

A FUTURE FREE FROM

THE EFFECTS OF ADDICTIONS

FOR INDIVIDUALS, FAMILIES

& COMMUNITIES.

FRESH START

2023 ANNUAL OVERVIEW ↗

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2023 ANNUAL OVERVIEW ↗

MOTIVATION



A life of drugs, lived in the fast lane, lived day to day blocking out reality, especially from my family, my daughter, and never thought for a second to deal with my emotions or to build foundations for a future. In and out of prison for just over half my life since the age of 21. A vicious cycle of self-destruct mode, never contemplating change or changing my lifestyle until now.

I reached out to Fresh Start and was accepted, something that had never happened before. I became focussed and motivated and ready to look forward to a brighter future. I had a rocky start, which almost lead me back to prison. I took note of what I was doing wrong and reached out for support to talk about my problem with the support and case workers which gave me the chance to grow and progress through understanding myself better.

Now a leader at Fresh Start, I am driven and so grateful for Fresh Start and their support.

I am now transitioning into the work stage which I am excited about and the possibilities of setting up my life and achieving my future goals motivates me. Some of my goals for the future are to reconnect with my daughter, work FIFO and own a home and some property.

For the first time in my life, I feel as though I have worked on coping mechanisms, built healthy relationships and a strong foundation to not go back down that old path but stay focussed and on track to this positive path that I am on to keep achieving my short term and long term goals, and take control of the future I deserve.

MISSION ↗

To facilitate a future free from the effects of addiction and substance use disorders for individuals, families and communities.

MISSION

MESSAGE FROM THE CEO

It has been notable that as the community has learned to “live with Covid” throughout the past year or so, activities at Fresh Start have also returned to normal service. It also appears that our community has suffered from a back-lash effect from the years of isolation and uncertainty with an increasing reliance on substances and this has been reflected through our services.

For the first time since Fresh Start commenced in 1997, we have seen more people seeking help for problems using alcohol than any other substance. Whilst the number of people struggling with opioids has remained steady, the number of people presenting to Fresh Start for help with alcohol has doubled in this period. This reflects an overall increase in alcohol consumption in the community with a reported rise in expenditure of more than 25% in 2021. There have also been more people attending our services for addiction to Amphetamine Type Substances, of which “ice” is the most notorious. As we have responded to these changing trends in the community, Fresh Start has been able to adapt with a wider range of treatment options and therapies. Accordingly, we have seen our psychology and counselling services in ever greater demand with an increase of 46% in the number of people attending a session with one of our counsellors.

During the year the Fresh Start Clinic was able to transition away from the requirements of a Day Hospital. This was made possible by some minor changes to our medical procedures and the move to registration as an Accredited General Practice. The full accreditation process will be completed in early 2024. This will also coincide with the completion of renovations to the Clinic in Subiaco to meet the current standards for a General Practice facility and provide a modern and pleasant environment for staff and patients.

I am grateful to our staff and volunteers for their tireless work throughout the year. It has been challenging at many levels as we have encountered people in a struggle for life seeking help at Fresh Start. The greatest motivation we have is when someone changes their whole life to live free from the effect of addictive substances. It is a big job for all concerned.

Finally, I am pleased to have seen Martin Smith and John Griffith accept an invitation to join the Fresh Start Board as Directors. Both men bring rich experience and wisdom to our Board and I look forward to their ongoing contribution.



Chief Executive Officer
CEO Jeff Cloughton



MISSION

MESSAGE FROM THE BOARD CHAIR

There is no doubt that this organisation is doing a splendid job of assisting a large number of people recover from an addiction.

There are a number of addictions and we specialise in a small number, mainly related to the following: Opioid (mainly heroin) but there are other related opioid addictions, Alcohol, Amphetamine Type Substances, We are also developing treatment for Benzodiazepine addiction.

One of the challenges of having an organisation which has been in existence for many (more than 25) years is having a turnover of people. We have had many Directors in this time and some excellent Directors have left. We also feel the loss when staff and the large number of volunteers that we depend on, move on to new opportunities. While staff turnover is natural and is to be expected in any organisation, it is the corporate memory which suffers. We recover but it is unpleasant at the time.

Even the Chairman of the Board has to turnover. I have been Chairman for quite long enough and this will be my last Annual General Meeting in this role. However, I plan to remain as a Director for a while longer.

This year has seen an increase in Board Members. We have two new Directors; Mr Martin Smith and Mr John Griffiths. We are very pleased to welcome them and appreciate the wealth of experience and expertise they bring to Fresh Start. Both of these gentlemen have had previous experience as Directors and it is pleasant for me to see an increase in the strength of the Board.

Covid is almost a memory, but we will of course not forget it. It is pleasing that we have almost returned to pre-covid level of activities. This means that we see many new faces requesting treatment for addictions. We attract patients from the Eastern States, Overseas, Aboriginal and Torres Straight Communities and also locally. We are also continuing to assist many more people who have served their time in prison and we hope that we can help them work towards recovery and avoid their old lifestyle.

We have been relieved of the obligation to license ourselves as a Day Hospital by the Health Department. Instead, we will be pursuing General Practice Accreditation. Clinic renovation will still go ahead and should be achieved early 2024.

Many thanks to my fellow Board Members.

Thank-you to the Fresh Start Management, the O'Neil family, staff and all the volunteers. We need all of you.



Sandy Clarkson

Chairman
GAD Sandy Clarkson

MISSION

OUR THREE MODEL FOR RECOVERY

Physiology

Diagnosing & treating physical & biological conditions attributing to a person's substance use disorder through medically informed practices.

Housing

providing clients with a stable environment to live, away from the influence of others who are currently using substances.

Relationships

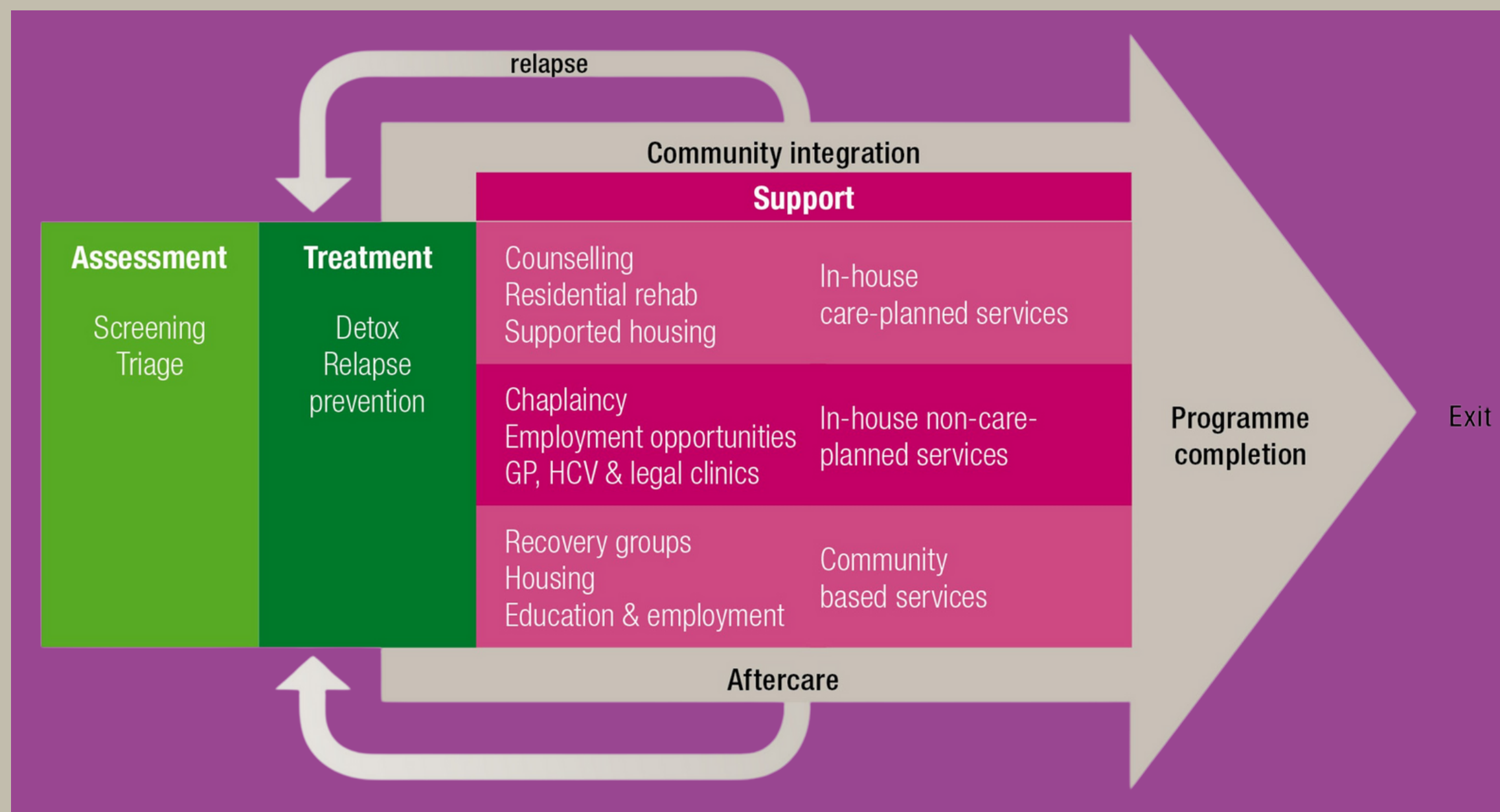
Rebuilding relationships that may have broken down due to a person's substance use to encourage self-esteem & understand what healthy relationships are.

Education

Encouraging self-improvement through learning & engaging in support groups, counselling sessions & work placement to learn self-regulation & skills for work.

Empowerment

Fostering a relationship with God & community to help reintegrate as a contributing member of society, whilst knowing they are not alone.



MISSION

OUR SERVICES AND SITES

Fresh Start Foundation - Perth

The engine room of Fresh Start, where every day operations are coordinated. This is where we reach out to those in need and join in partnerships with community groups to create awareness and educate.

Fresh Start Clinic - Perth

The client's recovery begins here. After a consultation with a GP, a care plan is implemented for recovery. **PHYSIOLOGY**

Fresh Start Lodge - Perth

For clients who have unstable living arrangements, short-term, shared accommodation is available during detoxification. **HOUSING**

Fresh Start Psychology - Perth

A client's care plan will include services such as psychology, counselling & chaplaincy. This empowers clients to learn how to self-regulate & understand their triggers for using. **RELATIONSHIPS, EDUCATION & EMPOWERMENT.**

Fresh Start Metro - Perth | Fresh Start Hill - Northam

For clients who have unstable living arrangement, shared accommodation after completion of detoxification. **HOUSING**

Fresh Start Northam - Northam

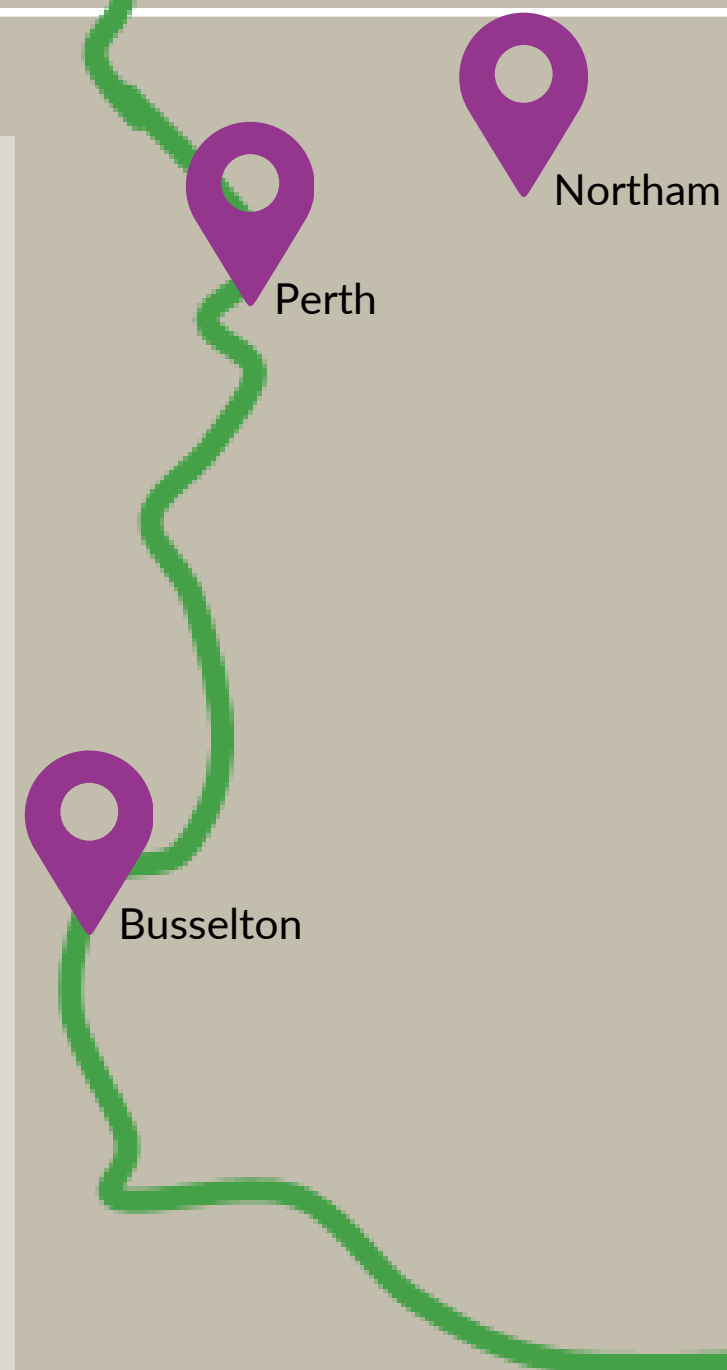
Residential recovery, a 6 to 12 month programme where clients live together as a community. They build relationships & begin community reintegration through work & education. **HOUSING, RELATIONSHIPS, EDUCATION & EMPOWERMENT.**

Fresh Start Enterprises - Northam

An employment programme for residents at Fresh Start Northam providing opportunities to learn & upskill in preparation for return to the workforce. **RELATIONSHIPS, EDUCATION & EMPOWERMENT**

Fresh Start Busselton - Busselton

A relaxing space for family reunification, where clients can reconnect with their families & rebuild relationships with assistance from counsellors & chaplains. **RELATIONSHIPS, EDUCATION & EMPOWERMENT**



IMPACT

2023

1,312 individuals & families received help at Fresh Start

24,289 Care Contacts including GPs, Nurses, Psychology & Chaplains

1,286 Treatments for addiction & Substance use disorders

286 Accommodation for people in detoxification & recovery

51 Graduated and completed the 26 week programme at Fresh Start Northam



WITH
YOUR
SUPPORT



With your support,
Fresh Start is helping
individuals, families & communities
to become free from the effects
of substance use disorders & addiction
& find their True North.

WITH
YOUR
SUPPORT



2023

61
employees
worked to ensure great
client care.

54
Volunteers
gave their time
to help those in need
This is equivalent to \$543,212.31

139
Donors
continued their support.

2
Events
to build
fundraising

2
Grants
obtained to increase
our capabilities



WITH
YOUR
SUPPORT ↗



2023 ACHIEVEMENTS

Fresh Start Family Reunification Centre

Is now in the final stages of getting ready to open its doors.

Accreditation

Fresh Start Clinic in Subiaco is in the process of becoming GP accredited.



**WITH
YOUR
SUPPORT**



Looking to 2024

Grow our team

As our client numbers grow, our team also needs to grow. 2024 will see new doctors and health care professionals join our team to ensure we can continue our care at exceptional standards.

Upgrade our facilities

Our facilities will be renovated & made more accessible and welcoming for clients.

Revamp our Fresh Start Website & provide educational resources.

A new website design will be released in early 2024, accompanied by new educational resources for our clients & the wider community.

GP Accreditation

Work towards and obtain General Practice Accreditation.

FINANCIALS

Fresh Start conscientiously manages the donations & grants we receive from supporters like you.

We are committed to investing all contributions to fulfill our mission and facilitate a future free from the effects of addiction & substance use disorders for individuals, their families & the community.



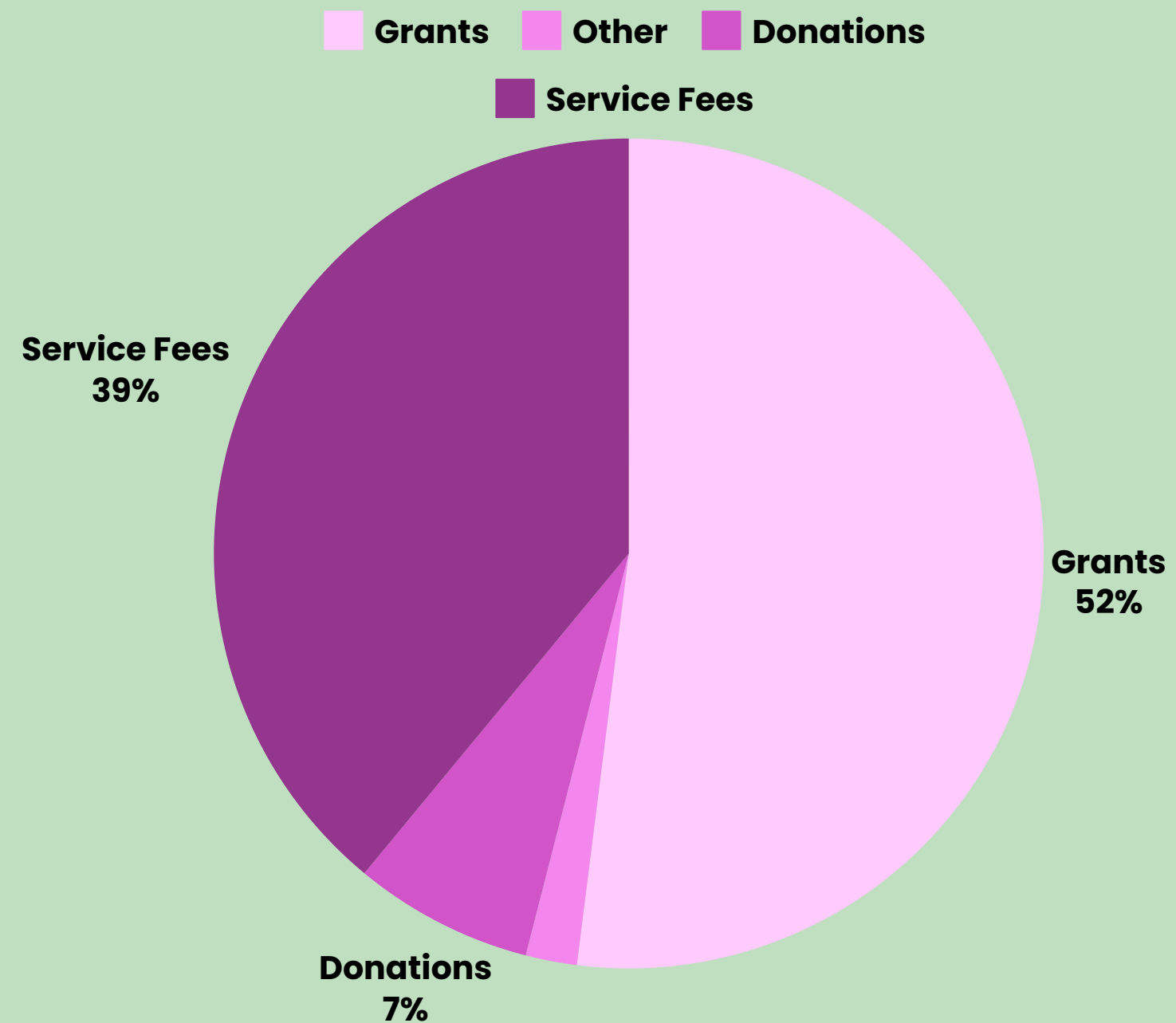
FINANCIALS

Total Revenue:

In 2023 Fresh Start saw a significant decrease in revenue from donations and bequests. However, we were able to continue providing our services with thanks to those who did donate.

In 2023 we saw a significant increase in patient numbers, meaning that in 2024 we will be on the search for more GPs and nurses.

We will also broaden our connection with the community to build partnerships with businesses and increase our donor family.



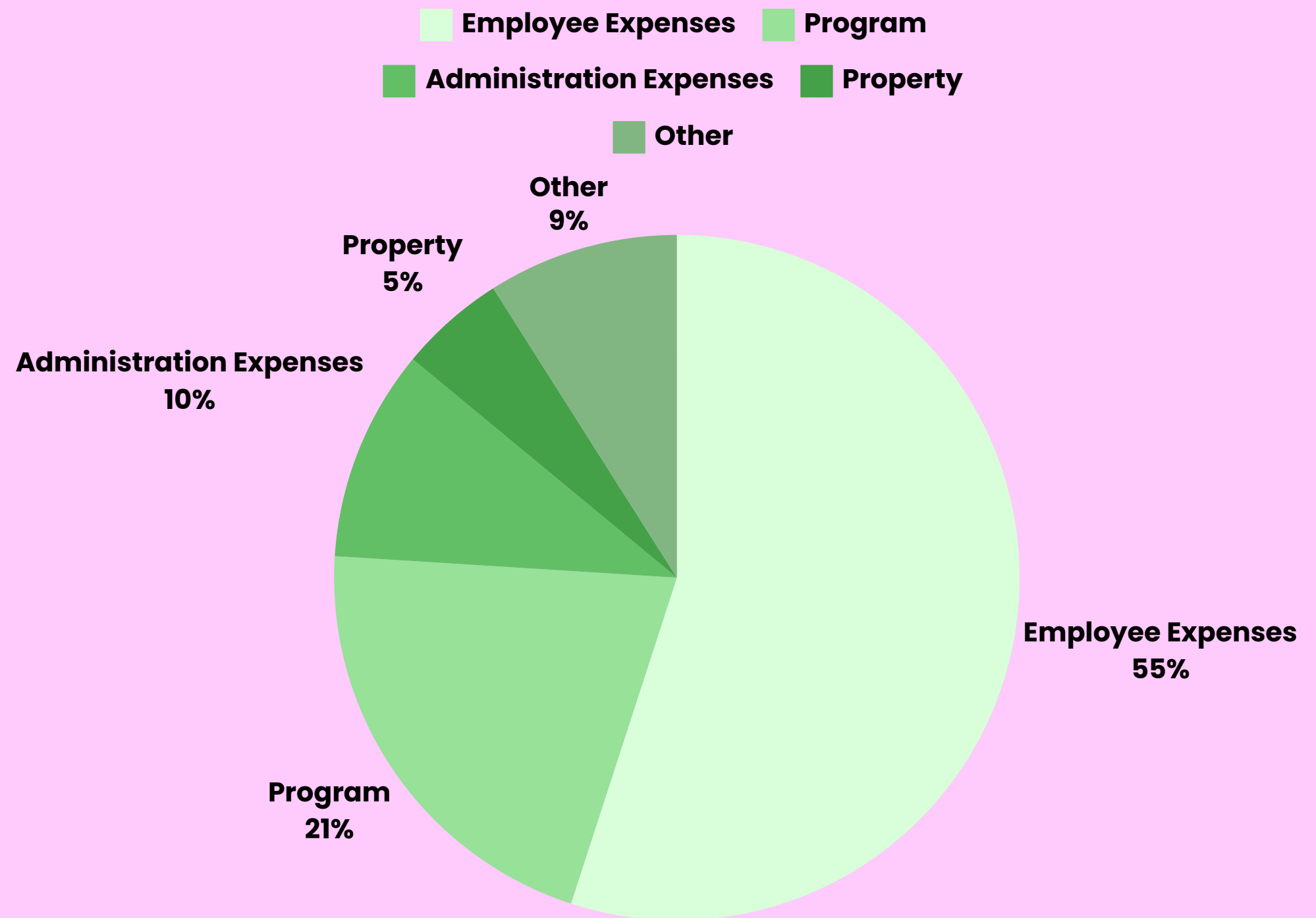
FINANCIALS

Total Expenses:

As the number of patients grew, we needed more staff to care for them. We onboarded more staff into Fresh Start to ensure patients received the best care before, during and after their time at Fresh Start.

The year of 2023, Fresh Start ran at a deficit of \$1.2 Million. meaning that in 2024 we will need to cover these costs and more to continue to meet demand.

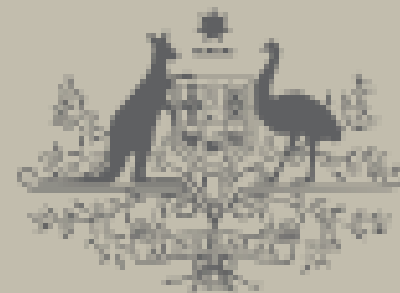
Through connection with the community, partnerships with businesses and an increased donor family we believe we can succeed in meeting this goal.



FINANCIALS

Reporting and Auditing

Fresh Start is a registered ACNC organisation. You can access our annual financial report which includes a detailed breakdown of our revenue and expenditure. We encourage all current and future donors to check out the information on the ACNC website [here](#).



Australian Government



Australian
Charities and
Not-for-profits
Commission

SUPPORTERS

Warm-hearted & generous supporters like you help Fresh Start to fulfil our mission. Today thousands of individuals & families are free from the effects of addiction & substance use disorders.

SUPPORTERS

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Trusted. *Since 1919.*®

koáala

OZHARVEST

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 mountpleasant
baptist church

 98.5 **Sunshine fm**
we're family



WAAMH

Western Australian Association
for Mental Health

