personal space and opinions of others
- avoid using mobile phones during course time
- refrain from the use of alcohol or other drugs when attending courses
- do not discriminate against students or facilitators based on their race, gender, sexuality or other characteristics such as religion or other beliefs
- participate by sharing any past experiences or skills that are relevant, but only if they are comfortable doing so

Providing feedback

We welcome your feedback about your experience with the college as this helps us to make improvements for all our students.

You can:

- pass on a compliment,
- offer a suggestion for improving our service
- let us know about any concerns you may have
- complete an evaluation form at the end of each course

It will help us if you provide a full description of your experience. If you would like one of our staff to get in touch with you, please also provide your full name and contact details.

- **Website:** <https://metrosouth.health.qld.gov.au/sites/default/files/broc2118.pdf>
- **Email:** Recovery.College@health.qld.gov.au
- **Post:** Brisbane South Recovery College, Metro South Addiction and Mental Health Services, PO Box 6046, Mount Gravatt QLD 4122

Frequently Asked Questions

Is there a cost?

No. All courses are FREE

What happens if I cannot attend a course?

Some people may find it difficult to attend a course. Please contact us to discuss how we may be able to support you to attend. **Please email the College as soon as possible if you are no longer able to attend a course.**

Do I need to be referred by a health professional?

No. You do not need to be referred. As a student you simply complete the enrolment form and a staff member will contact you to confirm your enrolment.

How many other students will be at the courses?

The class sizes are kept small and range between 5-15 students.

Who facilitates the courses?

All courses are co-developed and co-facilitated by a facilitator with a lived/living experience of mental health and/or addiction issues and a health care worker, clinician or professional with training and experience with the course content.

Can I film or tape the course sessions?

Cameras or videos are not to be used during course sessions. Filming or recording of any kind is not permitted. The college may request photos for promotional material. Participation is optional and written consent will be requested first.

Is food or refreshments supplied?

Where possible, we provide tea, coffee and biscuits or fruit. Please bring along your own water bottle, lunch and other snacks. Depending on the length of the course breaks may be provided.

Can I bring a support person?

You are welcome to bring a support person to the course; they will also need to enrol in the course.

Can I use an interpreter?

You are welcome to have an interpreter attend the course; they will also need to enrol in the course.

Where are the courses delivered?

Courses are held in the community as stated on the course information brochure and on the webpage.

My Notes