



AWARENESS REHABILITATION MANAGEMENT



**Annual Report  
2008/2009**



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# Objectives

As an organisation with a Christian ethos – To provide support services and assistance to relieve poverty, suffering, distress, misfortune and helplessness in people regardless of age, race, sex, ethnic background, religion, political beliefs or marital status, and in so doing -

1. To provide for the care, support and relief of individuals and/or their families experiencing harm associated with substance use through rehabilitation, support, caring and counselling;
2. To provide outreach services to support and assist people who are living in an 'at risk' situation due to either physical, emotional or moral conditions;
3. To provide education, awareness and research concerning substance use in the community.

## A Message from our Patron

**His Excellency Kenneth Michael AC, Governor of Western Australia**

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Drug ARM WA has a long history of developing and delivering specialised services for people, particularly young people and their families, who have been affected by alcohol and substance abuse. In a climate of economic uncertainty, when its services are in ever greater demand, I commend the Chairman, Board members, the Director, loyal staff and volunteers for their commitment, compassion and hard work.

This year, in response to community needs, with assistance from sponsors and supporters, the organisation has extended its Youth Option Program into two regional areas. In Geraldton and Kalgoorlie the program is providing a much needed service for young people. Its Capacity Building Program based in the Mid West has made a significant contribution to the health industry on the issue of co-morbidity in client diagnosis, while its volunteers on each of the four Street Vans continue to reach out to homeless and street present youths.

I wish Drug ARM WA continued success in delivering its vital services and attracting the funding and sponsorship necessary to sustain these services.

# Ambassador's Report

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**Mr Andrew Vlahov**  
Olympian Basketball player  
Ambassador for Drug ARM WA

My contribution to the organisation as Ambassador has necessarily been limited this last financial year as a result of my work load.

In November last year, however, I was pleased to have a significant role to play at the Annual Fund Raising Event held on the banks of the Swan River at the South Perth Yacht Club. The evening proved to be a huge success. It was a beautiful venue, great atmosphere and lots of entertainment so it was a thoroughly enjoyable task as MC to keep the evening rolling along at a cracking pace. The speaker for the evening was Andrew Forrest who spoke openly and frankly about his life after thanking the two courageous young men who had successfully completed the Rosella House Rehabilitation program, and had spoken so eloquently in public about their lives.

I was impressed by staff members whose skits had the guests in fits of laughter, and enticed some brave souls to participate in the Drumbeat session that is part of the Youth Options Day program. And I was proud to be associated with so many supporters of the vital services provided by Drug ARM WA.

Over the past few years I have developed a deep respect for the commitment of the staff and their innovative programs that reveal the scope of the drug and alcohol issues faced by the broader community. With community support and new partnerships this organisation can continue to grow to meet growing community needs.

I have come to the conclusion that the organisation needs more than one Ambassador and I take it upon myself to seek likely candidates during the next financial year.

Andrew Vlahov  
Ambassador

# Chairperson's Report

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Mr Ian Passmore  
Chairperson

I would like to begin this report by acknowledging our Executive Director Susy Thomas' 25 years dedicated service to Drug Arm WA.

Susy joined the organisation in October 1984. At that time it consisted of one full-time employee and one part-time; Susy being the one full-time employee. Within two years under Susy's direction the organisation had launched its first campaign. The nationally acclaimed *Think Before You Drink* campaign was the first of many of Drug Arm WA's ongoing attempts to combat the affects of alcohol and other drugs in the community. I am proud to acknowledge that the success our organisation enjoys today can be attributed to Susy's vision, energy, her depth of care, and commitment to service. I'm sure everyone joins me in offering heartfelt thanks to our inspirational Executive Director, Susy Thomas.

Our organisation exists to reach out and support those in need. During the past year, it has been a privilege for the Board to work with staff as a team sharing a Christian ethos, to support those affected by drugs and alcohol.

Over the past year, members of the Board and staff have worked consistently to develop a strategic plan to further our organisation. The process has required commitment and dedication from each and every member, stakeholder and supporter and I take this opportunity for thank all of them for their invaluable contribution. I thank Lotterywest for its financial support and Joel Levin, our consultant for his work on this project.

I would like to thank the eight members of our Board for their work over the past year. It has been an honour working with such dedicated people. After many years as a Board member, Cath Maxwell retired during the year. I hope Cath will continue to keep in touch so others can benefit from her wisdom and experience.

As you will see from the reports in this document, all of our programs continue to develop and expand in response to community needs. I thank Local, State and Federal government agencies and corporate

bodies for their partnership. I give special thanks to Andrew Vlahov and to Ansva Insurance for their unfailing support. I thank our members, churches, community groups and members of the community without whom our programs would be less viable.

On behalf of our Board I thank you for your interest, commitment and support of Drug ARM WA and its work. We look forward to furthering partnerships in service and support for our clients in the coming year.

Ian Passmore  
Chairperson

# Drug ARM WA Inc Board of Directors



**Mr Ian Passmore**  
*Chairperson*



**Mr Michael Thomas**



**Mr Rob Douglas**  
*Vice Chairperson*



**Mrs Cath Maxwell**



**Mr Matthew Waldron**



**Mr Graham Whitworth**



**Mr Bob Campbell**

**Mr Kevin Trent**  
*(No photo available)*

# Executive Director's Report

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Susy Thomas  
Executive Director

This year marks my twenty-five years at the helm of Drug ARM WA, and I take great pride in the many changes over that period that have made this organisation what it is today. In the next financial year we are well positioned for growth in accordance with our Strategic plan.

The Strategic plan is now with the Board to be refined and finalised. I believe this new plan will provide focus and direction for Drug ARM WA over the next 3 years. In developing the plan, the Board and Senior Staff have taken on board the key messages expressed by our stakeholders and staff, who gave generously of their time to assist us in this process. We also thank our consultant, Joel Levin from Aha Consulting, who led us so ably through this project.

I am proud to report that our stakeholders see us as “practical, empathic, supportive, effective, constructive and responsive” and as being “dedicated and committed to what we do”. This is wonderful feedback and reflects the passion and commitment of everyone in the organisation.

We are now refining our strategic focus for the next three years as we face tighter funding opportunities, greater emphasis on evidence based programs, and a more difficult economic climate for our fundraising efforts. We recognise the need to be proactive rather than reactive in the current climate, and the Board and I are working together to ensure we provide the best possible services to those who are in need, in accordance with our vision and mission as an organisation.

As you will see from the reports from our various departments, this has been a very successful year for Drug ARM WA, and this is only achieved with the commitment and support of many people. Marilyn and her dedicated team in the Op Shops deserve continued thanks for raising funds so successfully through these difficult times. Our board, staff and volunteers have done a splendid job, maintaining passion and commitment through the year, and the ongoing support of our members and of our various stakeholders continues to be vital for our success. I thank you all, and pray that God continues to bless and guide our work as we move forward into the future.



**Drug ARM Staff  
at 30<sup>th</sup> June 2009**

## Executive Director Drug ARM WA



Susy Thomas

## Administration



Ian Prangnell  
*Administrator*



Joan Mattingley  
*Admin Assistant*



Wilma Mann  
*Director's Assistant*

## Counselling



Sarah Willmot  
*Counsellor*

## Youth Outreach



Chris Summerfield  
*Youth Outreach Coordinator*

## Op Shop



Marilyn Chapman  
*Retail Manager*

## Manager Operations



Judy Siddins

## Youth Options Coordinators



Leigh Smithers  
*Coordinator - Perth*



Bella Ricardo  
*Coordinator - Perth*



Belinda Sinderberry  
*Coordinator - Kalgoorlie*



Alan Gollidge  
*Coordinator – Geraldton*

## Rosella House - Coordinator



Gaye Forsyth  
*Coordinator- Rosella*

## Capacity Building Manager



John Hopkins  
*Project Manager*



**Departmental Reports  
2007/08**

# Youth Outreach



**Chris Summerfield**  
Youth Outreach Coordinator

## School Leavers Program November 2008

This year the School Leavers Program (SLP) ran in Dunsborough, Margaret River and Rottnest: Dunsborough for 4 nights between the 26<sup>th</sup> and 30<sup>th</sup> of November, and Rottnest Island for 4 nights between the 26<sup>th</sup> and 29<sup>th</sup> of November.

**Table 1: Dunsborough output statistics**

	<b>Contacts outside Tent</b>	<b>Sobering Up</b>	<b>Drug Type of Clients</b>
<b>Total</b>	<b>933 170 meaningful conversations</b>	<b>199 Male 39% Female 61%</b>	<b>Alcohol 99% Illicit drugs 6% Energy Drinks 7%</b>

Sobering-up rose significantly on last year (103) which had been a massive increase from 2006. We felt there were two possible reasons for this;

1. Being located at the Leavers Zone, a concentrated focal point for Leavers, many young people who might not have been able to walk to Lions Park or the Leavers Zone in previous years, had the advantage of being bussed in.
2. Many who sought our assistance had drunk a “night’s worth” of alcohol in one go before coming to the Leavers Zone (which was alcohol free) and were often unaware of what an appropriate amount to drink was, and that their body could not handle a “nights worth” in one go.

Almost all clients in the Recovery Tent were affected by alcohol. Predominantly the clients we saw had consumed spirits, especially vodka, straight or with a non-alcoholic mixer. Many clients were simply unaware of how much alcohol their body would be able to withstand. 6% of clients in the Recovery Tent were admitted for illicit drug related reasons. Although there was a sense amongst the various agencies that there were more illicit drugs around than in previous years this percentage is on a par with previous years. The perception may have been due to the increase in the numbers of Leavers in the Zone.

**Rottnest** (from 25<sup>th</sup> to 27<sup>th</sup> November inclusive)

On Rottnest Island Drug ARM WA operated with 13 staff

- a Water Station (at Leavers Zone)
- Recovery House (at the Main Settlement)
- Recovery Tent (at the Leavers Zone)
- Foot Patrols.

**Table 2: Rottnest output statistics.**

	<b>Non-Alcoholic Drinks Provided</b>	<b>Sobering Up</b>	<b>Drug Type of Clients</b>
<b>Total</b>	<b>12,000</b>	<b>42</b> <b>Male 41%</b> <b>Female 59%</b>	<b>Alcohol 81%</b> <b>Illicit drugs 10%</b> <b>Legal drugs 10%</b>

12% of clients in the Recovery House were admitted for drug related reasons (17% last year) and 81% alcohol related. The number of clients at the Recovery Tent was exactly the same as last year (42) even though we operated for 3 days instead of 4. This is still part of a general decrease in the number of people using the Recovery Tent. We feel there are three possible reasons for this

1. Unlike 2006 where Leavers were only in Thompsons Bay. In 2008 Leavers were spread out over the entire island. If a Leaver drinking in Thompsons Bay wanted to visit the Recovery Tent that would mean a half hour walk.
2. With a change in the alcohol laws there was a stronger Police presence and meant fewer people were drinking or intoxicated in public places. We also noticed an increase in people not wanting to discuss what they had drunk or taken (over 10 percent of clients). This was very unusual and was perhaps indicative of lack of trust.
3. Finally there was little promotion of the Recovery Tent and exactly what the service provided. In the pamphlet given to Leavers it was unclear that the Recovery Tent was not run by the RIA (Rottnest Island Authority). This I believe is an important distinction to make as the RIA is responsible for evicting people from the island for irresponsible behaviour which can include drunkenness and drug taking.

This year we had new team leaders and unfortunately reporting interactions with Leavers outside the tent and water station were not recorded.

**Margaret River** (21<sup>st</sup> to 26<sup>th</sup> November inclusive)

In Margaret River Drug ARM WA operated with a team of 4 at Prevely Park Caravan Park.

- a Recovery Tent
- Foot Patrols

**Table 3:** *Margaret River output statistics.*

	<b>Sobering up Out of Tent</b>	<b>Sobering Up Tent</b>	<b>Drug Type of Clients</b>
<b>Total</b>	<b>8</b>	<b>9</b> <b>Male 67%</b> <b>Female 33%</b>	<b>Alcohol 100%</b>

With a small number of campers foot patrols easily built up a rapport with the Leavers. The Recovery Tent was not used as much as it could have been. Drug ARM volunteers often attended to people in their own accommodation. Often call outs resulted because the Leaver was in no state to be moved from one end of the caravan park to the other. However, much of the work the team did involved First Aid including; stubbed toes, cuts (often from glass), one suspected broken ankle, and a suspected possible concussion.

We had a good first year at Margaret River. Talking to Caravan Park staff and Red Frog chaplains there was a consensus that they experienced much less problems than previous years due to the introduction of new alcohol laws.

This year we had new team leaders reporting interactions with Leavers outside the tent, and at a water station. These contacts were not recorded with consistency and I believe the figures do not accurately reflect the amount of work that was done.

### **Conclusions**

I was extremely pleased with our service to the Leavers' community this year. I was particularly proud of the teams' flexibility to deal with changing situations such as the need to operate two Recovery Tents instead of one and their ability to deal with a massive increase of clients in Dunsborough. The addition of day patrols was very valuable for both talking to Leavers in a less chaotic setting and taking the survey which gave a good glimpse into Leavers' attitudes and behaviour around drugs and alcohol.

## Street Van 2008/9

The last financial year has been another good year for the Street Van service. January 2009 saw the launch of a Street Van in Joondalup. For the financial year 2008/09 we saw 1964 people of those 675 had drug and alcohol issues, and 234 people with some kind of crisis. People who were given Information 276, Support 439, and people engaged with or referred to services 54. The level of informal counselling has increased during the period.

Other difficulties that the Street Van continues to find it difficult to engage clients with emergency accommodation. There is almost always no available accommodation after 8pm. Engaging clients in other services outside of Northbridge is also hard as no other services are available at the times the van operates.

The Street Van continues to evolve and improve. Suburban locations tend to ebb and flow depending on the demographics and infrastructure of particular locations. So it is with sadness that we leave Albany and excitement that we start in Joondalup.

### *A Summary of Areas...*

**Perth:** Perth continues to run every Friday night and Saturday night and has seen a particular increase in informal counselling and support given.

**Kalgoorlie:** The Street Van is now in it's second year of operation and continues to operate once a week alternating between Friday and Saturday night.

**Albany:** After many years of service the Street Van in Albany be closing.

**Joondalup:** The Van started in Joondalup in January and operates once a week alternating between Friday and Saturday night.

### Statistics

People who visited the Street Van	1964
People with Drug or Alcohol issues*	675 (34.4%)
People with some kind of crisis	234 (11.9%)
Indigenous People	585 (29.8%)
Information given	276
Support given	439
People engaged with or referred to a service	54

\*Types of Drugs that Clients are using: Acid 3, Alcohol 493, Amphetamines 21, Cannabis 50, Dexamphetamine 2, Ecstasy 10, Heroin 29, Inhalants 48, Morphine 6, Unknown 50

I'm aware that these statistics don't always convey what actually goes on on the Street Van so I have included a the story of one client who we have helped.

### **Jennifer\***

Jennifer has been a client of the Drug ARM WA Street Van for the past year. Being a street-present teenager has had negative effects, including homelessness, and a heroin addiction, leading to prostitution to get money to pay for drugs. She has a severely low self-esteem, and does not understand how to have an adult relationship with any male, which does not involve sex, as she was molested and raped by her father from a very young age. Since meeting Jennifer we have seen her get progressively more involved in the street way of life, but also seen how she runs from

it, as she realises it is damaging for her to be there. Jennifer has continually sought re-enforcement of her value, and has expressed to us that she does not want to live life taking drugs to dull the pain, and sell herself to support the habit.

Jennifer has greatly appreciated the consistent presence of the van and both the non judgmental attitude of the staff and volunteers on the van. Jennifer has commented that she doesn't understand why some of the male volunteers and workers would like her with no ulterior motivation or what she perceived as a lack of agenda to get her in to a particular program or something more sinister. During a two significant crisis points in the middle of the reporting period Jennifer chose to contact the Street Van youth workers before any other service she was engaged with to ask for help and direction. At the end of June she decided to enter a Rehabilitation facility. She continues to keep in touch with the youth workers and on one occasion in early July she absconded from the facility she came to the Street Van and we were able to encourage her to reengage with the facility.

Significant changes we have seen in Jennifer...

- \* She has progressively developed resilience
- \* She has greatly reduced self harming behaviour
- \* She has learning to trust people
- \* She has also learnt to humble herself and return to services if she has ran away.
- \* She has learnt to surround herself with 'good' influences and stay away from 'bad' influences
- \* She has learnt to stay away from temptation, reduce her drug use and stay away from situations and people that may cause her to use.
- \* She has learnt that she is not alone. She now has hope
- \* She has developed a sense self worth
- \* She is working her past and is healing
- \* She is starting to help others
- \* She is learning to be patient with others

## **Conclusion**

The Street Van Continues to be a vitally important service. Meeting a wide range of people all with unique situations the compassion and desire to help that volunteers and staff show to people who visit the van is what makes the van unique. It is one of the few places that you kind find someone who is prepared to simply lending a listening ear. This is a simple and valuable often by the time we've heard the story the client has worked out the answer, this is when our referral services kicks in and we can give people the information they need. I look forward to seeing the Street Van grow and change in the future and continue to be such a vital presence in the lives of those in need.

## Youth Options

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**Judy Siddins**  
Operations Manager

While our Youth Options supervised bail program has run at Moorditj House in Kelmscott for many years, 2009 saw us also celebrate the first 12 months of our two Regional Youth Options supervised bail programs in Geraldton and Kalgoorlie.

Our Youth Options Programs assist young people, aged between 12 and 17 years, who are in troubled circumstances and have come into contact with the criminal justice system. We allow them to experience a stable home-like environment and develop skills to get their lives back on track. This is an important service, and is greatly valued by the supervised bail team at Rangeview Remand Centre and the youth bail services teams at Geraldton and Kalgoorlie, who refer these young people to us.

In their first 12 months, our Youth Options Programs in Geraldton and Kalgoorlie have amply demonstrated their value. As a result of the accommodation, supervision and day program activities we provide, almost 20 young people in each region have been able to stay in their region and maintain contact with their family or other appropriate local support networks, rather than being sent to Rangeview. Further, by working closely with Youth Bail Services teams in each region, we have been able to see a positive impact on the lives of many of these young people.

Our Youth Options Program here in Kelmscott has also experienced some changes this year. The day program has moved from the workshop to Moorditj House and is now focused on young people placed with us from Rangeview. It is now run in small groups of up to 3 or 4 young people at a time. This allows us to provide more individual attention and assistance to these young people, to assist them to get their lives back on track. Integrating the day program with the accommodation allows us to work more effectively with these young people and incorporate a range of life skills and experiences.

This year also saw us engage in a 3 month contract with the Department for Child Protection to work with a very troubled young person who was soon to turn 18 years of age and needed assistance to manage the transition to adulthood. We leased a separate house for this program and are pleased to report that this was a highly successful intervention.

However, a subsequent attempt to integrate another young person into our Moorditj House program was not successful. We learned from this experience that the needs are too different, and separate programs are required.

I would like to acknowledge the continued support, guidance and assistance of the Department for Corrective Services. Without their continued funding and support, our Youth Options Programs could not continue to provide support at a difficult time in the lives of these troubled young people.

I would also like to acknowledge and thank our Coordinators Leith Smithers and Bella Ricardo at Moorditj House, Allan Golledge in Geraldton and Belinda Sinderberry in Kalgoorlie, all of their staff, and Graham Whitworth. They have all given very generously of their time to make these programs work so well. Thank you so much!

**Judy Siddins**  
**Operations Manager**

# Rosella House Report

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**Judy Siddins**  
Operations Manager

Rosella House has gone from strength to strength this year, under the guidance of Coordinator Gaye Forsyth and her wonderful team.

Rosella continues to provide a thirteen week residential rehabilitation program for people whose lives have been negatively impacted by their use of alcohol and/or other illicit drugs. This program is conducted in a very supportive environment, with a program which includes individual and group counselling and relapse prevention, cognitive behaviour therapy, positive life skills development and specific drug education programs.

Rosella House staff work hard to ensure that residents are safe and given the opportunity to engage in a healing process that is supported by an understanding of the value of a 'therapeutic community'.

Rosella House operates a pool system which allows the Coordinator to prioritise clients waiting for entry to the program, ensure all those on the waiting list are treated fairly, and maintain an appropriate balance to ensure the program is safe for men and women, indigenous and non indigenous people, and clients with special needs.

The continued need for this program, and its value to the community, is demonstrated by the continuous number of clients wishing to enter the program and the wide range of organisations referring clients to Rosella House.

One important development in 2009 was the signing of a Memorandum of Understanding (MOU) with the Central West Community Mental Health Service and Midwest Community Drug Services. This MOU further deepens the relationship between Rosella and these two important services so that all three organisations can work together in the best interests of their respective clients.

We are proud to acknowledge that Rosella House has the highest graduation rate for clients of any of the residential rehabilitation programs in WA. We believe that this is attributable to the guidance and support given by Gaye and all her team at Rosella, who provide individual care

and attention to each client who enters this program, as well as the support and assistance of all our stakeholders.

I would like to acknowledge the continued support, guidance and assistance of the Drug and Alcohol Office and the Department of Health and Aging. Without their continued funding and support, Rosella House could not continue to make such a difference to the lives of so many people.

Finally, I would also like to acknowledge and thank everyone involved in the work of Rosella House – our Board and Executive Director, Gaye and her staff, and all the volunteers and supporters who give of their time. Without you all, we could not do what we do!

**Judy Siddins**  
**Operations Manager**

## Counselling Report

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Sarah Wilmot  
Counsellor

During 2008/2009 Drug ARM WA continued to provide counselling for individuals referred by self, family, friends and the Courts. Clients with minor criminal and drug-related offences were referred through the Pre-sentence Opportunity support program (POP) and continued to receive short-term treatment. Various clients requiring more intensive treatment within a stable environment were assessed and admitted to Rosella House. Presentations for community, organisational, educational and youth group settings were conducted and received with great enthusiasm.

During the year Drug ARM WA introduced two new counsellors, Sarah Wilmot and Chris Thomas, who have taken over the reins from John Dunn and Ron Bergsma.

During the 2008 financial year 254 clients received direct counselling from Drug ARM WA. Our counselling program is funded 30% by the City of Armadale. It is important to note that of all the people who received counselling 74% resided in the City of Armadale region, 2% were homeless and 24% resided in other areas. The 'other areas' were mainly the surrounding areas of Armadale such as Canningvale and Gosnells. 65% of clients seen were male and 35% female.

Client reports of their drug/s of choice reflected the typical pattern currently seen in WA. When indicating the primary drug of concern 30% of people noted alcohol, 24% cannabis, 24% amphetamines, 12% other drugs (such as heroin and prescription medication) and 10% related to another person's use. It is important to note that these figures do not reflect poly drug use but only the primary drug of concern. As a general trend most people were using more than one substance; alcohol, cannabis and amphetamines being the most likely combination.

Whilst substance use was the initial presenting concern, other presenting issues addressed in the counseling program included family dysfunction, domestic violence, childhood physical and sexual abuse, mental health

concerns (i.e., anxiety, depression and phobias), criminal behavior, homelessness, financial duress and basic life skills.

In addition to direct counselling this program provides telephone counseling which provides support, crisis intervention, drug education and referral to other services. During the 2008 financial year 144 phone calls were received of this nature.

Exit surveys and post treatment questionnaires indicated that generally (80%) of clients were very satisfied with the services received from Drug ARM WA. From July to December 2008 60% of clients reported improvement in the drug-related problems they are experiencing, 40% reported reductions in stress and anxiety, 40% claimed improvement in their relationships with family and significant others and 80% stated they had ceased their criminal activities. There were no significant improvements to client's physical health, indicating that the areas of self-care, health education etc may need to be addressed further in counselling sessions

*“ Where do I begin to thank you? You have changed my life from being a scared, weak, worried mother to a ‘sometimes’ strong determined woman.... You taught me the difference between living and just existing...”* (Extract from letter to Drug ARM WA)

Sarah Wilmot  
Chris Thomas

Counsellors

# Capacity Building Report

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**John Hopkins**  
Project Manager

This Report reflects the progress of Drug Arm WA's Capacity Building Project in the Midwest Region of Western Australia.

The network for service delivery includes: Central West Mental Health Services (CWMHS); Midwest Drug Services Team (MWDST); Geraldton Regional Aboriginal Medical Services (GRAMS); Meekatharra Regional Hospital; Ngangganawili Aboriginal Services (Wiluna) and Carnarvon Medical Services Aboriginal Corporation (CMSAC). These Services have direct and indirect interactions with Rosella House in Geraldton.

## **Policies and Procedures:**

- Co Morbidity Case Management Forms are still in the discussion stage as it involves input from other Services but should be finalised by end of August 2009
- Standardised Assessment Tools: Rosella House now uses 'PsyCheck' as the tool for assessment for co morbidity with all clients admitted to Rosella House. At present the Coordinator is the only staff trained to use the PsyCheck assessment tool. However at least three other staff members will be trained by end September 2009. The outcome from these assessments contributes in formalising individual client case Management. Once fully developed, Case Management will include input from Mental Health Services, Mid West Drug Services Team, The GPs involved with the client's health, Psychologists and Staff from Rosella House.
- Memorandums of Understanding (MOUs): We have a MOU with the CWMHS and MWDST and another with Meekatharra Hospital (covering Cue, Mount Magnet, Yalgoo and Sandstone). Aboriginal Health Services in Carnarvon, Wiluna and Geraldton have indicated an interest in developing a closer working relationship with the Drug Arm Rosella House Capacity Building Project.
- Client Case Management and Treatment: The proposed time frame for completion of Case Management protocols is March 2010.
- Professional Development Training: AOD and MH training is underway at Rosella House and requires three hours per week for 12 weeks. Staff will undertake a written examination at the end of

the course which has been adapted from the NSW Health Department's "Mental Health Reference Resource for Drug and Alcohol Workers".

### **Links and Partnerships:**

- With CWMHS: There has been a closer working relationship developing. The Manager for CWMHS is a member of Rosella House Steering Committee and also a member of Reference Group for Drug Arm Rosella House Capacity Building Project.
- MWDST: We share a common client base with MWDST. The Manager for the MWDST is a member of Rosella House Steering Committee and also a member of Reference Group for Drug Arm Rosella House Capacity Building Project.
- Meekatharra Hospital: The Hospital Director of Nursing (DON) has supported the need for a closer working relationship with Rosella House and has signed a Memorandum of Understanding which includes the recognition that clients received into Rosella House being detoxified prior to admission to Rosella House. For this purpose the Doctors in Meekatharra Hospital have agreed for Meekatharra Hospital to detoxify clients in the Hospital. The linkage with Meekatharra Hospital extends to regional Nursing Posts in Cue, Mount Magnet, Yalgoo and Sandstone. The DON is the newest member of the Reference Group for Drug Arm Rosella House Capacity Building Project.
- Geraldton Regional Aboriginal Medical Services (GRAMS): After meetings with the staff and the CEO, training programs AOD/MH for GRAMS Health Workers is now closer to fruition. An MOU with GRAMS will be the next step in developing this working relationship.
- Carnarvon Medical Services Aboriginal Corporation (CMSAC): This Service is now under 'new' management and 'new bridges' are being built. CMSAC are very keen to be involved in the development of training programs in the AOD/MH fields.

In conclusion, there has been significant quality improvement as a result of client input and the results of the open approach at weekly staff meetings that will underpin amendments for reviewing the Policies and Procedures Manual. Significantly, the Executive Director of Drug Arm WA visits every 4 to 6 weeks to discuss/review the Co morbidity Capacity Building Project's progress. The Project is progressing well and reports to the funding bodies have been delivered accordingly.

John Hopkins  
Manager  
Drug Arm Rosella House Capacity Building Project

## Op Shop

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**Marilyn Chapman**  
Retail Manager

During the past 12 months this department has continued to build a strong platform for growth.

The global economic crisis presented numerous challenges to us and all of our customers. We have however, benefitted from the government's stimulus package with increased spending and turnover.

It was fortuitous that at the same time we also increased the store capacity of Kelmscott by expanding into what was formerly Shapes Health Club. This significantly assisted in raising turnover, gaining new customers and greater momentum. We were also fortunate to have a new roundabout built close by. This has assisted in slowing traffic and providing greater visibility of our increased store signage and shop front.

Turnover was consistent in all of our smaller stores. Each store's turnover was in line with its size. We aim to assess each store's performance in the coming financial year and endeavour to lift turnover.

The teams of people required to keep each store open on a daily basis is a credit to those who oversee them. We understand volunteers' personal circumstances change and they decide to "hang up their hats". Their contribution to Drug Arm is invaluable and their continuing hard work and long time support is recognised. Each year we have an award luncheon and celebrate their contribution. *Volunteer of the Year* and *Good Housekeeping Awards* are eagerly anticipated by our teams. We take this opportunity to especially thank everyone for their ongoing support.

The Op Shops also benefitted during the year from the following volunteers:

1. Work for Dole (now very limited)
2. Ministry of Justice (community service)
3. Private School Placements (community service)
4. Work Experience (schools and other agencies)
5. Intellectually Impaired Participants (Care Agencies)

We distributed furniture and clothing and to a lesser extent food parcels to needy families referred by other agencies. We continue to donate

items such as hearing aids, glasses, school supplies and clothing when called for by overseas aid agencies.

The Lotteries truck has continued to travel well during the year with limited repairs and maintenance. We have concentrated on collections south of the river in order to conserve fuel costs. Our team of Bradley and Michael are a friendly duo who can put their hands to anything. We regularly rely on them to do a variety of jobs and they both have proven to be very versatile.

Various acts of vandalism and burglary have occurred during the year, but particularly at the Kelmscott store. A monitored alarm, together with a closed circuit TV system has now been installed.

The dumping of rubbish at all stores is still proving to be a problem, as with all charities. Dirty mattresses, wardrobes, couches and armchairs are the main problem, but we also get building rubble, lawn clippings, dirty clothing and broken "anything". We envisage this problem increasing now that rubbish charges at the dumps have risen so high in such a short period of time. Consequently, it will continue to be costly for us to remove this rubbish, both in manpower and rubbish dump costs.

Overall the year has been hectic and challenging. Our volunteers' efforts and loyalty to the organisation have greatly assisted in making the Op Shops a profitable and rewarding place to work. My sincere thanks to them all for making my position that little bit easier. Thanks also to Ian and the Admin staff for their ongoing support.

Marilyn Chapman  
Manager

# Administration Report

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**Ian Prangnell**  
Administrator

Our Administration Staff has continued to provide an effective, efficient and necessary support service to staff engaged in a wide range of programs throughout the 2008/2009 financial year.

I would like to thank the Admin staff for their enthusiasm and commitment. We have had some changes in staff during the year but have still managed to cope with increasing demands on our resources, including the expansion of our Youth Options Program to Geraldton and Kalgoorlie.

We currently support a staff of 45 and about two hundred volunteers in Geraldton, Kalgoorlie and Albany as well as the Metro area. In the near future we plan to increase the Admin staff a little to enable us to continue to improve the essential support services for our growing organisation.

In the next financial year we plan to update our aging computer systems with the assistance of a Lotterywest grant. We also plan to assess our future office needs having recognised that our present premises are limiting.

There are so many in the community who need our services, and therefore we look forward to your continued support and encouragement as Drug ARM WA continues to develop in response to the community's growing need.

Ian Prangnell  
Administrator

## *Our Sincere Thanks to....*

AER Foundation  
Ansvar Insurance  
Christian Communities of Perth, Geraldton & Albany  
City of Albany  
City of Armadale  
Department of Corrective Services  
Department of Health and Ageing  
Drug and Alcohol Office  
Lotterywest  
Office of Crime Prevention  
Perth Christian Life Centre  
Perth Wildcats  
Shire of Geraldton-Greenough  
SGIO  
United Way WA  
Variety WA

*Last but not least, we express our sincere thanks to generous people; the individuals, church groups and all our volunteers in the Youth Outreach, Op Shop, Rosella House and Youth Options Programs – Perth, Geraldton, Albany & Kalgoorlie who gave their time and support throughout the year, thus enabling Drug ARM WA to provide this vital community service.*

**THANK YOU ALL ONCE AGAIN FOR YOUR PARTNERSHIP AND SUPPORT  
- MAY GOD BLESS YOU**

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