



wren

Women's Recovery Network,
a unique service where women's
mental health matters



Welcome to Wren

Welcome!

Wren, the Women's Recovery Network, is a unique health service where women's mental health matters.

Wren brings together the first public and private partnership of its kind, to transform mental health care for women*.

Clinicians come together with you and your support network to understand your experience and develop gender, violence and trauma-informed treatment, care and support.

Wren's environment ensures your physical and psychological safety, elevates your voice, enhances your wellbeing needs, and seeks to provide you with a sense of belonging and empowerment.

Wren is committed to working in innovative ways to support you throughout your recovery journey.

Check out our website:
www.womensrecovery.org.au

*We identify the importance of language and have thoughtfully considered the use of woman/women in this context. We use these terms to encompass anyone who self-identifies as a woman, regardless of sex assigned at birth, gender expression, or gender identity.

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the people of the Kulin Nation, the traditional custodians and pay our respects to their culture and their Elders past, present and emerging. We welcome all cultures, nationalities and religions. Being inclusive and providing equitable healthcare is our commitment.

LIVED EXPERIENCE AND DIVERSITY

We recognise people with lived experience and acknowledge we're not the same and that's our greatest strength. We draw from our differences in who we are, what we've experienced, and how we think.



My care team

My primary clinician:

Our dedicated team is here to support your wellbeing and healing.

Lived experience peer workers draw from their personal lived experience of mental health issues to assist you with your mental health journey.

They provide you with emotional support, share knowledge, teach skills, offer practical advice, connect you with community resources and help you to enhance your peer support networks.

Other Wren team members include:

- Mental Health Clinicians
- Mental Health Nurses
- Allied Health Professionals
- Occupational Therapists
- Psychologists
- Social Workers
- Exercise Physiologist
- Dietician
- Music Therapist
- Art Therapists
- Psychiatrists
- Junior Medical Officers

Meet Wren team members

Learn more about your team by scanning the QR Code below.



Working together

Participants and Wren team members come together based on mutual respect and expectations.

Participants share and support each other.

MUTUAL EXPECTATIONS

The relationship between you and the Wren team is the basis of successful care and treatment. Understanding mutual expectations helps to build trust, collaborate, and achieve positive outcomes.

At Wren, we prioritise consumer and carer engagement and strongly value mutual expectations. For example, we co-produced this manual in collaboration with people who have lived experience of mental health service use.

MUTUAL HELP

Each morning the Wren team facilitates a Mutual Help Meeting. These meetings give you an opportunity to either offer help or request it, and for other Wren participants to do the same.

SUGGESTIONS FOR HELP OFFERS OR REQUESTS:

Share knowledge and experience about care and services

Support each other in practical tasks (for example, helping others to wash their clothes)

Wake people so they can attend groups

Play games with each other (for example, cards or board games)

Sit next to someone at mealtimes

Show newer participants how things work at Wren



Nothing about me, without me

Wren's goal is to create an inclusive, respectful and welcoming space for you.

DAILY STAFF HANDOVER

At Wren, you are involved in your treatment and care.

Each morning and evening, the team will come to your room to complete a care handover. If you want to be involved, simply stick the 'Nothing about me, without me' sign on your door, and your care team will know to come into your room.

To support you in this activity, following are some suggestions for your handover conversation.

SUGGESTIONS FOR YOUR HANDOVER:

What is most important to me today is ...

I think it's important for the team to know ...

My experience of treatment and care so far is ...

I have some questions about my treatment and care, is now a good time to ask?

You can also write these down for a team member to read out in your absence.

GROUP PROGRAM

The Wren group program is facilitated by our multi-disciplinary team. Group sessions offer you the opportunity to:

- learn and practice new skills
- discuss issues relevant to recovery
- learn from and be supported by peers, and
- engage in creative activities and movement.

Groups are based on the idea that recovery from mental ill health is holistic – encompassing an individual's whole life. Groups aim to support you where you are at.

Groups run throughout the day and evening and on weekends. A timetable will be displayed in the unit to show what is available. If you are unsure about attending groups, staff can discuss with you and support you to decide.

We welcome your feedback about the group program. Please talk to your group facilitator, Wren team members or fill in your Experience of Care survey.

Your welcome pack has information about your ward routine, mealtimes, and group session times.

Supported decision-making

Supported decision-making in a mental health setting is like having a team of friends to help you make choices about your mental health. These friends could be family, peer workers, healthcare professionals or anyone you trust.

The team gives you information about your options and supports you to make decisions and give your input. It's about teamwork to make sure your voice is heard.

Imagine solving a puzzle with your friends. Each person brings a piece of the puzzle, giving their ideas to fit the pieces together. The more options you can consider, the better decisions you can make.

These decisions can happen during network meetings, when you're changing treatment or medication, or as part of peer support discussions about your experiences.

Supported decision-making is about building a strong, understanding team to create the best plan for your mental wellbeing.

BUILD YOUR SUPPORT SQUAD!

Here are some ways to practice supported decision-making:

Ask questions: Don't be shy! Your team is there to help. If something's unclear, ask for more information so everyone is on the same page.

Share your goals: Let your team know what you want to achieve. It could be feeling happier, managing stress, or something else – we can cheer you on to victory.

Listen and learn: Just as you share your ideas, listen to what your team shares. They might have new insights or ideas. Brainstorm together.

Review options together: When making choices, discuss them as a group. Your team can help you consider options and weigh up the pros and cons.

Celebrate progress: When you make strides in your mental health journey, celebrate with your team. It's time for that victory party!

Mindfulness exercises

HOW ABOUT A QUICK MINDFULNESS EXERCISE?

Here are some simple exercises you can do anywhere. Choose whatever looks interesting to you.

- **Find your anchor:** Begin by taking a few deep breaths. Close your eyes if you feel comfortable doing so. Focus on the sensation of your breath—the rise and fall of your chest or the coolness as you inhale and warmth as you exhale.
- **Engage your senses:** Slowly shift your awareness to your senses. Notice five things you can see, four things you can touch, three things you can hear, two things you can smell, and one thing you can taste. This helps to bring you into the present moment.
- **Body scan:** Pay attention to your body. Starting from your toes, gradually move your awareness up through each part of your body. Notice any areas of tension or discomfort, and consciously release that tension as you exhale.

- **Affirmations:** Repeat a positive affirmation to yourself. It could be “I’m strong and capable,” or “I deserve peace and happiness.” Say it with conviction, and let it resonate within you.
- **Gratitude check:** Think of three things you’re grateful for. They can be simple or profound. Cultivating gratitude can shift your focus to the positive aspects of life.
- **Grounding object:** If you have a small object with you, like a stone or a piece of jewellery, hold it in your hands. Feel its texture, weight, and temperature. Let it serve as a tangible reminder of the present moment.

Grounding exercises are about reconnecting with yourself and the present.



Weekly calendar

MONDAY

TUESDAY

WEDNESDAY

Weekly calendar

THURSDAY

FRIDAY

SATURDAY

SUNDAY

Weekly calendar

MONDAY

TUESDAY

WEDNESDAY

Weekly calendar

THURSDAY

FRIDAY

SATURDAY

SUNDAY

Your feedback matters

Your feedback helps us to understand what we're doing well and how we can improve.

We appreciate your perspective and insights. It's a way of making sure your care is five-star!

You can provide feedback at any time. Real time feedback allows us to adjust our service to get things right for you when it matters, not after.

You can give feedback in multiple ways.

1. Use the link or scan the QR Code (below) to leave online feedback. This can be anonymous.
2. Use a paper form. Ask a Wren team member for a form.
3. Speak face-to-face with our Consumer Consultant who will document your feedback.



If you are interested in having your experience of care recorded via audio or video, please let your peer worker know. By sharing your experiences, you can help others on their journey.

Thank you for taking the time to share your feedback.





Your story matters.
Reach out today, together we can
move towards your recovery.

Contact Information

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AlfredHealth



Co-designed by Alfred Health, Ramsay Health Care and Goulburn Valley Health
in collaboration with women with lived experience.

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