

# Karakan

## Frequently Asked Questions



### Karakan in Partnership

July 2009

Version 1

*"Working in partnership with people who have a psychiatric disability, their families and the community to achieve greater autonomy in their lives"*

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## The Purpose of this booklet:

Thank you for considering Karakan as a support service. We hope that this booklet will assist you in deciding whether Karakan is the appropriate service for you. This booklet will provide you with answers to the many frequently asked questions about Karakan. We acknowledge that finding an appropriate service is not easy at the best of times and if you require assistance through this process please call us on: **(07) 32991898**

## What is Karakan?

Karakan is a not for profit organisation that provides a support and accommodation service. Karakan is also known as Karakan Hostels.

Karakan Hostels was established in 1972 to provide community based housing/ support service for people no longer needing to reside in institutions. Karakan was originally operated and run by volunteers in the community who were concerned about individuals with a mental illness who were at risk of homelessness; or those who lived in their own home who were struggling to maintain their accommodation and/ or their quality of life. The organisation has changed dramatically since it was established in 1972, however the culture of providing an environment that nurtures and assists a person to recognise their own strengths and resilience remains a strong theme in our organisation.

**The name Karakan is an Aboriginal term meaning ‘the spirit of caring’**



## Who is able to access Karakan's service?

- You must have a diagnosis of a psychiatric disability/ mental illness.
- You need to be 18yrs or older.

**Although this is our main entry criteria and it is needed to access our service we need to emphasise the fact that a "person is a person" and they are not defined by a diagnosis of a mental illness or psychiatric disability.**

### Possible Exemptions: (people who may not be able to access our services)

- Those who have a history of violent or aggressive behavior to people or property.
- Those who have a drug or alcohol problem that affects their ability to work with their support worker.
- Those who at that point in time require a level of support that our service cannot provide.
- You may not be able to access Karakan's accommodation if you have a history of self harm and are unable to commit to Karakan's no self harm policy

**Note:** These exemptions are subject to many variables and we understand that people's lives are complex and that there can be many reasons for the above occurring. We ask these questions for the sole purpose of ensuring your safety and the safety of others. We do not make judgments on what occurs in people's lives however we are likely to take a more conservative approach regarding rules for those living in our shared accommodation.

Karakan provides services to those living in South Brisbane through to Beenleigh and our administration office is located in Logan, Queensland, Australia.

## Does Karakan provide accommodation?

YES Karakan does provide accommodation. All accommodation is **share accommodation**. There are a total of 4 houses, 1 house located in each of the following suburbs:

- Buranda
- Fruitgrove
- Slacks Creek
- Beenleigh

Karakan operates a **support service** that those living in our accommodation access.



## What is share accommodation?

There are up to five bedrooms available at each house and those living in our accommodation are expected to share a house with people who are not a relative or significant other. While we recognize that share accommodation is not ideal and may impact on a person's privacy, there are some advantages to shared accommodation:

- Cheaper rental and utilities cost.
- Companionship and support from peers.

Each person living at the accommodation has their own lockable room. A copy of this key is kept at the Karakan office. Karakan staff will not enter your room unless you have given approval or there is an emergency.

The current cost of rent is \$110.00 per week. This includes utility cost and yard maintenance. The cost of rent is reviewed yearly.

## **What is support? And what can I expect?**

Support is assistance from trained and experienced staff members of Karakan. All staff have qualifications related to Mental Health or Community Services. Staff receive regular training in a number of different areas from first aid through to **recovery**.

It is difficult to explain what support looks like as support is different for everyone. Support is designed in partnership with you and how you feel support would best assist you.

We aim to have conversations with you around what you feel a quality life looks like for you? We will then discuss what the barriers are that are getting in the way of you achieving this. The aim of support is then to provide an environment of hope and assistance that identifies ways to deal with these barriers.

## **What is recovery?**

Recovery is the process that someone experiences when dealing with a mental illness. Recovery does not have a destination it is an attitude, a way of approaching the day and facing challenges. Recovery means being in control, holding hope and is unique to each individual. Recovery cannot be forced however services like Karakan can create environments in which the recovery process can be nurtured.

Recovery is a self-directed process of reclaiming meaning and purpose in your life.



## How does Karakan provide an environment that supports people's efforts of reclaiming meaning and purpose in their lives?

At Karakan we are committed to having the following attitudes, knowledge and skills that assists us to provide an environment that supports people's efforts of reclaiming meaning and purpose in their lives.

### Attitudes

- We have belief and hope that people can and will achieve what they set out to achieve.
- As a service we are committed to reflecting on our own practices on a daily basis.
- We are willing to continually learn and grow.
- We believe that the people who access our service are the experts in their own lives and we regularly ask for feedback and direction about our service.
- We commit to being honest, genuine and respectful.

### Knowledge

- Staff understand what social inclusion and citizenship is. Everyone has the right to participate and be engaged in their community.
- Staff have a sound knowledge of Recovery. Staff are able to explain what Recovery is and have access to resources, research and contemporary thinking about recovery.
- Staff have a sound understanding of the power of language and how it can have an effect on people in a positive or in a negative way

### Skills

- We have the ability to develop and establish strong, supportive relationships with those we work with.
- We are able to actively listen and sit with someone during distress.
- We are able to find, use and share resources effectively to show examples of recovery efforts and reflect on our own practices with the people we work with.



## Can Karakan provide support to me in my own home?

Yes!

If you live in our catchment area and we have available resources Karakan is able to provide support to you in your own home and in your local community.

If you have your own funding package and you meet our criteria for entry into the service you are able to nominate Karakan as your ongoing service provider.

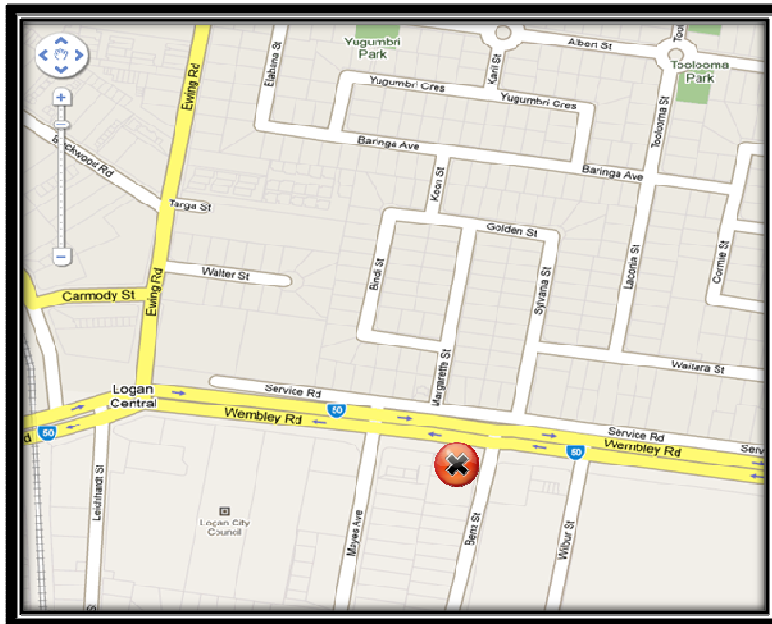
You have the right to cease support with Karakan at any time.

## How do I apply for Karakan's services?

Complete the form attached and return to Karakan. If you require assistance with completing this form please call the Karakan office on 32991898. The Karakan administration office will forward your call to someone who can assist you or they will take your name and number and someone will call you back as soon as possible.

You are also welcomed to visit our office at the location below:

**Suite 10 1/90 Wembley Road Logan Central (corner of Benz and Wembley)**



Once we have received your application form someone will contact you within 3 working days to organise a time to meet and discuss your application.

## Can I provide feedback and influence the way services are provided at Karakan?

Yes! If you have any feedback or suggestion for improvement we would love to hear from you.

We believe the people who access our service are the expert in their own lives and We regularly seek feedback in order for our service to remain current and have a positive impact in people's lives.

If you are unhappy with the outcome of your application we encourage you to ask for a meeting to review your application.



## Karakan Application form

Last Name \_\_\_\_\_

First Name \_\_\_\_\_

Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Post Code \_\_\_\_\_

Phone ( ) \_\_\_\_\_

E-Mail \_\_\_\_\_

Do you have a diagnosis of a mental illness and/ or psychiatric disability?

Yes

No

Do you require accommodation?

Yes

No

In case of an emergency contact :

Phone: \_\_\_\_\_

Are you comfortable with a Karakan support worker visiting you at your home?

Yes

No

If no why?

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**What does a quality life look like for you?**

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**What do you feel gets in the way of you being able to achieve this quality of life?**

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**How do you feel Karakan can support you?**

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**Self assessment of risk** – we asked the following question for the sole purpose of ensuring the safety of you, our support staff and others. We appreciate your honesty and all details on this form will remain confidential. You will be given an opportunity to discuss anything listed below with a representative from Karakan.

Things that may impact on someone's safety	Yes	No	Date of last Occurrence
Do you have a past history of aggression to Property?			
Do you have a past history of aggression to persons?			
Have you attempted suicide?			
Have you ever self harmed?			
Have you ever harmed others?			

Have you ever used :-	Frequently	Occasionally	Once or twice	Never
Heroin/ Cocaine				
Amphetamines & Methlyamphetamines				
Marijuana				
Other Illegal Substances				
Inhalant				
Alcohol				
Tobacco				

**Is there anything else you feel we may need to know when considering your application for support?**

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Karakan does not provide clinical support however people who access our accommodation are required to have someone providing clinical support. Clinical support could come in the form of a Case Manager, Psychiatrist or GP.

Do you have someone who provides clinical support?      **Yes**       **No**

Name: \_\_\_\_\_

Relationship to you: \_\_\_\_\_ Contact phone number: \_\_\_\_\_

Do you give permission for Karakan to contact this person about your application and ongoing support needs?      **Yes**       **No**

Does this person support this application? **Yes**       **No**

**Applicants Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Post to:</b> Karakan PO Box 6091 LOGAN CENTRAL QLD 4114	<b>Fax to:</b> (07) 3299 3650	<b>Hand deliver to:</b> Suite10 1/90 Wembley road LOGAN CENTRAL QLD 4114
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