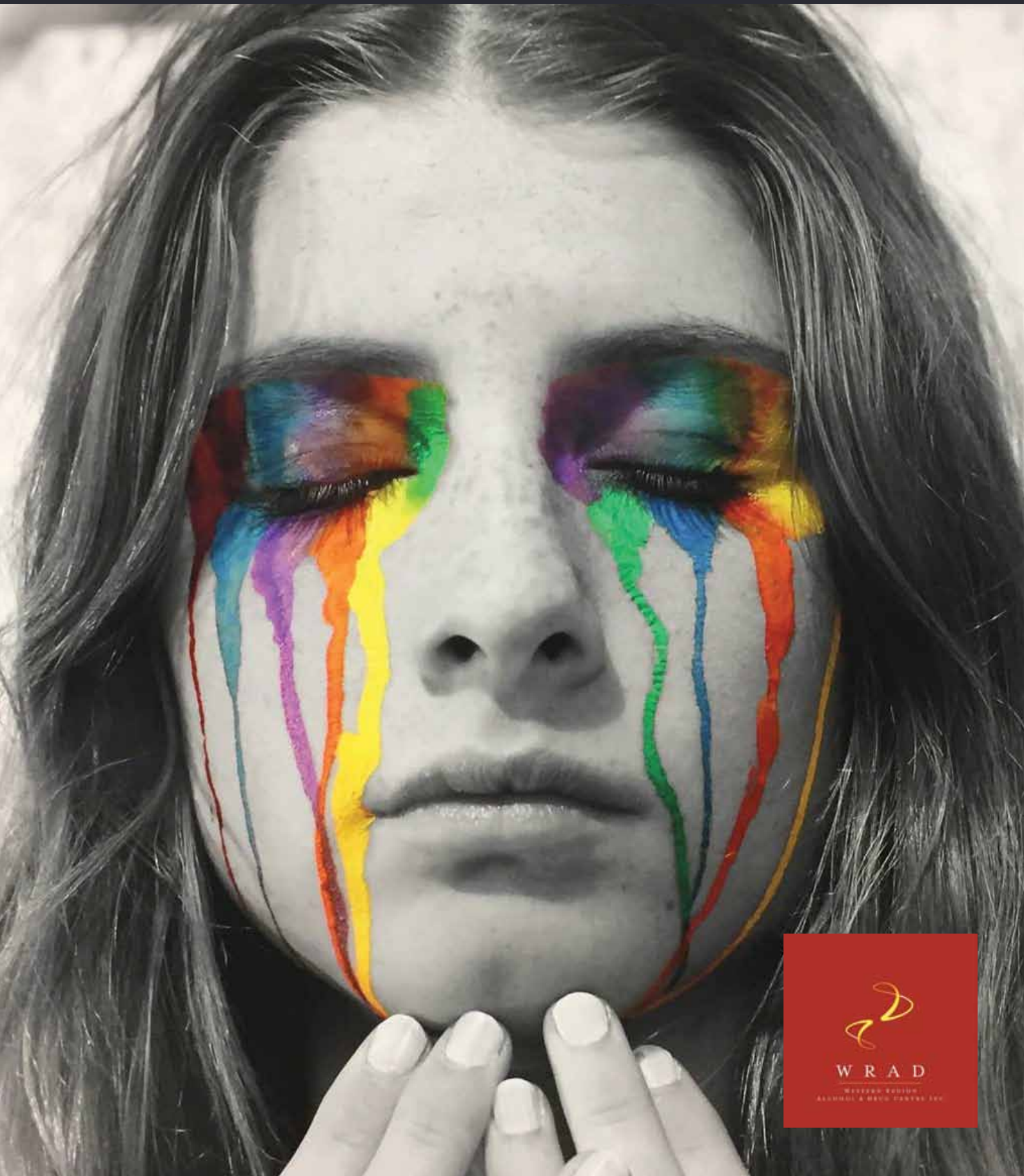


THE WESTERN REGION  
ALCOHOL & DRUG CENTRE INC.

16/17

# ANNUAL REPORT



WRAD

WESTERN REGION  
ALCOHOL & DRUG CENTRE INC.

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The artwork on the front cover 'Tears of Hope' submitted by Brauer College student Zoe Edwards was the winner of the 2016-17 WRAD Art in School competition.

The Western Region Alcohol and Drug Centre Inc (WRAD) is funded by the Victorian Government Department of Health and the Federal Government Department of Health and Ageing. Other sources of funding include fee-for-services, support from the Western Victorian Primary Health Network and various fund-raising activities.

## SPONSORS

WRAD proudly acknowledges the support of its major benefactor:

- **Geoff and Helen Handbury Foundation**

WRAD acknowledges the support of its other major sponsors:

- Ruth Magnusson
- Geelong Court Fund

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ALCOHOL & DRUG CENTRE INC.

## ANNUAL REPORT 16/17

172 Merri Street,  
Warrnambool VIC 3280  
Phone 1300 009 723 / 5564 5777

[www.wrad.org.au](http://www.wrad.org.au)



# INTRODUCTION

**WRAD began as a community steering group more than 33 years ago, determined to provide better services for people with alcohol and other drug (AOD) problems in south-west Victoria. Since the centre opened 31 years ago, WRAD has broadened its base to provide diverse services to meet the multiple needs of people with AOD problems and has expanded to become part of the Handbury Medical Suites which now offers a full range of general bulk billing medical services that are available to everyone.**

The WRAD Centre is a not-for-profit organisation that operates within a community-based management model. An elected Committee of Management is responsible for providing services in accordance with relevant legislation, service guidelines and funding agreements.

The philosophy of harm minimisation underpins the delivery of all programs offered by WRAD. People and their problems are viewed holistically, and WRAD staff work collaboratively with other health-related professionals and organisations to best meet the needs of clients and their families.



**COMMITTED** to providing specialist services to individuals and families across south-west Victoria.

**ATTENDING** to the diverse needs and problems created by alcohol and drug use.



# COMMITTEE OF MANAGEMENT

<b>Helen Taylor</b>	<i>Chairperson</i> , Assistant-principal Brauer College (retired)
<b>Robert Coffey</b>	<i>Vice-Chairperson and Secretary</i> , Abalone Diver (retired)
<b>Chris Kol</b>	<i>Treasurer</i> , Partner McLaren Hunt Chartered Accountants (until January 2017)
<b>Scott Dickie</b>	<i>Treasurer</i> , Partner Sinclair Wilson Chartered Accountants (from January 2017)
<b>Glenys Phillpot</b>	Warrnambool City Mayor (retired)
<b>Tracey Kol</b>	Sales Manager, Ace Radio
<b>Luke Taylor</b>	Lawyer, Taits Legal
<b>Shane Keogh</b>	Senior Sergeant, Victoria Police, Warrnambool
<b>Carolyn Monaghan</b>	Pharmacist (retired)

# WRAD STAFF

<b>Geoff Soma</b>	Director
<b>Daryl Fitzgibbon</b>	Operations Manager
<b>Dawn Bermingham</b>	Office Manager
<b>Sally Aitken</b>	Brief Intervention Clinician/Supported Accommodation Worker (commenced May 2017)
<b>Angela Alexander</b>	Sliding Doors Non-Residential Rehabilitation Day Program Co-ordinator
<b>Rick Bayne</b>	Media Consultant/Project Worker
<b>Alana Beasley</b>	Assertive Youth Outreach Clinician
<b>Lynda Berends</b>	Service Development Consultant
<b>Cathy Bligh</b>	DARE Project Clinician (finished July 2016)
<b>Michelle Cameron</b>	Receptionist/Administration – ISI Project
<b>Kim Collins</b>	Sliding Doors Non-Residential Rehabilitation Day Program Group Facilitator
<b>Sue Dawson</b>	Medical Administration
<b>Kevin Fitzgerald</b>	AOD Care, Recovery & Co-ordination Clinician
<b>April Hately</b>	AOD Clinician (finished December 2016)
<b>Annie Henry</b>	Sliding Doors Non-Residential Rehabilitation Day Program Group Facilitator (commenced May 2017)
<b>Nilanthi Kanapathipillai</b>	Medical Practitioner (commenced September 2016)
<b>Chris Kendall</b>	Senior Clinical Co-ordinator (commenced January 2017)
<b>Rob Kenna</b>	Practice Nurse
<b>Debbie Maguire</b>	Finance Officer
<b>Carol Main</b>	Medical Administrator
<b>Jessica Moloney</b>	DARE AOD Clinician (commenced September 2016)
<b>Dr Clare Mooney</b>	Medical Practitioner
<b>Kerri Neave</b>	Sliding Doors Non-Residential Rehabilitation Day Program Group Facilitator (finished April 2017)
<b>Karen O'Donnell</b>	Receptionist/Medical Administration
<b>Dr Dev Ramu</b>	Medical Practitioner
<b>Dr Sue Richardson</b>	Medical Practitioner
<b>Dr Dishari Sarkar</b>	Medical Practitioner (finished January 2017)
<b>Jim Smith</b>	Mental Health Nurse (finished May 2017)
<b>Margaret Skene</b>	Project Worker
<b>Kerry-Leigh Walmsley-Sims</b>	AOD Clinician
<b>Darren Williams</b>	Koori Diversion Worker

# WRAD AGENCY REPORT

## **The Chairperson and Director have pleasure in reporting on the Western Region Alcohol and Other Drug Centre's performance for the 2016/17 financial year.**

The year in review featured many highlights including a financial surplus, client targets being within scope of government performance requirements, medical service accreditation and key strategic goal developments.

WRAD continued to be the lead agency in the Great South Coast Consortium and its key partners are:

- South West Healthcare
- Portland District Health
- Western Victoria Primary Health Network
- Brophy Family and Youth Services

Significant achievements were made through the development of client support networks and family support connections.

WRAD's Bulk Billing Practice delivered essential services to a broad range of community members and developed a psychiatric component during the reporting period.

## CLIENT SERVICE DELIVERY

The Western Victorian Primary Health Network funded adult, youth and family brief intervention services that were introduced across the Great South Coast.

The adult component of this project involves a partnership with Cambourne Clinic in Warrnambool, the South West Medical Centre and Active Health Portland and targets patients visiting GP clinics who have substance misuse problems. The youth component focuses on secondary schools in Warrnambool and Portland and works with young people experiencing early issues with substance misuse. The family project is a joint venture with Family Drug Help and provides support for family members with loved ones who are experiencing problematic drug use.

The Sliding Doors day project is designed to address a number of issues in a person's life, including psychological problems, mental health

issues, education, employment and alcohol and other drug problems. The program supported a record number of clients during 2016/17.

Counselling, care recovery, Koori diversion and outpatient withdrawal services were delivered across the region covered by the Consortium.

As a result of an identified gap in services, work began on investigating the viability of a residential rehabilitation facility to service the Warrnambool region.

WRAD employed service development consultant Dr Lynda Berends to investigate gaps in local services in relation to alcohol and other drugs. Her research found that a local residential rehabilitation service is needed.

At the moment, people requiring this type of service must go out of the region and usually to metropolitan services and may find it hard to secure a place due to waiting lists.

There is no publicly funded residential rehabilitation service in the Great South Coast region.

Investigating and attempting to fill gaps in service provision is in line with WRAD's Strategic Plan.

The DARE Early Intervention Program continued through the year as a joint project of WRAD and Brophy Family and Youth Services. This program works with young people to help them to avoid long-term problematic drug use.

The Warrnambool Active Recovery Program (WARP) provided support to a range of clients to complement treatment programs delivered. The Self Help Addiction Resource Centre (SHARC) provided training for our staff in delivering this program. A client survey identified barriers to treatment and captured data around clients presenting to drug treatment services.

Medical services continued to provide support to clients around a range of alcohol and other drug services, including psychiatric care and mental health support.

## QUALITY/RISK

WRAD maintained appropriate quality and risk measures across the organisation and completed Department of Health and Human Services compliance reports as required.



**PICTURED:** LEFT: WRAD AGM - Chairperson Helen Taylor, Director Geoff Soma, board member Glenys Phillpot and guest speaker Lynda Berends. RIGHT: Director Geoff Soma, along with Board members Glenys Phillpot, Carolyn Monaghan and Bob Coffey, thanks Member for Wannon Dan Tehan after he announced WRAD as part of a \$1.8 million brief intervention counselling program.

The Quality and Risk subcommittee of the Committee of Management included OH&S and the Staff Risk Committee. Representatives met throughout the year to monitor and control risk across the organisation. There were few incidents reported and these were satisfactorily resolved.

All risk categories were tracked and recorded throughout the year. Reports were presented to the Committee of Management on a regular basis.

Quality Improvement Council (QIC) quality reports were maintained as part of the clinical accreditation process.

WRAD's medical services were accredited under Australian General Practice Accreditation Limited (AGPAL) for the next three years.

All building compliance and checks were maintained throughout the reporting period.

Quality and risk has been identified as one of the key frameworks within the WRAD Operational Plan.

## PUBLIC PROFILE

WRAD continued to maintain a high profile in the region.

There were consistent media articles, particularly through the Warrnambool Standard newspaper.

WRAD made a strong investment in radio advertising through 3YB and this covered a

range of WRAD treatment services. 3YB provided significant support throughout the period.

The WRAD website was updated regularly to reflect current news items and to detail WRAD services and programs.

A community forum was held during the year, along with public ICE education programs facilitated by Turning Point. There were presentations to local service clubs, ongoing communication with Warrnambool SEAL adult education centre, AquaZone through the Kickstart program, Warrnambool Police, Alcoholics Anonymous, Narcotics Anonymous and fellowship networks.

WRAD's social media presence continues to grow, with nearly 200 people 'liking' our Facebook page and many more following the regular updates and news items.

## PARTNERSHIPS

Again partnerships were a feature of WRAD's work throughout the reporting period.

Regular contact was maintained with the Department of Health and Human Services. There were monthly meetings of the Great South Coast Alcohol and Other Drug Treatment Consortium and WRAD maintained its membership on the ICE Action Committee which promoted prevention across the Great South Coast region.

WRAD continued to have a significant role in Community South West, an alliance of 15 local disability and support related community agencies.

WRAD worked closely with SHARC to facilitate work around clients and their families.

There was consistent dialogue between WRAD, Turning Point and Youth Substance Abuse Service (YSAS) around training opportunities.

WRAD maintained a good working relationship with South West TAFE and Deakin Medical School and continued to host medical students. WRAD also worked closely with the Australian Community Support Organisation (ACSO) which maintains an office within our centre.

Due to the high prevalence of mental health conditions among the client cohort, WRAD maintained a strong working relationship with South West Healthcare mental health services.

We also worked closely with Warrnambool City Council, the Great South Coast board and the Great South Coast regional partnership group to advocate on behalf of clients across the region.

Again there was a strong partnership with Brophy Family and Youth Services in operating the DARE project, as well as headspace and general Consortium services.

We take this opportunity to acknowledge these and other important relationships which support our work in the community.

## STAFF

Four staff left during the reporting period; April Hately, Dr Dishari Sarkar, James Smith and Kerri Neave. We thank each of these staff members for making a significant contribution to the services we offer to the community. We also welcomed new staff members Dr Nilanthi Kanapthipillai, Chris Kendall, Sally Aitken and Annie Henry. Chris Kendall has taken on the position as our new clinical coordinator.

Chris Kol resigned during the reporting period and we thank him for his dedication and expertise over the years. Scott Dickie replaced Chris as the new treasurer of the committee of management.

Staff training remains one of WRAD's priorities and several education opportunities were provided during the year.

The staff team networked and liaised with a large range of local services as part of their service delivery.

WRAD maintained an outpost at Camperdown and continued to work closely with Portland District Health's alcohol and drug services.

## CONCLUSION

Clients have benefited from the broad range of services delivered. The Consortium value added to these treatment systems through effective partnerships and providing extensive health related service options to clients.

Planning gaps were identified through the catchment-based planning process and there is still some work to be done, especially in regards to the provision of residential rehabilitation for the region.

The value of collaborative partnerships was highlighted and this region has developed a fine reputation for working together to benefit clients.

Staff and the Committee of Management have worked hard to be effective in an area that is complex and challenging. We acknowledge the efforts of the WRAD staff team and committee who consistently demonstrate dedication to a problem that affects so many people across the community.

The good performance for the past financial year was enhanced by the work of the senior management team Daryl Fitzgibbon and Dawn Bermingham and we acknowledge their efforts.

We take this opportunity to thank the community and surrounding districts for their support offered throughout the reporting period.



**GEOFF SOMA**  
Director



**HELEN TAYLOR**  
Chairperson, WRAD  
Committee of Management



# OPERATIONS MANAGER'S REPORT

## The wheel keeps turning.

**The past 12 months has seen further adjustments to service delivery with the assessment function returning to direct service providers. Intake remains with ACSO Connect and clients are slowly coming to terms with the changes.**

The Great South Coast Consortium has developed new services in an effort to broaden its reach across the south west and WRAD Director Geoff Soma has championed a campaign to have a residential rehabilitation unit funded in the local area. Geoff has been the public face of alcohol and drug treatment services in the south west for more than 17 years and has undertaken projects deemed by many as unachievable for a small rural agency. But Geoff has worked while others spoke, believed when others doubted and achieved when others failed to try. So don't count out the chances of getting a residential rehabilitation project over the line.

I have taken a step back from clinical management and Christopher Kendall now fulfils that role.

Chris is doing a great job and the clinical team continues to develop under his stewardship. I would like to thank the clinical group for their support and dedication over many years.

I would also like to thank and acknowledge Sue Johnson and her team at Portland, Jodie Rae Outtram at South West Healthcare and Angela Alexander and the Sliding Doors team for their efforts and support over the past 12 months.

Nothing works without good reception and admin staff and WRAD is blessed to have some of the best.

The alcohol and drug field is a fluid environment and the wheels of change just keep spinning. At WRAD we have always strived to embrace change and keep one or two steps ahead of the wheel.



**DARYL FITZGIBBON**  
Operations Manager

**PICTURED:** LEFT: The Sue Richardson scholarship has been introduced by WRAD to recognise a long-serving doctor and to encourage medical students to consider working in the drug and alcohol field.

The \$250 scholarship will be allocated annually to Dr Richardson's choice of fourth year medical student on placement at the Handbury Medical Suites who shows interest in working in the alcohol and drug field. The first scholarship was awarded to Deakin University School of Medicine fourth year student Robert Reynolds, who completed a five-week placement at the Handbury Medical Suites.

RIGHT: Cathy Bligh, Alana Beasley and Dr Kate Wood at a regional training seminar hosted by WRAD.





# OFFICE MANAGER'S REPORT

**The past few years have been challenging with the Department of Health and Human Services firstly modifying how alcohol and drug services were delivered within a consortium-based format. This has resulted in a wonderful combination of agencies working together to assist the community in the treatment of addictions. We have all worked hard to promote our services within our region and combine our services to look at the needs for the future.**

ACSO has provided intake and assessment services for alcohol and drug clients over the past few years. From July 1 2017 we will see the assessment process of the alcohol and drug program returned to the AOD agencies with ACSO continuing to complete the intake role. ACSO has offices in our building and we thank them for their friendship and support.

The 2016/17 year has been extremely busy. The consortium has taken on the new Brief Intervention Program, which involves WRAD, Brophy Family & Youth Services and Portland District Health together with Cambourne Medical Clinic, South West Medical Clinic and Active Health Portland and school nurses at local secondary schools. This new initiative works with local GP clinics and nurses to initiate people into treatment for alcohol and other drug support.

Staff are the integral part of WRAD and we are lucky to have such dedicated staff. This year we said goodbye to April Hatley, Dr Dishari Sarkar, James Smith and Kerri Neave, it was sad to see them leave our WRAD family but we wish them all the best in the future. With this, new staff have come on board and we welcome Dr Nilanthi Kanapthipillai, our new Senior Clinical Co-ordinator Chris Kendall, Brief Intervention Clinician Sally Aitken and new facilitator in the Sliding Doors Non Residential Rehabilitation program Annie Henry. With these new staff on board, we all face the challenges ahead and

work for a common goal to help people who require the types of services we offer.

I wish to thank the administration staff of Carol Main, Debbie Maguire, Sue Dawson, Karen O'Donnell and our newest member Michelle Cameron, who works part time in reception and supports the Director with the ISI project. The team does an amazing job providing administration services for WRAD, from the friendly voice on the end of the phone, the smiling face when you enter the building, to the wonderful provision of support to all the other staff. The admin team works in a harmonious, supportive and dedicated way to help one another in their diverse roles including reception, medical administration, finance, administrative support to the Director, the doctors and other staff.

Our medical team of Drs Sue Richardson, Clare Mooney, Dev Ramu and our newest member Dr Nilanthi Kanapthipillai have been very busy throughout the year providing our bulk billing practice at WRAD. They are supported by practice nurse Rob Kenna and the administration team.

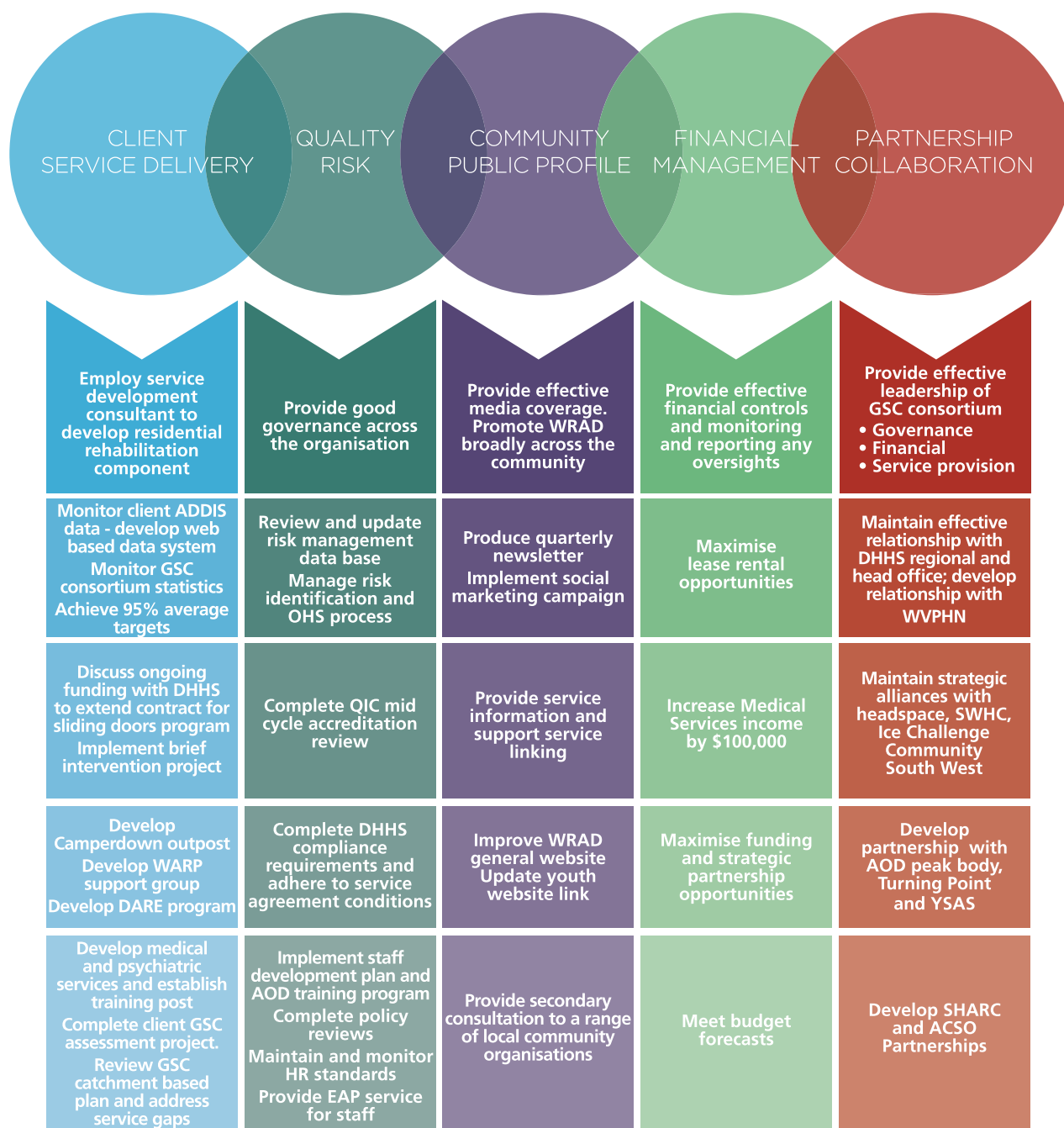
I would like to thank the Director Geoff Soma and Operations Manager Daryl Fitzgibbon for their support over the past year. It is wonderful to have these dedicated professionals at the helm of the WRAD Centre as they bring drive, passion, dedication and a wonderful support to all of us at WRAD.

Lastly I would like to congratulate all involved with the Great South Coast Consortium for their dedication to grow the services within the region for the benefit of our communities.



**DAWN BERMINGHAM**  
Office Manager

# WRAD OPERATIONAL PLAN 17/18



## OUR VISION

The WRAD Centre's vision is to advance the health and wellbeing of those in the south western region of Victoria affected by addictive behaviours and to promote optimal quality of life.

## OUR MISSION

The WRAD Centre seeks to provide comprehensive support and treatment for those affected by addictive behaviours.

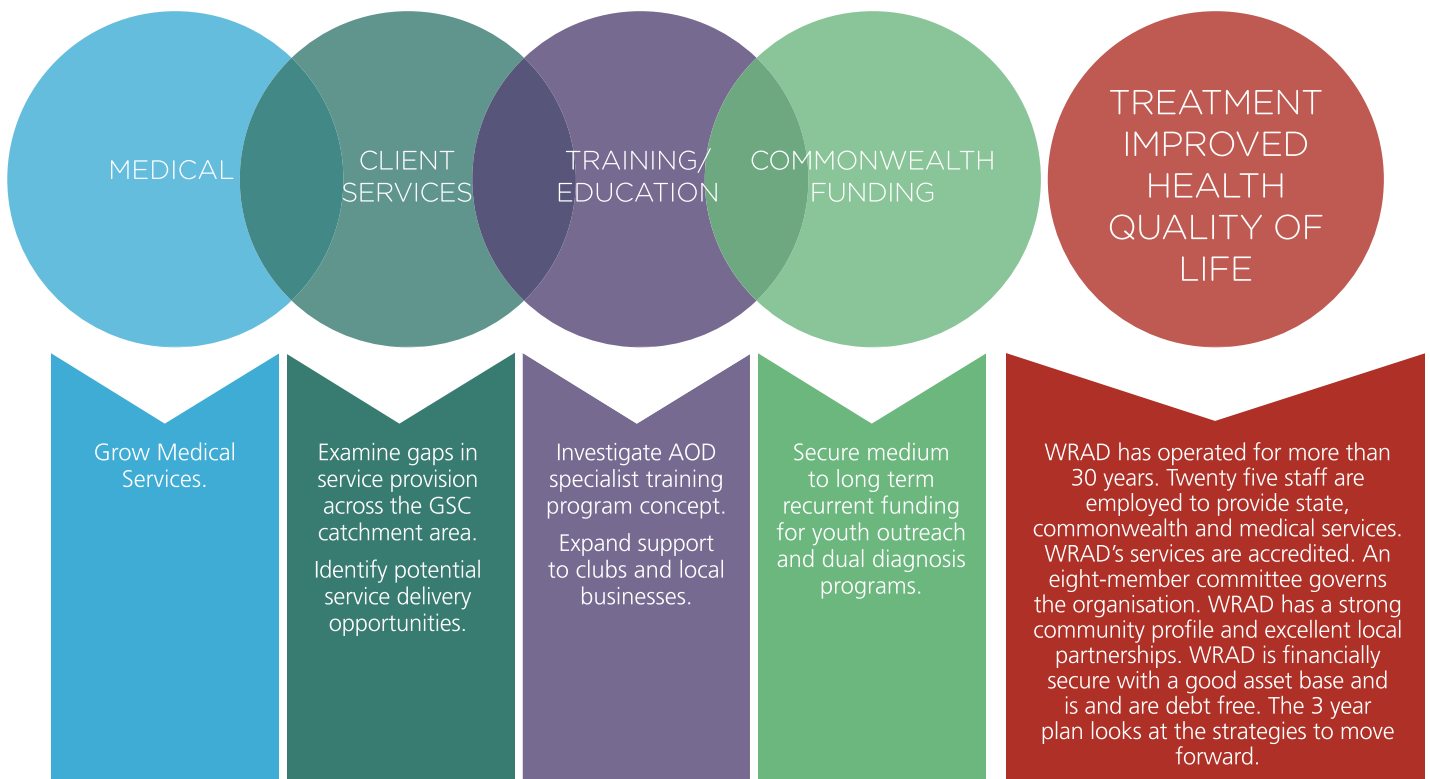
## OUR AIM

To reduce the harm that results from addictive behaviours.

## OUR PHILOSOPHY

The philosophy of harm minimisation underpins the delivery of all programs offered by WRAD. WRAD operates on a social model of health.

# WRAD STRATEGIC PLAN 16/19



## WRAD has achieved a number of goals over the years and some of these are as follows:

1. WRAD is the lead agency in the Great South Coast (GSC) Alcohol and Drug Treatment services.
2. Operationalised the first funded day treatment program for the GSC catchment area.
3. Developed an accredited general practice which generates significant income as well as providing bulk billing care for the local community.
4. Operates a successful art in schools competition for secondary schools in the region.
5. Operates a debt free business with recurrent state funding and support.
6. Provides multidisciplinary services for people with a range of health problems on one site.

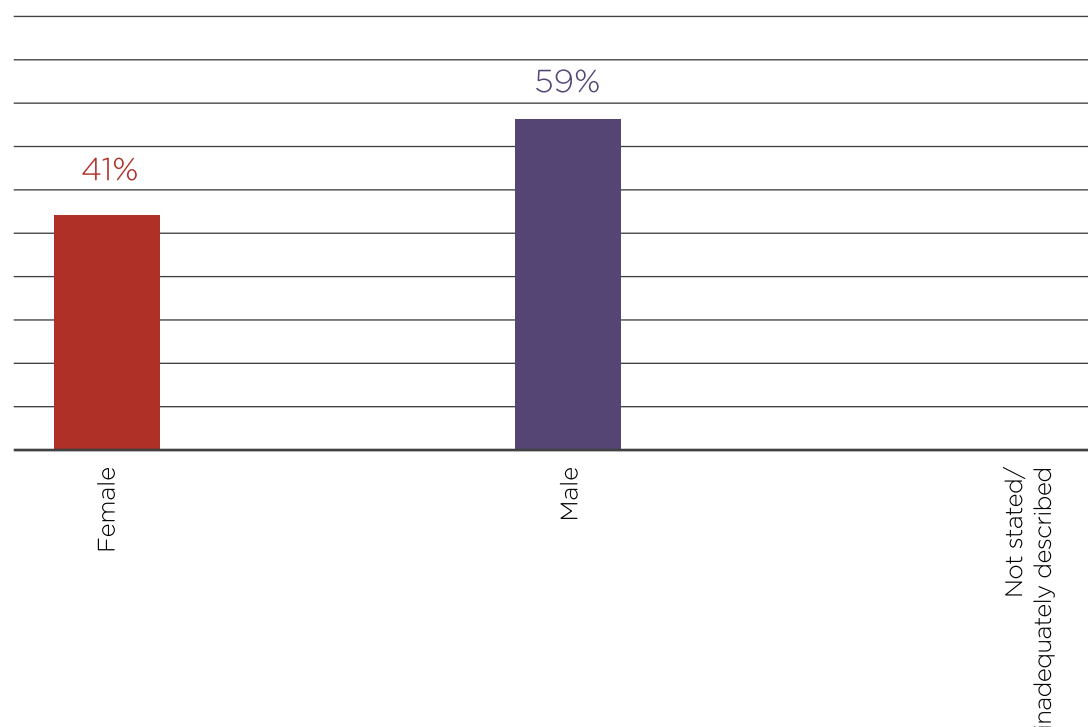
- WRAD is situated in the Great South Coast planning region.
- As lead agency of the Great South Coast Drug and Alcohol Treatment Services its focus is on services in the Glenelg, Southern Grampians, Corangamite, Moyne Shires and the City of Warrnambool.
- WRAD is situated in Warrnambool and provides services to residents of Warrnambool and surrounding towns.



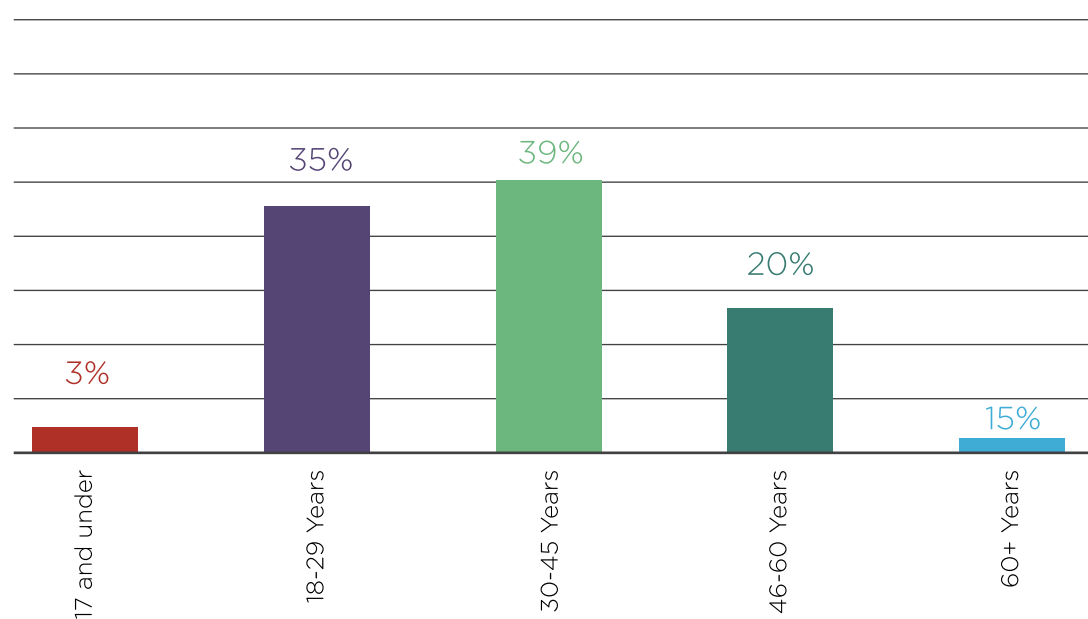
# STATISTICS

Department of Health data by contacts for 2016/17 reporting period.

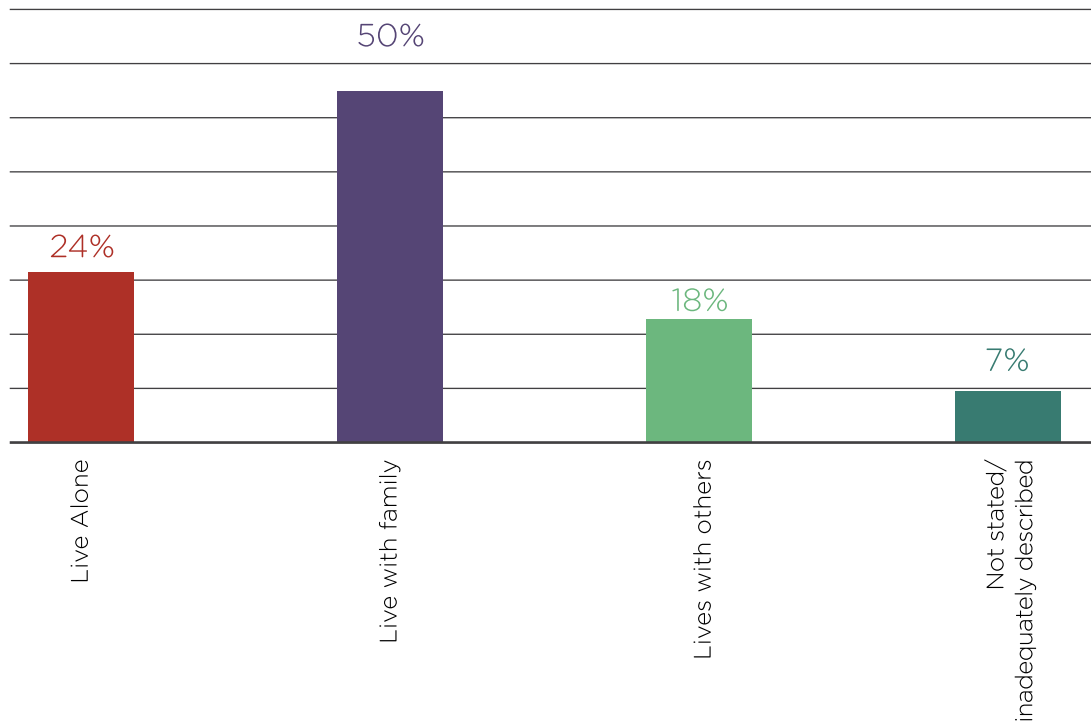
## CLIENT GENDER



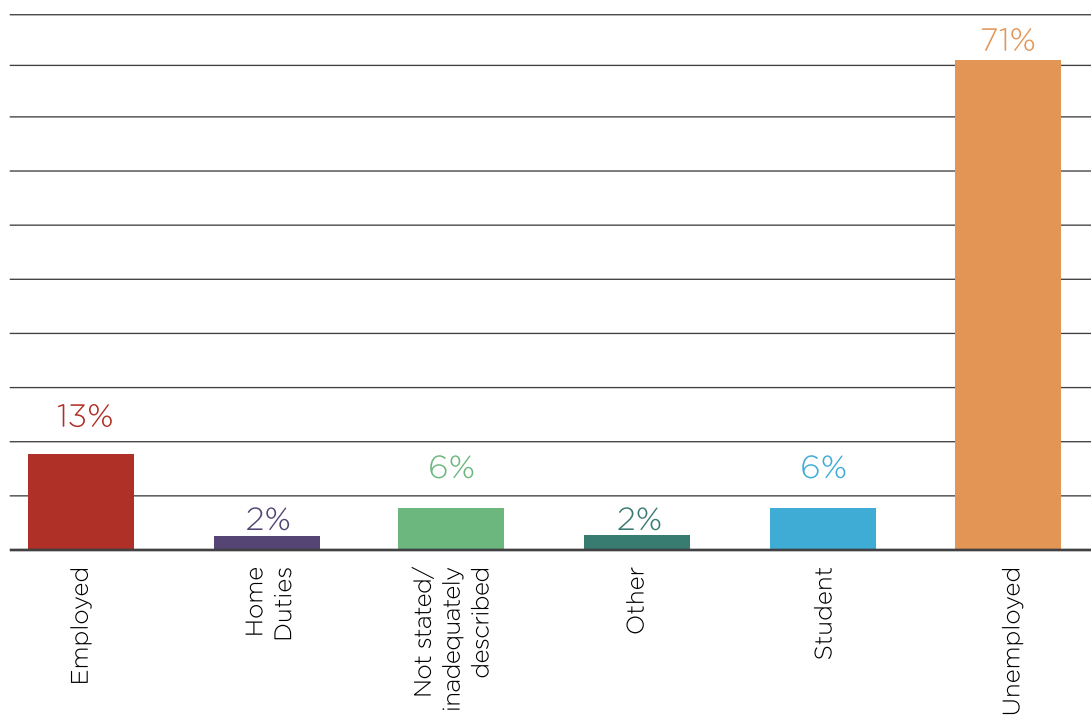
## CLIENT AGE GROUP



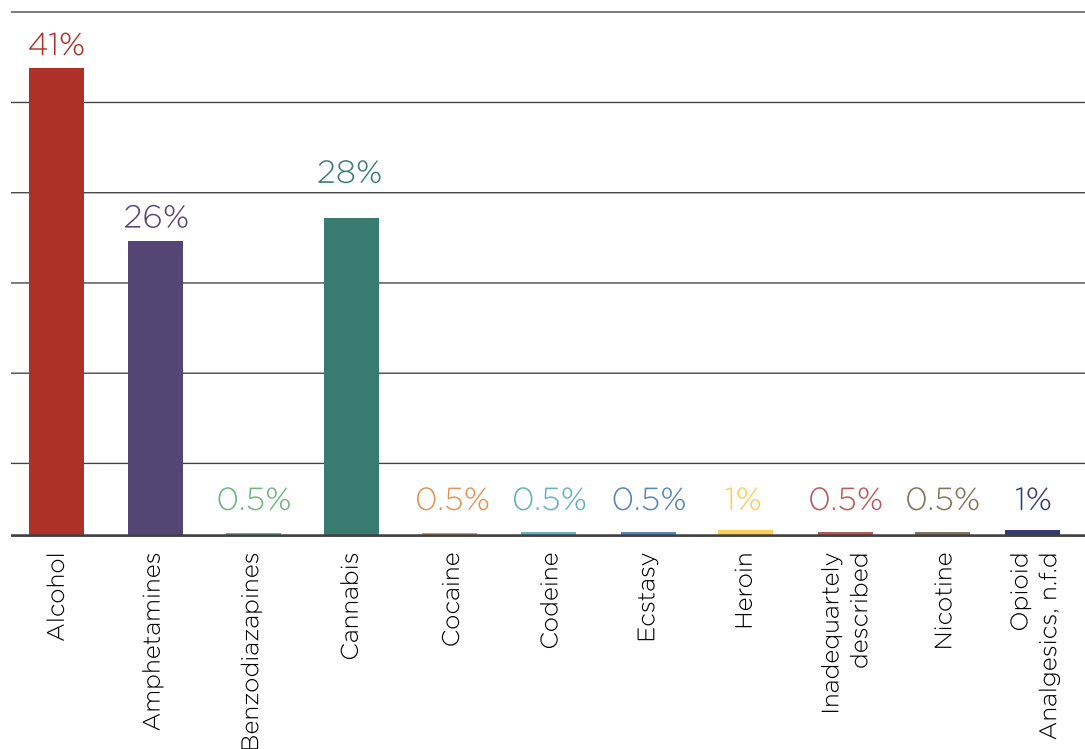
## CLIENT LIVING STATUS



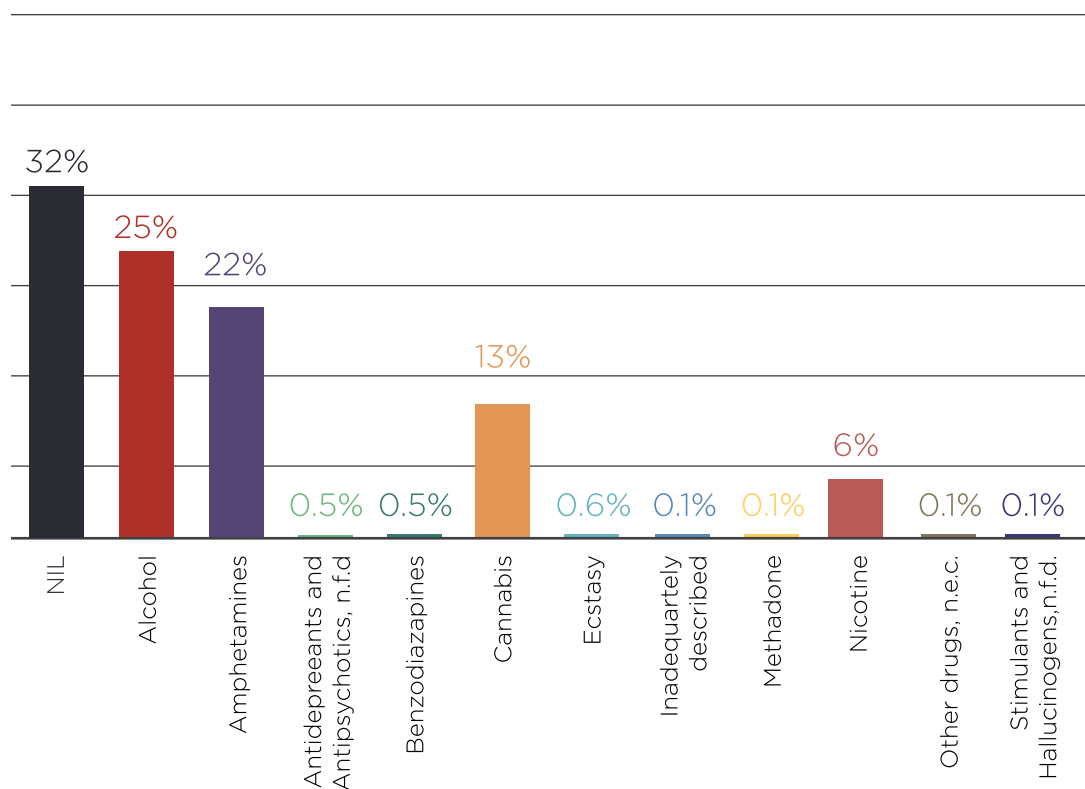
## CLIENT EMPLOYMENT



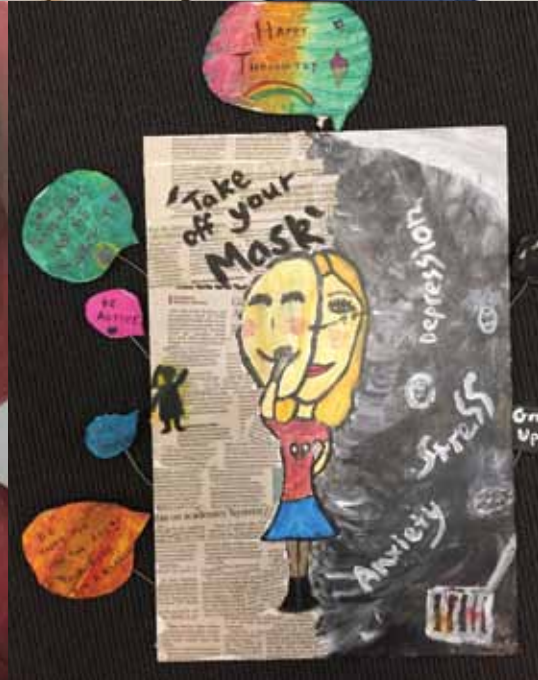
## CLIENT PRIMARY DRUG USED



## SECONDARY DRUGS IDENTIFIED







**PICTURED:** Entries in the WRAD Art in Schools competition



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LEAD AGENCY GREAT SOUTH COAST  
ALCOHOL AND OTHER DRUGS TREATMENT SERVICES  
HANDBURY MEDICAL SUITES