

Annual Overview 2018



Fresh Start
Recovery Programme



2018 has been the 21st year for Fresh Start and despite having been underfunded by government, the survival of its work and progress reflects Gods blessings and constant investment by a group of really committed staff and supporting organisations as well as support from patients and their families.

Highlights for the year include:

- 1) The opening of York Street Lodge and a favourable judgment by the Supreme Court to support the ongoing use of the property as a Lodging House.
- 2) Increasing independence from Government by cash flow streams coming from catering and contracting services, from treatment fees and from The Banyans. The Banyans in its 2nd year of operation reached profitability and has been able to pay two cash dividends towards Fresh Start's work.
- 3) The continuing recognition of Fresh Start's Day Hospital licence and accreditation of the residential rehab status by the relevant State bodies are significant achievements.
- 4) We have recently finished the footings for buildings on the proposed Family Reunification Centre on the Busselton property and expect to lift our four dongas into place in early December.
- 5) Finally, on a personal note it has been gratifying to have the US government committed to funding clinical trials of the naltrexone implant. Over the next two to three years trials will be completed to allow the implant to be registered by the FDA. My hope is that it will then become widely available in the USA where there is so much need for a solution to the terrible opioid addiction problem there.



Dr George O'Neil

The year has been challenging and testing with sacrifices by many staff and supporters. Despite this the day to day contact with patients and their families has been enough to bring all the staff and volunteers together in our endeavours to improve this area of medicine. Our reward is often limited to just being confident that we have helped the family in front of us today. I continue to thank God for the special privilege of caring for this group of people working at overcoming addictions.



Therapy session at the Northam Recovery Centre

2018 Highlights

81,344

occasions of service were provided to our clients

1,680

patients received treatment or support

540

of these patients received detox and pharmacotherapy treatment

1132

counselling sessions were attended by 358 clients

249

people received accommodation during their treatment

187

men were part of the therapeutic community at Northam

21

people were housed in our other supported accommodation

275

patients (51%) received treatment at Fresh Start for the first time in 2018

547

patients accessed phlebotomy and drug testing services for 941 blood tests and 1944 Urine Drug Screens.

At 30 June 2018 there were 77 employees on staff including 33 full-time employees, 20 part-time employees, 19 casual employees and 5 part-time Medical Practitioners.

FACTS & FIGURES FOR 2018

44% of patients treated were for opioid addiction

26% of patients were for amphetamine type substances

16% of patients were for Benzodiazepine addiction

14% of patients treated were for alcohol addiction

93% of patients were from WA

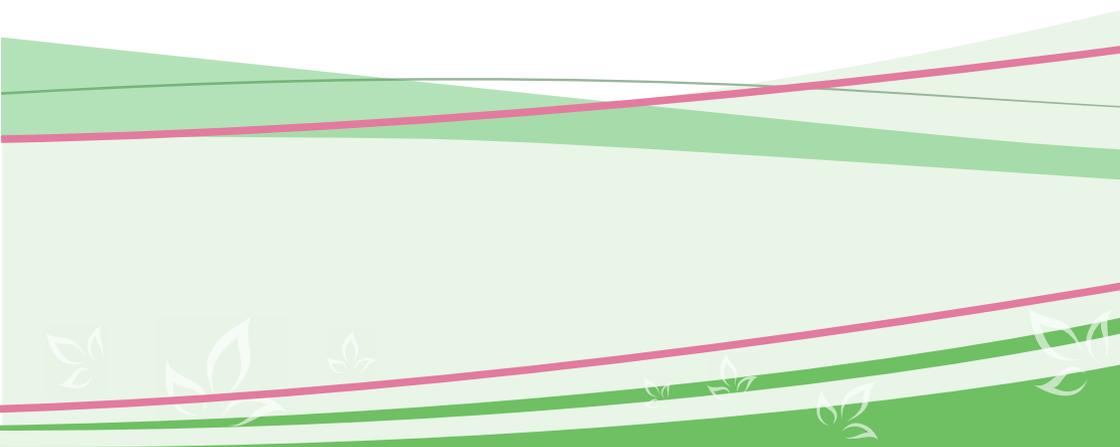
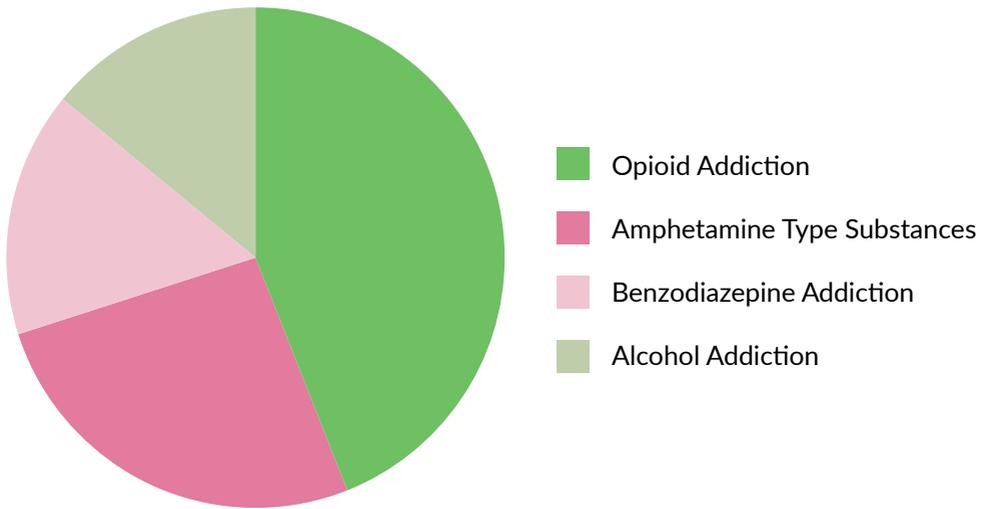
51% of patients were attending Fresh Start for the first time

\$468,602 was received in donations

\$2,839,984 was received in grants



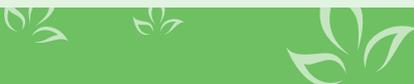
Percentage of patients treated for Opioid Addiction, Amphetamine Type Substances, Benzodiazepine Addiction, Alcohol Addiction in 2018





Treatment for addictions at Fresh Start has five phases:

- 1) **Care planning** by a General Practitioner, when goals are set based on the needs identified in the patient's assessment and interventions are planned to meet patient goals.
- 2) **Detoxification** – Doctors provide a motivational intervention when the patient's care plan is reviewed and updated. Various pharmacotherapies are administered to make the detoxification process as quick and comfortable as possible.
- 3) **Relapse Prevention** – Doctors administer appropriate pharmacotherapies to prevent relapse according to the substance of abuse.
- 4) **Residential program** is available at our Northam facility for males and at our metropolitan houses.
- 5) **Follow up** by nurses and other staff members occurs over the next 12 months or longer if required. More than 70% of clients were reached through this process with a total of 8,309 telephone calls and 2,358 face to face consultations.



Research

Fresh Start has been involved with a number of research projects in the last year. These include:

UWA School of Psychiatry and Clinical Neurosciences (Prof. Gary Hulse) studies on cardiovascular health in substance dependant patients and studies the role of flumazenil in the treatment of alcohol and benzodiazepine withdrawal. A multisite study in association with Currumbin Clinic measuring the outcomes for withdrawal from benzodiazepine using flumazenil was commenced in 2018 and is continuing.

Funding by the WA Health Department for two studies involving Fresh Start have also been approved under the Research Translation Program and will commence in 2018-19.



Prof. Gary Hulse



Hepatitis C Treatment Service

Treatment of chronic hepatitis C continues at Fresh Start with Dr Wendy Lawrance available to assess clients for treatment every Tuesday. Fresh Start continues to almost universally screen clients commencing a new addiction treatment episode, but it is often difficult to make contact with them afterwards. As with many centres treating this condition, numbers of people taking up treatment has diminished since the initial rapid uptake in March 2016. Fourteen people commenced hepatitis C treatment from July 2017 - June 2018, including some not needing or wanting treatment for addictions at the time. Many clients being assessed for treatment have significant liver damage, mental health concerns or other challenges in their lives. Fresh Start's low threshold access model, our expertise in addressing the challenges of substance use, and the additional support we can provide means hepatitis C treatment is available to people who might not be able to access it elsewhere.

In February 2018 we sadly bid farewell to our clinical nurse Stacey who had been seconded from Sir Charles Gairdner Hospital. She was returned to duties at the hospital due to reduced treatment numbers at Fresh Start. We are extremely grateful to the Department of Gastroenterology and Hepatology for their support since 2002, which continues in the form of rapid access to specialist advice.



Dr Wendy with a patient





Resident working at The Hill Cafe

139 men took part in the program in the 2018 financial year, staying an average of **64 days each.**

Residential Rehabilitation and Recovery

Fresh Start is committed to providing a unique drug and alcohol residential rehabilitation program for men at our Northam Recovery Centre.

The program at Northam included 2,063 group sessions attended by an average of 17 residents. These covered a variety of topics such as the Quit program sponsored by the Cancer Council of WA, fitness training at the Northam PCYC, a Fathering education group to reconnect residents with their families and Bible Studies run by our Chaplains and the local Church of Christ pastor.

Whilst at Northam, residents have access to Psychological services, Mental Health support, individual and group counselling sessions and a work readiness program. A partnership with Holyoake in Northam has provided weekly counselling and support services to residents.

We have developed a strong relationship with the Northam TAFE centre which provides courses appropriate to both staff and residents alike. These range from basic numeracy and literacy assessment and courses through to Certificate IV in Community Services. A number of our staff have upgraded to the Certificate III level.

Residents program are encouraged in the values of gratitude and service.



Northam Recovery Centre





Steve Farley (Manager of The Hill Contracting Company)

Social Enterprises

2018 saw the development of two more social enterprises operating from the Northam Recovery Program. In addition to The Hill Catering Company which was started in 2016 and has continued to grow in reputation, The Hill Contracting Company has begun to provide training for residents in landscaping, gardening, fencing and the like whilst The Hill Café has operated from premises at the Wheatbelt Health Network since January.

All three enterprises are making a positive contribution to the recovery of residents by providing workplace training, gaining skills and qualifications and at the same time adding meaningful financial support to the running of the Northam Recovery Program. Residents are being upskilled and gaining valuable requirements such as their Driver's Licence, White Card, Barista training and good workplace habits. Special mention must be made of the commitment by Tina Gunter as Social Enterprises Co-ordinator whose drive and enthusiasm has contributed to the success of these ventures.



Tina Gunter (Social Enterprise Co-ordinator) with staff in the The Hill Cafe



2018 saw our partnership in The Banyans, Brisbane yield fruit both financially and therapeutically. The first dividend distribution of \$100,00 was paid to Fresh Start in May 2018 and we expect it to provide a regular income stream to support the work of Fresh Start here in Perth. Fresh Start has a fully paid 50% interest in this venture and can be seen as a truly innovative social enterprise. The centre opened in May 2016 and has already provided care and recovery for more than 100 people. Aimed at providing services to business leaders, celebrities and the like, The Banyans offers individually tailored and intensive therapy. Increasingly, we find that CEOs and Senior Executives are recognising the return on investment from taking time to step away from their busy lives and focussing on their mental health.



One CEO recently wrote to the team at The Banyans Health and Wellness following a stay, saying:

"I just wanted to say a huge thank you to all of you for looking after me during my stay. When I arrived I was tired, stressed, sleepy and over my position in life and regretted some of the core decisions I had made over the last 5 years.



When I left I felt energetic, happy and ready to tackle the world. Most importantly I loved who I was and what I was bringing to the world again, after a couple of doubts.

The food, the therapy, the grounds and surrounds, the exercise and the quiet really has got me back on track and I will forever be grateful."

Ruth Limkin (*above*) heads up this project as CEO, working closely with the Clinical Director Peter Hayton (*top image*)

I am grateful to our partners in this project, Darryl and Rosemary Morgan who built the house in the knowledge that it would be used for fruitful service.

Supported Housing

Secure accommodation is a safe place for people in recovery and is one of the most important aids in recovery. At Fresh Start we have a range of different housing options for recovering patients without family support. In December 2017, Fresh Start purchased the properties in Subiaco formerly operated as Ronald McDonald House. These facilities now provide first rate short-term accommodation for people needing a place to stay whilst they access treatment at the Clinic. We are very grateful to the two families who provided generous loan funds for the purchase of these properties.

249

people received accommodation during their detoxification treatment..

21

people were provided with supported accommodation or transitional housing.

Supported accommodation in Kewdale or Mt Lawley (women only) and Alexander Heights (men only) provide safe accommodation for patients in the final stages of recovery.

Transitional housing in Warwick provides accommodation and support for men who are attempting to re-integrate successfully into the community.



Room and Kitchen at Subiaco Housing premises.



Detoxification Addiction Treatment Clinic

On **Wednesday** each week, Fresh Start continues to operate a detox clinic for patients seeking help for their addiction. Anyone seeking help is offered treatment for their addiction and the chance to begin their recovery straight away. Fresh Start continues to be committed to operate without waiting lists and to treating people for addiction recovery regardless of their ability to pay for the treatment at the time of treatment.

Day Hospital

The Clinic in Townshend Rd, Subiaco is a registered as a Class B day Hospital, licensed annually by the WA Health Department. All Fresh Start patients also have access to general health services through our GP clinic that operates four days a week (Monday, Tuesday, Thursday and Friday). In addition to this, patients can also make an appointment to see one of our medical practitioners for:



From left to right: Dr O'Neil, Dr John Wheeler and Dr Douglas Hee

- General health checks and physical examinations.
- Information on the prevention of infection from blood-borne diseases such as HIV and Hepatitis.
- Treatment of Hepatitis C infection
- Advice and information on nutrition and exercise.
- Referral to other health services including counselling, psychosocial support and mental health services.

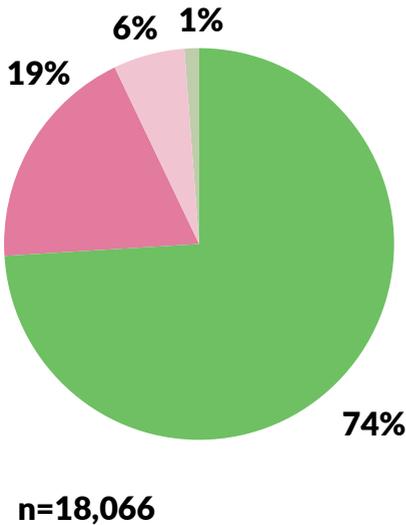
Marketing

Our website (www.freshstart.org.au) and FB Page continue to be important pathways for clients and families to learn about treatment and other services offered by Fresh Start. Every week we have many enquiries through both channels from people seeking treatment or information.

A significant rebranding program is underway with a fresh logo and colours for our printed and electronic media to reflect contact with a younger demographic. The website has been updated and re-engineered for quick and easy access by mobile devices.

A marketing strategy is being developed to take us through 2019 and beyond, with particular emphases on creating greater awareness in the medical community of our services and to expand our donor corporate support database.

% of Users via Channel Grouping between 01/01/2018 and 01/01/2019



- Organic** – Users who come to the site by typing in search terms into a search engine such as Google.com.
- Direct** – Users who come to your site without a traceable referral source. This could be due to the user typing the URL into their address bar or using a bookmark for the site.
- Referral** – Users who come to your website via a link from another website.
- Social** – Users who come to your site via a social network ie. Facebook.

Volunteers

Volunteers are a vital part of the Fresh Start community. Their time, skills and experience enable us to provide an excellent service despite our funding limitations. They ensure our patients and their families receive personal support at every stage of their recovery. Their contribution and presents have been very much appreciated by our staff. Included in their number are 15 people who have successfully transitioned into recovery. We are very committed to providing empowerment opportunities within the organisation, employing both staff and volunteers from a “lived experience”.

- On 30 June there were **74** Fresh Start volunteers, including 32 regulars, 5 on-call and 17 on the lunch roster for detox days. There were a further 20 volunteers helping in the Northam Recovery Program.
- Their contribution was valued at **\$707,182** (according to Volunteering Australia calculations)
- Volunteers included admin assistants, surgeons, sandwich makers, gardeners, chaplains, pastors, carers, doctors, pharmacists and lawyers.



Fresh Start Volunteers

Training

We are receiving great feedback from students who attend the clinic on a treatment day. We are also receiving positive responses from Medical Students who sit in with Fresh Start doctors on a Tuesday during patient appointments. In conjunction with UWA a number men from the Northam residential program participate in seminars for medical students each semester. These have been very well received and have helped to educate the students in addiction services and positive outcomes.

Some of the comments have been:

- “The residents were great. It was the best part of the seminar.”
- “Worthwhile, great that they were so open with us.”
- “ Having a chance to meet with the patients in recovery and hear about their journey and their goals allowed us as students to see the individual for who they are, understand their struggles and empathise with them.”

In addition, 69 students or trainees completed placements at Fresh Start through our partnerships with:

- The University of Western Australia (Medical students)
- University of Notre Dame (Medical Students)
- Edith Cowan University (Para-Medic students)
- TAFE (Community Services students)
- King Edward Memorial Hospital (Midwifery trainees)



Phil's Volunteer Story

"We volunteers step up for a variety of reasons including religion, community, family, ex addicts wanting to give back, education requirements and too many others to list!

Most of us do it because we believe we can make a difference to our community.

An addict once told me: "*we addicts are cowards, we can't face or deal with our own reality*".



Volunteer Phil at Clinic

Our aim is not only to get them clean, but to help them find and live their own reality!

We deal with the rich and the poor, the lonely and sad, the innocent and the damaged, the abused and injured, the mentally challenged and the depressed, the tortured, the sufferers of schizophrenia and bipolar, the emotional and the manic, the paranoid and neurotic, the psychotic and the psychopathic.

We deal with the Doctors, Nurses, Counsellors, Management and Office Staff who are also confronted with all of these behaviours daily. We are there as back up in a lot of difficult situations. We act as peace keepers in a sea of heroin, methamphetamines, ice, weed, alcohol and many other drugs all at different levels of intoxication, either on their way up or down, mixed in with parents, kids, partners and friends.

We volunteers are young and old, students or with degrees, from a wide variety of backgrounds, the sandwich makers, the cake bakers, the clothing donors. Whether we donate our time, money or goods, we are all volunteers with a common goal in mind, to help people struggling with addiction live a clean life and enjoy their own reality.

I suspect the inspiration for all of us is the same. George and Chris O'Neil have devoted much of their lives to the fight against addiction, its treatment and the aftercare of our clients. Their devotion to this cause for over twenty years, I think is inspiration that drives us all. Looking into the eyes of a clean rehabilitated happy and contented face is reward enough for the volunteer!"



Chaplaincy

- The Chaplains lead Fresh Start community support groups in Subiaco, Kewdale, Mt Lawley and a weekly visit to the Northam Recovery Centre. The team of 1 full-time, 1 part-time and 4 Volunteer Chaplains ran 157 group sessions this year with an average of **10** people attending each session.

Chaplains also provide Christian services for those who request them.

These include

- Bible study and prayer groups in our supported accommodation
- One-on-one prayer
- Grief counselling
- Baptism and funeral services
- Connecting people to a local church for their ongoing spiritual growth



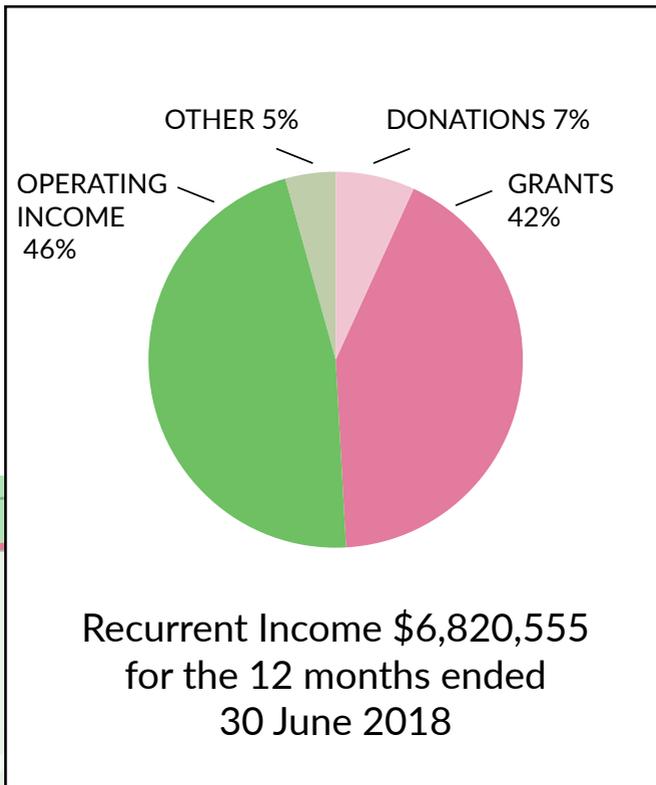
From left to right: Volunteer Chaplain Bill, Volunteer Chaplain Roy, Kevin-Neil Senior Chaplain and in front Chaplain Juliet.

2018 Financial overview

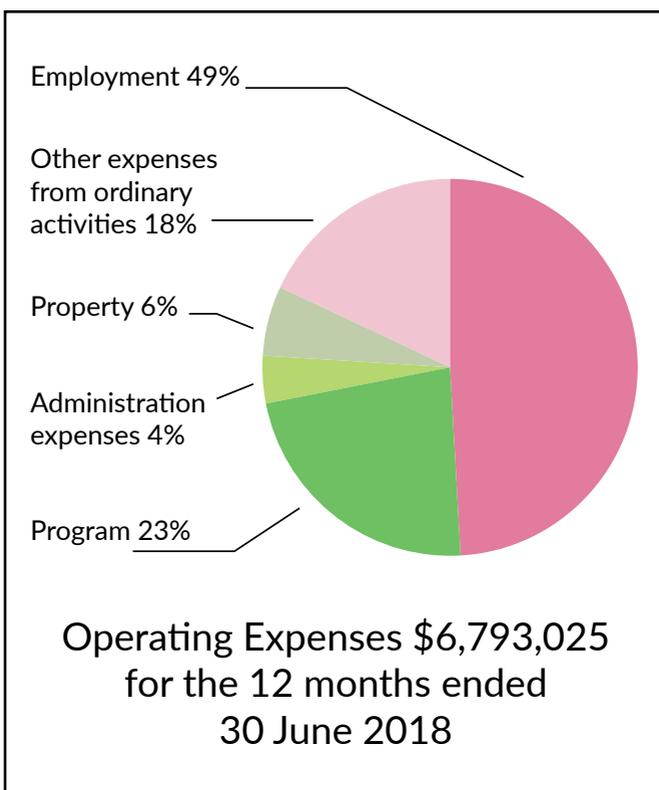
We are extremely grateful for the support and generosity we have received from individuals and organisations during the past year. This support offers hundreds of people seeking to break free from addiction the hope of a drug free future.

The O'Neil family and their company Go Medical Industries Pty Ltd provide a regular supply of Naltrexone implants manufactured here at their factory in Subiaco. Fresh Start is only able to meet its aim of providing treatment for addiction to people when they are unable to pay for the treatment because of the support from Dr George O'Neil and his family. Fresh Start continues to pay for the implants only as it is able to.

% of sources of income for the 12 months ended 30 June 2018



% of sources of expenditure for the 12 months ended 30 June 2018





Report from the CEO

Having just completed 10 years as CEO of Fresh Start provides a moment to pause and reflect on the journey so far and to dream about where it might lead to in the future. Fresh Start continues to care for people and their families coping with effects of addiction. What I have learned is that addiction occurs across our community and that no-one is immune. We continue to care for people regardless of their financial capacity to contribute to the cost of treatment. In recent years we have been able to refine this approach so that everyone who comes to us for help is involved in the planning of their ability to contribute and are asked to commit to paying what they can afford.



CEO Jeff Claughton

At the same time the quality of care at our Clinic in Subiaco, our residential recovery program in Northam and our metropolitan accommodation has seen continual improvement. The Clinic is now fully licenced as a Day Hospital, we have recently achieved provisional accreditation for the Northam Recovery Program and our short term accommodation in Subiaco operates as a licenced Lodging House.

Our commitment to Social Enterprise as a means of training for clients in recovery and a source of funding for the program has strengthened through 2018. The Northam Recovery Program now operates a café at the Wheatbelt Health Network Centre, a landscape contracting company together with our catering business, begun in 2016 which has gone from strength to strength. Our 50% share of ownership in The Banyans Health and Wellness Centre in Queensland has seen significant financial dividends flow to Fresh Start in 2018 and a steady cash flow is anticipated.

Nonetheless, 2018 has been the most financially challenging year that I have experienced at Fresh Start. The combined effect of cuts to four different areas of funding since 2015, totalling more than \$1.5 million has meant that difficult decisions have had to be made around staffing levels, resources and assets. Along with the rest of the not for profit sector we have also experienced a reduction in financial support from donors and sponsors as the competition for funds has intensified. The recent decision to restructure the Northam residential program to operate from one property has been a necessary outcome of these factors. One of the two properties held in Northam will be sold and the residential recovery program will eventually be relocated to the farm at Spencer's Brook. I am confident that this will give better outcomes for our recovery program whilst at the same time allowing us to fully restructure our financial position for the future.

Jeff Claughton

CEO



From left to right: Dr George O'Neil and Tina Gubter receiving appreciation award on behalf of The Hill Cafe the Wheatbelt Health Network.

Call Fresh Start on **(08) 9381 1333** if you want to make a difference by:

Becoming a financial supporter

To donate, please go to www.freshstart.org.au/support-us or email fundraising@freshstart.org.au

Volunteering your time

Consider joining the Fresh Start team. For more information, please contact our Manager of Volunteer Services.

Make a bequest

For information about including Fresh Start in your Will, please contact CEO Jeff Cloughton or email makingabequest@freshstart.org.au

Please pray for us

Feel free to contact one of our Chaplains.

Everybody deserves a Fresh Start

Our Vision

To solve the world's addiction problems

Our Mission

To help families with addictions

Fresh Start Recovery Programme

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Western Australia 6008

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