



WRAD HEALTH

PERSON-CENTRED CARE

# WRAD HEALTH **Strategic Plan** 2023-26





# WRAD HEALTH

WRAD is a dedicated organisation with a passionate Committee who provide good governance. WRAD Health strive to improve access and treatment for people and families with substance misuse issues. We are proud of our achievements over the past 3 years. This strategic plan provides a valuable framework to continue to support the community and to deliver quality services across our region.

*WRAD Health Chairperson*  
**Helen Taylor**

## WRAD HEALTH STRATEGIC PLAN 2023-26

 172 Merri Street,  
Warrnambool, Vic 3280  
 55 645777  
 [wrad.org.au](http://wrad.org.au)  
[thelookoutrehab.com.au](http://thelookoutrehab.com.au)

WRAD Health is funded by the Victorian Government Department of Health and the Western Victoria Primary Health Network. Other sources of funding include fee-for-services through Medical Services, and various fund-raising activities.

 [www.twitter.com/WradCentre](https://www.twitter.com/WradCentre)

 [www.facebook.com/WradCentre](https://www.facebook.com/WradCentre)



We acknowledge the Traditional Custodians of the land we work on and pay our respects to Elders Past, present, and emerging.



We celebrate, value, and include people of all backgrounds, genders, sexualities, cultures, bodies, and abilities.



The WRAD Team ▲







## WORKING HARD TO PROVIDE THE BEST PATIENT CENTRED CARE

WRAD Health prides itself on being an organisation that welcomes diversity and inclusion as crucial to the success of our organisation. WRAD Health have a commitment to create a workplace culture that values everyone. WRAD Health is an organisation that people know they are respected and supported regardless of background, race, ethnicity, gender, sexual orientation, religion or any other personal characteristic. By fostering a diverse and inclusive workplace WRAD Health has a broader range of perspectives to bring to our service. WRAD Health maintain diversity and inclusion through training opportunities and relevant policies and procedures.

## GUIDING PRINCIPLES

- Person-centred and strength-based
- Trauma-informed
- Recovery-oriented continuity of care
- Integrated service delivery
- Partnerships
- Sustainability

## OUR PHILOSOPHY

WRAD Health values the uniqueness of all individuals and recognises the need to provide a flexible, accessible, effective and acceptable service model to all individuals in our community. WRAD Health embrace the principles of harm minimisation and offer services to all members of the community inclusive of individuals from diverse cultural backgrounds, Aboriginal and Torres Strait Islander peoples and people who identify with the LGBTQIA+ community.

## GENERAL STATEMENT OF PURPOSE

### WRAD Health has operated for over 37 years.

We employ 37 staff in Warrnambool and subcontract 7 positions across the Great South Coast catchment. WRAD Health is funded by the Department of Health, Primary Health Network (Western Victoria) and Medical and other Allied Health fee for services.

WRAD Health clinical services are accredited on a 3-year cycle through QIP and medical services through AGPAL.

WRAD Health has a voluntary 8-member Committee that govern the organisation. WRAD Health has a strong community presence and has developed excellent local partnerships, to value add to our services.

WRAD Health has a strong financial core and quality and risk controls are in place to provide oversight and accountability.

This 3-year strategy plan is designed to strengthen our service delivery and provide improved services for our clients and families.

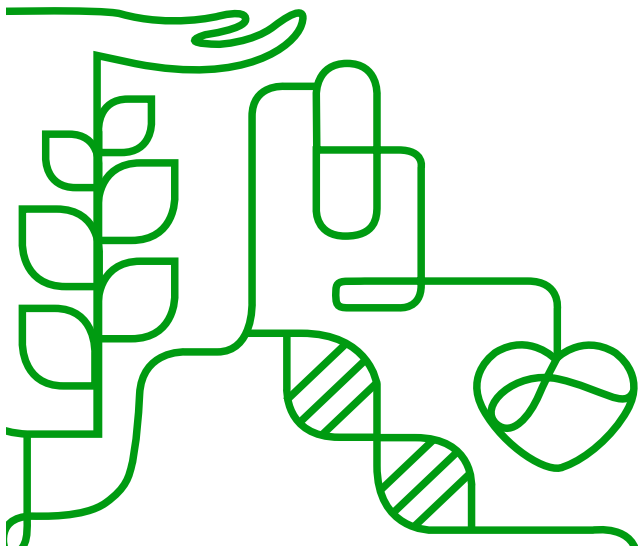
WRAD Health provides responsive treatment services across a broad spectrum to address complex health problems.

The cost effectiveness of drug treatment has been well established and every dollar invested in treatment yields up to 7:1 when health costs are included.

Treatment reduces interpersonal conflicts, improves workplace productivity and results in fewer drug related accidents. Clients generally improve their health status and improve their living, social skills and relationships.



**WRAD Health provides responsive treatment services across a broad spectrum to address complex health problems.**



# WRAD HEALTH SERVICE SNAPSHOT

## VADC Programs 2021-2022



Total **754**  
client episodes



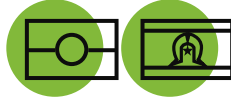
Youngest client:  
**19** years old



Oldest client:  
**86** years old



Mean age is  
**41** years old



**5%** of our clients  
identified as either  
Aboriginal and/or Torres  
Strait Islander.



**448** were male (**59%**)  
and **306** Female (**41%**)

Most common primary drug of concern;



Alcohol **347**



Methamphetamine **197**



Cannabis **143**

## PHN programs of Assertive Youth Outreach, Brief Intervention and Dual Diagnosis



Total **242** clients



Youngest client:  
**14** years old



Oldest client:  
**78** years old



Mean age **41.4**  
years old



**4.5%** identified  
as Aboriginal and/or  
Torres Strait Islander.



**82** AYO clients,  
**64** DD clients,  
and **62** BI clients

Most common primary drug of concern;



Alcohol **101**



Methamphetamine **28**



Cannabis **162**



Aerosols **34**

Alcohol and Cigarettes/smoking are the 2 priority  
areas identified in local municipal health plans as  
being above the state average.



## AIHW REPORT 2020-21

In 2020–21: Alcohol was the most common principal drug of concern of closed treatment episodes. Cannabis was the highest illicit drug reported. Counselling was the most commonly accessed treatment of the variety of services available.

- The alcohol-induced death rate for males was almost 3 times higher than females (8.3 per 100,000 population for males, compared with 2.8 deaths per 100,000 population for females).

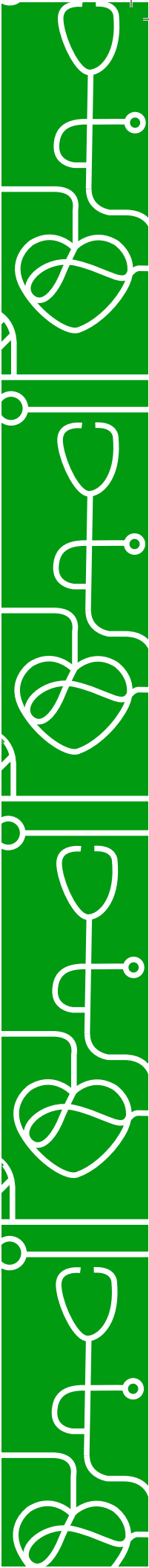
- The highest age-specific rates were for older people – 15.5 per 100,000 population for those aged 55–64 years and the lowest rates were for those aged 15–34 (0.7 per 100,000 population).
- For both males and females, the highest age-specific death rate was in those aged 55–64 years (23.4 per 100,000 population for males and 8.0 per 100,000 for females).

## WRAD HAS ACHIEVED SIGNIFICANT GOALS OVER THE LAST 3 YEARS AS FOLLOWS:

- 1 Accreditation of alcohol and other drug services.
- 2 Effective social media, marketing and improved public profile.
- 3 Access to medical, psychiatric and psychology services for clients.
- 4 Strong local partnerships to compliment service delivery.
- 5 An after-hours service providing easy access for medical, clinical and family support.
- 6 Advocacy to support the development of the Lookout Residential Rehabilitation Service.
- 7 Providing effective services for surrounding districts.
- 8 Providing pharmacotherapy clinics in Portland and Hamilton.
- 9 Development of Rainbow Tick accreditation process.
- 10 Development of Reflect RAP.
- 11 Lead agency support to the Great South Coast alcohol and other drug treatment services.
- 12 Significant building renovations and improvements completed.
- 13 Mural project completed.
- 14 Recovery Stories Project to promote client recovery.
- 15 WRAD Health has generated a total income increase of 43% to support client services.
- 16 New branding of WRAD Health.

# 2023/2026 WRAD HEALTH STRATEGIC PLAN

CLIENT QUALITY AND SERVICE GROWTH	WRAD HEALTH PROMOTION	STRONG EFFECTIVE PARTNERSHIPS	FINANCIAL GROWTH	SUSTAINABLE WORKFORCE
<ul style="list-style-type: none"> <li>• Be identified as a centre for smoking cessation/ vaping.</li> <li>• Be identified as a service to both individuals and families.</li> <li>• Be accessible and effective.</li> <li>• Maximize health technology opportunities.</li> <li>• Advocate for the placement of a residential rehabilitation program in our region.</li> <li>• Participate in research projects.</li> <li>• Complete RAP innovate</li> </ul>	<ul style="list-style-type: none"> <li>• Grow the image within the community of WRAD as a health service that provides specialist health services including AOD, Mental Health and Primary Health Care.</li> <li>• Strengthen our community profile and awareness within the community.</li> <li>• Promote services that WRAD Health offer and the image that seeking help is a sign of strength.</li> </ul>	<ul style="list-style-type: none"> <li>• Grow strategic partnerships.</li> <li>• Strengthen our service offerings through improved referral pathways.</li> <li>• Strengthen partnership with local aboriginal organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Grow our funding base through pursuit of grants and program initiatives.</li> <li>• Identify specific funded activities.</li> <li>• Client funded specialist programs (EMDR, ACT therapy and Allied health and fee for services.</li> </ul>	<ul style="list-style-type: none"> <li>• Expand our leadership group to meet the needs of a diverse workforce.</li> <li>• Meet our obligations to health service compliance such as MARAM and Child Safety Standards</li> <li>• Grow the workforce in terms of allied health professionals including mental health and other physical health specialties.</li> </ul>



# WRAD HEALTH STRATEGIC PLAN 2023-26

 172 Merri Street,  
Warrnambool, Vic 3280

 55 645777

 [wrad.org.au](http://wrad.org.au)  
[thelookoutrehab.com.au](http://thelookoutrehab.com.au)

 [www.twitter.com/WradCentre](https://www.twitter.com/WradCentre)

 [www.facebook.com/WradCentre](https://www.facebook.com/WradCentre)



WRAD HEALTH  
PERSON-CENTRED CARE