



APPENDIX C: WHAT TO BRING & CONTACT INFO

As you will be sharing a room soon after arriving at Destiny Haven, it is important that you understand that you have limited cupboard and drawer space in your room. All linen, pillows and towels will be provided. When you pack for Destiny Haven, you are only allowed to bring **ONE** large suitcase (or large pink, white, blue striped bag (available from bargain shop). You may also bring one piece of hand luggage (about the size you would be allowed to take on an aeroplane) and a handbag. If you **MUST** bring your own pillow, you may do so. You are responsible for your own possessions.

Other important items that you must bring include:

Clothing

- Work clothes (comfortable casual clothing)
- Work shoes (sturdy closed in runners, boots or gumboots) - you will be required to wear closed in shoes on a daily basis for work duties
- Clothes for church (smart casual and appropriate)
- You may like an outfit for a special occasion (e.g. a graduation)
- Sleepwear suitable for community living
- Swimming costume
- A brimmed hat

Money

- A non-refundable administration fee of \$400.00 and 2 weeks rent in advance total (based on individual income)

ID

- Enough ID should it be required for any reason (100 points)
- Opal Card (compulsory)

Toiletries

- Toothpaste, toothbrush, feminine hygiene products, razor, deodorant, shampoo and conditioner, soap, washing powder, coffee (if you drink more than is provided at morning and afternoon tea), sunscreen for allergies if you are unable to wear typical sunscreen which we provide.

Stationary

- Pens and pencils and notebooks

Personal Devices, etc.

- You may bring an MP3 player or CD player if you wish. It must not have a camera or be Wi-

Fi enabled (e.g. no iPod Touches). **Your MP3 player will be checked, and music deemed inappropriate will be deleted (if you are unwilling to have any of your music deleted, then please do not bring your device as you may be disappointed).**

- DVD players, computers and tablets are not permitted in any form.
- If you must bring a camera you will have limited access to it. To protect the privacy of our clients, personal cameras can only be used for special occasions at staff discretion.
- You may bring movies if you wish (on DVD only – no USBs) to be watched on movie nights, however they will be checked for appropriateness. Any movie deemed inappropriate will be held in trust until you exit the program.

Other

- Water bottle



After one calendar month in the program, you will be allowed to go shopping. This usually occurs once a fortnight (initially supervised) but this is at the discretion of managers.

CONTACT INFORMATION

As stated in Appendix A, only one phone call can be made to or received by a family member or friend after the first week and once a week after this during the first CALENDAR month (any variation to this rule would take extreme circumstances). Family can enquire after clients during that time and send messages via phone calls with staff or letters and emails, but will not be permitted to speak to the client except once a week until the calendar month is completed. After the first calendar month phone calls may only be made twice a week by the client. Phone calls may be received during the times listed below under the discretion of the Destiny Haven Management (maximum of one **15 minute** phone call in or out per day).

PHONE

Call Destiny Haven on **(02) 4996 5558**

Phone Hours for Clients

Weekdays	5pm (sometimes 5:30pm) – 6:15pm, 7:45pm-8:15pm
Saturdays	2pm – 5:45pm, 7pm-8:15pm
Sundays	Usually 2pm-8:15pm (varies)

EMAILS

Send emails for clients to **diamonds@destinyhaven.org.au**

Please note: emails are only for sending messages and encouragement. Emails are opened by management and clients cannot reply to emails.

LETTERS

Send letters to **PO Box 106, Clarence Town, NSW 2321**

VISITING

After one calendar month approved visitors may visit on Saturday afternoons by prior arrangement, strictly between 2pm-7.30pm. Approval must be sought and agreed to by managers by **Thursday night** at the latest or visitors will not be permitted). They are welcome to stay for the Saturday night BBQ (6pm). Visitors will need to bring their own meat for the BBQ, and Destiny Haven provides everything else. Visitor numbers per client must not exceed four people at any one time.

NOTE: Should approval not be sought and a client's visitors turn up on Saturday without management knowledge, they will NOT be able to stay.

Visitors must lock their cars and present any items or gifts for clients to staff for inspection. It is Destiny Haven's policy to keep visitor's car keys, mobile phones and other personal items in the office throughout their visit. We thank visitors for understanding that our policies and procedures are in place to protect our clients. Destiny Haven is a strictly non-smoking facility.