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Life. Changing.

2019

A message from our CEO & Chair

We are delighted to share some of our highlights with you via our 2018-19 Annual Report. Growth, change and an unerring belief in the capacity of people to achieve their potential continue to underpin Windana as much today as they did when we began, back in 1984. To support our vision, five years ago, we developed an ambitious five-year strategic plan.

With support from our partners, staff and the wider Windana community, we have delivered on our commitments and achieved our goals across our five key areas: People, Client Impact, Leadership, Sustainability and Growth. Our subsequent 2019-2022 strategy will build on this success.

Organisations often measure success in metrics based around financial results, throughput, size, and scale. We have much to celebrate on that score with strong financial performance, significant growth and planning for further expansion well under way.

We have deepened our relationships with partners and supporters who see the value of the work we do, and now, with the generous support of the Gandel Foundation and the Friends of Windana we can pursue our plans to build Australasia's first Welcome House.

Quantifying success and demonstrating outcomes is a perennial challenge for the community services sector and we are proud to be recognised as a Changemaker at the 2018 Social Impact Measurement Network of Australian awards.

We will continue to measure outcomes across our programs that will over time, help us demonstrate what we inherently know – that treatment works, change is possible, and people can, and indeed do, recover.

This year's report also features wonderful stories of growth and recovery shared by some of our graduates who enrich the Windana team with their lived experience.

We have enjoyed substantial growth and success made possible through the collective effort of many. Our greatest asset is our people and we enthusiastically commend our team of passionate, skilled and hardworking staff and volunteers for their dedication and commitment.

A special thank you goes to our Board directors for the stewardship they provided during the year. Their ongoing support and guidance to the executive team has ensured that we are in the very best position to continue our mission. Equally, thank you to the Executive team for their leadership and untiring commitment to ensuring that Windana continues to offer outstanding services.

Anne-Maree Kaser
CEO

Jenny Gillam
Board Chair

Windana Board of Directors



■ **Cameron Bird**
 Director
 Chair of Strategic
 Input & Positioning
 Subcommittee
 Joined the Windana
 Board in 2016

■ **Ben Desmond**
 Director and
 Company Secretary
 Member Finance,
 Risk & Audit
 Subcommittee
 Joined the Windana
 Board in 2015

■ **Dione O'Donnell**
 Director and Deputy
 Chair
 Chair of Finance,
 Risk & Audit
 Subcommittee
 Joined the Windana
 Board in 2014

■ **Jenny Gillam**
 Director and Board Chair
 Member Finance, Risk &
 Audit Subcommittee
 Member Strategic
 Input & Positioning
 Subcommittee
 Joined the Windana
 Board in 2002

■ **Andrea McLeod**
 Director
 Chair of Quality
 & Safety
 Subcommittee
 Joined the Windana
 Board in 2017

■ **Sara Rowswell**
 Director
 Member Strategic
 Input & Positioning
 Subcommittee
 Joined the Windana
 Board in 2016

■ **Tony Parsons**
 Director
 Member Strategic
 Input & Positioning
 Subcommittee
 Joined the
 Windana Board in
 2016

■ **Patrick Baker**
 Director
 Joined the
 Windana Board in
 2019

Our CEO & Executive Team



■ **Mark Klose**
 Executive Director
 Corporate Services

■ **Anne-Maree Kaser**
 Chief Executive
 Officer

■ **Molly O'Reilly**
 Executive Director
 of Withdrawal
 & Community
 Services

■ **Clare Davies**
 Executive Director
 Rehabilitation
 Services

Maryknoll Therapeutic Community

The Maryknoll Therapeutic Community (TC) rapidly increased capacity from 38 to 77 beds as a result of the investment by the Andrews Labor Government into residential rehabilitation in Victoria during 2018-19. This significant change, while positive and welcome, had an impact on the TC for staff and residents, due to six months of construction works on the site. Determinedly, the TC quickly regained its balance and ambience on completion of works.

Part of the Government investment includes ongoing funding for an Australasian first Welcome House.

The design of the Welcome House site was completed in 2019 and construction is planned to commence in late 2019. The Welcome House will provide a gentler entry for residents into the TC. Heartening overseas research has shown a Welcome House model can reduce early-rehab discharges from 40% to 15%.

“Overseas research has shown a Welcome House model can reduce early rehab discharges from 40% to 15%.”

Increased support to the nursing team ensures our successful Opioid Replacement Therapy (Pharmacotherapy) Program continues to evolve and grow. Given the expertise that has developed over the past decade, Windana is now positioned to trial new and emerging treatments.

Maryknoll TC employed a Financial Counsellor (Sharon Carmody) to support residents with financial and debt issues. It has been a wonderful success. One of the great outcomes relates to the Work and Development Permit (WDP) Scheme, where \$211,000 worth of fines have been worked off by residents as a result of being in Residential Rehabilitation.

In March 2019, the Bunyip Bushfires directly affected the Maryknoll TC—the community was evacuated for six nights. The planning for such events, along with great collaboration of all Windana programs, ensured the community was safe throughout the evacuation resulting in the entire community returning to the TC. The support from the CFA, Cardinia Shire Council, DHHS and, most importantly, our community neighbours, was nothing short of incredible.



“Windana is a valuable asset, not just to us, but to society. It creates the space to grow, to learn, to focus on oneself and make those connections we couldn’t make before.” Windana Resident.

Grampians (Ballarat) Therapeutic Community

The 20-bed Grampians Therapeutic Community opened its doors to residents in October 2018. Significantly, the Aftercare program, where residents move into the Integration House, was implemented in June 2019.

Aftercare is a key component to the program allowing a gentle transition for residents into the wider community with the crucial support and backing of the TC program.

We are greatly anticipating the first Graduates of the Grampians program nearing graduation as of November 2019.



“I’ve been judged and labelled all my life, but my addiction isn’t who I am. Windana creates an environment for us to discover our way to fit into society.” Windana Resident.

Windana’s Football Team

Windana’s Aussie Rules football team, the Cardinia Tigers, in conjunction with the Cardinia Shire, Victoria Police, Reclink, Richmond Football Club and financial support from the Alcohol and Drug Foundation, successfully completed its second season.

The team won 90% of its home and away games throughout the season and claimed runners-up honours, missing the flag by just three points in the grand final!

Proudly, the ‘Tiges’ were awarded the “Most Disciplined Club” for the South East competition – significantly the gong is voted on by the umpires.

In further good footy news, we were thrilled to note one of our residents was runner-up for the “Peter Cullen Medal” at the recent Peter Cullen awards.



Interview: Sharon Carmody

Sharon Carmody is the first in-house financial counsellor in the drug and alcohol treatment sector. She joined Windana as a part-time book-keeper, when her kids were tiny. We are glad to say Sharon is still at Windana some 25 years later.

From the outset Sharon really enjoyed assisting clients. Dealing regularly with Centrelink on their behalf and managing 'personals' like cigarettes and paying bills. Sharon saw first hand the level of financial pressure many clients suffered, often leading to relapse.

Indeed, troubling personal debt is all too common for our Windana residents. On entry to the program, eight out of ten clients tick the box to request help with debts or fines.

Sharon saw huge potential for a new role dedicated to helping clients and with Windana's support, studied to gain a Diploma of Education, specialising in Financial Counselling.

"The pressure of debt can be substantial", Sharon tells us, "The amounts we have dealt with range from a few hundred dollars, up to \$80,000."

"Tolls are the most common debt, along with speeding, parking and unregistered vehicle fines along with invalid public transport ticket usage. The problem is that unpaid amounts accumulate penalties and escalate completely beyond clients' control."

Helpfully, AOD organisations in Victoria have diligently pushed for a legal solution in Victoria, resulting in the Justice Department developing the Work and Development Permit (WDP) in partnership with Fines Victoria.

The initiative provides vulnerable and disadvantaged people with a non-financial option to address their fine debt.

Since May 2018, Windana has sponsored clients to offset treatment for drug and alcohol issues against their debts. As of July 2019, a hefty \$211,000 had already been 'paid off' by residents.

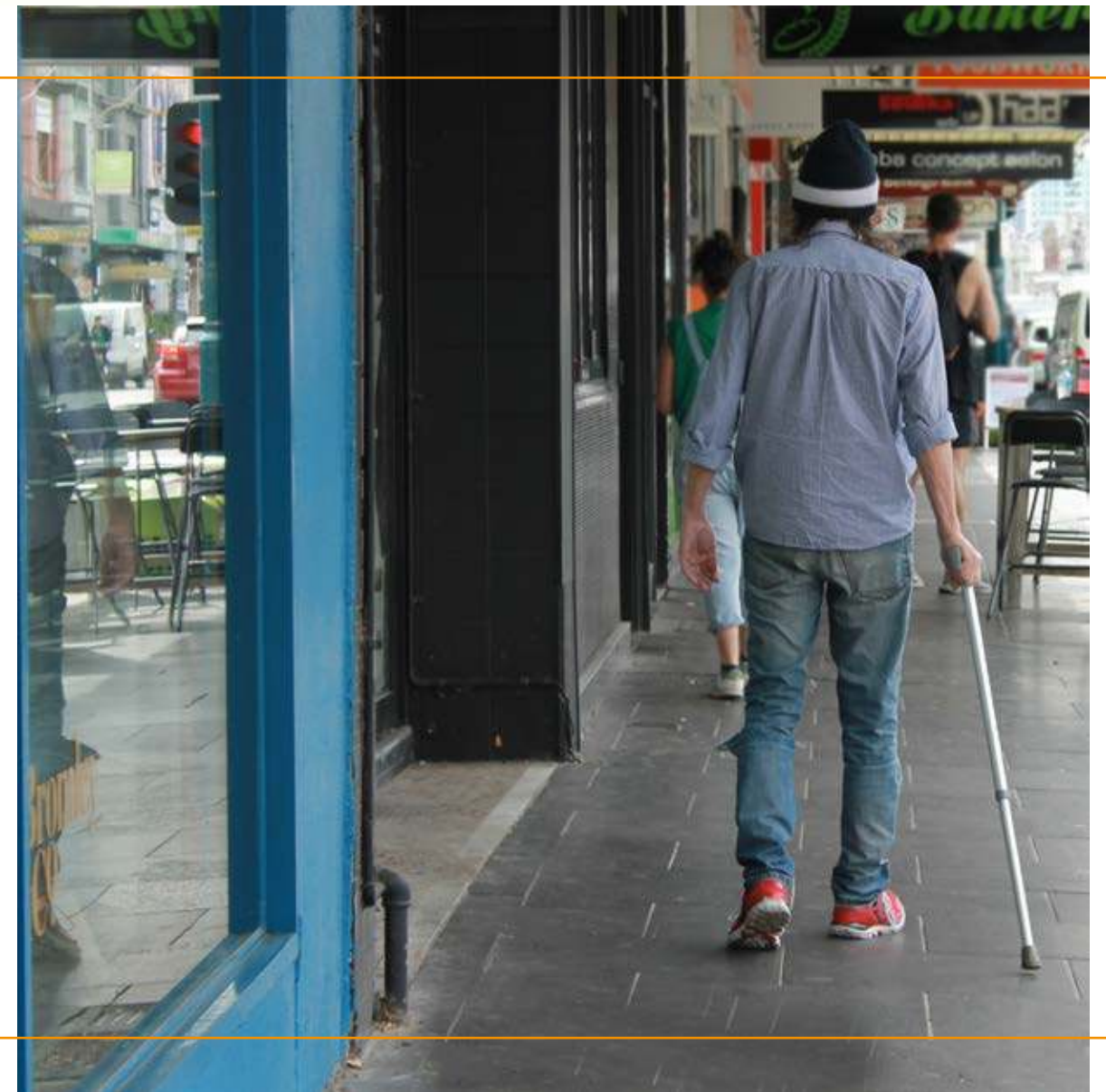
"Clients are so relieved that the burden of the debt is no longer there," Sharon explains. "They are deeply grateful to Windana for helping take that pressure off them. It was incredibly empowering for our residents to find out how much they had paid off in just one year."

Sharon also points out that it's not just the WDP Scheme that's important, in fact it's the supply of financial counselling in general. Clients can have trouble with budgeting and are guided in ways to look at the way they think about, and spend, their money.

Often input to encourage residents to analyse just where they can cut back spending is remarkably helpful. Sharon starts with supporting clients to make phone calls to initiate resolving their issues.

If the client is unable to carry out a call, she does it for them. Along with the obvious immediate benefits of planning, the counselling helps build crucial life skills to reduce financial burden in the long-term.

A proven success, the WDP scheme is now ready to roll out across all Windana programs, but unfortunately, it's not a funded role. What Sharon sees every day reaffirms to her that financial counselling is a very important part of recovery. "If the issues are not dealt with while clients are here, they will come up against them when they leave."



"Sharon helped me out with more than \$5,500 in fines and debts. Having done so much work here, I had real anxiety about leaving with this over my head, but I didn't know you could reduce debt against spending time here. Sharon gave me care and concern, she was the mother I never had, honestly. Sharon had my signed Authority to Act and she worked with the company to make me stand out, Sharon got my debt waived – it was amazing, I just wanted to hug her and I'm not a hugger! I was overwhelmed that I was free to concentrate on my most important work, dealing with addiction."

Windana Resident.

Windana Peer Worker Model – Collaboration with Self Help Addiction Resource Centre (SHARC)

Windana has embraced the Peer Worker Model, employing seven Peer Workers across the Maryknoll and Grampians TC's. Many have been residents at Windana's TC's and offer invaluable support and insight for residents in treatment. Their valuable contribution to the program includes supporting people seeking treatment and in the Aftercare program. SHARC comprehensively provides Peer Worker training and offers ongoing bi-monthly supervision for Windana's Peer Workers.

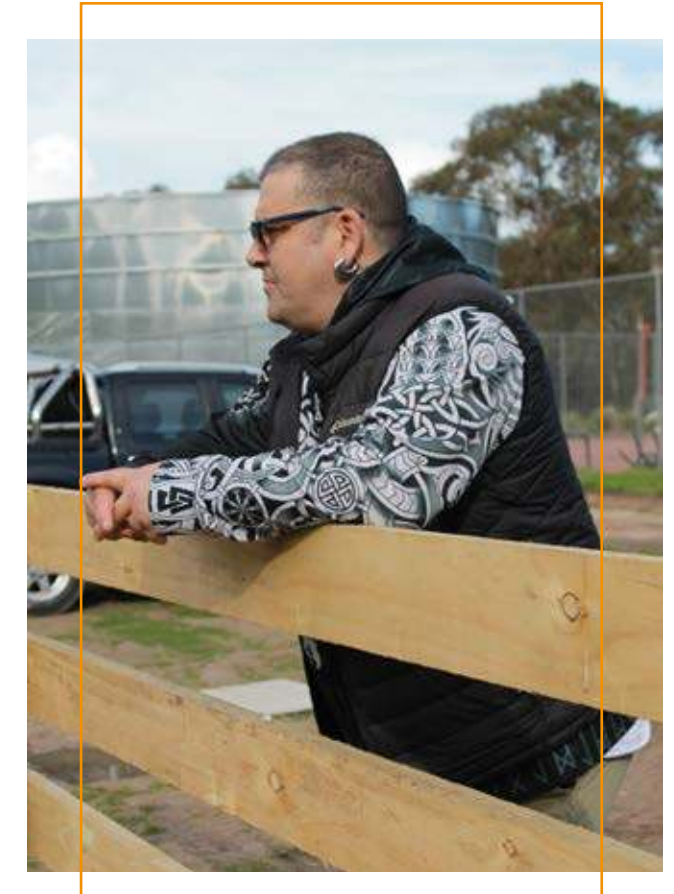
Here are just some of their important stories.



Frank's Story

I had been in trouble my whole life. My mentor was a bikie club member and I grew up around that, living and breathing it. Mentally I left home at 13, walked out for good at 15 or 16 and was already using heroin just because it was around. I met up with a girl and somehow things got darker. I was stealing from people, part of the crime scene, that kind of life. My first consideration of something different came around 2006. I was at the remand centre and got into a scuffle, ended up in solitary. I was thinking this can't be all there is. Back then my son was four and I didn't want him following in my footsteps. I had walked away from my daughter when she was five and didn't know her.

I knew that I wanted something different, I just didn't know what. I had no idea what was there to help. In 2016 the lady at the Magistrate's Court referred me to Windana, but I only lasted five or six weeks. I was rude, obnoxious, thought they were all idiots. So, I got discharged, and the same night I overdosed. Next day, straight back into the heroin. It took three or four months until I realised there was something about the farm I wanted to go back to. I got discharged six or seven more times but between programs I did my work. I saw a counsellor who lived a bus and train ride away, so I trekked that twice a week and did equine therapy as well. I still feel lucky that the people at Windana suggested options that worked for me. Every program I recovered a little. I started to see what other people saw, and soon I wasn't being kicked out. I felt I had choices for the first time. As a kid my Dad punished me hard, I was dictated to. The farm gave me a safe place to find myself. Some people think Windana will give you all the answers, but I found it a supporting place where I found those answers myself. Originally, I didn't even understand rehabilitation, my concepts of life were so distorted. But each time I changed



that little bit and they kept taking me back. If they hadn't, I wouldn't be alive to talk to you right now. Windana has trusted me and I'll do anything for them. I learnt to smile, cry, hug, laugh at myself, make friends, trust myself and others, be a Dad – learnt all that at the farm. I learnt none of it as a kid, had never enjoyed myself until my third visit to the farm, and was definitely not a nice person to be around.

I work at the farm now, I've written my first CV, I pay tax for the first time, I'm studying. I've been sober two and a half years, I'm reconciled with my daughter, have my son full time and have a partner, house and friends. "For those that choose to donate or fund Windana... you're giving guys and girls like me the choice to do something different, it's as simple as that. "I'll do anything for the farm. Anything. My mantra used to be, if you really knew who I was and what I did, you wouldn't want to talk to me. Now my mantra is "you're free".

Frank – Peer Worker at Windana and a Graduate of the Windana Program.

"For those that choose to donate or fund Windana... you're giving guys and girls like me the choice to do something different."

Russell's Story

I worked a double life; sales and marketing during work hours and in full blown active addiction on the side. I thought I had a handle on my lifestyle as I had a great job, nice car, and all the material possessions one could want. But the reality was underneath it all I had a gigantic addiction and the chaotic and sad lifestyle that comes along with it. Imprisonment for extensive periods in my twenties, life was unmanageable. Something had to give, and the reality set in that it wasn't all about me as relationships began to crumble. Once my son was born things started to shift for me.

I first entered the TC for several months and left to get back into my son's life. I hadn't engaged in the program in all honesty. I soon re-entered the TC. My healing experience was challenging and at the same time amazing. I learnt to love myself and others around me. I completed the program after nine months. I exited the program to start the process of re-building the relationship with my son, now thirteen years of age.

Windana offered me to continue Aftercare from my own residence. Which was a new type of pathway, so I returned twice a week and enrolled in study. Six months later I was offered graduation, at the time I didn't know I wanted it, but I still took it up. There were my parents, both very emotional and in tears, my son beside his dad and all the staff there who had supported me. I'd done it this time, over a year clean then, now three years clean.

My son is back in my care full time. I live in a nice house close to my work, my Diploma in Mental Health and Alcohol and Other Drugs is nearly completed. I was offered a position as one of Windana's first Peer Workers. This was a great opportunity to give back to others trying to break the cycle of addiction. I've got a strong supportive

“There's love and care here, community and family, we've always got your back.”



team around me, family back in my life. Life's fantastic.

Windana has this good strong backbone. The program evolves, offers unique services like Sharon's financial counselling, as well as a fantastic well-structured Aftercare program, helping people to get out of debt and get the best crack at recovery. There's love and care here, community and family, “we've always got your back”. Values are at the core: love, trust, responsibility, care and concern, honesty. I say to graduates, ‘if you can make the right choices linked to those values, you have the foundation for the rest of your life’. I swear on that.

I feel blessed, I feel privileged and at the same time I feel really proud to graduate from the program and return as a Peer Worker. To be able to come back, give back and hand down what I was given from here was gold. It keeps it real for me.

Russell – Peer Worker at Windana and a Graduate of the Windana Program.

Marcus' Story

My problem areas were alcohol, drugs and mental illness – dual diagnosis. I came to Windana and put in the work but had to leave for a psych ward. It was a heartbreaking setback, but I came back to Windana. I have six years of sobriety coming up in September and I couldn't have done it without Windana. My background is in outdoor education so, when Richard (from the Maryknoll TC) said come and volunteer, I came back to the place I was reborn.

All residents bring the good, the bad and the ugly. I've done it, I know what people are going through. Up the mountain in a rowing boat, those feelings of shame and remorse.

I see the progression and I feel for people who make silly mistakes and return several times. I always hope they'll come back.

At Windana there is never a bad word about residents, everything has meaning. I'll remember the birthday celebrations and New Year's Eve even when I'm 80.

I learned to be an adult here, having missed the meeting at school that dished out the life stuff. My mates played with drugs and pulled up fine, but I crashed, people crossing the road to avoid me. I'd wake up at a truck stop and go ‘how the hell did I get here?’ The places we find ourselves in addiction; now I know where I'm going to be on Monday.

This place gives you a basic toolbox to work from like assertions and relapse prevention that you can use for the rest of your life. I even use this at work when I have to pull staff members up. I got my voice back because when I was using, I would let that stuff slide and it would bring me down, but now I have found my voice.

“I'd wake up at a truck stop and go how the hell did I get here?. The places we find ourselves in addiction, now I know where I'm going to be on Monday.”



I don't think I could have done that without this program. This place teaches you how to deal with your emotions and cope in a controlled environment. I like to help people find that, it's what you take with you.

Marcus – Peer Worker at Windana and a Graduate of the Windana Program.

Community Services

The Windana Community Services Program has continued to expand, with the Specialist Counselling, Alcohol and other Drug Community Support Services and the Care and Recovery Coordination program continuing to deliver valuable services to the local community. Our commitment to Health and Healing – complementary therapies to support mainstream interventions – across Windana programs continues to grow, with the osteopathy student placement clinics increasing its capacity over the year.

The ‘Tuning into Kids’ evidence-based program was showcased at the VAADA (Victorian Alcohol and Drug Association) bi-annual alcohol and drug sector conference. The program has been tailored to meet the needs of people with alcohol and other drug issues who have children. It has now extended its reach to include a group specially provided for people involved with the Melbourne Drug Court.

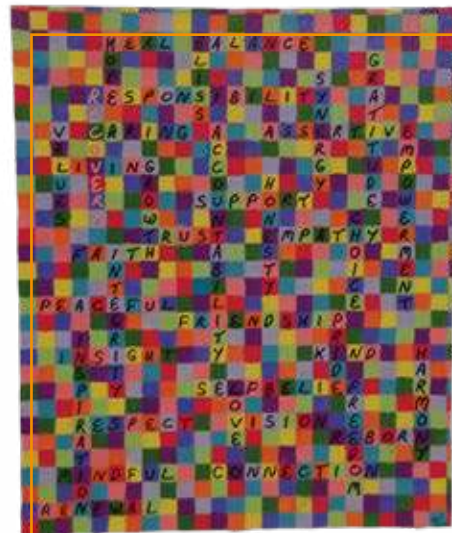
Our Art Therapy program supplements traditional treatment options across all programs at Windana. The Art Therapy Open Studio at St Kilda culminated in a highly successful exhibition at Brightspace gallery, showing more than 65 pieces of artwork. We are fortunate to be able to continue the work with the Open Studio model through the much-appreciated support of the City of Port Phillip.

A new Open Studio has started in Dandenong, located at the South Eastern Consortium of Alcohol and Drug Agencies (SECADA) through the support of the City of Greater Dandenong.

South Eastern Consortium of Alcohol and Drug Agencies (SECADA)

Windana is the Lead Agency for SECADA, taking over from the South Eastern Primary Health Network in July 2018. A major achievement has been the integration of three operational service sites into one main centre in Dandenong.

The SECADA team has released a comprehensive catchment-based plan for the South East region. To support this, six key priority working groups have been established to help build networks and respond to emerging trends in the space. SECADA has led the pilot of ‘Kickstart’, a new forensic model of treatment for people with alcohol and other drug issues who also are involved in the criminal justice system.



- Making Connections by Craig Duncan
- Chained by Laura Collazos
- Wedge Tail Eagle by Josh Brown
- Rooster by Oisín
- Unknown Artist
- Powerful Owl by Josh Brown
- Unrealistic by T M Glare
- Freedom of My Cosmic Energy by Laura Collazos
- When Light and Darkness become One by Laura Collazos
- Unknown Artist

Our Art Therapy program supplements traditional treatment options across all programs at Windana.

Withdrawal & Coordinated Care

Coordinated Care continues to provide a unique withdrawal treatment experience, combining alternative therapies with contemporary medical treatment in a residential setting. Allowing clients to experience a range of non-pharmaceutical treatment options during withdrawal, they are able to continue to access these treatment options after leaving the program through the Windana Health and Healing Clinic.

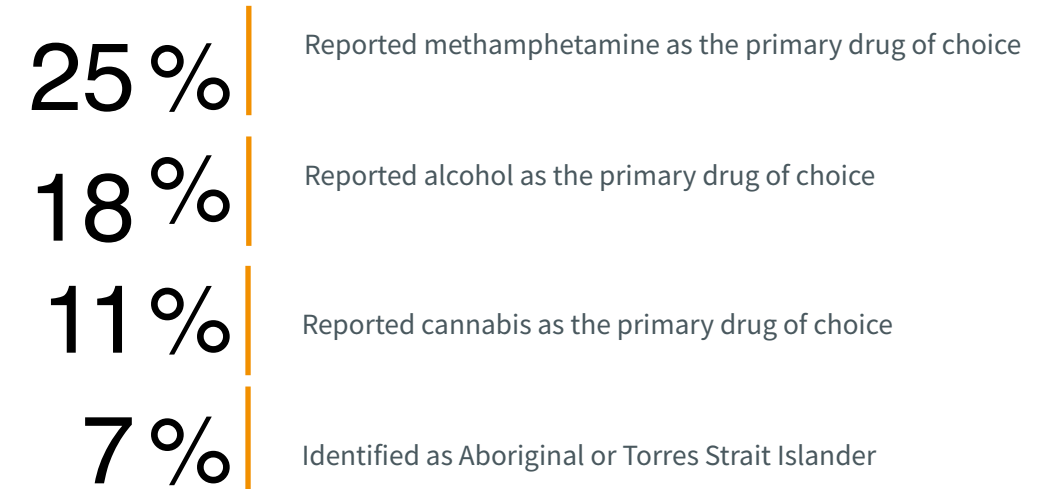
Both the adult and the youth units have strong links with the Therapeutic Communities (TC) at Maryknoll and Grampians. This enables a continuation of treatment from the withdrawal unit, right through to the rehabilitation programs Windana facilitates.



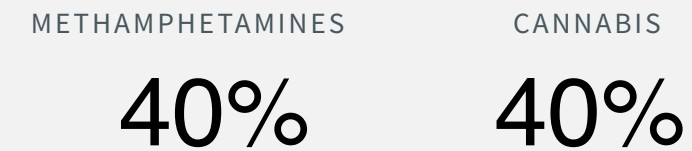
Over the past year we have seen **25%** of people who complete withdrawal at the Drug Withdrawal House transferred to a Windana TC. Informatively, the substance use profile of the adult withdrawal service during the past 12 months has shown the primary drug of choice for people was as follows:



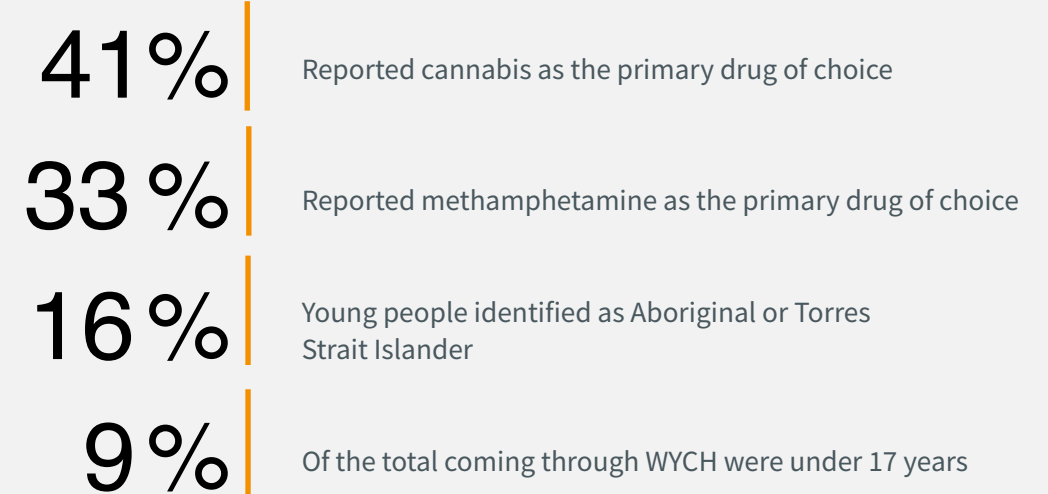
Mental ill-health was reported from **32%** of the people who engaged with the service. Of the people with mental health issues:



The trends for the Windana Youth Community House (WYCH) whose client group range from **12 – 24** year age range are:



Mental health issues were identified in **57%** of the WYCH participants. Of the people with mental health issues:





Non-Residential Withdrawal Services

The Windana Non-Residential Withdrawal teams continue to provide services in the Frankston Mornington Peninsula, South East Melbourne and Barwon catchments, in partnership with our sector colleagues. The teams deliver seamless services to clients, either through working directly with the client's general practitioner, or assisting the client to step up or step down from residential withdrawal services.

Harm Reduction

The term 'harm reduction' in the Windana area of activity refers to policies, programmes and practices that aim to minimise negative health, social and legal impacts associated with drug use, drug policies and drug laws. Harm reduction is grounded in justice and human rights – it focuses on positive change and working with people without judgement.

Windana is committed to the integration of harm reduction practice into its work, particularly for those participating in our withdrawal programs.

This means giving clients targeted support to reduce harm, reduce the risk of overdose and to avoid what is often a preventable death. Our goal is to work in a way where harm reduction is 'everybody's business'. Windana's Harm Reduction Practitioner is helping to build our capacity and integrate new skills in relation to overdose prevention for clients across the range of program areas.

Integrative Harm Reduction The journey so far

As the Harm Reduction Practitioner at Windana, I have been given the task to establish an integrated harm reduction approach across the organisation's operations. The uptake by clients has been overwhelmingly successful. In fact, since July 2018 there has been 970 sessions delivered to 354 individual clients – with ages ranging from 12 years old to 71 years of age. These sessions were client-centred and included harm reduction education, safe injecting practice, overdose prevention education, overdose response training (naloxone), intensive care and recovery coordination and relapse prevention education.

Data was analysed for 165 clients. 46% reported overdose from substance(s) in the past and 40% reported a history or current use of opioids (illicit or prescription). Of the 46% of clients that reported overdose, 21 clients reported more than 10 overdoses in their lifetime. Of the 40% reporting a history or current use of opioids, 89% had previous Naloxone training, however, surprisingly, 100% of them could not remember the correct use of Naloxone in an overdose situation. In response to this, the harm reduction program at Windana has established a method to help clients retain the relevant information for Naloxone use in an overdose scenario.

One of the highlights of my role has been to work in partnership with Star Health, one of our sector partners, to deliver a Targeted Overdose Prevention (TOP) Program for the Bayside Catchment. This has been in response to the latest Annual Overdose Report (Penington, 2019) reflecting overdose data from 2017 where there was revealed 2162 drug-induced deaths in Australia, with 1612 of these deaths thought to be accidental fatal drug overdoses.

This rise in the numbers of overdose deaths has been linked to the use of multiple drugs at once, including alcohol, prescriptions medication, opioids and benzodiazepines. In this program we have targeted organisations that provide services to AOD clients, trained the staff in overdose response, overdose prevention and the provision of Naloxone in emergency situations. Staff have then been able to train their clients and provide information about access to Naloxone, ideally contributing to a reduction in the numbers of overdose deaths.

Gyu Lee, Harm Reduction Practitioner

“Of the 40% reporting a history or current use of opioids, 89% had previous Naloxone training, however, surprisingly 100% of them could not remember the correct use of Naloxone in an overdose situation.”



A day in the life of a Windana resident

For anyone wondering exactly how a day pans out at the Windana Therapeutic Community (TC), here's bit of an insider's view. In short, life is busy. We say we have 'long days and short weeks'.

WEEKDAYS

| | | |
|-------|---|----------------------|
| 06:15 |  | WAKE UP |
| 07:30 |  | RECREATION |
| 08:30 |  | BREAKFAST |
| 08:40 |  | COMMUNITY MEETING |
| 09:00 |  | GROUP ACTIVITY |
| 10:30 |  | MORNING TEA |
| 11:00 |  | PHASE GROUPS |
| 12:30 |  | LUNCH |
| 13:30 |  | FARM WORK |
| 16:30 |  | QUIET TIME |
| 17:00 |  | PETE'S PLACE |
| 18:00 |  | DINNER |
| 19:00 |  | COMMUNITY ACTIVITY |
| 21:00 |  | COMMUNITY REFLECTION |
| 22:00 |  | HOUSE CHECKS |

Sophie's Story

My background is being from very solid and wholesome Greek household. My mum was my rock until she passed away seven years ago, and my father emigrated to Greece.

That accelerated my addiction as a poly-user of alcohol and opiates. I've always had an addictive nature and first picked up alcohol at the age of 14.

As it turned out, I've used mind altering substances to suppress trauma that occurred on many occasions from my early childhood right up to my 20s, topped off with a further three decades of physically and emotionally abusive relationships.

People would tell me to 'snap out of it', 'get on with it', but I was suppressing a lot of trauma and hurt – pain, emptiness, loneliness, melancholy. However, I kept up a functioning double life.

I have degrees in education and science, have taught for many years, and am a qualified private investigator. I've always had a thirst, an addiction, for learning. I feel stagnant if I do not learn, if I'm not intellectually stimulated. Something happens for me and I feel really unsettled.

It doesn't have to be a thesis every day but some piece of information, some new facts. If I'm not getting that knowledge each day I'm not in a very good place. But on this occasion, it's a healthy addiction.

WEEKENDS

You can start taking leave after six weeks on the farm, initially five hours escorted, then moving up to eight hours, then unescorted, then overnight. Leave cycles alternate with leave one weekend and a visit the next.

Everyone is equipped with leave plans incorporating practical strategies to keep you safe. They include writing down what you're going to do hour by hour, and while you are on leave, you make support calls. 'Hi, I'm travelling well on leave, how are you doing?'

You must have a safe place to go for overnights, such as family. If someone doesn't have a safe place there are options to stay at other supported facilities like the Mentone house or the Integration house for that overnight. And that's your weekend.

Sophie, Resident at TC Maryknoll.

Name has been changed.

“You know I wish rehabs were a car wash where you just drive through it and bingo, you're sparkling. But my journey here hasn't been like that, although I do feel sparkled up now.”

Thank You

Our funders & supporters

Each year we are incredibly moved by people's generous support of Windana, our clients and residents. To our donors, our volunteers and the Victorian and Federal Governments, we thank you for your ongoing support.

We are looking forward to commencement of the construction of the new Welcome House facility which is planned to open in 2020. We extend our sincere gratitude to Gandel Philanthropy for their very generous donation of \$650,000.

We also say thank you to the Friends of Windana (FOW) who have continuously supported Windana for more than 30 years. The FOW wound up the trust with all funds handed over to Windana for the Welcome House Project during 2018.



“I utilise the five pillars each day to move forward: love, care and concern, responsibility, trust, honesty. I’m just grateful to wake up and be alive. To hear the birds and feel the sunshine on me, I really am because that’s not how my life was, it was very cloudy and gloomy.” Windana Resident.



If you would like to contribute to the completion of the Welcome House project or to make a taxable donation please

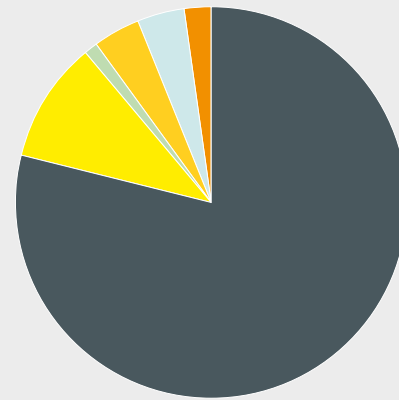
visit:

windana.org.au

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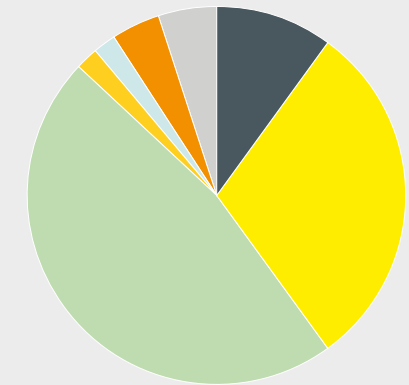
Income

| | |
|---------------------------------------|---------------------|
| Government program grants 79% | \$16,281,263 |
| Government Capital Growth funding 10% | \$2,079,219 |
| Fee for Service income 1% | \$322,059 |
| Clients Contributions 4% | \$739,391 |
| Philanthropic 4% | \$712,016 |
| Other 2% | \$414,856 |
| Total | \$20,548,804 |



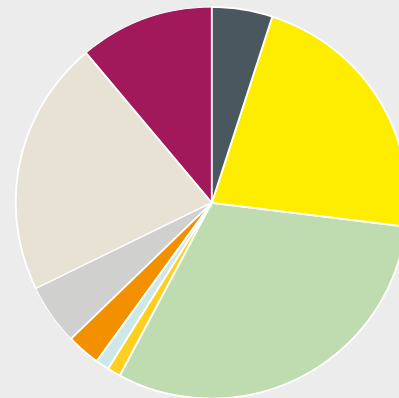
Expenditure by activity

| | |
|-------------------------------------|---------------------|
| Community Programs | 10% |
| Withdrawal Programs | 30% |
| Rehabilitation Programs | 47% |
| Aftercare Programs | 2% |
| Intake & Assessment | 2% |
| Counselling Services | 4% |
| Non Residential Withdrawal Programs | 5% |
| Total | \$10,346,782 |



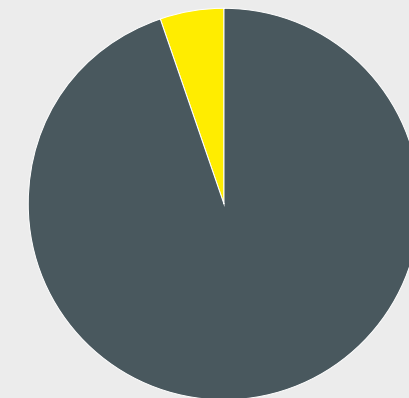
Grants by program type

| | |
|--|---------------------|
| Community Programs 5% | \$950,501 |
| Withdrawal Programs 22% | \$4,043,003 |
| Rehabilitation Programs 31% | \$5,652,337 |
| Aftercare Programs 1% | \$192,326 |
| Intake & Assessment 1% | \$206,362 |
| Counselling Services 3% | \$483,198 |
| Non Residential Withdrawal Programs 5% | \$870,138 |
| Consortium Programs 21% | \$3,883,398 |
| Government Capital Growth funding 11% | \$2,079,219 |
| Total | \$18,360,482 |



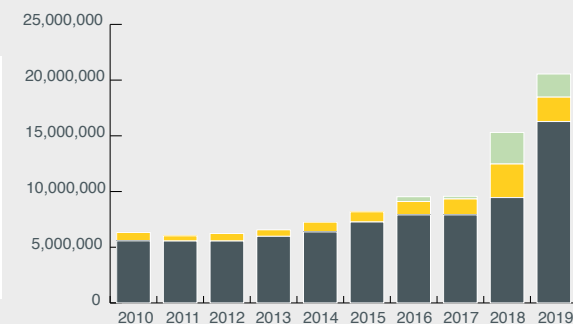
Funding by Government level

| | |
|---------|--------------|
| State | \$17,411,705 |
| Federal | \$948,777 |



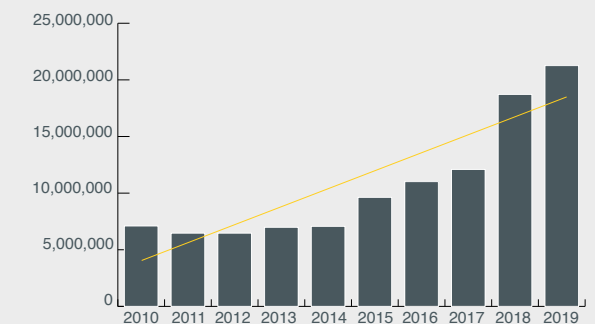
Income Growth

| |
|------------------------|
| Government Operational |
| Other |
| Government Capital |



Net Assets

| | |
|------|--------------|
| 2010 | \$7,100,906 |
| 2011 | \$6,464,281 |
| 2012 | \$7,127,653 |
| 2013 | \$6,981,433 |
| 2014 | \$7,065,984 |
| 2015 | \$9,626,398 |
| 2016 | \$11,017,253 |
| 2017 | \$12,091,420 |
| 2018 | \$18,716,782 |
| 2019 | \$21,261,297 |





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