



windana

Drug & Alcohol Recovery

Annual Report 2009-2010  
Helping People Rebuild Their Lives

## Message from our Patron

### Our Patron

**Dame Elisabeth Murdoch AC, DBE**

*I am privileged and delighted to have been a supporter and Patron of Windana for almost 20 years.*

*Each year, over 1000 clients and their families are assisted to participate in Windana programs, as they overcome the harmful effects of alcohol and drug misuse.*

*My role as Patron has allowed me to connect directly with the clients and staff in a way that touches my heart. I enjoy visiting on special occasions to meet clients who show great courage and a deep commitment to a new life. It is always a pleasure to hear about the success of clients who have completed their program and are now living happy and fulfilling lives within the broader community.*

*Very few families remain untouched and we must all work together to increase compassion, advocacy and respect for the clients of Windana, as they create new opportunities and change their lives.*

*Elisabeth Murdoch.*

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## Troy's Story

*To all the staff at Windana,*

*A big thank you from me for all the care and respect you gave my son during his 10 day stay with you. I'm very proud of him for staying the 10 days as he learnt so much.*

*The therapeutic approach appears to have been just what he needed. He was really impressed with the naturopath and the alternative therapies.*

*He got through his first weekend well and feels positive about his future now.*

*He saw the psychologist that was arranged for him last week and will continue seeing her once a week. It is fantastic seeing him get up early each day and start the day healthy and happy.*

*Again "Thank you all".*

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Drug & Alcohol Recovery

## Helping People Rebuild Their Lives

### Who we are

Windana provides drug and alcohol treatment services to help those affected to rebuild their lives

**Last year we assisted over 1000 people to rebuild their lives.**

### Who we help

We help people who have become disconnected from their **family, children, friends** and **community** - because of harmful drug and alcohol use.

### What we believe

We believe that people can **rebuild** their lives.

### What we do

We build a **trusting** relationship with our clients and offer a range of **integrated services**, across our programs.

### Our view of success

We believe **success** is walking in the door.

### What we offer

Our work with clients is **holistic** and we treat the whole person, both physically and emotionally.

Over time, clients can achieve real **change** and **personal growth**.

Windana provides a variety of programs, where clients learn new social and practical life skills to equip them for a successful life within the community.

## Message from our Chairman

Windana continues to provide support for people who are struggling with their lives through issues related to drug and alcohol use.

This help is provided by a number of people who are committed to making a difference to peoples' lives.

I thank them sincerely for their dedication and continued support. Without these people the reputation Windana has within the community would not be as strong. Among our many services we are continually striving to enhance our methods and support. Our holistic approach keeps us focussed on individuals and their needs.

It has been with this in mind that we are developing our knowledge and services, including our dual diagnosis service. The combination of mental health, drugs and alcohol often go hand in hand and it is in this area where we would like to expand our research and the services that we can provide.

Another area which requires further development surrounds the integration program where we can take clients back into the community in a structured way to provide them with greater support along the way.

We thank our much loved Patron Dame Elisabeth Murdoch with her continued support and interest in the advances being made at Windana. Her ongoing support for many years has inspired both clients and staff and we appreciate her smiling face and gracious ways.

I would also like to thank my fellow Board members who give of their time and wise counselling to assist the Board in their governance and strategic contributions towards developing the future course of Windana.

I acknowledge the contributions of our former Chief Executive Officer, Carol Nikakis and thank her for the devotion she provided to Windana over the last five years. The Board wishes her all the best for the future.

We also welcome our new Chief Executive Officer, Brad Sadler. The Board is looking forward to working with him especially with the skills and knowledge he will bring to the organisation.

Development of our program is always at the top of our minds as well as keeping pace with the changes and research within the sector.

We are focussed on our commitment to refine and enhance the delivery of our services to achieve the best outcome for our clients.

Faced with these challenges I thank the staff of Windana who not only cope with the daily challenges but are also involved with up-skilling and redefining their roles to tackle these challenges.

To our ambassadors and the many friends and supporters of Windana, we thank you for your contribution in assisting with the development of Windana.

**Peter Hay**

Chairman

## Message from our CEO

2009-2010 saw Windana continue to provide vital services to our clients and communities helping people to rebuild their lives. In order to do so, we embraced a lot of positive changes during the year, improving our continuity of care, expanding the options offered to clients both during and post treatment and enhancing our dual diagnosis capacity. This could only be achieved in collaboration with our many supporters, our beloved patron Dame Elizabeth Murdoch, our hard working Board members, Ambassadors, Friends of Windana, volunteers, funding bodies and of course the dedicated work and good will of our many staff.

We have continued to work with Governments on all levels and enjoy the support of philanthropic organisations, private donors and our valued partners Sacred Heart Mission and Berry Street Victoria. We have reached out and touched the lives of so many people in our communities through the dedication of our skilled, caring and compassionate front line staff who have been well supported by our equally committed management and administration teams.

This year has seen us expand the role of Nursing staff and increase our interaction with General Practitioners providing an enhanced service to clients. We implemented our Day Program which unfortunately, despite its recognized success, was not funded past the initial 12 month period.

On the IT front, WisDom, our new intranet was created and rolled out across the organisation and work on EDNA, our new client information system continued in earnest.

Our Intake and Assessment team dealt with over 4000 contacts during the year and at our Therapeutic Community a new program structure was put in place, providing residents with daily education or therapy groups as part of a new working structure.

Our Outreach Services expanded to include Sacred Heart Women's House and Queens Road, developed and launched the Windana Family Handbook and received a private donation to continue funding for our Art Therapist position.

Our Adult and Youth withdrawal houses continued to meet the challenge of working with our clients at times of great need and vulnerability and are a focus of this Report.

### **Brad Sadler**

Newly appointed CEO began with Windana in October 2010



## Jenny's Story

My name is Jenny, and I have been into Windana Youth Detox twice.

The support they have given me is phenomenal. I know for a fact I would still be stuck in the worst position without the help of the staff and the methods they used.

I learnt so much about myself and new ways to deal with my anxiety, depression and anger.

The staff at Windana are incredible and are always open to how I'm feeling. Every time I felt anxious or angry, they helped me with strategies I now use in my personal life. The work Windana has done for me and for other people I know who have also been there, has always been so overwhelming with the care and support we receive from there. I am so grateful for the work that they do, they make the place feel like home to everyone.

I hold the upmost respect for the staff there, especially my one-on-one worker, and it has inspired me to be a better person. I am now clean from drugs and I believe that wouldn't be the case without Windana's help.

## Our Board Members

Windana's work is overseen by a committed Board whose members provide strong governance and strategic guidance to Windana. All Board positions are honorary and we greatly value the contribution made by past and present Board members. Board meetings are held monthly with an annual general meeting scheduled in November of each year.

### **Peter Hay - Chair**

*Board commencement date 2004*

Peter is a Director within the audit services practice at KPMG in Melbourne, specialising in advisory services. Peter joined KPMG over 12 years ago from ANZ, where he was a senior manager with the investment banks and a Trustee of the ANZ Australian Staff Superannuation Fund. Peter's career spans over 30 years in the financial markets sector, including over 10 years with both ANZ and Merchant Bank, Capel Court. Risk management, fraud reviews, corporate governance reviews, board self-assessments, strategic planning and compliance reviews are all part of Peter's extensive skill set.

### **Rebecca Smith - Deputy Chair**

*Board commencement date 1999*

With qualifications in health, welfare and management, Rebecca has worked in government and community managed service organisations in Australia and overseas. She has a solid skill-base in community consultation, planning and program development. She is currently working as a project consultant. Rebecca is the Chair of the Client Services Committee.

### **Amy Jewell – Treasurer**

*Board commencement date 2008*

Amy is a senior manager within the audit services practice at KPMG in Melbourne. She has been with KPMG for nine years and specialises in internal and external audit and accounting services to superannuation and financial services clients. Amy is the Chair of the Finance and Governance Committee.

### **Jenny Gillam – Secretary**

*Board commencement date 2002*

Jenny is the General Manager of Wallage Executive and has been with the company for over 10 years. In that time she has consulted to many medium and large private companies and not-for-profit organisations on the appointment of middle, senior and executive managers. Prior to this, Jenny enjoyed an extensive and varied career with the Commonwealth Government in the areas of employment, training and education. As a senior manager, she worked closely with the community and specific companies on a range of initiatives to create employment opportunities for the unemployed and other disadvantaged groups. Jenny has strong experience in the public, private and community sectors and consulting skills in human resources management and executive recruitment. Youth, family issues, drug and alcohol service provision and education are all areas of particular interest for Jenny. Jenny is the Chair of the Human Resources Advisory Committee.

### **Sally Webster**

*Board commencement date 1999*

In addition to experience in research and television journalism, Sally has built a career in various areas of law such as workers compensation, litigation, and migration. Her current work is in migration, which has led her into the area of human rights. Sally was a founding member of The Justice Project in 2004, together with Julian Burnside QC and others, and continues to contribute her professional experience in the areas of refugee law and governance of not-for-profit organisations.

### **Patricia Healy**

*Board commencement date 2006*

Pat has worked for many decades in the areas of community and public health and occupational health and safety (OH&S). She has worked mainly in research positions, but also in service provision and management with government bodies, community organisations and academic institutes. Pat also has a long record of voluntary work in the areas of alcohol and other drugs service provision, women's health and community development.

## Our Board Members

### John Gall

*Board commencement date 2006*

In 2008 John retired after 12 years as Managing Director of Franklin Templeton Investments Australia Limited, a subsidiary of Franklin Templeton, a large US based global investment manager. Prior to that, John worked for National Australia Bank for 39 years where he held several senior executive positions in international banking and investment services. John has always been active in industry and community affairs, with an interest in fundraising and marketing and is now making an important contribution as Chair of the Windana Marketing Committee.

John is also the Chair of the Melbourne Financial Services Symposium (MFSS) Sponsors & Supporters Group, the Chair of the MFSS Investment Stewardship Award, as well as Chair of the Victorian Innovation in Funds Management Award.

### Noel Sturgeon

*Board Commencement date 2008*

With a background in banking, business advice and executive selection, Noel brings to Windana a breadth of experience based on what is practical. His current activities include business strategic advice and evaluating the performance of boards and senior executive teams in the not-for-profit sector.

### Des O'Connell

*Board Commencement date 1987*

Des has a particular interest in the Windana Therapeutic Community where he was active in the planning, fundraising and building of Peter's Place - a mud brick building which is used for the purpose of reflection and quiet meditation by our clients. His background of employment was as a Navy Officer and he holds qualifications in finance management, aircraft inspection and architecture. On a personal level, Des has a strong commitment to alcohol and other drugs rehabilitation services

### Carol Nikakis - Windana CEO

*Commencement date 2005 - resigned May 2010*

Carol Nikakis – Windana CEO resigned in 2010 and Brad Sadler is now the new CEO. Brad commenced with Windana in October 2010.

## Windana Life Members

Life Membership is an honorary title awarded by the Board in recognition and appreciation of outstanding support of Windana. John Sherman, Diana Sher, Murray Gerkens, Anne Parsons, Peter Bucci (dec), Des O'Connell, Jenny Johnston, Barry Main, Michael Pontifex and Jan Pontifex.



## Melbourne Grammar School and Windana

The boys of Melbourne Grammar's Bruce House have been long time supporters of Windana. Their first major support of Windana was in 2009 when the boys volunteered to be waiters at Windana's annual Garden Party.

Each year Bruce House hold a dinner for the families' of their students, in late 2009, our CEO, Carol Nikakis, spoke at this dinner and the group raised over \$800.00. Bruce House have also spent time promoting Windana in their newsletter and parents and students continue to donate to specific projects.

To show our thanks Windana took the leaders of Bruce House out to Cruden Farm, where the boys were able to meet Dame Elisabeth Murdoch and enjoyed morning tea with her and some of Windana's staff.

Glenn Matthews the head of Bruce House said, "The liaison with Windana has been a great educational one for the boys. It is great that we are aligned with a local charity. Many of the students still refer to the speech one of Windana's clients gave at the garden party and they are proud to know that they are helping such a great charity."

The Bruce House boys were also instrumental in Windana receiving a \$5,000 grant from the Lord Mayor's Trust as they sent in their votes for their favourite charity in a special program put on by the Lord Mayor's Trust called 20 days of giving.

Windana would like to thank Bruce House for their hard work and dedication to assisting Windana and its clients.

## About our Services

This year Windana celebrated 10 years since opening the Windana Youth Withdrawal House. The Youth Withdrawal House program opened in 1999 and has gone from strength to strength in its ability to assist young people suffering the negative effects of Drugs and or Alcohol use. This is a very important occasion for Windana. Over the years we have assisted over 1350 young people.

The very first sentence of our Philosophy mentions growth and change, that it is possible in individuals. In organisations it is both inevitable and desirable!

The Windana Services Family Program has introduced a significant new program by training two staff in a course called 'Parents under Pressure' (PuP). PuP is an intensive one on one parenting programme for clients that also have substance abuse issues. From the training and from working through the program with several families the therapists and parents identified that part of the success of the program was due to the PUP parent's workbook. The workbook incorporated chapters designed to assist parents who struggle with parenting. Due to this positive feedback the team decided to develop a Windana Family Program handbook.

Over the past several months the team developed a handbook which includes assessments, individual treatment and children's plans and numerous chapters. The chapters cover some of the following areas: child development, mindfulness parenting, behaviour management, positive parenting, children's safety, CBT – parenting, goal setting and AOD use, relapse prevention and self care.

As all Windana programs become more Family Centred the expertise of the Family Program will be further utilised. If there was an increase in funding the Family Program could extend their support to include the siblings and parents of Windana clients that identified the need for this support. The redevelopment of the Therapeutic Community (TC) impacted on our ability to provide a therapeutic group to parents at the TC. We continue to have a presence at the TC with one team member being present two Sundays a month to assist with those parents who have access with their children. In addition,

another worker spends one afternoon a week at the TC for those clients that have any questions or issues relating to their children.

This year Windana has been improving its programs across the board both physically within the buildings and through staff training. The Adult Drug Withdrawal House received significant upgrades, the youth Withdrawal House installed a new garden and the Windana Therapeutic Community continued to make improvements across the houses. Staff across our programs have been attending training sessions, and in our second year of having a dedicated Dual Diagnosis worker we are pleased with our progress in treating clients with both mental health and drug and or alcohol issues. Staff and clients have benefited from significant training for our team members.

The Windana Supported Accommodation program has undergone significant changes. The key change was its amalgamation with our AOD Support Services program on a trial basis since February. This resulted in two team members working across both programs during this time period. This was difficult and exciting and the team has learnt to stretch their skills.

This year the Adult Drug Withdrawal Program delivered a quality service to over 550 participants, through a time of change and growth in both the staff team and the Program.

A significant change to the Program resulted from the new medication policies, with improved access to consumers who may with now withdraw assisted by pharmacotherapy, as well as maintain their other prescribed medications. Other changes are the introduction of the Modified Mini Screen, a useful tool to assist in monitoring our clients' mental health; the introduction of fortnightly psychodrama group - an interactive, therapeutic group that uses role play to unpack the daily dramas of life in a safe, supported environment; and the implementation of the new Case Worker's roster.

## About our Services (cont.)

The team have been aiming to achieve the seamless entry of clients into the program. We have been reintroducing reviews with clients, enabling clients to give feedback on the processes within, and their experience of the program.

The feedback is valuable input to the program and has been used to make some changes to the program, including amending the client contract by introducing an Intensive Phase 2nd Phase (IP2P) to assist clients who relapse. This involves the client returning to detox and coming back to the program under a more intensive support phase. It entails, more contact with the support worker either face to face or via phone, clients attending all groups doing urine screens, and attending NA and or AA. We have been able to assist clients to stay in the program and to continue with their journey. At times, planned exits were very challenging, however working closely with the clients to assist them to develop Individual Treatment Plans (ITP'S) that are realistic and achievable has assisted. Through the work of the dual diagnosis worker, our client group increased their understanding of the issues of mental health.

### Therapeutic Community

The TC has experienced a very full year of significant changes. Following an external review in 2008 and a series of focus groups with a range of stakeholders a plan was developed for the introduction of a new programme into the TC. The new role of 'case worker' was created to run the new programme and CBT, ACT, and therapeutic group facilitation training was provided for the new team. The restructure of the programme saw the introduction of learning theory based psycho-education groups and co-facilitated group therapy sessions for all phases of the programme run on a daily basis.

Research and experience tells us that a large percentage of residents arrive at the TC with significant mental health as well as substance abuse issues. The new programme therefore has a significant emphasis on the development of skills and strategies for living a life that includes mental health challenges.

The hierarchical structure of a 3-phase TC structure has been enhanced with new processes for progress reviews, a new structure for work allocations based in the development of skill

sets, a progressive development of integrated knowledge themes through the phases, more effective handover between the drug withdrawal unit and the TC, and greater involvement of Windana family services with residents during their stay. Residents report that they like the new structure and are getting more from their experience at the TC than they were before.

New teams were created for running the TC on weekends and they have put a lot of effort into the creation of a weekend programme that includes the creation of music sessions with equipment donated by one of the weekend team members, and also a regular routine of day excursions with residents who are not away on leave. Weekends also include visits by the families of residents and we provide opportunities for residents with young children to have them stay overnight so that they can enjoy each other in a safe and substance free environment.

The TC principles of 'life lived in community' were enhanced by bringing meals back to a community setting and the employment of a professional kitchen coordinator has allowed us to create learning opportunities for residents to develop skills in food preparation, budgeting, and healthy eating.

A nurse was added to the TC team during this past year. This allows us to develop individualised health care plans for people upon arrival at the TC and to be able to monitor health care concerns more effectively. The nurse will also be able to provide important health care education to the community. The TC continues to enjoy the significant contribution to health care that our naturopath brings to residents and we have been able to improve the quality of care from the naturopath by having the naturopath that residents see at the drug withdrawal unit continue to support them at the TC.

The volunteers from JB Weir have again this year joined with residents and staff to create another asset for the community. Last year they assisted with the creation of our beautiful labyrinth. This year they spent a day pouring their energy into the creation of 3 raised vegetable beds in the main garden area. This was a huge effort! Under the direction of the farm facilitator, residents have completed a further seven of these 1.5m x 7m plots.

## About our Services (cont.)

Add to this the birth of assorted lambs, goats, chickens, ducklings, and others and we see the creation of a holistic environment that not only assists residents to address their mental health and substance use, but also provides an opportunity for them to care for something outside themselves and to be involved in contributing to a community of mutual support and encouragement.

The passion and dedication of the whole team at the TC has provided the foundation and the energy for us to move forward during this year. Each team member, the residents who courageously sit with their challenges on a daily basis, and all the people who support us, contribute their energy to something greater than all the individual parts that we call "community".

### Community Services Program

The Community Services Program has embraced a lot of positive changes this year. We have improved continuity of care, expanded the options offered to clients both during and post treatment and enhanced our dual diagnosis capacity.

The Complementary Therapies Program came across into Community Services including the student clinics, private practitioners and responsibility for all naturopathy in residential programs. This year we set up a new service providing gold coin donation naturopathic consultations to Windana clients from the community centre half a day per week. This has opened access to ongoing nutritional and naturopathic advice for people who have had their first consultation in withdrawal and cannot afford ongoing naturopathic appointments.

The naturopathic remedies and supplements available in withdrawal are currently under review and comprehensive protocols and information materials on all supplements and therapies are being developed. The student clinics have continued to provide massage and acupuncture to drug withdrawal clients and to outpatients at a low cost thanks to Endeavour college staff and students and our dedicated team of acupuncture clinic supervisors, students and volunteers.

Intake has managed over 4,000 contacts providing information, referral, brief interventions and initial needs assessments often leading to assessment for Windana treatment programs. 781 assessment episodes have been provided; many have lead to clients following a pathway involving two or more programs for example from drug withdrawal to therapeutic community and into supported accommodation with Windana AODSS.

Assessors are now working with people's own doctors to set up withdrawal prescription regimes and to promote continuity of care. This includes working with clients and doctors to set up pharmacotherapy for maintenance, reduction or withdrawal in the unit. The availability of suboxone and methadone dispensing in drug withdrawal is a new element that has opened up the option of residential withdrawal at Windana for the first time to everyone on a substitution program.

The process of working with GPs prior to admission has the bonus of possibly improving doctors understanding of AOD treatment programs accessed by their patients if they are unaware and, conversely, involving addiction specialists in their patients treatment in a seamless way. The impact of this change on doctor understanding and client experience of withdrawal will be evaluated during the coming year.

Nurse involvement in the initial point of contact and assessment processes has also enhanced our response to complex medical presentations. We have also changed our young person's assessment process and are already experiencing improved access to WYCH through enhanced relationships with service providers.

The counselling case management team has offered 179 post treatment counselling episodes. The team introduced the Grief and Loss and Drug Use Group, devised and run by Ros Winkler and SMART recovery groups from the St Kilda centre.

We are looking forward to offering more post treatment group options in the coming year. Additional group activities to enhance post treatment contact will be developed so that the vital element of social support is available throughout the week for all to access.

## About our Services (cont.)

The Community Services Program worked with the dual diagnosis project to initiate an anxiety and depression group as a referral point for people who have been identified through the Modified Mini Mental Health Screen at the point of assessment.

Thanks to the fabulous practitioners who provide their treatments at low or no cost:

- Michelle Leber
- Daniel Ross
- Tamar Urbach
- Sue Beamish
- Larry Sutcliffe
- Alex Carpenter
- Zoe West
- Chantelle Bazerghi
- All the Windana Acupuncture Mentorship Program students and volunteers
- Endeavour college students and staff.

The compassionate, wise and highly skilled members of the Intake and Assessment, complementary therapies and counselling/case management teams.

Thanks to funding by the Federal Department of Health and Ageing, Windana was able to trial a Day Program. The Program was an innovative service type as the first AOD highly structured day program for adults in the state. Of note, six months after Windana was funded for a 12-month pilot program, the state Department of Health (then Human Services) announced its own day program three-year pilot for clients with alcohol dependency issues.

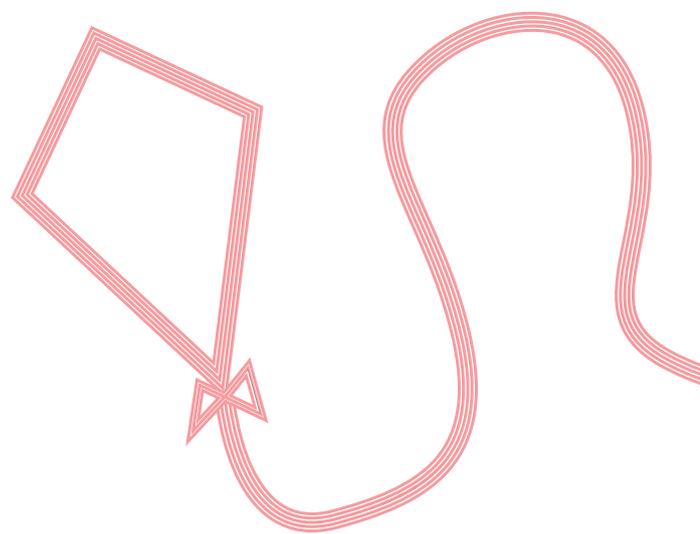
The Day Program was a structured 12-week non-residential, community based, rehabilitation program for adults to overcome their substance (alcohol and other drugs) misuse and the associated life problems. The Day Program also worked with people who may have a co-occurring mental health problem. It caters for up to 12 people, with a strict attendance policy.

The Program operated four days a week. It utilised evidence-based practice by providing weekly Cognitive Behaviour Therapy (CBT) based psycho-educational groups and has a strong peer based approach.

The Program commenced in late December 2008 and finished at the end of March 2010, a period of 15 months.

Windana is very pleased with the achievements of the day program in such a short space of time. The Program was very successful with a high level of completion compared to other treatment types. Of the 53 clients who committed to the Program beyond the first "Try Before You Buy" week, 28 completed the course. Eleven people who commenced the "Try Before You Buy" week did not go on from that first introductory week. Unfortunately the Program did not receive ongoing funding, however Windana will continue to seek funding to reopen this program.

It has been a challenging year for Windana's programs but growth and change forms the very nature of our work. Thanks to a dynamic, skilled, enthusiastic and compassionate team, and respect to the clients who continue to amaze with their courage and dignity in the face of adversity.



## Marketing and Fundraising Report

At Windana we are exceptionally lucky to have so many dedicated supporters who not only provide financial and in-kind support but Champion our cause to their friends, colleagues and families.

For the past 18 months we have been working closely with Glenn Matthews, the head of Bruce House at Melbourne Grammar, his dedication of Championing Windana as the Bruce House Charity has been beyond what we could ever have imagined. We see in the students at Melbourne Grammar, an eagerness to support those less fortunate and an enthusiasm to put in time and effort to assist a local charity. They have worked hard to raise funds to provide equipment for the Windana Therapeutic Community and their work should be applauded.

Our Ambassadors are a life line for Windana. They are all fabulous in their ongoing support, their enthusiasm, and ideas are essential to Windana spreading the word about our work.

It is heartening to know that if we are ever in need of advice, we have the option of contacting our Marketing Committee members. These members meet regularly and offer practical advice and assistance on all facets of Windana's marketing activities, including advice on our website, brochures and networking.

Every time we read a new a new letter of Client Feedback or comments made by one of our clients, we feel a sense of extensive pride to work for an organisation that truly helps people to rebuild their lives.



*Boots photograph by Travis Fryer*

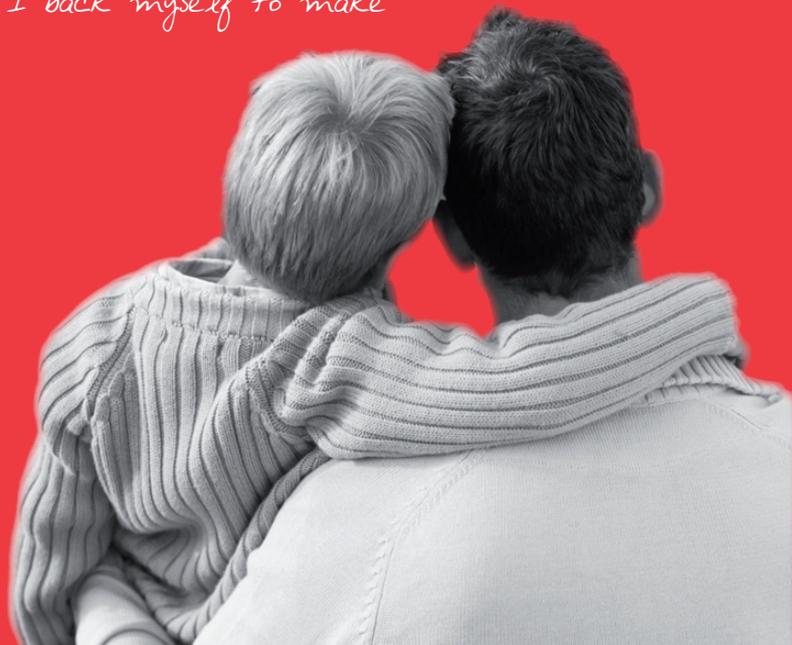
## Mitchell's Story

My life today is unrecognisable in comparison to two years ago, and I thank Windana for all the help it's given me in rebuilding my life, a life that today is very busy!

I volunteer for two not-for-profit organisations, I am studying for a Diploma and am doing other Education courses. Every week I attend a Buddhist learning centre as well as attending AA meetings.

I now have contact with my children regularly and I often go to galleries and expos. I recently just spent 3 days volunteering at a major festival. I live independently, but still visit the Therapeutic Community in Maryknoll to help out in the garden. Phew, I'm luv'n life at the moment and I back myself to make healthy choices.

I am dreaming to be great.  
Thank you wholeheartedly.



## Ambassador's Report

**Ambassadors play an integral part in Windana's achievements; we provide support by lending our voices to promote Windana's work and assist in the building of relationships with potential supporters. On a practical level, we also assist Windana with developing projects.**

As an ambassador of Windana I have had the opportunity to meet many other individuals who are dedicated to making a difference within their local community.

This year, the Windana Ambassadors have worked on a number of projects. My personal favourite was dressing up as Santa to hand out gifts to Windana's clients' children at the Annual Windana Family Christmas Day. Windana's Ambassadors, friends and staff worked together to ensure that the Children of our clients did not miss out. Consequently we had a range of gifts donated, suitable for a variety of ages.

The joy that these small gifts brought to these children was etched on their faces. One young boy after unwrapping his green tractor, promptly started playing with it, ignoring the rest of the frivolity and was completely immersed in the difficult task of making 'real' tractor noises. It is small contributions like this and seeing the result first hand that makes being an ambassador for Windana such a worthwhile experience.

As a group Windana's Ambassadors continue to spread the word about this wonderful organisation, participating in fundraisers such as the Village movie ticket drive and Easter Egg drive. Ambassadors have also played the important role of expanding Windana's contacts by representing Windana at meetings and talking about the organisation. This has ensured that Windana has subsequently made mutually beneficial relationships that will continue into the long-term. Many ambassadors have also offered up office space in their place of work in order for Windana to hold meetings.

To find out more about becoming an ambassador visit the Windana website or contact reception.

**Matthew Gould**

Ambassador

## Human Resources (HR)

This reporting period was a time of great change for Windana – in structure, staffing and development.

Our coal-face workers provide critical business and up until now they have had limited room to move in their careers at Windana.

We wanted to look at a way that would extend opportunities for Windana staff as well as provide better coverage for client services. To this end, we restructured this staffing group to add a new tier to the classification. We also used the opportunity to standardise the type of work for all residential programmes by consolidating these front-line positions.

The benefit for us was to be able to have staff skilled-up to be able to work at any of our residential programmes, thus de-siloing the organisation even further.

Another element of significant organisational change was the design and implementation of a Windana specific intranet called "WisDom" (Windana Information System Domain). We collated all Windana documentation, policies, procedures, processes and forms into this new system over the year and finally released it for use of all staff. WisDom has vastly improved the way we work and communicate in the organisation providing new and improved document control, collaborative tools and the promotion of information sharing.

Once WisDom was implemented, we convened a Policy Review Committee to examine its content: all Windana's policies, processes and forms.

This, in turn, assisted us in our preparations for the Quality Accreditation process we undertook. Indeed, we were fortunate enough to again be accredited with QICSA as a quality AOD Service Provider.

Moving forward, we have many exciting projects to put in place for the next reporting period which include an Employee Assistance Program, an Enterprise Agreement and the implementation of Workplace Health Surveys.

**Brad Armstrong**

Human Resources Manager

# 2010-2013 Strategic Plan

## Our Vision

We will provide a range of complementary treatment services to support individuals and families to assist them to recover from the harmful effects of drugs and alcohol. We will draw on our specialist expertise to increase community understanding of drug and alcohol related issues and we will develop a pro-active, educative focus to our work.

## Our Mission

### Helping people rebuild their lives

#### Our Principles

1. Provide a range of approaches and give attention to all aspects of an individual
2. Provide unflagging belief and support for individuals who wish to change and grow
3. Respect differences in culture, religion, gender, age, family situation, background and economic status
4. Commit to honesty and respect in all our relationships
5. Draw on our expertise to develop new approaches to support treatment information and community education
6. Develop processes and practices that are open, fair and honest.

## Strategies to enhance our Vision

1. **Windana will build capacity through the following:**
  - Strengthen governance of the organisation and mitigate risk
  - Create marketing and fundraising opportunities
  - Instil a culture of continuous quality improvement
  - Co-locate a number services to St Kilda to optimise our resources
  - Research, evaluate and measure our services to confirm our understanding of what works
  - Create a strong presence within the sector
  - Strengthen existing relationships.
2. **Windana will maintain high quality Client Services through the following:**
  - Upgrade facilities at the Therapeutic Community to improve quality of service provision
  - Improve client transition, through integrated housing and community based support
  - Instil a culture of family centred practice
  - Develop a culture of Dual Diagnosis expertise across the organisation.
3. **Windana will improve Communication through the following:**
  - Develop a whole of organisation approach to communication with all stakeholders to improve knowledge management
  - Develop Windana website and implement HR and Client Information Management Systems (CIMS).

## Dave's Story

“ To all of the wonderful people at Windana,

Those who taught me, those who work behind the scenes and those benefactors who donate so that people like me can learn to take care of ourselves, learn to love ourselves and others and of course our own families and children.

Thank you, Thank you, Thank you

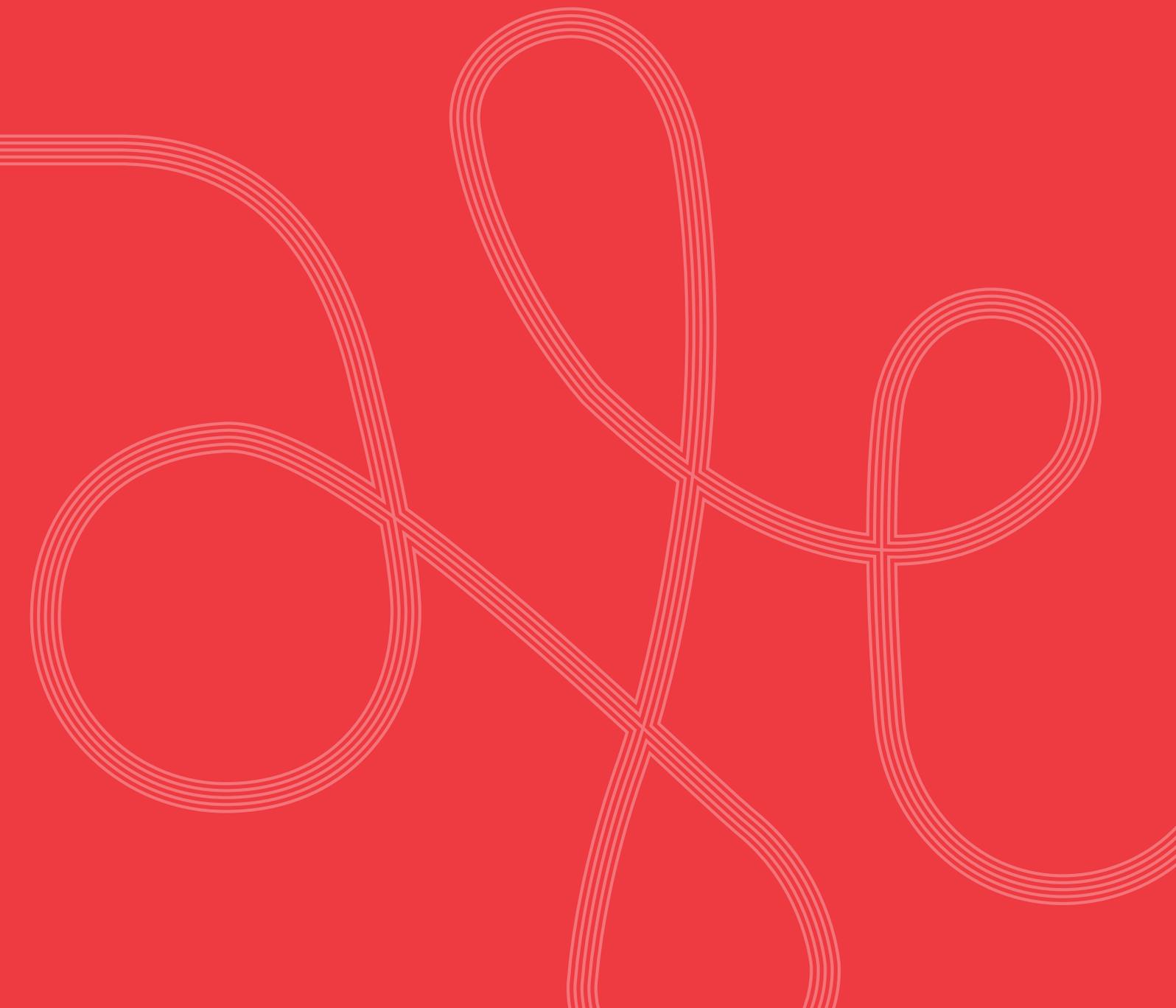
(May there be people in your own lives that give you strength also).

Warm fond & loving regards,

Dave.

”

Concise Financial Report for the year ended  
30 June 2010



18 November 2010

The Board of Management  
The Windana Drug & Alcohol Recovery Inc  
88 Alma Road  
ST KILDA VIC 3182

**William Buck**

Level 1, 465 Auburn Road, Hawthorn East VIC 3142  
PO Box 185, Toorak Vic 3142  
Telephone +61 3 9824 8555 Facsimile + 61 3 9824 8580  
williambuck.com

## **INDEPENDENT AUDITOR REPORT TO THE MEMBERS OF THE Windana Drug & Alcohol Recovery Inc**

### **Report on the Concise Financial Report**

The accompanying concise financial report of Windana Drug & Alcohol Recovery Inc. comprises the statement of financial position as at 30 June 2010, the statement of comprehensive income, statement of changes in equity and statement of cash flows year ended on that date and related notes, derived from the audited financial report of Windana Drug & Alcohol Recovery Inc. for the year ended 30 June 2010, as well as the discussion and analysis. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards.

### **Board's Responsibility for the Financial Report**

The board Windana Drug & Alcohol Recovery Inc. is responsible for the preparation and presentation of the concise financial report in accordance with Accounting Standard AASB 1039: *Concise Financial Reports* (including the Australian Accounting Interpretations), statutory and other requirements. This responsibility includes establishing and maintaining internal control relevant to the preparation of the concise financial report, selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

### **Auditor's Responsibility**

Our responsibility is to express an opinion on the concise financial report based on our audit procedures. We conducted an independent audit of the financial report of Windana Drug & Alcohol Recovery Inc. for the year ended 30 June 2010. our audit report for the financial report for the year was signed on 18 November 2010 and was not subject to any modification. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

Our procedures in respect of the concise financial report included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and the examination on a test basis, of evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039: *Concise Financial Reports*.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### **Independence**

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

### **Auditor's opinion**

In our opinion the concise financial report including the discussion and analysis of Windana Drug & Alcohol recovery Inc for the year ended 30 June 2010 complies with Accounting Standard AASB 1039: *Concise Financial Reports*.

William Buck Audit (Vic) Pty Ltd  
ABN 59 116 151 136



**Andrew P. Marks**  
Director

## STATEMENT OF BOARD

for the Year Ended 30 June 2010

The directors of The Windana Drug & Alcohol Recovery Inc declare that the concise financial report of The Windana Drug & Alcohol Recovery Inc. for the financial year ended 30 June 2010 as set out in pages 4 to 10

- (a) complies with Accounting Standard AASB 1039: Concise Financial Reports; and
- (b) is an extract from the full financial report for the year ended 30 June 2010 and has been derived from and is consistent with the full financial report of Windana Drug & Alcohol Recovery Inc.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



**Mr. Peter Hay**  
Chair



**Ms. Amy Jewell**  
Treasurer

Melbourne, November 2010

## BALANCE SHEET

for the Year Ended 30 June 2010

### DISCUSSION AND ANALYSIS OF THE FINANCIAL STATEMENTS

#### Information on The Windana Drug & Alcohol Recovery Inc Concise Financial Report

The concise financial report is an extract from the full financial report for the year ended 30 June 2010. The concise financial report has been prepared in accordance with Accounting Standard AASB 1039: Concise Financial Reports.

The discussion and analysis is provided to assist members in understanding the concise financial report. The discussion and analysis is based on financial statements and the information in the concise financial report has been derived from the full 2010 Financial Report.

#### Income Statement

The Entity returned a surplus from operating activities this year as they did last year. This was in contrast to the budget which predicted a deficit.

#### Balance Sheet

Net Assets of the Entity have increased by \$88,236. This was partly attributable to an increase in Property, Plant and Equipment of \$66,383.

#### Cash Flow Statement

Cash flows decreased relative to 2009. This was due to the timing of funds received for Government Grants in the 2009 financial year, which were spent in the 2010 financial year. There was also reduced funding from the Department of Health due to a re-organisation of Department processes.

**INCOME STATEMENT**

for the Year Ended 30 June 2010

	Note	2010 \$	2009 \$
<b>Revenue and Expenses</b>			
Revenue	2	6,325,573	6,050,925
Employee Benefits Expense		4,585,281	4,365,662
Depreciation		170,936	201,737
Administration Expenses		1,373,975	1,359,310
<b>SURPLUS/(DEFICIT) Before Income Tax</b>		<b>195,381</b>	<b>124,216</b>
Income Tax Expense		-	-
<b>SURPLUS/(DEFICIT) From Operations</b>		<b>195,381</b>	<b>124,216</b>
<b>OTHER COMPREHENSIVE INCOME</b>			
Revaluation of Property, Plant and Equipment		-	1,289,987
Movement in Capitalised Grants and Donations Reserve		(107,145)	(14,715)
<b>OTHER COMPREHENSIVE INCOME for the period</b>		<b>(107,145)</b>	<b>1,275,272</b>
<b>TOTAL COMPREHENSIVE INCOME for the period</b>		<b>88,236</b>	<b>1,399,488</b>

**BALANCE SHEET**

as at 30 June 2010

	Note	2010 \$	2009 \$
<b>Current Assets</b>			
Cash and cash equivalents		2,274,371	2,852,553
Inventories		24,935	27,732
<b>Total Current Assets</b>		<b>2,299,306</b>	<b>2,880,265</b>
<b>Non Current Assets</b>			
Property, Plant and Equipment	4	6,480,119	6,413,736
<b>Total Non Current Assets</b>		<b>6,480,119</b>	<b>6,413,736</b>
<b>TOTAL ASSETS</b>		<b>8,779,425</b>	<b>9,294,001</b>
<b>Current Liabilities</b>			
Trade and other payables		499,761	471,192
Provisions		341,019	355,255
Grants received in advance		701,895	1,323,972
<b>Total Current Liabilities</b>		<b>1,542,675</b>	<b>2,150,419</b>
<b>Non - Current Liabilities</b>			
Provisions		135,844	130,920
<b>Total Non - Current Liabilities</b>		<b>135,844</b>	<b>130,920</b>
<b>TOTAL LIABILITIES</b>		<b>1,678,519</b>	<b>2,281,339</b>
<b>NET ASSETS</b>		<b>7,100,906</b>	<b>7,012,662</b>
<b>Equity</b>			
Reserves		3,681,607	3,788,752
Retained Earnings		3,419,299	3,223,910
<b>TOTAL EQUITY</b>		<b>7,100,906</b>	<b>7,012,662</b>

**STATEMENT OF CHANGES IN EQUITY**

as at 30 June 2010

	Retained Earnings \$	Asset Revaluation Reserve \$	Capitalised Grant & Donations Reserve \$	Total \$
<b>BALANCE at 1 July 2008</b>	<b>3,099,702</b>	<b>2,101,242</b>	<b>412,238</b>	<b>5,613,182</b>
Surplus/(Deficit) from operations	124,216	-	-	124,216
Net Income & Expense recognised directly in Equity	-	1,289,987	-	1,289,987
Movement in Capitalised Grants & Donations Reserve	-	-	(14,715)	(14,715)
<b>TOTAL Comprehensive income for the period</b>	<b>195,381</b>		<b>(107,145)</b>	<b>88,236</b>
	124,216	1,289,987	(14,715)	1,399,488
<b>BALANCE at 30 June 2009</b>	<b>3,223,918</b>	<b>3,391,229</b>	<b>397,523</b>	<b>7,012,670</b>
Surplus/(Deficit) from operations	195,381	-	-	195,381
Movement in Capitalised Grants & Donations Reserve			(107,145)	(107,145)
<b>BALANCE at 30 June 2010</b>	<b>3,419,299</b>	<b>3,391,229</b>	<b>290,378</b>	<b>7,100,906</b>

**CASH FLOW STATEMENT**

for the Year Ending 30 June 2010

	Note	2010 \$	2009 \$
<b>Cash Flows From Operating Activities</b>			
Receipts from Government Grants & Donations		5,123,896	5,432,182
Receipts from Centre Generated Activities		382,343	427,823
Payments to service providers and employees		(5,950,767)	(5,701,699)
Interest Income		98,879	161,304
<b>NET CASH Provided By Operating Activities</b>		<b>(345,650)</b>	<b>319,610</b>
<b>Cash Flows From Investing Activities</b>			
Proceeds from Sale of Property, Plant & Equipment		90,208	96,172
<b>Payments for:</b>			
Plant and Equipment		(148,510)	(149,281)
Motor Vehicles		(154,200)	(177,304)
Computer Equipment		(20,011)	(20,083)
Buildings		0	(11,034)
<b>NET CASH Provided By / (Used In) Investing Activities</b>		<b>(322,721)</b>	<b>(357,702)</b>
<b>NET INCREASE / (DECREASE) IN CASH HELD</b>		<b>(578,161)</b>	<b>58,080</b>
Cash At the Beginning of The Year		2,794,452	2,794,452
<b>Cash At the End of The Year</b>	<b>3</b>	<b>2,274,371</b>	<b>2,852,532</b>

## NOTES TO THE CONCISE FINANCIAL REPORT

for the Year Ending 30 June 2009

### NOTE 1 – BASIS OF PREPARATION OF THE CONCISE FINANCIAL REPORT

The concise financial report is an extract from the full financial report for the year ended 30 June 2010. The concise financial report has been prepared in accordance with Accounting Standard AASB 1039: Concise Financial Reports.

The financial statements, specific disclosures and other information included in the concise financial report are derived from and are consistent with the full financial report of Windana Drug & Alcohol Recovery Inc. The concise financial report can not be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of Windana Drug & Alcohol Recovery Inc., as the full financial report. A copy of the full financial report and auditors report will be sent to any member, free of charge, upon request.

The financial report of the Windana Drug & Alcohol Recovery Inc. complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety except where exemptions for not-for-profit entities are utilised. The presentation currency used in this Concise Financial Report is Australian dollars.

	2010 \$	2009 \$
<b>NOTE 2 – REVENUE</b>		
<b>Operating Activities</b>		
<b>Centre Generated Income</b>		
Client Fees	360,580	416,408
Contract Receipts	88,984	9,336
Other Income	2,113	21,872
<b>TOTAL Centre Generated Income</b>	<b>451,678</b>	<b>447,616</b>
<b>Grants And Donations</b>		
State and Federal Grants	5,570,966	5,165,570
General Donations	152,521	218,072
Trust Funds	46,727	58,659
<b>TOTAL Grants And Donations</b>	<b>5,770,214</b>	<b>5,442,301</b>
Interest Income	98,879	161,303
Profit/(Loss) on sale of fixed assets	4,802	(295)
<b>TOTAL REVENUE</b>	<b>6,325,573</b>	<b>6,050,925</b>

	2010 \$	2009 \$
<b>NOTE 3 - RECONCILIATION OF CASH</b>		
Cash in Hand	3,270	3,920
Cash at Bank	1,266,700	1,335,151
Term Deposits	1,004,401	1,513,462
<b>CASH AT THE END OF THE YEAR</b>	<b>2,274,371</b>	<b>2,852,533</b>

The Entity has an overdraft facility of \$30,000 with the ANZ Banking Group. This overdraft facility is subject to annual review by the bank.

### NOTE 4 – PROPERTY PLANT AND EQUIPMENT

Freehold land and buildings are shown at fair value based on periodic, but at least triennial independent valuers, less subsequent depreciation for buildings. The Entity's land and buildings were last revalued on 23 September 2009 by independent valuers.

The Board elected to bring the valuation to account at 30 June 2009.

# Thank you to those who have worked with us. . . .

**Our Patron**, Dame Elisabeth Murdoch for her love, commitment and ongoing support.

## **Windana's Ambassadors:**

Andrea Coote (Inaugural Ambassador), Laini Liberman, Matthew Gould, John Guest, Rob Larkins, John McLeod (Eco Therapy), Moya Mills, Paul Pattison, Darren Ray, Barbara Rozenes, Elizabeth Stoney (Arts) and Megan Stuart.

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**We would like to thank our supporters and volunteers, who have provided greatly appreciated collegial, financial, recreation access, therapeutic and other support. Thank you!**

## **Government Supporters**

City of Greater Dandenong, City of Port Phillip, City of Stonnington, Criminal Justice Diversion Program, Department of Health and Ageing, Department of Human Services, Department of Human Services - Box Hill, Department of Planning and Community Development, Melbourne Magistrates Court.

## **Trusts and Foundations**

AER Foundation, Campbell Edwards Trust, Cardinia Environment Coalition, Colonial Foundation, Flora and Frank Leith Charitable Trust, Friends of Windana, Goldman Sachs JBWere Foundation, Helen McPherson Smith Trust, The Inger Rice Foundation, IOOF Foundation Ltd, Jack and Robert Smorgon Family Foundation, Lord Mayor's Charitable Fund, McLeod Family Foundation, The Myer Foundation, Perpetual BB Hutchings, The Queen's Fund, Victoria Police Youth Foundation, The William Angliss Charitable Fund.

## **Partners**

AA and NA members who have generously donated their time once a week to come in and address our clients, Anne Benton - Berry Street – South Eastern Region, Sacred Heart staff – Josie and Sheryl, Sue Beamish and the Reiki Clinic Volunteers, Endeavour College of Natural Health, Southern School of Natural Therapies.

## **Individuals**

Ali from Koala Manchester, Anonymous Donor - Art Therapy, B Main, C Sutherland, Daniel Ross, Danielle Lilai, D Ray, Debbie Griffiths, D Moyle, St Kilda Super Clinic Doctors - Dr Paul Blatt, Dr Kozminsky at The Genesis medical clinic, Dr Benny Monheight & Dr Danusia Pietrzak - The specialists at South City Clinic, Dr Charles Cyngler, Dr Yuyu Chit-Jellineck, Gail Ward at VAADA, Gary Bourke from Cambron, George Nikakis, Ilse Jamonts, James Vincent, Janice Hawke, Janine Brophy-Smith, J Butcher, Jennifer Williams, Jenny Hainsworth, Joan Benallack, J O'Connor, John Williams, K & M Illiopoulos, Kaye Gravell, Kaye Easterby, Lillian Hendrickson – caterer, Lindy Clark – physiotherapist, Meredith Ciddor

from Commonwealth Rehabilitation Services, Michael Kane, Nahid Askar, M Jeffrey, P Hay, Philip Aitkin, Portia Rossi, Robert Owen – Sculptor, S Goddard, S Murphy, S Groves, Sally Edwards – Financial Counsellor, Sue Phillip, S Silk, Sue Cameron – physiotherapist, Vanda Hamilton and Vito Doquile. Thank you to those who made donations in memory of loved ones.

## **Suppliers and corporate supporters**

Alma Road Milk bar and Neighbourhood food store, ArtPlay, Australian Online Advertising, Bookmooch, Bunnings – Dandenong, Chapel Gate pharmacy's John Millikan and his team, Charman Unity Church Auxiliary, The Church Community in Mentone, Circus Oz, Createva, Everyday Hero, Fed Square Pty Ltd, flowers by janelouise, Goldman Sachs JBWere – Staff Volunteers, Hanover, Home Ground, Karma Currency, KPMG, KwikKopy, Lithocraft, The Melbourne Aquarium, Melbourne Water, Middle Park Fine Art Gallery, Montalto, National Buying Group, Professor Sharon Dawes – Parenting Under Pressure, Quality Event Hire, Ritchies Supermarkets, RMIT, St Augustine's Opportunity Shop, St Kilda Adventure Play Ground staff, St Kilda Swim Centre, Sunrise Fruit's Con and staff, Taskforce Toy Library Victoria, Turning Point, Victoria Courts, St Kilda Legal service, WAYSS, Williams Refrigeration Australia and The Wrapping Paper Company.

## **And finally, very special thanks to...**

Glenn Matthews from Melbourne Grammar and the students of Bruce House for their ongoing enthusiasm, dedication and financial contribution.

Optimo for providing our E: Newsletter and for assisting with printed documentation including this annual report.

Volunteer Photographer Travis Fryer (along with the Photography Studies College for finding a volunteer for us) for providing many of the photos for this report.

Editor and compiler of the annual report – Fiona Jordan

## How you can help

### Donate

Donations are directed to our Wish List items, or to a specific program or project of your choice. Donations may be made by cheque, money order, or online. See our website ('You can help') for further details on our Wish List and how to donate.

*Windana is a registered deductible gift recipient and income tax exempt not-for-profit organisation. All donations of \$2.00 and over are tax deductible.*

### Workplace Giving

A donation through workplace giving is a great way to make a big difference with a small, regular donation. Ask for one of our brochures or see our website for further details.

### Remember us in your Will

See our website for samples of bequest clauses.

### Volunteer

In-kind and professional pro bono support is always welcome. Or, consider becoming an Ambassador for Windana. Contact our Marketing & Fundraising Officer to find out how your skills can help.

### Natural Health Care

Visit the Windana Community Centre for a range of competitively priced natural health services and therapies. All profit is directed to the free or low-cost services we provide to our clients.

### For further information:

- See our website: [www.windana.org.au](http://www.windana.org.au)
- Sign up for Windana E-News, via our website or email [windana@windana.org.au](mailto:windana@windana.org.au)
- Contact our Marketing & Fundraising Officer  
Tel (03) 9529 7955

# The Windana Philosophy

We believe that **change** and **growth** are possible in all individuals as long as they so **choose**.

We acknowledge the **diversity** in the nature of **individuals** and the many aspects of their lives (physical, psychological, spiritual, social).

We therefore will be **holistic** in our attitudes, **universal** in our approach and provide as many facilities, options and stratagems as possible. We will ensure that not just one aspect of life or one single basis for change will dominate the whole.

We believe that growth is an ongoing learning process and that it will be sustained by providing a **safe, caring** environment where new behavior and ideas can be freely experienced in an **open, honest interaction** with the whole Windana Community.



Drug & Alcohol Recovery

**Windana Drug & Alcohol Recovery Inc.**

**ABN 68 398 137 238**

88 Alma Road (PO Box 372) St Kilda Vic 3182

Tel (03) 9529 7955 Fax (03) 9521 3581

Email : [windana@windana.org.au](mailto:windana@windana.org.au)

Website : [www.windana.org.au](http://www.windana.org.au)

*Windana is a fully registered not for profit organisation  
with no religious or political affiliations.*

*Windana acknowledges that we are gathered on the traditional lands of the Kulin Nation.  
At Windana we value the heritage and traditions of the indigenous people of this area.*