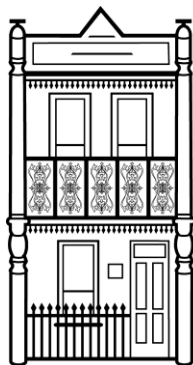


# CASA House

## Social script



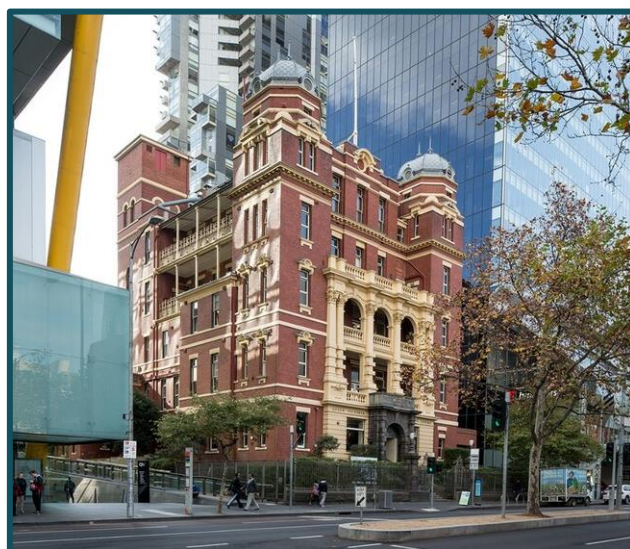
## My intake at CASA House



CASA House is in the Melbourne CBD.

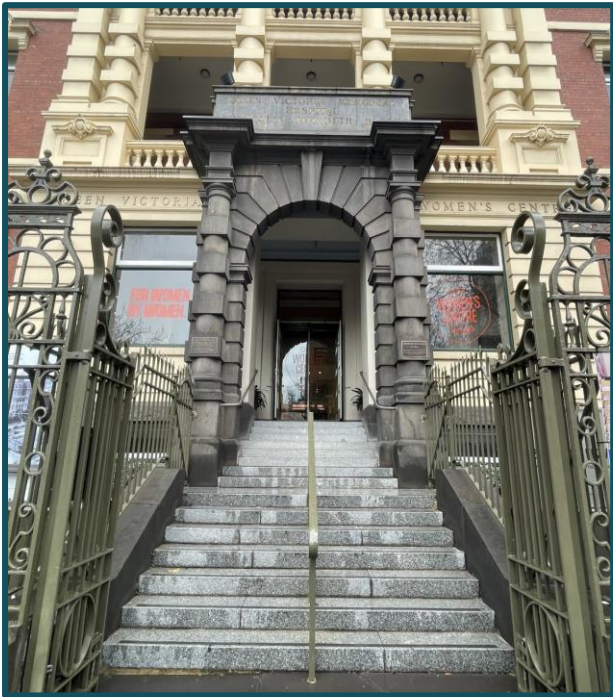
It is inside the Queen Victoria Women's Centre.

People of all genders can come to this centre.



There are 2 doors to enter the building.

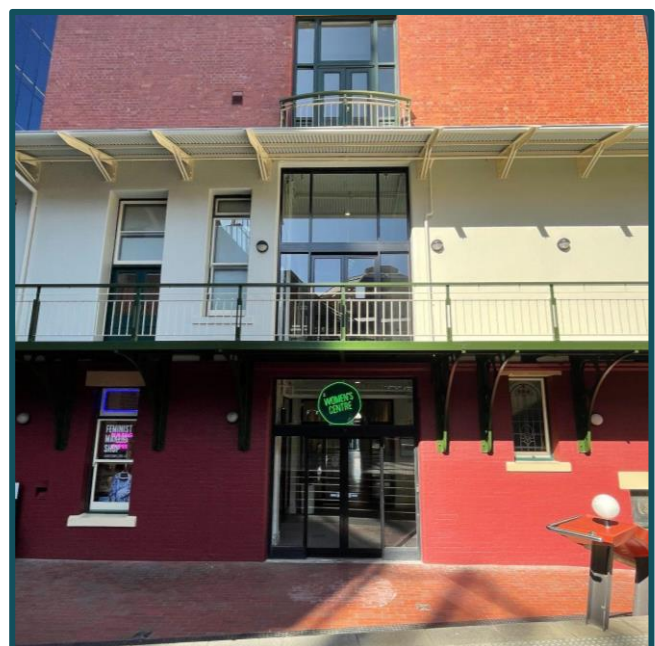
The front door is on Lonsdale Street. There are steps to get to this door.



**Lonsdale Street entrance**

The back door is at QV Square. This is the door I can use if I use a wheelchair.

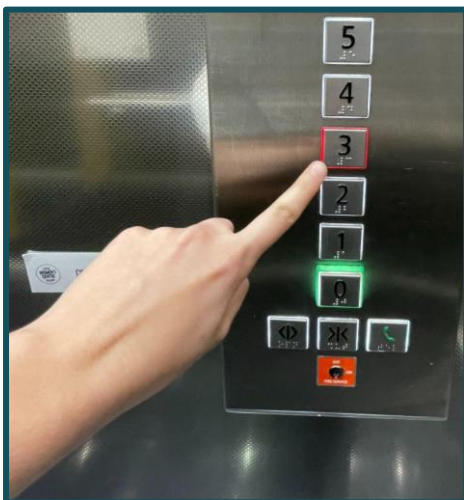
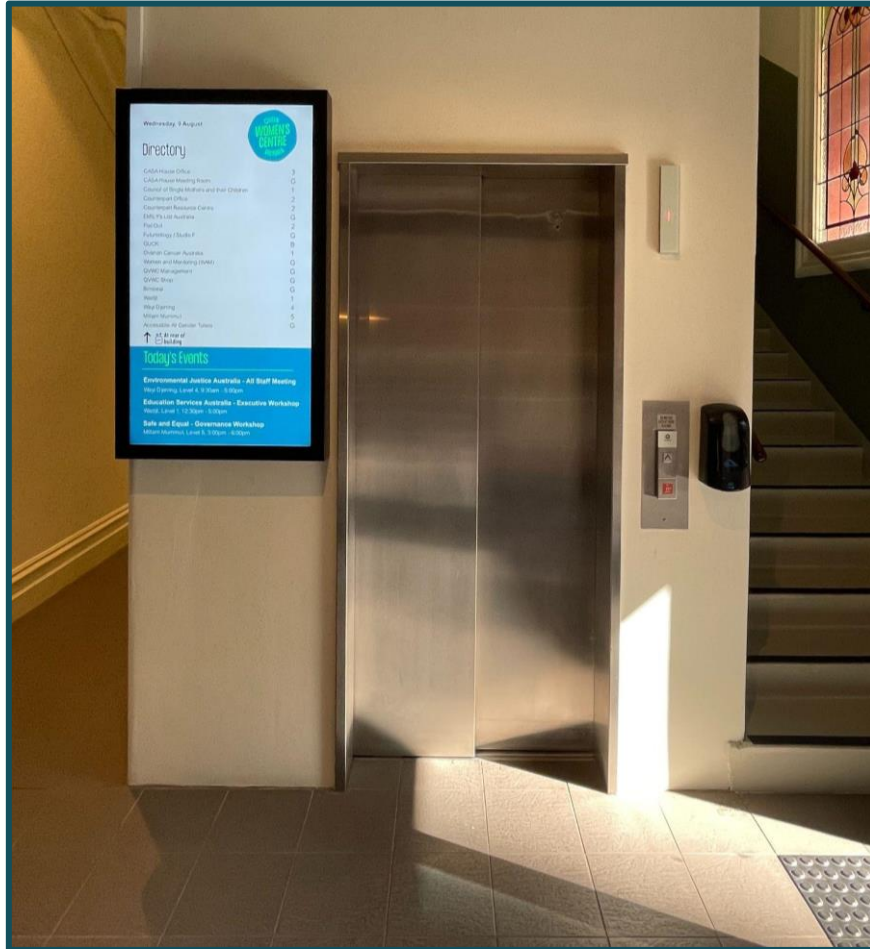
**QV square entrance**



There are many organisations in this building.

CASA House is on level 3.

I can use the lift or walk up the stairs.



When I arrive, the receptionist will greet me. I will need to tell them my name.

They will offer me a drink. There is water, coffee or tea. I can choose one, or say no.

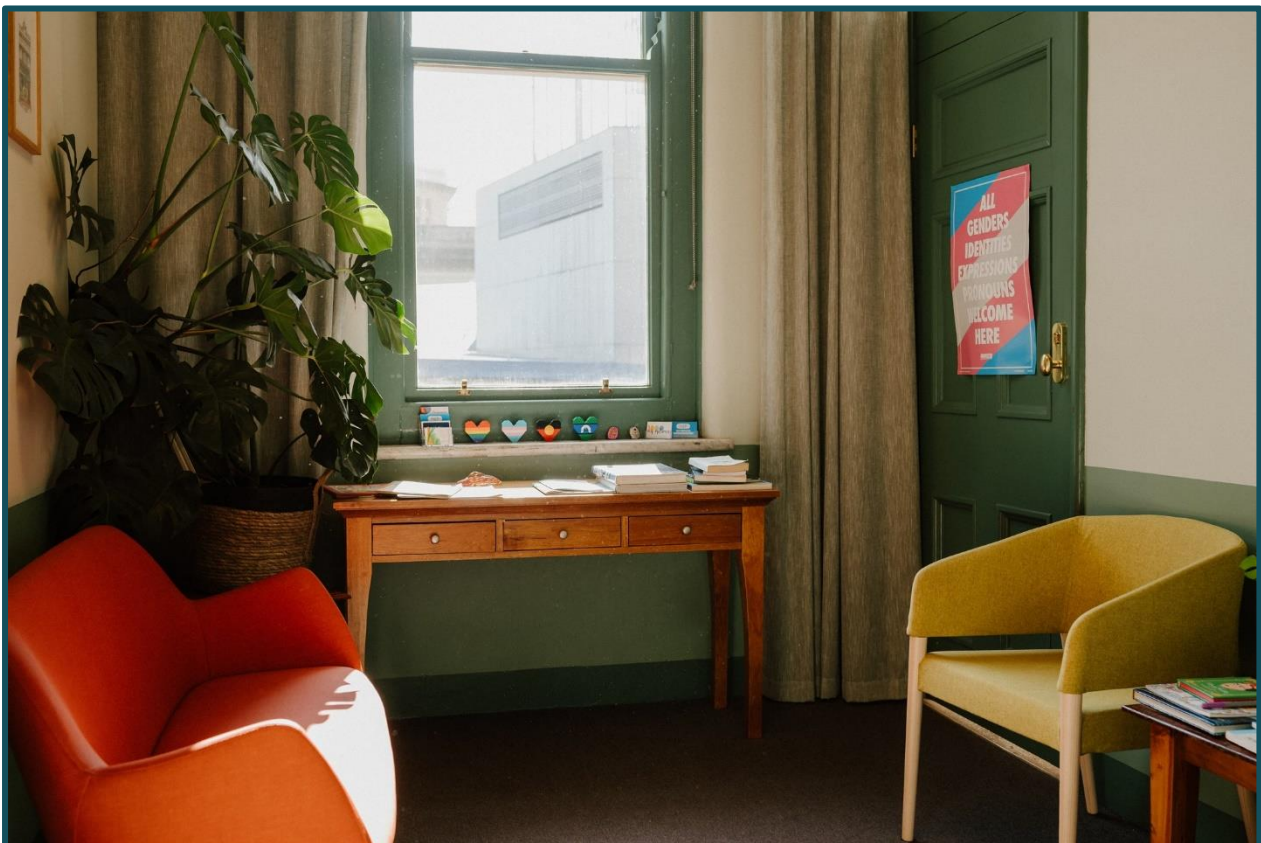
I can use the toilet before my appointment. The toilet is for all genders. The receptionist can show me where the toilet is.



Before my appointment, I will wait in the waiting room. The waiting room is next to the reception desk. The receptionist will show me where this room is.

There might be other people waiting in the room. I don't need to say anything. There will be colouring in books and sensory objects in the waiting room. I can use these if I want to.

Someone will come to the waiting room to get me when my appointment begins.



My appointment will be in a private counselling room. I can choose the seat I want to sit in. I can ask for the lights to be changed.

The counselling room will have different things for me to use. There will be tissues. There will also be sensory objects.



The person doing my intake appointment is called a counsellor advocate. They might be wearing a face mask.

They are trained and qualified in talking and listening. They listen to people's concerns in a structured way.

The counsellor will start by getting to know me.

They will ask me questions about my goals and what I would like to talk about in counselling.

They will ask me some questions about my safety.



I can share what I want to. I do not have to talk about hard things if I do not want to. I can take a break at any time.

Counselling is confidential. I am free to talk about my thoughts without being judged.



The appointment will take up to 60 minutes.

When the appointment is over, I can leave.

If I want to rest, I can sit in the waiting room for a while before I leave. I can use the bathroom before I leave.

