

windana

Drug & Alcohol Recovery



2012 - 2013 Annual Report



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# Helping people rebuild their lives

## Who we are

Windana is a major provider of drug treatment services in Victoria. Our aim is to offer holistic, innovative services through encouraging our people and clients to work in partnership. The value of community is intrinsic to our culture and promotes a sense of purpose and hope for the future. We envisage a society that enables individuals and families to recover from harmful alcohol and drug use and to build positive lives in mutually supportive and accepting communities.

## 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. 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.

The logo for Windana, featuring the word "windana" in a stylized, lowercase, white font. The letters are composed of multiple parallel lines, creating a sense of depth and movement. The 'w' and 'd' are particularly prominent, with their lines extending and curving.

Drug & Alcohol Recovery

# A message from the Chair of our Board

We've observed another year of significant change for Windana. We continue our journey of ensuring that we offer meaningful, relevant services for our clients. It continues to be a privilege to be associated with this wonderful organisation.

Firstly I would like to express my thanks to Brad Sadler who departed Windana earlier in the year. Brad was very focused on ensuring that he had the best team in place so that Windana was able to deliver superior services in the treatment of drug and alcohol recovery. He worked closely with the teams to make sure that current and planned services were in line with government philosophy and funding frameworks. The work that Brad and the team did to bring Windana back into a strong financial position, which included the additional funding for residential beds in our Withdrawal and Therapeutic Community services, has served Windana well moving forward.

I would also like to thank Brad Armstrong for his assistance whilst Brad Sadler was transitioning out of Windana into his new role. I welcome Anne-Maree Kaser who joined Windana as CEO in July and has hit the ground running. She joins as the government's reform agenda for the Drug and Alcohol sector starts to be implemented, and her expertise in the Community Sector with specific expertise in the Drug and Alcohol sector will be invaluable in leading Windana during this significant period of change.

Anne-Maree has extensive experience working for state and local government in a variety of roles including service evaluation and contract management, intake and assessment and service planning roles across AOD, Mental Health, Disability and Aged Care services.

Thank you to my fellow Board members for the guidance and support they have continued to offer during the year.

Lastly, I would like to acknowledge the passing of our dear patron Dame Elisabeth Murdoch. She was a unique individual who offered Windana wonderful support over many years. She is sadly missed.

Thanks also to our financial supporters and friends who continue to ensure that Windana is able to do that little bit extra to make a difference for our clients.

**Jenny Gillam**  
Chair of the Board



# A message from our CEO

Windana has been helping people make positive changes and regain control of their lives for almost 30 years. What we do makes a difference. Our approach works. Since joining Windana in July this year I have spoken with scores of clients, their families, employees and others who are part of the Windana family.

I've been struck by the stories our clients and their families have shared with me and humbled by the regard they have for our organisation. Our ability to help people achieve the change they seek relies on having the right people on board. We successfully delivered a comprehensive suite of services again in 2012-13 and I commend our tremendous people for their commitment in continuing to deliver excellent care and support for clients during a period of significant change.

In particular I acknowledge the team leaders of the withdrawal, outreach and rehabilitation programs who took on additional responsibilities while recruitment to senior positions was undertaken. My predecessor Brad Sadler had a strong focus on establishing a skilled and committed workforce and delivered on his commitment to attract and retain the best people. As the incoming CEO I believe that our people truly are our greatest asset.

Throughout the year our programs supported thousands of people from across Victoria. Our reception staff responded to more than 20,000 calls from people needing information and assistance and we made a difference to the thousands of clients and their families that connected with Windana.

We embraced a new approach to treatment while retaining our commitment to natural and complementary therapies. Our therapeutic community introduced the Slow Stream Pharmacotherapy Reduction Program funded by the Department of Health in January.

The program enables up to four residents at a time to reduce from Methadone or Suboxone while being part of Windana's therapeutic community. So far eight people have successfully completed the program and continued to participate totally drug free. The community has embraced the program and enjoys the celebration and achievement of residents who successfully complete their reduction.

Windana is supported by a number of generous donors. We thank them all for their donations, particularly the Friends of Windana who were once again so generous in 2012-13. A sense of excitement is building as we enter the practical stage of reform that the AOD sector has been preparing for. Windana has developed strong partnerships in recent months and we are working with those partners to develop a number of submissions that propose a revised model of care that will improve access and lead to better outcomes for people who need our services.

I'm grateful for the ongoing support of our Board for their exceptional leadership and guidance. I look forward to working closely with the Board and our management team over the next year to achieve our vision of helping people rebuild their lives.

**Anne-Maree Kaser**  
CEO



## Stacey

Hi, my name is Stacey and I'd like to give you a quick intro to my life and how Windana has helped me along my new journey.

My mum had me at a young age, I lived with her and her drug use until I was ten, then my nan took me in because mum couldn't look after me anymore. At the age of 13 I was addicted to marijuana. Then at 14 I started ecstasy and was addicted to that. At 16 I started the ice which mum's best mate got me hooked on. During that time my habit grew to a gram a day. Then I started the heroin to stop my head doing miles from the ice and was using both ice and heroin which became a 2 year habit until I got sent to my auntie's - by a lot of hard effort I got off it.

Once I was clean of the ice and heroin and Xanax, I came home but then was having trouble not relapsing and going straight back into my old circle of mates including my mum who still to this day is addicted to ice. My youth worker mentioned Windana and I agreed because I knew I wasn't coping with life in general...

I couldn't have made a better decision and will never look back on my old life, I have never been so inspired by the people who work to help the young ones to a better future; not just that, they give you more insight on the damage you're doing on your beautiful brain. I was extremely nervous and scared I'd fail but I went in with an open mind and was ready for a challenge. Believe me it's a challenge, but a great one at that. I will never forget the help and support I received in there and I've made posters and quotes hanging all around my room to keep me going and motivated every day to not go back to my old life.

As I said I can't thank them enough let alone forget them and I keep in contact with them once a month. But even if a relapse occurs, the one thing I learnt was don't beat yourself up keep going and get back on track. Windana taught me to trust again and to feel emotions I haven't felt in a long time. I had a lot of hate and anger in me which I have slowly let go to become that happy loving person I am today.

I honestly couldn't go back to where I was heading which would have been death. Thank you Windana and the great team you have working there. The help I received will never be forgotten.

***"I couldn't have made a better decision and will never look back on my old life..."***

\* Stacey is not her real name

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# Our Board

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.

## **Jenny Gillam - Chair**

*Board commencement date 2002*

Jenny currently is with Mondelez International (formerly Kraft Foods) as Head of Talent Acquisition. Over the last 14 years 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.

## **Peter Hay - Deputy Chair**

*Board commencement date 2004*

Peter is a Director at KPMG in Melbourne, specialising in advisory services. Peter joined KPMG more than 15 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 more than 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.

## **Amy Jewell - Treasurer**

*Board commencement date 2008*

Amy is a Director at KPMG in Melbourne. She has been with KPMG for more than 10 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.

## **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.

## **Esra Ozege**

*Board commencement date July 2012*

Esra is part of the Misconduct and Breach team at the Australian Securities and Investments Commission (ASIC) and is responsible for exercising ASIC's compulsory powers and assisting in the assessment of misconduct and breach reports to assess the availability of criminal, civil and administrative remedies. Esra is passionate about using her legal and commerce background to contribute to various not-for-profit and community organisations and is also part of the Board for an organisation that provides support and refuge to women and children stepping out of domestic violence. Additionally, after a trip to East Timor in November 2011, Esra is now helping a community in Dili build a special needs school for disadvantaged and disabled children. Achieving the right balance between her legal career and commitment to the community sector have been one of her driving motives and Esra looks forward to making an ongoing contribution to Windana.

# Our family and friends

## **Julie Prideaux**

*Board commencement date 2012*

Julie has undertaken a range of senior executive roles in the Victorian Department of Human Services, the Victorian Auditor General's Office and the Victorian State Services Authority. Previously she was Principal and Director of her consulting company, providing services to Federal, state and local governments, and for not-for-profit and community sector clients. Julie has expertise in public sector management and governance, strategic and corporate planning, corporate services management, organisational change and development, performance audit, program review and evaluation and communications and stakeholder management.

## **Frank Dyett**

*Board commencement date 2012*

Frank was a Judge of the County Court of Victoria for 29 years until his retirement at the end of 2007. Thereafter he was a Vice Chairman of the Racing Appeals Tribunal until its abolition in 2010 and then he was appointed a senior sessional member of VCAT. Before his appointment to the County Court Bench he had practised as a barrister at the Victorian Bar for 20 years. During his long service on the County Court Bench, Frank had to deal with many offenders whose alcohol and/or drug use brought them before the Court.

## **Brad Sadler - Departing CEO**

Windana CEO for most of the 2012/13 financial year, Brad has more than 14 years' experience in senior executive roles. With a diverse background, he brought to Windana an engaging passion and energy focusing on leadership and staff development while providing an equal perspective on data and personal relationships. We thank Brad for his valuable input to Windana and wish all the best in his future endeavours.

## **Anne-Maree Kaser – Newly appointed Windana CEO**

Anne-Maree AFCHSM – AIMM, joined Windana in July 2013 having spent 28 years working in health and community services. Much of that time has been spent working in the provision of alcohol and drug treatment services and, for several years, she has worked in and around the field in a senior executive role. Anne-Maree has extensive experience working for state and local government in a variety of roles including service evaluation and contract management, intake and assessment and service planning roles across AOD, Mental Health, Disability and Aged Care services. Anne-Maree holds qualifications in nursing and post graduate qualifications in management.

## **Friends of Windana**

Michael Pontifex (Chair), Rebecca Smith, Dr John Sherman, Barry Main, Suzy Walker and Geoff Knorr.

## **Windana Life Members**

Life Membership is an honorary title awarded by the Board in recognition and appreciation of outstanding support of Windana.

Dr John Sherman	Diana Sher
Murray Gerkens	Anne Parsons
Peter Bucci (dec)	Des O'Connell
Jenny Johnston	Barry Main
Michael Pontifex	Jan Pontifex

## **The Peter Bucci Award**

The Peter Bucci Award is awarded to a staff member or volunteer of Windana who encompasses the qualities of Windana's founding CEO Peter Bucci. Some of these qualities include his unending compassion and non-judgemental approach to serving Windana's clients. This year's recipient of the Peter Bucci Award was Sally Chick, Coordinator - Windana Community Centre.

# Client story

Today is my moving day...my own room close to the kids!

**Greg**

Windana, combined with my Counsellor helped me clean up my life, put respect back into my relationships and most of all breathe new life into a sad, dark past providing a spark of hope that I so desperately needed at the time.

My story is no different than a lot of others. Alcohol abuse lead to a breakdown of a 19 year relationship that produced three gorgeous children that I don't see as much now.

It spiralled to losing my full time employment resulting in unemployment and homelessness. This lead to self-devastation and self-destruction pulled down further by episodes of crime for which I am very ashamed and disappointed in myself.

Windana and my Counsellor have stuck by me and helped me find my rock bottom and road to positive pathway to recovery. This is a new beginning for me as I find me again.

***"My story is no different than a lot of others."***

\* Greg is not his real name

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Drug & Alcohol Recovery

## **Withdrawal and Outreach Services**

This year we introduced the Mindfulness Relapse Prevention Group facilitated by an experienced counsellor and co-facilitated by our supported accommodation team. The program modules were formed by the Co-occurring Conditions team with the focus on mindfulness strategies. Attendance numbers are usually between four to eight people per week.

We also introduced a number of education seminars for clients including financial advice and Health & Healing facilitated by the Windana Naturopath. Along with this, the Art Therapy Program introduced art outings to museums and art galleries with a focus on cultural learning's and exposure to new art forms such as photography, music and sculpture.

This year has also seen the introduction of client graduations – a formal graduation ceremony that includes peer attendance, a certificate, gift and lunch and provides recognition of the person's participation in the program.

Significant appreciation is also extended for the Bunnings BBQ Fundraiser where money was raised to fund recreational outings for the clients.

**Kate Graham**  
**Withdrawal and Outreach Manager**



# Our services

## Withdrawal Services

### Youth Withdrawal Unit Dandenong

The Youth Withdrawal Unit at Dandenong continues to provide an invaluable service to young people aged between 12 and 21 years seeking assistance with residential withdrawal. The skilled team provides case management and referral support, recreational services, group and individual therapy including relapse presentation strategies and naturopathy services to young people in the program. These people are referred to the unit from across the state.

This year the Youth Withdrawal Unit has seen the construction of raised garden beds for growing vegetables and a hen house with resident chooks Beryl and Cheryl. The unit also acquired new king single beds and a van for the program and painting has commenced on the internal bedroom walls.

### Adult Withdrawal Unit St Kilda

The Adult Withdrawal Unit at St Kilda continues to provide a comprehensive residential withdrawal service to adults aged over 18 years.

The Unit offers a holistic service including case management and individual support, nursing assessment and intervention, mindfulness based recovery programs, relapse prevention strategies, naturopathy, yoga, reiki and recreational programs. The recent addition of registered nurses to the team has enabled the unit to provide more comprehensive medical assessment and monitoring for clients in withdrawal.

Throughout 2013 the Adult Withdrawal Unit worked in collaboration with the Therapeutic Community to implement the Slow Stream Pharmacotherapy Program.

This program is a pathway from the Withdrawal Unit to the Therapeutic Community for people who wish to withdraw their opiate replacement therapy during the first eight weeks of their residential rehabilitation program.

Employees from both units have been supported in accessing ongoing professional development with cultural and linguistic diversity training, managing psychosis, strategies for managing personality disorder diagnosis, and first aid refresher training. Team members participate in weekly case management meetings and monthly group supervision. These opportunities allow team members to explore best practice therapeutic interventions and professional development opportunities relevant to the client group.

Our team also participated in a research study conducted by Monash University and Turning Point to identify the emotions, feelings and reactions in people attempting to overcome a heroin addiction.

Clients of both units were given the opportunity to provide feedback in the form of satisfaction surveys both in writing and online. The results of these surveys will allow us to address any perceived gaps in service delivery and develop strategies to remedy these.

Strategies for improving communication have been developed for both units in the form of electronic 'communication logs.' This allows for more timely and improved communication between employees.

## Outreach Services

### Family Program

Support is provided through this program to parents who have protective services and court involvement, with the aim of establishing access arrangements or family reunification. Parents have been assisted to engage with study or employment, and parents of young children have been assisted with access to a range of community supports including childcare.

During this past year a service has been provided to families and children comprising:

- Outreach and case management services, both long and short term
- Facilitation of a parenting group at the Therapeutic Community, including delivery of the Tuning into Kids Program
- Funding of a wide range of client activities including counselling, child care, family outings, and excursions
- Access to services such as family mediation.

### Woman and Woman with Children Program

During this past year a comprehensive service has been provided to women and women with children including:

- Development, monitoring and review of Individual Treatment plans
- Provision of safe, secure accommodation
- Assistance with access to other services including applications for private, public, community and social housing
- A weekly education group to build clients' resilience and ability to live independently in the community - topics include Managing Stress Skilfully, Cooking Skills, and Art Therapy.

### Street Project

The Street Project provides an assertive outreach and support service for Sacred Heart Mission (SHM) service users who are homeless, at risk of homelessness, and / or involved in street prostitution. During this last year the following have been provided through this project:

- A daily visit has been conducted to one of the four SHM program locations
- Case management, development and monitoring of individual treatment plans
- Material assistance (e.g. mobile telephones, food vouchers, clothing, swags, household and goods)
- Work has been undertaken with clients to increase their understanding of, and ability to implement harm minimisation strategies.

Some of the key outcomes of the project this year:

- Several clients have been successfully housed in long-term accommodation, through the Office of Housing and Sacred Heart Mission
- Some clients have started the process of reconnecting with children and / or other family members, with assistance from other government departments and / or service organisations
- Several clients have started to actively address long-standing legal issues, which in some cases have been outstanding for many years
- A number of clients have also been actively addressing substance use issues, and achieving broader health improvements - the Windana Health & Healing Program has been particularly successful in providing assistance to this client group
- A peer group for smoking cessation has been established and has been a popular means of clients supporting each other.

# Our services

## Integration House

Integration House provides shared accommodation of up to four months duration for up to six residents in a property located close to transport and amenities.

A short-term bed has been established as part of this program which has enabled clients from the Therapeutic Community to practice their strategies for re-integration into the community through one week stays at the Integration House.

A part time project worker is located at the Integration House three days per week and provides case management and development, monitoring and review of individual treatment plans. The project worker also provides clients with information regarding housing options and supports referrals.

Some of the key outcomes this year include:

- Linking service users into recreational opportunities offered through the Police Community Youth Club and ReLink, including the provision of off-peak passes
- Supporting some clients to access private rental after their stay at the Integration House
- Supporting some clients to gain employment or return to education following their stay
- Clients participating in daily living skills groups which assist them to develop structures and routines, for example a weekly combined cooking activity / community night is held.

## Peer Support

The Peer Support Group is a unique forum where people experiencing problems with substance use can come together on a regular basis to share their insights into the recovery process. It is based on the sharing of experiential knowledge (rather than theory or learned knowledge) to promote choice and self-determination.

The structure of the group is informal but the dynamics can be very powerful; providing valuable tools to assist people with the addiction-healing process.

There is no age limit and the group is open to people with all types of substance issues who are in different stages of recovery.

Participants have an opportunity to learn from each other and feel proud that they are helping others within the group. Those who are successfully coping with challenges provide practical examples and model appropriate health-enhancing behaviours.

The Peer Support program continues to have a strong service user attendance with numbers usually ranging from 14 to 20. The group is also held at the Adult Withdrawal Unit and South East Alcohol and Drug Service.

## Supported Accommodation

The aim of the Alcohol and Other Drugs Support Service (AODSS) recovery program is to provide continuing support to people who have undergone a drug withdrawal program, or people requiring assistance in controlling their drug use, who would benefit from a period of three to twelve months in a supported accommodation environment.

The AODSS manages the recovery program based on harm minimisation principles where clients are encouraged to strive for complete abstinence while on the program. The focus of AODSS Outreach Workers is to address client's substance issues and assist them to build relationships with community support services and, in the case of dual diagnosis clients, mental health services.

## Organisational Development & Human Resources

2012/13 started off with a period of consolidation and it was clear that our investment in employee relations was beginning to pay off. We had achieved some fantastic results with a 10 percent year-on-year improvement in employee morale measured through our Staff Engagement Survey (up to 80 percent satisfaction on average) and a very healthy 10.5 percent avoidable turnover.

Access to our Employee Assistance Program was steady and our suite of support including professional development and specialist supervision was entrenched in our operations.

In the preceding 12 months we had very carefully recruited some highly qualified and passionate people to work on our front line. This enthusiasm and professionalism is showing in our organisational culture. Instituting rigorous testing and accountability measures across the employment continuum like psychometric testing and credentialing, 360 feedback and regular surveying helped to promote a culture of client-focus and keenness for high performance. Meanwhile the Windana Wellbeing Committee was helping to build a sense of purposeful enjoyment and safety in our workplace.

This year was also the build up to our third quality accreditation through the Quality Innovation Performance (QIP) review. Led by Quality and Compliance Officer Illy Kaplan, we were able to document our achievements and use the opportunity to streamline our operational systems. This was an ideal opportunity for us to solidify our partnerships and grow linkages with all the agencies that work with Windana for the benefit of our clients.

This was another year of significant change industrially. With the Modern Award transition almost complete and the Equal Remuneration Order under way, we took the opportunity to begin an enterprise bargaining process.

Taking our already generous over-Award conditions and rolling in some great ideas from the team, we have been able to draft Windana's very first Enterprise Agreement which is due for implementation in 2013/14.

Mid year we saw the resignations of our CEO Brad Sadler, our Outreach Manager Mark Patterson and Meridy Calnin our Withdrawal Services Manager. The loss of these key people was a real challenge but one that we were in a good position to take on. I was honoured to be appointed Acting CEO during this transition period and I'm very pleased with what we were able to achieve during that time; we re-structured and re-built the management team with fantastic talent to take us forward into the next phase of Windana's journey.

The most significant challenge for Windana moving forward will be the sector reform due to take effect in the coming financial year – it will be a period of significant change for all Drug and Alcohol providers right across Victoria.

With our strong united team of great people we are in an excellent position to continue to develop as an organisation so we can continue to provide one of the very best drug & alcohol services in Australia to the clients and communities we serve.

**Brad Armstrong**  
People, Development and Operations Manager



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# Our services

## **Therapeutic Community**

Following a reconstructive process at the Therapeutic Community (TC) during the period 2010-2011, the year 2013, whilst a year a change, has also been a year of building on the momentum achieved in 2012.

After four years of loyal and productive service, our manager Bruce Brown went back to his home of New Zealand to address medical issues.

Despite the changes the team at the TC has rallied to maintain the positive trajectory of excellent service. Since the departure of Bruce the team has implemented some changes in program content to further enhance the consistency of therapy and psycho-educational group practice. We have also added 'Whole Community' recreational activities that have enabled the team and residents to interact in a way that was previously not possible.

The TC has continued to work effectively with residents of dual-diagnosis and through the efforts of our people, particularly Nurse David Scott, who has continued his close collaboration with Doctor John O'Donaghue. The TC has also enjoyed a close and productive relationship with Dr Oriella Cattapan and Beau Robertson, which has enriched the experience for residents suffering from serious mental illness.

We have enthusiastically initiated our Slow Stream Pharmacotherapy Reduction Program which has been underway since January 2013. The program allows up to four residents at any one time to reduce dependence on Suboxone or Methadone whilst remaining part of the TC. Since January, of the twelve residents who have passed through, eight have successfully completed the program. The residents that discharged before completing the reduction were discharged due to behavioural/social issues not withdrawal.

There has been a minimal disturbance to the TC program as residents stay engaged by participating in all manner of aspects of the initiative. During reduction doses residents do not appear substance affected and withdrawal symptoms have been minimal. Sleep disturbance and leg aches are the most common of symptoms.

In the words of a current TC resident who completed our Slow Stream Pharmacotherapy Reduction Program, "Windana gave me safety, stability and support so I was able to succeed where I had failed so many times before. Getting off and staying off the methadone and suboxone was a priceless gift, but freedom was the end prize."

From the outset the community as a whole was positive about the program. There was a belief that Windana was moving forward into a new era and assisting to fill a gap within the Alcohol and Other Drug (AOD) sector. The community has embraced the change overall and enjoys the celebration and achievement of residents successfully completing their reduction.

A review of the TC program four years ago reported that the average length of stay was 55 days. In 2012 those figures had increased to 88 days. In 2013 this figure has continued to rise and we have reached a figure of 90 days. Twenty-four of those Residents have successfully graduated. We have continued to collaborate with post-TC programs, Integration House and the Alcohol and Other Drugs Supported Services to the benefit of our Residents.

Despite the loss of a manager the excellent shape the TC program is in is a testament to the commitment of our team, who have kept the ship steered in the right direction. The recent appointment of Claire Davies as Residential Rehabilitation Manager signals an exciting new era and the hoisting of the mainsail.

**Claire Davies**  
**Residential Rehabilitation Manager**



# Our services

**Community Services** A major event for the Community Services Program in 2012-13 was the rebranding and launch of our natural therapies program and services as Windana Health and Healing.

The launch of the new logo in fresh apple green in February was attended by local health service workers, Windana clients and our employees. The rebranding distinguishes the complementary therapies services as a distinct program for the first time - the first step in building the programs to encompass a more extensive menu of accessible and sustainable services.

A wider range of product types is available from the Windana dispensary and sales to Windana's clients, employees and local community members help to support the work of the naturopaths who provide the supplements and natural medicines in our residential programs and clinics.

The Intake and Assessment (I&A) team has continued to provide a high standard of care to clients accessing Windana for information, initial needs identification and assessment. The duty system has worked with more than 5100 calls and walk in contacts. Over 2000 screenings and assessments were completed with 1346 treatment episodes commenced and 852 contacts being referred on and/or not proceeding.

I&A workers facilitate the Therapeutic Community (TC) Information and Preparation Groups which have seen better follow through by TC clients and played a significant role in reducing anxiety prior to and during the first days after admission.



More than 70 percent of Drug Withdrawal House clients have their own doctors and the I&A team must liaise with them to set up withdrawal regimes prior to entry into Windana programs. This team, and the Drug Withdrawal House employees, are to be commended for their resilience in managing this complex work.

The Forensic Post Residential Linkages Program continues to operate at St Kilda and as a program-exit planning component at the TC. This aftercare model has provided vital support to clients who have entered treatment via the forensic brokerage system and is available for people who complete residential program as well as those who leave in an unplanned way.

Forensic Counselling, brokered through Australian Community Support Organisation's Community Offenders Advice and Treatment Service (ACSO COATS) has continued to provide a responsive and often transformational therapeutic response to clients who are attending for counselling only and who are involved in other Windana programs. Engagement for 29 percent of clients has followed on to a second episode of sessions being requested and significant treatment goals have been achieved by 80 percent of clients in treatment.

**Sarah Fair**  
Manager Community Services





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A photograph showing the silhouettes of several people in a modern office environment. They are positioned in front of a large window that looks out onto a bright, possibly outdoor scene. The interior is dark, while the light from the window creates a strong contrast, highlighting the shapes of the people.

# Concise Financial Report

for the year ended 30 June 2013

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# Concise Financial Report

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WINDANA DRUG AND ALCOHOL RECOVERY INC

### Report on the Financial Report

We have audited the accompanying financial report of Windana Drug and Alcohol Recovery Inc (the association), which comprises the statement of financial position as at 30 June 2013, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position of the association.

### Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Associations Incorporation Reform Act 2012 and for such internal control as the committee determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those 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 is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Auditor's Opinion

In our opinion, the financial report of Windana Drug & Alcohol Recovery Inc is in accordance with the Associations Incorporation Reform Act 2012, including:

- (i) giving a true and fair view of the association's financial position as at 30 June 2013 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements.

### Matters Relating to the Electronic Presentation of the Audited Financial Report

This auditor's report relates to the financial report of Windana Drug and Alcohol Recovery Inc for the year ended 30 June 2013 included on Windana Drug and Alcohol Recovery Inc's web site. The Board is responsible for the integrity of the Windana Drug and Alcohol Recovery Inc's web site. We have not been engaged to report on the integrity of the Windana Drug and Alcohol Recovery Inc's web site. The auditor's report refers only to the financial report. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications they are advised to refer to the hard copy of the audited financial report to confirm the information included in the audited financial report presented on this web site.



William Buck Audit [Vic] Pty Ltd  
ABN: 59 116 151 136



A.P. Marks  
Director

Dated this 16<sup>th</sup> day of December, 2013

# Concise Financial Report

## COMPILATION REPORT WINDANA DRUG & ALCOHOL RECOVERY INC

### Scope

We have compiled the accompanying special purpose financial statements of Windana Drug & Alcohol Recovery Inc. which comprises the attached income and expenditure statement for the year ended 30 June 2013. The specific purpose for which the special purpose financial statements have been prepared is to provide financial information to the Board.

### The Responsibility of the Board

The Board is solely responsible for the information contained in the special purpose financial statements and has determined that the basis of accounting adopted is appropriate to meet the needs of the Board for the purpose of complying with the association's constitution.

### Our Responsibility

On the basis of information provided by the Board we have compiled the accompanying special purpose financial statements in accordance with the basis of accounting and APES 315: Compilation of Financial Information.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the Board provided, in compiling the financial statements. Our procedures do not include verification or validation procedures. No audit or review has been performed and according no assurance is expressed.

The special purpose financial statements were compiled exclusively for the benefit of the Board.

We do not accept responsibility to any other person for the contents of the special purpose financial statements.



William Buck Audit [Vic] Pty Ltd  
ABN: 59 116 151 136



A.P. Marks  
Director

Dated: Melbourne 16<sup>th</sup> December 2013

# Concise Financial Report

## INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
<b>REVENUE</b>		
<b>CENTRE GENERATED INCOME</b>		
Client Fees and Contract Receipts	510,311	391,044
Other Income	-	16,028
<b>TOTAL CENTRE GENERATED INCOME</b>	<u>510,311</u>	<u>407,072</u>
<b>GRANTS AND DONATIONS</b>		
State and Federal Grants	5,978,682	5,315,203
General Donations	4,924	138,886
Trust Funds	48,000	91,437
<b>TOTAL GRANTS AND DONATIONS</b>	<u>6,031,606</u>	<u>5,545,526</u>
Interest Income	22,528	40,027
<b>TOTAL REVENUE</b>	<u>6,564,445</u>	<u>5,992,625</u>
<b>EXPENDITURE</b>		
Wages	4,603,790	4,188,083
Superannuation	408,594	362,750
Workcover	56,546	70,733
Staff Development	94,116	87,574
Advertising & Public Relations	-	1,534
Assets Purchased <\$5,000 and Equipment Hire	9,980	6,199
Auditors Fees	49,234	39,300
Bank Charges	1,114	2,001
Cleaning/Linen	57,427	63,731
Client Costs	298,293	323,064
Computer Support	59,916	43,477
Consultants/Practitioners Fees	175,378	36,561
Depreciation	191,679	198,291
Heat, Light and Power	100,526	75,486
Governance	269	1,030

# Concise Financial Report

## INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
EXPENDITURE (continued)	\$	\$
Insurance - General	41,974	17,909
Motor Vehicle Expenses	28,280	43,751
Natural Therapies and Purchases	31,980	-
Printing, Stationary and Postage	33,193	26,590
Rent and Rates	67,944	71,635
Repairs and Maintenance	119,938	96,590
Staff Amenities	11,490	8,653
Staff Recruitment Cost	34,618	26,074
Sessional/Agent Workers	112,901	198,462
Subscriptions and Registrations	14,362	13,711
Telephone	60,655	57,708
Transport	46,468	38,686
<b>TOTAL EXPENSES</b>	<b>6,710,665</b>	<b>6,099,643</b>
<b>PROFIT/(LOSS) FROM OPERATIONS</b>	<b>(146,220)</b>	<b>(107,018)</b>

*This statement should be read in conjunction with the attached compilation report.*



# Thank you

Our Patron, the late Dame Elisabeth Murdoch for her love, commitment and support through the years.

Our supporters and volunteers who have provided greatly appreciated collegial, financial, recreation access, therapeutic and other support.

## **Volunteers:**

RMIT, Tino D'Angelo and The Southern School of Natural Therapists, Daniel Ross, Sue Beamish, Ilse Jamonts, Melbourne Institute of Massage Therapy, Susan Hendry, Bianca Mitchell, Australian College of Sports Therapy, Peter Tiernan.

## **Partners, individuals and corporate supporters:**

Heather Carmichael of ACSO, the ACSO Brokerage Team, Elzbieta Zorska of DoH, Robyn Webb of DHA, Anne Marie Cupples and Ian Thompson of the ADIS Help Desk, David Wright, Elisa Buggy and John Lamb of Dandenong Drug Court, Benny Monheit, Sharon O'Riley and the team at SouthCity Clinic, Rob White of Pendap, John Robins of Windermere, The Team at Caraniche, The Team at Taskforce, IP Trading, Secure Global, Sacred Heart Mission, Fadnet, SHARC, Family Drug Help, WAYSS, Hanover, Homeground, Dorevitch, Winja Ulupna, Myuna Farm and St Kilda Mums.

# 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. Contact Windana 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.

**Quality** Windana is QIC accredited organisation

**For further information:**

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.

# Philosophy

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 behaviour and ideas can be freely experienced in an open, honest interaction with the whole Windana Community.

windana

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