



Fresh Start

Recovery Programme

2021 Annual Overview

Everybody deserves a Fresh Start

From The Ceo

It will not be news to anyone that the world has changed – from climate change to the effects of COVID-19, we are grappling with challenges to the way we think about our environment, communicate with our families, carry out our daily work, enjoy our holidays and care for our health. At Fresh Start we have worked through these and other challenges through 2020-2021 in ways that have brought changes and improvements to our service. Thanks to staff, we have worked through the necessary adjustments, restrictions and new rules imposed on us as the whole community has come to terms with mandatory vaccination, border closures, travel restrictions and conditions affecting the treatment of patients and residents in our services. With the easing of border restrictions expected over the next few months, we will once again resume treatment for interstate and international patients who normally comprise up to 20% of the total number of people in treatment.

The Fresh Start Clinic in Subiaco has been used for the past 25 years for the implant and detox treatments. Almost 14,000 people have received treatment here since 1996 and the facilities are in need of a major refurbishment. In February 2021 we began consultation with architects and the WA Health Department to plan renovations in 2022 to meet current Class B Day Hospital standards. In May this year we celebrated as the 1,000th resident passed through York Street Lodge since its purchase in 2017. The Lodge provides a valuable short-term accommodation service for up to 18 clients as they transition through our clinical services in Subiaco on to residential rehabilitation or back to their homes. Recognition of our Volunteers and the value they bring to Fresh Start cannot be over-stated. Whilst in monetary terms they added more than \$600,000 in value, their real value is the sense of commitment and service they each bring to us. Many of our volunteers are in their retirement years and could no doubt have their feet up and rest on their achievements. Instead they diligently and consistently reward us with their life skills and work ethic, filling gaps in our service. My sincere and heartfelt thanks go out to each and every one of our Volunteers.

This year we have seen our full residential rehab program in Northam recommence following the hiatus due to COVID-19. There are now 26 male residents in the program with up to 50 currently in the process of intake and acceptance once they are ready to transition. Plans are afoot to commence a new program for up to 20 females early in 2022. We look forward to national and international borders being re-opened so that our residential program is returned to optimal function. Since May 2021 we have been working closely with the Department of Justice to transition prisoners on release into our rehab program in Northam. Demonstrated strong outcomes with our return-to-work program have seen many ex-prisoners take the next positive steps back into the community with little evidence of recidivism. – Jeff Cloughton, November 2021



Highlights for the year

22,759 occasions of service were provided to our clients

1,184 patients received treatment or support

444 of these patients received detox and pharmacotherapy treatment

390 people received 1,406 counselling sessions

208 people received accommodation during their treatment

486 patients received treatment at Fresh Start for the first time

Facts and Figures for 2021

110 treatments were for opioid addiction

61 treatments were for amphetamine type substances

76 patients were treated with pharmacotherapy for benzodiazepine addiction and anxiety.

68 patients treated were for alcohol addiction

1,084 clients were from Western Australia

117 clients identified as Indigenous



Residential Rehabilitation and Recovery

The Northam Recovery Centre has undergone some planned internal refurbishment to the Common areas, Reception and level three. Residents have also built a new chicken coop where they keep laying hens for the supply of fresh eggs.

The property at The Hill suffered some significant damage following a flooding event in March 2021 which brought 120ml in 24 hours to the town. Flood waters entered the main building at The Hill damaging bedrooms and meeting rooms. This building is now under repair following an insurance claim in excess of \$150,000 for mould removal, carpet and furniture replacement and refurbishment.

41 men took part in the program in the financial year, staying an average of **87** days each.

39% of 36 exiting residents successfully graduated from the program with many graduates transitioning into paid employment or education.



Supported Housing

At York Street Lodge, 186 people were provided with accommodation pre- and post- detoxification treatment. The average length of stay was 23 days. 15 people were provided with supported accommodation at our metropolitan houses.

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

Transitional housing in Warwick provides accommodation and support for men who have graduated from the Northam Recovery Program.



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 operating without waiting lists and to treating people for addiction recovery regardless of their ability to pay at the time of treatment. The implant and detox services were suspended for ten weeks during COVID-19 due to a national ban on elective surgery. The Clinic was kept open throughout this period to provide support for patients and general medical services and full treatment services resumed in July.



Marketing

A new position of Marketing and Fundraising Coordinator was advertised in 2021 and has since been filled. This will see an uplift in the public profile for Fresh Start. Our goals include wider access for consumers, wider engagement with donors and supporters and marketing of our services to referring agencies.

Our website and social media

The website had 88,760 page views and 32,663 sessions which is an increase of 15% over the previous year. Fresh Start also has an active presence on Facebook, (www.facebook.com/fresh.start.recovery.programme) with a total of 3,441 followers. An improvement in our social media exposure is expected with planned increased marketing activities.



<https://www.instagram.com/freshstartrecoveryprogramme/>

Like us on Facebook
and follow us on
Instagram



Staffing

As at 30th June 2021 there were 54 employees (37 FTE) with 22 full-time, and 32 casual or part-time. In addition, there were 6 Medical Practitioners on contract.

Volunteers

- On 30 June 2021 there were 50 Fresh Start volunteers, including 26 regulars, 6 on-call and 6 on the lunch roster for detox days. There were a further 2 volunteers helping in the Northam Recovery Program, and 10 other volunteers.
- Their contribution was valued at \$610,447.84 (according to Volunteering Australia calculations)



Fresh Start
Recovery Programme
Helping families with addictions

Training

Fresh Start has supported a PhD student, Alex, with funding through UWA towards his research. His research into treatments for benzodiazepine addiction and generalised anxiety will underpin the ongoing work at Fresh Start in these areas.

Our work with each of the universities in WA continues with students from faculties of medicine and pharmacy, student doctors and researchers.



UWA PhD student - Alex

Employee Assistance Program

Fresh Start provides support through the Employee Assistance Program (EAP) for staff experiencing any work-related or personal, legal or health problems. This service, made available free of charge to staff and their immediate family is provided through WANADA and Relationships Australia.

Chaplaincy.

The Chaplains lead Fresh Start community support groups in Subiaco and the Northam Recovery Centre. The team of one full-time, one part-time and a Volunteer Chaplain provided chaplaincy support to 163 people and also ran 128 group sessions this year with an average of 6 people attending each session.



Our amazing chaplains - Bill, Juliet and Kevin

Facilities and Capital Works

We continue work on the Fresh Start Family Reunification Centre with an anticipated opening in early 2022. Stage 1 has been completed and approved for occupancy by up to 20 guests. Work on the existing hall has progressed significantly and will allow for an official opening of the site early in 2022. We have been grateful for the ongoing financial support from the Busselton-Dunsborough community and for the team of volunteers who have faithfully committed to this project.

The Fresh Start Clinic (below) at 65 Townshend Road is scheduled for refurbishment in early 2022. In preparation for this, architectural plans and a Statement of Function have been drafted, submitted and given Approval in Principal by the Licensing and Regulatory Unit of the WA Health Department. The City of Subiaco has also approved a development application for the external refurbishment.



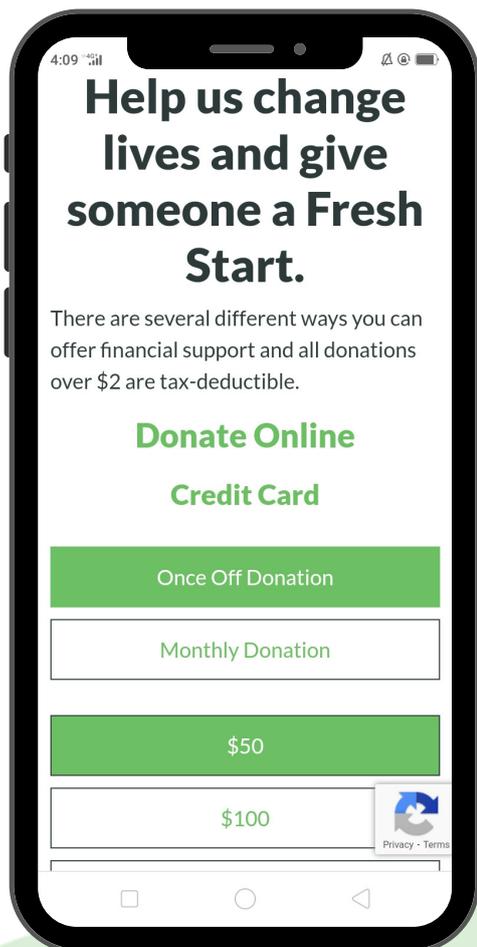
Fresh Start Clinic at 65 Townshend Rd, Subiaco



2021 Financial Overview

Fresh Start finished the financial year in a strong position thanks to contributions from The Banyans (which was sold in May 2021) and our generous donors. Following the downturn in 2020 due to COVID-19, cash flows have returned to a more predictable pattern.

However, the level of cash flow from patients is significantly reduced due to the continuing closure of national and international borders. Efforts are being made to replace the diminished cash flow with support from corporate and private donors.



Please scan the QR code to visit our website

Everybody deserves a Fresh Start

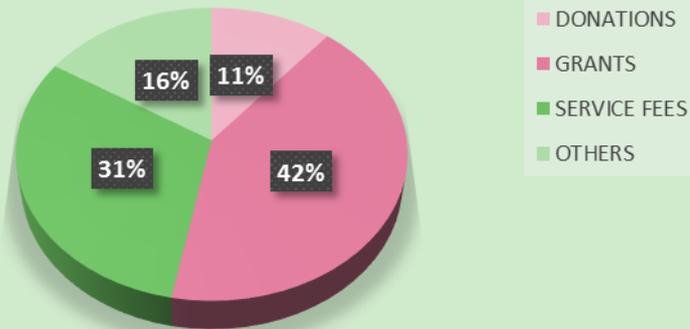


Fresh Start

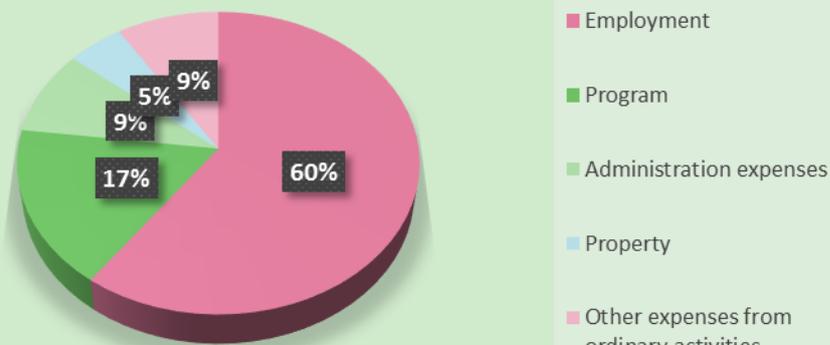
Recovery Programme

Summary of Financial Operations

Operating Income **\$6,844,207**
for the 12-month period ending
30 June 2021



Operating Expenditure **\$6,191,429**
for the 12-month period ending
30 June 2021



Chairmans Report 2021

**“May we live in interesting times” is a simple paraphrase of the old saying “May you live in interesting times.”
Does it apply to drug treatment?**

Definitely. The industry we are in is interesting and challenging as well. This quote comes from British Parliamentarian Joseph Chamberlain (the father of Neville Chamberlain the British Prime Minister at the start of World War 2) who used the phrase in a speech in 1898.

In 2021 with Covid19 joined to our other dramas, the Fresh Start Board found life more challenging than we expected. In the order that they occurred to me, I thought of our main priorities. They were:

- Saving lives
- Improving drug treatment
- Developing the organisation and the staff
- Keeping on top of our priorities. Sometimes this is a huge challenge. One way we can always do this is by keeping an eye on our priorities and risk reduction

There are several major risk categories we need to monitor. These are dot points only and this report will not consider them in detail. Examples are:

- Clinical, medical and treatment Risk
- Financial risk
- Client and staff risk
- Legal risk
- Customer and supplier risk
- Government and other entities support risk.

An aspect that concerns me is the knowledge of the lives we have saved. The lives we have saved and improvements to client lives are not known well enough to the community, our financiers and our supporters. The recent appointment of a media consultant will improve our communication process.

Accommodation is an activity which we do well. The size of our industry makes it possible to lose track of how much of our time and resources should be devoted to it.

I note some changes that are likely with our properties including The Hill at Northam and the Subiaco premises will need time, money and lots of thought. The Board has a big job ahead.

Sandy Clarkson
Chairman

