



Annual Report 2007/2008

SUBIACO | PERTH | FARM
FREMANTLE | ROCKINGHAM | MANDURAH
ALBANY | DENMARK | KATANNING

TABLE OF CONTENTS

SERVICES.....	3
MISSION, VISION, VALUES	4
PALMERSTON TEAM.....	5
ORGANISATIONAL CHART.....	ERROR! BOOKMARK NOT DEFINED.
PRESIDENT’S REPORT	9
CHIEF EXECUTIVE OFFICER’S REPORT.....	13
PALMERSTON CENTRE	15
PALMERSTON FARM	17
SOUTH METROPOLITAN COMMUNITY DRUG SERVICE	20
GREAT SOUTHERN COMMUNITY DRUG SERVICE TEAM.....	24
CORPORATE SERVICES.....	26
ACKNOWLEDGEMENTS	29
ACRONYMS.....	30

Palmerston Corporate Services

3/73 Hay Street, Subiaco WA 6008
PO Box 8241 Subiaco East WA 6008
Tel: (08) 9287 5400; Fax: (08) 6380 1376;
Email: mail@palmerston.org.au ; Web: www.palmerston.org.au

Palmerston Centre

134 Palmerston Street, Perth WA 6000
PO Box 80 Northbridge WA 6865
Tel: (08) 9328 7355; Fax: (08) 9227 9158; Email: admin@palmerston.org.au

Palmerston Farm

Contact through Palmerston Centre

SOUTH METROPOLITAN COMMUNITY DRUG SERVICE

Fremantle

Level 3, 22 Queen Street, Fremantle WA 6160
PO Box 1460 Fremantle WA 6959
Tel: (08) 9430 5966; Fax: (08) 9335 3071; Email: fremantle@palmerston.org.au

Rockingham

U3/3 Goddard Street, Rockingham WA 6168
PO Box 105 Rockingham WA 6968
Tel: (08) 9529 2500; Fax: (08) 9529 1511; Email: rockingham@palmerston.org.au

Mandurah

22 Tuckey Street, Mandurah WA 6210
PO Box 904 Mandurah WA 6211
Tel: (08) 9581 4010; Fax: (08) 9582 7062; Email: mandurah@palmerston.org.au

GREAT SOUTHERN COMMUNITY DRUG SERVICE TEAM

Albany

3/145 Proudlove Parade, Albany WA 6330
PO Box 5498 Albany WA 6332
Tel: (08) 9842 8008; Fax: (08) 9842 8719; Email: albany@palmerston.org.au

Outreach Services

Denmark

5/39 Strickland Street, Denmark WA 6333
Tel: (08) 9848 2813; Fax: (08) 9848 2813

Katanning

4 Cliff Street, Katanning WA 6317
Tel: 0429 110 082

MISSION, VISION, VALUES

MISSION

Palmerston Association educates, informs and supports individuals, families and members of the community on addiction issues, primarily alcohol and other drugs.

VISION

An experienced and mature organisation, continuing to develop and provide meaningful addiction services in the areas of prevention, education, training, treatment and rehabilitation.

VALUES

Accessibility and Empowerment

We provide services that are easily accessible, responsive and non-judgemental for individuals and their families. We encourage them to determine their needs and priorities.

Leadership and Innovation

We provide leadership and advocacy, both individual and organisational, which is innovative, proactive and sensitive to individuals and families as well as the community in which we operate.

Teamwork and Collaboration

We support and share resources and ideas with other agencies in this field as we recognise that no single approach will work for every individual. We value and actively participate in partnerships within the agency, with the government, other service providers in the sector and the general community.

BOARD OF MANAGEMENT

OFFICE BEARERS

President:	Dr Michael Cohen
Vice President:	Clare Wilson
Treasurer:	Tony Silipo
Members:	John Isherwood
	Judy Alcock
	Judge Julie Wager
	Jeremy Rigg
	Dr Carlo Bellini
	Kaye Butler

FINANCE COMMITTEE

Members:	Tony Silipo
	Brian Gordon
	Heather Zampatti (Bell Potter Securities)
	James Lawton
	Catherine Wilson

LIFE MEMBERS AND PATRONS

Life Members:	Judge Hal Jackson
	Maureen Hinton
	Rev George Davies
Patrons:	Prof David Malcolm
	Kaaren Malcolm

CORPORATE SERVICES

Chief Executive Officer:	James Lawton
Chief Financial Officer:	Catherine Wilson
Executive Assistant:	Paula Wood
Chief Financial Officer Assistant:	Chantelle Lawrence
Resource Officer:	Jodi Bubrzycki

PALMERSTON CENTRE

Farm/Centre Manager:	Colette Wrynn
Co-ordinator:	Damian Walsh
Senior Counsellor:	David Tristram
Senior Project Officer:	Chris Konrad
Counsellor/Educators:	Nirada Eaton, Liana Marrone, Sharon Ditchburn, Kumari Hansen, Samantha Shooter, Sherry-Lee Smith, Kate James, Bev Edney, Pollyanna Walsh, Ronnie Wood
Resource Officers:	Jill Brackenreg, Diane Schirripa
Students:	Michael Middendorp, Terry Hai Foong, Fiona Reid, Jo Crothers
Volunteers:	Richard Pascal, Carmel Wilkinson, Gerry Croy, Arthur Spendier, Chris Bell, Paula Cameron, Mary Quinn, Cerissa Papanastasiou, Grant Heymans, Caroline Gilonga, Julie Donnelly, Nada Ilian, Sharon Leach, Shannon Draper, Olivia Crouch, Max Richmond

PALMERSTON FARM

Farm/Centre Manager:	Colette Wrynn
Vocational and Work Program Coordinator:	Rob
Clinical Coordinator:	Rachael
Senior Counsellors and Counsellor/Educators:	Gill, Rick, Kate, Wayne, Diane, Manuela, Susan, Grayem
TC Worker:	Stewart, Beverley, Trish
Art Worker:	Lindsay
Weekend Supervisor:	Ian
Welfare Officer:	Elaine
Farm Worker:	Dennis
Resource Officers:	Charlotte, Natalie
Overnight Staff:	Helen, Stewart, Rachael
Relief Staff:	Steve

GREAT SOUTHERN COMMUNITY DRUG SERVICE TEAM

Manager:	Anthony Bourne
Coordinator:	Bryan Taylor
Senior Counsellor:	Tamala Ridge
Mental Health Project Manager:	Karina Bateman
Counsellor/Educators:	Sam Williams, Brad Mewburn, Eleanor Middleton, Flis Williamson, Malgorzata Baginski, Caroline Gaffney
YAP Project Workers:	Kirsty Steytler, Tanja Murray, Theda Mansholt
Walk Tall Project Workers:	Dionne Woods, Joe Ward
Health Nurse:	Paula Stretton
Youth Worker:	Gareth Hobbs
Art Therapy:	Hazel Moon
Project Officer/Resources:	Julie Quicke
Resource Officers:	Lel Coad, Lesley Marsh, Maree Whitley
Volunteer/Advocate:	Michelle Quinn

SOUTH METRO COMMUNITY DRUG SERVICE - FREMANTLE

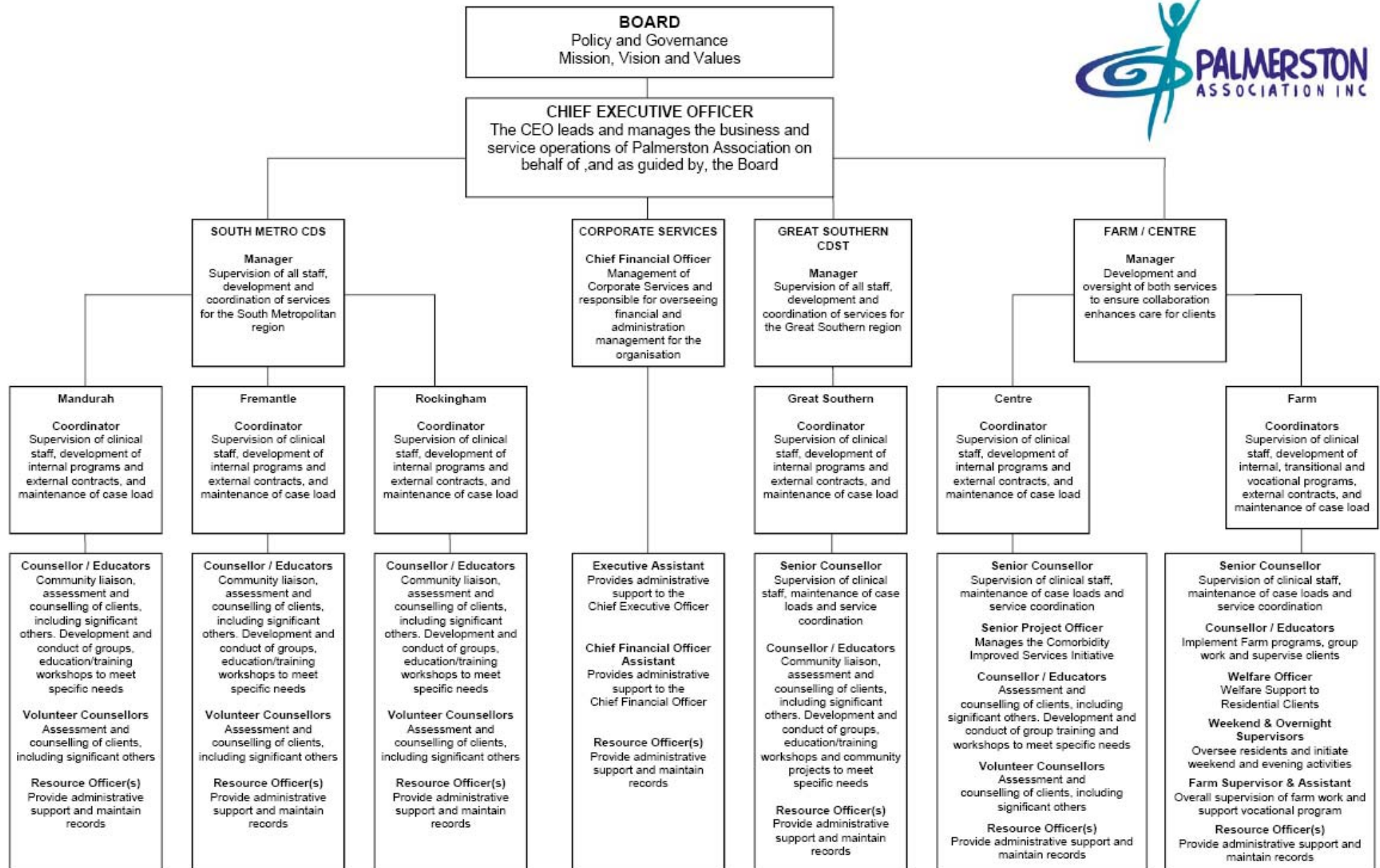
Manager: Bram Dickens
Coordinator: Lesley Amm
Counsellor / Educators: Kumari Hansen, Sandra Harris, Andrew Pelly, Rob Graddich, Kathryn Cable, Linda Walters, Geoff Wright, David Tristram, Liana Marrone
Resource Officers: Tamara Roedel, Gina Laney-Hayes, Pat Pike, Michelle O'Halloran
Volunteers: Craig Ross, Peter Furzer, Danielle Prongue, Marianne Miller, Juliette Lang, Michael Middendorp, Shirley Ponassamy-dall, Bernadette Pruiti, Genevieve Morrisey, Alaina Hawken, Christian Long, Teresa Senzio, Clair Stevens, Natalie Marques, Vivienne Dench, Davina Lefroy, Teresa Cordina
Students: Carmel Bob, Angela Ryder, Rochelle D'Elia

SOUTH METRO COMMUNITY DRUG SERVICE - ROCKINGHAM

Manager: Bram Dickens
Coordinator: Norman Menadue
Counsellor/Educators: Sandra Harris, Keryn Reid, Emma Beatty, Gail O'Halloran, Emma Thomas, Linda Walters, Kathryn Cable
Resource Officers: Michelle Cartledge
Volunteers: Melanie McAleer, Maria Nazar-Daza
Student: Stacey Layton

SOUTH METRO COMMUNITY DRUG SERVICE - MANDURAH

Manager: Bram Dickens
Coordinator: Annette Cotton
Counsellor/Educators: Rick Carter, Andrew Pelly, Dan Merrington, Vivien Wookey, Emma Beatty, Michael Cook, Megan Levy, Christina Mann
Resource Officers: Deborah Hick
Student: Christina Mann





It is with pleasure that I present some highlights of the last year's activities at Palmerston Association.

This has been a very significant year for Palmerston for a variety of reasons.

i. Our New CEO

This was the year that our succession planning for the replacement of our long serving and hugely admired Chief Executive, Pam McKenna, was required. Pam announced in the third quarter of 2007 that she would be standing down from the role at the end of the year providing we had recruited a suitable replacement. The Board initiated a process, that had been established in the previous two years, and with her help, advertised and then interviewed a strong series of candidates for the position of Chief Executive Officer.

An Appointment Panel, including some non Palmerston Members, was created to interview candidates that had been selected from a larger group of applicants and as a result of careful consideration of the short listed candidates and their performance at interview, the Panel ultimately unanimously agreed that we recommend the selection of James Lawton, an internal candidate, to the Palmerston Board.

This advice was accepted by the Board and as a result the CEO role was offered to James who had functioned as the Corporate Development Manager for the previous 18 months. We were delighted when James agreed to accept the position and the smooth transition to a new CEO has confirmed the effectiveness of the Board's succession planning which produced such a capable and ultimately successful internal candidate. The choice has also proved to be a popular one with Palmerston Staff

James took up his position early in the new year. He has come into the role bringing new energy and passion for the Agency and his corporate experience has given a slightly different and more quantitative approach to the way in which the Agency's various activities are now conceived and implemented without in any way diminishing our core values. I believe that the Board and indeed all of our key stakeholders, have been very pleased with the smooth transition that we have been able to make in replacing our former CEO, Pam McKenna, who was not only very experienced, but also highly regarded as a leader throughout the whole Drug and Alcohol sector. Pam had served in the role as Palmerston CEO for more than 16 years presiding over a substantial period of the Agency's life and in particular during its recent growth phase which has seen it mature into one of Western Australia's leading drug and alcohol agencies.

The Palmerston management team, led by our new CEO, has continued to make significant progress in developing and growing Palmerston whilst maintaining its key relationships with State and Federal governments. This effort is aimed at ensuring we continue to offer both the highest quality of service as well as an expanding range of relevant services to better help our clients with drug and alcohol problems.

ii. Our Therapeutic Community – New Capital works and Clinical Programs

In October we were privileged to have the presiding Minister for Health, the Hon Jim McGinty, open our new expanded dormitory residential facilities at Palmerston Farm. Thanks to funding from the both State and Federal Governments we have been able to almost double our residential capacity.

These capital works resulted in the addition of a further 19 bed dormitory, a new fully fitted out commercial kitchen with a new dining area, proper cold room and dry storage rooms, as well as a residential laundry and other support facilities. There have been extensive ground works in this program and the women's quarters have also been refurbished. Much to my delight, these major capital works were accompanied by extensive landscaping done by the Farm residents, who undertook efforts to clean up and complete improvements to the surrounding grounds including a new contemplative garden area with a paving stone pathway that commemorates our Life Members and other special people whose efforts have made Palmerston's progress possible during the last 25 years.

This construction project which was several years in planning and execution, has now provided us with a base of residential capacity that will ensure our program has sufficient human resources in terms of our resident clients to operate the latest and best aspects of Therapeutic Community practice we have seen in other such operations around Australia and aspire to achieving world best practice standards of care and effectiveness in our program at the Farm.

This accommodation expansion is the beginning stage of the Farm Master Plan that underpins our ambitions for the Farm extending into the next decade and beyond.

The first significant enhancement of the clinical program has been the commencement of a new vocational training program for residents with Challenger TAFE and we continue to develop this as part of our holistic offering to clients to help them get their lives back on track.

The new Farm facilities also now offers six beds for Aboriginal clients which has meant further diversity and challenges for our clinical staff to provide relevant clinical offerings that are now a central part of the Farm Program.

I am delighted with the clinical progress that we have made at the Farm which continues to improve in the sophistication, capability and the range of skills that are brought to bear by staff in dealing with a client base that often has many diverse issues in play including not only substance abuse but lack of self esteem, self worth and social coping skills, mental disorders, health problems, police and criminality issues, lack of social and work skills and experience and now of course Indigenous issues. The latter area provides us with a whole set of new challenges to master if we are to be really effective in our client outcomes.

iii. Clinical Programs

It has been a time of great progress in our clinical programs. I take great pleasure in the way in which we have been able to progress the development of clinical programs at the Farm and in the community settings in parallel, without detracting from either.

Some of the most significant clinical improvements this year include:

- The successful ongoing South Metro Community Drug Service/Next Step Integrated Service in the Southern Coastal Corridor, which has become the model for the integration of NGO and Governmental services throughout the State.
- The effective management of wait lists.
- The case management of individuals who present with more than AOD concerns, including mental health and child protection issues.

- A greater focus on supporting families, including dedicated Family officers.
- The creation of an accessible clinical portal at Palmerston Centre both for clients about to enter the Farm rehabilitation program and also for those about to re-enter the community after completion of their rehabilitation process.

iv. Funding Successes

Palmerston's applications for new program support for drug and alcohol clients have successfully attracted new funding from a variety of government programs including the WA Amphetamines Summit, the new National Illicit Drug Strategy funding, from State and Federal Proceeds of Crime funding and also from Federal funding for capacity building to address co-occurring co-morbid drug and mental health issues.

v. Innovation

Palmerston is also looking to develop more accessible web based services for clients over the coming years. This will be a very exciting project which will place Palmerston at the cutting edge of innovation and provision of services for the community and for individuals with substance issues. I believe this endeavour is fundamental to reaching younger Australians and will come to be a significant part of the way we operate in the future ensuring our services are truly best practice in terms of innovation, accessibility and effectiveness for all of our clients wherever and whenever they need us.

Our Future Challenges

Drug and alcohol experimentation by young Australians remains an integral part of the 'right of passage to adulthood'. It is now a significant community concern that binge drinking by young people in their mid to late teens is increasingly common. Further the use of inappropriately named 'recreational drugs', particularly ecstasy, ice and cannabis although falling in prevalence is still much higher than we have previously been prepared to admit.

Recent surveys have shown that up to one in three younger Australian adults admit to use of illicit drugs at some point in their lives and this statistic, which is much more pervasive if alcohol is included, should give us pause to think about just how prevalent drug experimentation is in contemporary Australia. For most us this is a passing phase, but for some young people and for their families, it is the start of a nightmare that seems unending and one in which families can feel powerless to combat. The role of agencies like Palmerston is both critical and central to help bring hope back into the lives of those with substance issues and to help their loved ones cope with the financial and social consequences of the dysfunctionality that substance abuse brings in its wake.

In the immediate future our tasks include:

- Continuing to improve the Farm Program to enable clients to spend longer time in productive rehabilitation which can continue once they have moved out of the Farm environment and are re-entering the community.
- Continuing the education of politicians at the State and Federal level about the large resource needs of our agency and ensuring that on costs for such issues as health and safety programs and quality frameworks are recognised and funded properly.

- Developing effective interventions to prevent drug use in its early stages before it has become a chronic and entrenched behaviour.
- Whilst demand reduction based on education of all sectors of the population, including school children continues, there is much work to be done in developing communication systems and messages that really work. Recent survey figures produced by the Australian government's Australian Institute of Health and Welfare have shown that there has been a marked increase in risk taking behaviour of young women aged 12-25 who are now more likely than their young male counterparts to experiment with such things as alcohol, drugs and cigarettes as part of their growing up.

This recent trend may be transient or perhaps reflect new values and new confidence of our young women in an Australian society where girls are no longer seen as somehow less worthy or less important than boys. Clearly we need to monitor this trend carefully and make sure that we develop and communicate the right messages to all of our young people, males and females, to ensure that their passage to adulthood is done in such a way that they do not undertake behaviour that creates permanent harm for them and their families.

Our Thanks

I would also like to thank our Board of Management, who has been tireless in dealing with the oversight of our rapidly expanding Agency. We are privileged in the high quality of our Board and the range of skills that we now encompass. They provide great support, advice and expertise to both our Chief Executive Officer and to me whenever required. The Board continues to deal with a range of increasingly complex issues and it has done this in great style and energy and with sensitivity and wisdom that reflects its wide range of expertise.

Lastly, I would like to thank our new CEO, James Lawton, and his corporate team, our dedicated Palmerston clinical, program, administrative staff and all of our volunteers who have provided the energy, passion and skill to make 2008 a year of unequalled professional and service development.

Michael Cohen
President



The 2007/08 Financial Year was a significant one for Palmerston.

Pam McKenna resigned as Palmerston's CEO. Pam led Palmerston for over 16 years, more than half the time Palmerston has been in existence. During this time, through Pam's leadership, Palmerston has grown from strength to strength and there have been a significant number of major achievements. Palmerston has been offering alcohol and other drug counselling and support services in Western Australia for nearly 30 years. When Pam started there were two branches and 15 staff. In 2008 there are nine offices and over 75 staff.

Pam leaves Palmerston as an acknowledged and outstanding leader in the field, not just in Western Australia, but at the national level. She represented Palmerston and the sector in a number of influential committee positions throughout Australia. Pam worked tirelessly and with great enthusiasm to help improve the lives of people facing drug and alcohol issues. She built a strong and effective team environment that nurtured and empowered staff to continually improve services. She made strong and long lasting partnerships within the sector, helping influence policies and procedures across the industry.

Pam will be missed but leaves a powerful legacy upon which the sector, and Palmerston, can build.

The official opening of the Farm's new buildings (the new Men's House and Kitchen and Dining area) on 6th December by the Minister for Health, the Hon Jim McGinty MLA, was a suiting celebration for a tremendous achievement. The facilities are fantastic and have allowed Palmerston Farm to increase the bed capacity from 19 to 29, and an additional three transitional beds for residents that have completed the Program. It is an achievement that all those who were involved in the project can be very proud of.

In partnership with the Aboriginal Alcohol and Drug Service (AADS), the Farm now offers six dedicated beds for Aboriginal clients. The partnership is a very positive step forward in improving our service to meet the needs of our Aboriginal clients. The Farm also introduced the Vocational Program, where all residents commence a certificate in Horticulture with Challenger TAFE. The funding came from the Federal Proceeds of Crime Grant, and the feedback from residents and staff has been extremely positive.

Palmerston Centre continues to work closely with the Farm and, with the new National Illicit Drug Strategy (NIDS) funding for a pre-entry support officer and family worker, the next year will see a fully integrated service for clients and their families before, during and when they leave the Farm.

The South Metro Community Drug Service celebrated its first anniversary of the new Integrated Service with Next Step in the Southern corridor. This is a significant milestone and it was important to recognise the team's achievement in delivering a successful integrated model that would become the benchmark.

The Great Southern Community Drug Service Team continues to expand to meet the ever growing need for services in the region, and has had to seek additional office space in Albany. Services in Katanning, Mt Barker, Denmark and other outlying towns continue to be vital.

CHIEF EXECUTIVE OFFICER'S REPORT

Palmerston continued its commitment to the sector Quality Framework initiative. In March, we were the first organisation to be 'peer reviewed' and assessed against the Framework's five Expectations. The Reviewers visited Palmerston's Corporate Services, Palmerston Farm, Palmerston Centre, the South Metro Community Drug Service and the Great Southern Community Drug Service Team. As part of the review, the reviewers also held groups with current clients and a number of positive recommendations were made. It was an extremely valuable exercise and the process confirmed the areas that we believed we were performing strongly in, while highlighting areas that we could continue to improve in over the next three years.

In December 2007 we applied to the Department of Health and Ageing for funds to continue our youth and family programs in the Great Southern and South Metro areas under the National Illicit Drug Strategy initiative. We were successful in our submissions and also gained new funding to improve the residential support services for Palmerston Farm, provided by Palmerston Centre. The improvements to the service include a comprehensive family support program, enhanced pre-entry support and a new dedicated aftercare program.

Palmerston has taken a lead role in the Department of Health and Ageing's Improved Services Initiative, which is looking to address more effectively the needs of clients that present with both alcohol and other drug and mental health concerns. Palmerston chairs the Perth Metro Non Residential AOD and Family Services Consortium, which consists of nine major AOD service providers, and the Great Southern team received funding to improve services for comorbid clients in the region. This is a three year project and we look forward to working with a range of key stakeholders to build the capacity of the sector to deal with dual diagnosis clients.

These are just some of the many initiatives and milestones that Palmerston has undertaken and reached in the past financial year. There is always a danger in highlighting certain projects that you don't recognise the huge amount of other work that has been achieved. To put the complete service we provide into context, in 2007/08, we saw 3,934 clients over a total of 26,821 occasions of service – a fantastic achievement.

Thank you in particular to the Board, my senior management team and all staff for supporting me in the new role. It is a great team and I look forward to reaching many more milestones and celebrating future achievements with them.

I must also recognise, and sincerely thank, our funders, sector colleagues and all those involved with Palmerston Association for achieving so much in the last year.

I look forward to working with you all in the coming year.

James Lawton
Chief Executive Officer

INTRODUCTION

Palmerston Centre has had a solid year with the ongoing delivery of a range of services. The provision of support to the residential service and to families has continued to be a priority for the Centre.

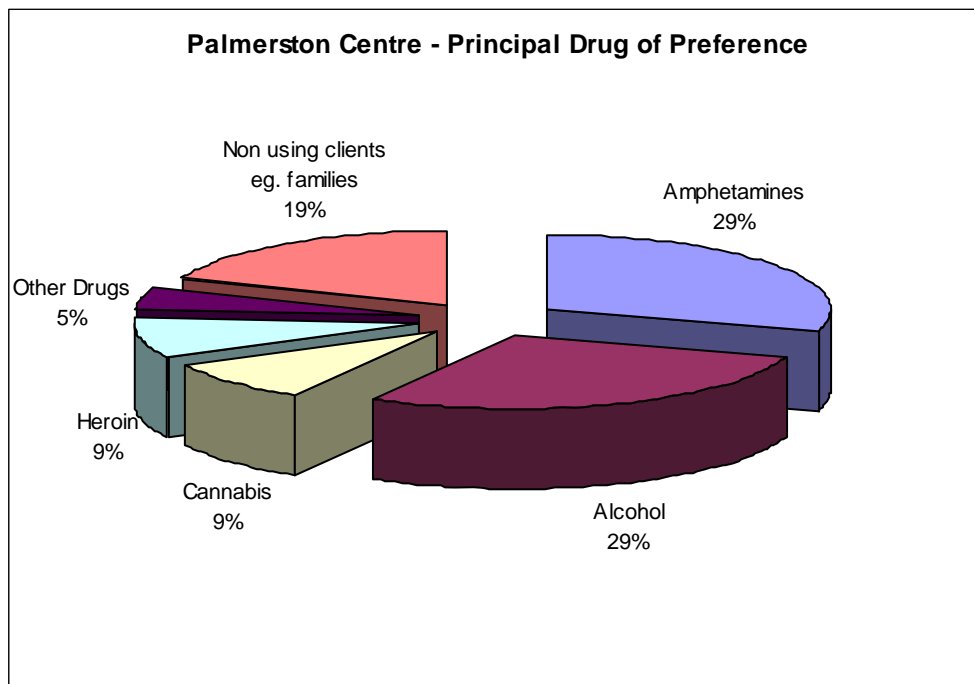
OVERVIEW

The Centre saw a total of 821 clients, an increase of 2% over the previous year. Our total contacts increased by 4% to 4,214.

The principal drugs of presentation were amphetamines (34% in 2006/07), and alcohol, which remained consistent with the previous year.

Families and significant others accounted for 19% of people, and reflects the Centre’s increase in focus on providing support to families.

37% of clients are in the 25 – 34 year age range, which is consistent with last year (38% last year).



SIGNIFICANT ACHIEVEMENTS

The Centre was regularly represented at sector wide meetings by the Senior Counsellor and by the Coordinator. These included Diversion Forum meetings, the Ministerial Council on Suicide Prevention: ARBOR (Active Response Bereavement OutReach) Project Expert Reference Group and the DAO Workforce Development Steering Group.

The Personal Support Program (PSP) is a Commonwealth Government initiative to provide support to long term unemployed who have a multiplicity of problems. Palmerston (under a contract with Odyssey House Victoria), together with Cyrenian House, are the only designated specialist providers of AOD PSP services in Western Australia.

A strong focus over the past year has been the maintenance of core services such as generic alcohol and other drug counselling. The Centre provided a counsellor/educator a half day each week at a community based GP clinic.

The relationship with DAO and Curtin University in supporting the Volunteer Addictions Counselling Course continued with Centre staff being on the selection panel for the 2008 course intake. The Centre appreciates and benefits from the volunteer counsellors undertaking their 12 month placement with us. In addition to providing placement for the volunteer counsellors, the Centre provided placement and clinical supervision for Edith Cowan University Masters in Counselling & Psychotherapy, Curtin University Masters in Counselling Psychology and Masters in Health Counselling and Notre Dame Masters in Counselling students.

During the year, Palmerston Association funded a part-time family worker position at the Centre to develop our Family Program. Since then, the Parent Support Group has recommenced weekly at Palmerston Centre. In addition, we continue to see an increasing number of parents/families for counselling at the Centre. By the end of year we were advised that our application for funding for the family position through the National Illicit Drug Strategy had been successful. This will allow us to continue to develop the Family Program.

The Centre continued to provide one full-time position dedicated to the Prison to Parole Program. The following prisons are serviced by the Program: Acacia, Boronia, Casuarina, Bandyup, Hakea and Wooroloo. The Banksia Hill Youth Detention Centre program 'Time for a Change' and a weekly Remandee Program for Rangeview Remand Centre were again facilitated each month from the Centre.

The 'Living with Ease' group was once again offered, in conjunction with Perth Women's Centre, on a number of occasions throughout the year. Centre staff provided a number of education sessions to schools and other community groups.

THE FUTURE

Our aim for the coming year is to maintain our high quality of service whilst focussing on enhancing our service to clients accessing residential treatment and to parents and families.

We will also ensure the continuation of a strong presence within the alcohol and other drug sector

Colette Wrynn
Centre/Farm Manager



Some Centre team members

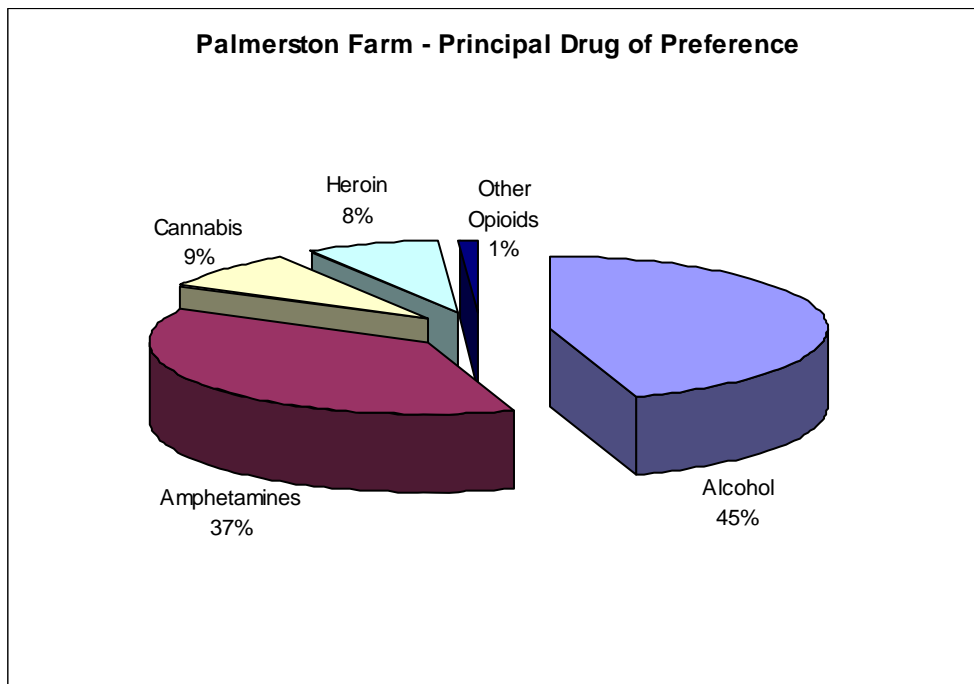
INTRODUCTION

A Therapeutic Community is always evolving, challenging and rewarding and this has certainly been the case at the Farm over the last year. The staff team and the Community are to be commended for their ongoing commitment to creating both a physical and therapeutic space for individuals to share their experiences and to find peace, hope and joy in their lives again.

The Farm has benefited greatly from a building program that saw us move from a community of 19 to a community of 29, with an additional three transitional beds. As part of our building and renovation program, we have been able to secure a great new kitchen and dining space, a dedicated lounge area, men’s and women’s lounges, a small gym, new counselling rooms, a transition house and some beautiful landscaped outdoor areas. The standard to which the new facilities are being maintained by the Community is indicative of the pride the Community takes in its surroundings.

OVERVIEW

During the year, 91 people participated in the Farm Program. This is an increase of 17 from the previous year. Our occupancy rate averaged 80% with the average length of stay being 77 days. Alcohol was identified by 45% of residents as their main drug of concern. This was closely followed by 37% of residents stating amphetamines as their drug of concern. Cannabis was identified by 9% and Heroin by 8% as the drugs of concern. The remaining 1% was identified as ‘other’ (this includes categories such as prescription medication and other illicit drugs not fitting into previous categories). 64% of residents were male.



SIGNIFICANT ACHIEVEMENTS

The Farm's Aboriginal Beds Program became operational, and we now offer six dedicated beds to Aboriginal clients, thereby significantly improving access to the service by Aboriginal clients. We continue to benefit from support offered by the Aboriginal Alcohol and Drug Service to develop this aspect of our service.

The Farm has also commenced its Vocational Program in partnership with TAFE WA. A grant from the Attorney-General's Department (Federal Proceeds of Crime Grant) has enabled us to develop this new program. To the end of the year, 45 residents had engaged in the TAFE Horticultural Program offered at the Farm. Across a range of horticultural units, a total of 82 competencies were completed by residents.

In addition, a number of key projects on site were linked to TAFE units. These included a major overhaul of the shade house and hot house, the re-commencement of production, design and planting of vegetable gardens and the pruning of the orchards. A priority of the Vocational Program has been to ensure close liaison with the clinical team to maintain the overall therapeutic focus of the Vocational Program.

It has long been recognised that working with families is a key aspect of promoting recovery for clients with drug and alcohol issues. During the past year, the Farm has significantly increased the focus it places on supporting clients and their families as part of the therapeutic process. A family worker, based at Palmerston Centre, has worked closely with Farm residents and their families – the worker visits the Farm regularly, and since commencing in the role (January 08) has worked with 15 Farm-related families.

Anecdotal feedback from clients is that the focus on working with family members is a significant enhancement of the Farm program. An extract from correspondence received from a resident's parent highlights this:

“You have returned my son to us and there is no greater accolade I can give to you other than to say that I will remember what you have done till I die. Words cannot possibly cover the emotion I feel at knowing that now has a future, largely due to the time spent at Palmerston Farm.”

Of clients followed up at 6–12 months after leaving, 83% reported 'good' or 'improved' relationships with family. The fact that almost half of those surveyed left the Farm to return to live with family members strengthens the case for working systemically with the individual and their families.

Our transition house has enabled us to develop our program at the Farm to include a Stage 4, for residents who have successfully completed the core rehabilitative program. Residents in Stage 4 are actively pursuing work, training or education outside of the Farm, are accessing supports in the wider community and are developing social networks beyond the Farm. They maintain a strong connection with the Therapeutic Community, being case managed by TC staff and acting as role models for other residents.

The 6-12 month follow-ups with clients have also provided insight into the ongoing benefits of having engaged in the Farm Program. Responses to our survey show that 92% of clients reported that their general health was 'good' to 'excellent', 83% reported a reduction or cessation in their drug or alcohol use compared to pre-Farm Program and 75% reported positive satisfaction with themselves and their current circumstances.

It can be difficult to measure the impact the Farm Program has on individual lives. It is often best to let people speak for themselves – here are some comments made by residents who have completed the program:

- **“Thank you for all the help. I’ll always be thankful for what you’ve done for me”**
- **“I have been here for 14 weeks and it has been the best 14 weeks of my life and now it is time to move on and have a good drug-free life....”**
- **“The time here has been well and truly spent and was above all enjoyable. I don’t know what the future will bring, but whatever it is....bring it on!”**
- **“When I got here I was not in a very good state. Leaving here I am strong and I work and deal with stuff as it comes along.....I feel that I am a very lucky bloke”**

THE FUTURE

The next year will be an exciting one at the Farm. We are looking forward to enhancing our pre-entry support program and our family program and we are also preparing to develop an aftercare program to support clients who leave the Farm. These new developments will involve close liaison with Palmerston Centre and will enable us to offer a truly holistic and seamless service to clients accessing residential treatment.



Some Farm team members

**Colette Wrynn
Centre/Farm Manager**

FREMANTLE – ROCKINGHAM - MANDURAH

INTRODUCTION

This has been another year of change for the South Metro Community Drug Service as we further developed the integrated service model successfully implemented last year in partnership with DAO and Next Step. The change has involved a major focus on policy and procedure, clinical pathways and relationships with allied services while maintaining our client and community development services.



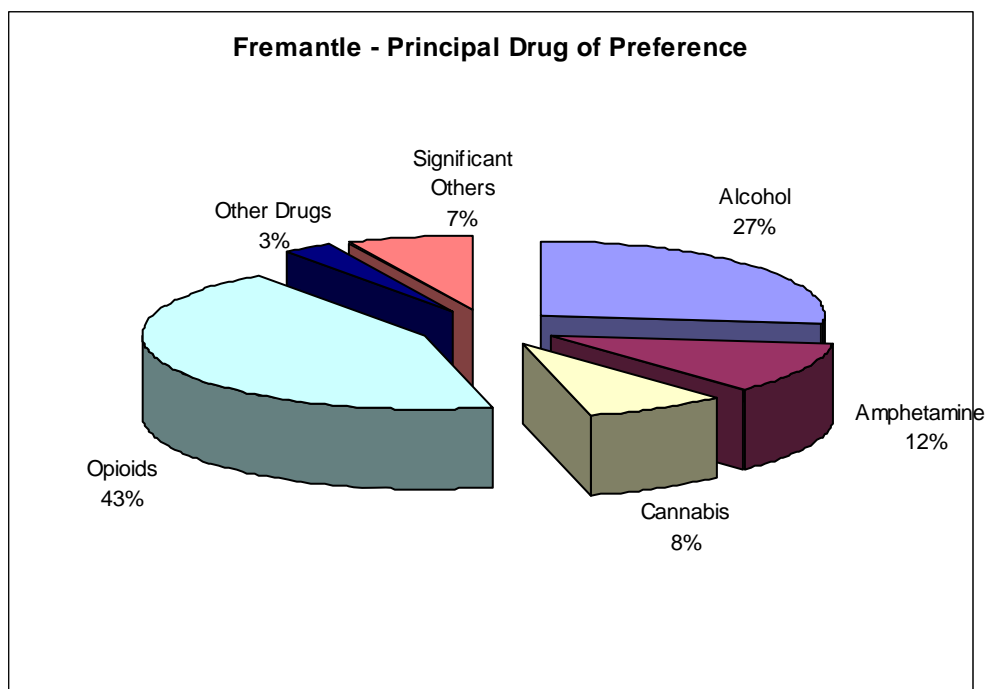
Some Fremantle team members

OVERVIEW

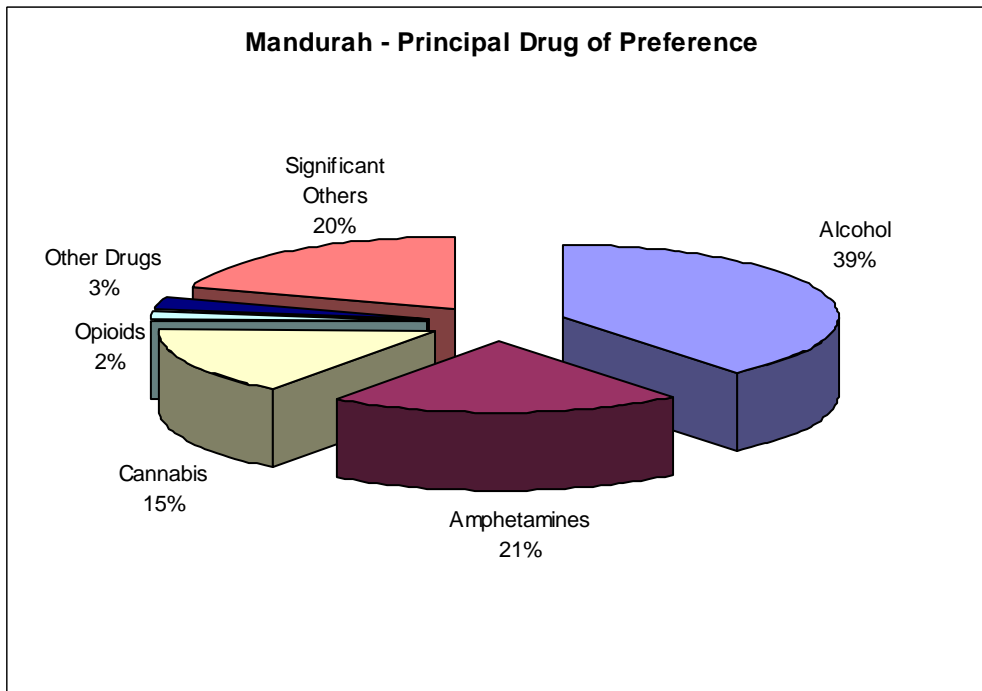
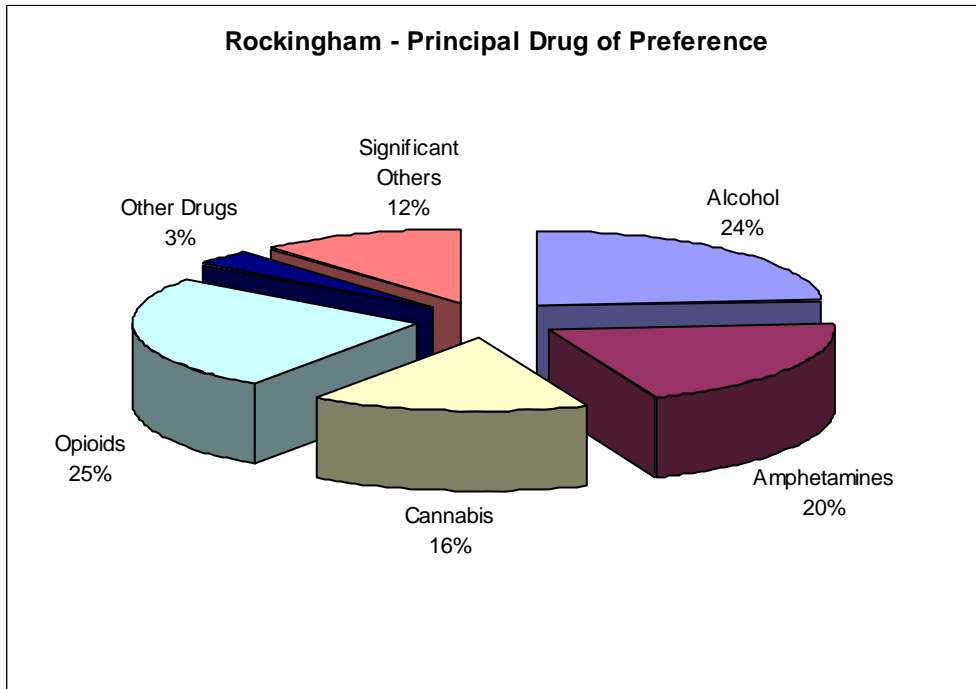
In Fremantle, 1186 clients were seen with 9711 occasions of service. The major illicit drugs of choice for clients were opioids (43%), alcohol (27%), amphetamines (12%) and cannabis (8%).

In Rockingham, 618 clients were seen with 4208 occasions of service. The major illicit drugs of choice for clients were opioids (25%), alcohol (24%), amphetamines (20%) and cannabis (16%).

In Mandurah, 574 clients were seen with 2015 occasions of service. The major drugs of choice for clients were alcohol (39%), amphetamines (21%) and cannabis (15%).



SOUTH METROPOLITAN COMMUNITY DRUG SERVICE



SIGNIFICANT ACHIEVEMENTS

Development of the integrated service model has been a significant achievement this year. An evaluation conducted during the period was very positive, indicating that both clients and staff support the integrated service.

Related to this achievement, the service manager and coordinators have supported metropolitan service integration by participation in steering committee and associated working party activities. This includes policy and procedure, clinical pathway and IT working parties where Palmerston staff have played a leading role in integrated service development. Our recent wait list management initiative is a good example of this work in practice.



Some Rockingham team members

A further related achievement is the relationship building with Mental Health and Child Protection Services in the southern corridor which has led to a successful Memorandum of Understanding (MOU) with Mental Health and a final draft MOU with the Department for Child Protection (DCP) due for signing in August 2008.

The big challenge for staff in this environment of continuous change has been to maintain the high standard of services offered to the community. The staff have more than risen to this challenge with impressive client statistics against our youth, adult and family programs, and successful community service initiatives such as:

- The Transformers Group process for children of drug users has been well received within the Peel District school community and was nominated for the Curtin University of Technology Regional Service Award and was successful in reaching the semi-finals.
- The Rockingham Family Forum one day event attracted over 90 families and professionals, a highly successful event which signals a return to our 'grass roots' approach and the probability of similar events next year.
- Participation in planning and delivery with the Local Drug Action Group (LDAG) of presentations to Year 7, 8 and 12 students in Peel, Rockingham and Kwinana in partnership with schools, Police and Mental Health services.
- A 'Healthy Lunch' event was held in Fremantle's St John's Square in partnership with DCP which attracted around 100 local Aboriginal people.
- The innovative Rockingham "While you Wait" Group, offering support to clients on the wait list, has been well attended with between four to six clients each week.
- Participation in two 'FAST' (Family and Schools Together) family and school educational programs in the Peel region.

SOUTH METROPOLITAN COMMUNITY DRUG SERVICE

- The hosting of successful bi-monthly AOD Network Meetings in Mandurah which attract an average of 25-30 people from various community agencies.
- Parent Support Groups which continue to attract good numbers, including support of a Fremantle group now provided by a Parent Drug Information Service (PDIS) trained peer.

The diversion program was enhanced this year by the work of our two Aboriginal Counsellor/Educators who operate across the three sites and have adopted a two-pronged strategy of community development and court presence to attract Aboriginal people to the Agency. This strategy is proving to be successful with Aboriginal client numbers increasing significantly at each site.

Overall the diversion program continues to be successful with good working relationships maintained with the three courts in the area. In Mandurah, staff changes led to a strategy of spreading the diversion workload over the counselling team which has proven to be a very effective approach.

The team delivered a number of training workshops to community, government and industry groups including support of Palmerston's fee for service initiatives.

FUTURE

The future will see an increase in community development following the intense focus on integrated service development this year. A position has been reclassified to support this process, the Family and Community Development Officer, who will also support corporate projects as required. Management of the service will also change with the reclassified coordinator positions, supported by our successful application for three NIDS positions, taking on more significant line management roles. This will allow the service manager to adopt a more strategic role and also give support to corporate initiatives. Services to the Aboriginal community continue to be a major focus and we will build on the work of our Aboriginal Diversion workers to attract more Aboriginal people to the Agency. The single session youth and family programs will also continue to be a major focus. Finally, we anticipate signing an MOU with DCP and continuing our work to develop effective clinical pathways which support the wellbeing of children in our area.

Bram Dickens
Manager
South Metro Community Drug Service



Some Mandurah team members

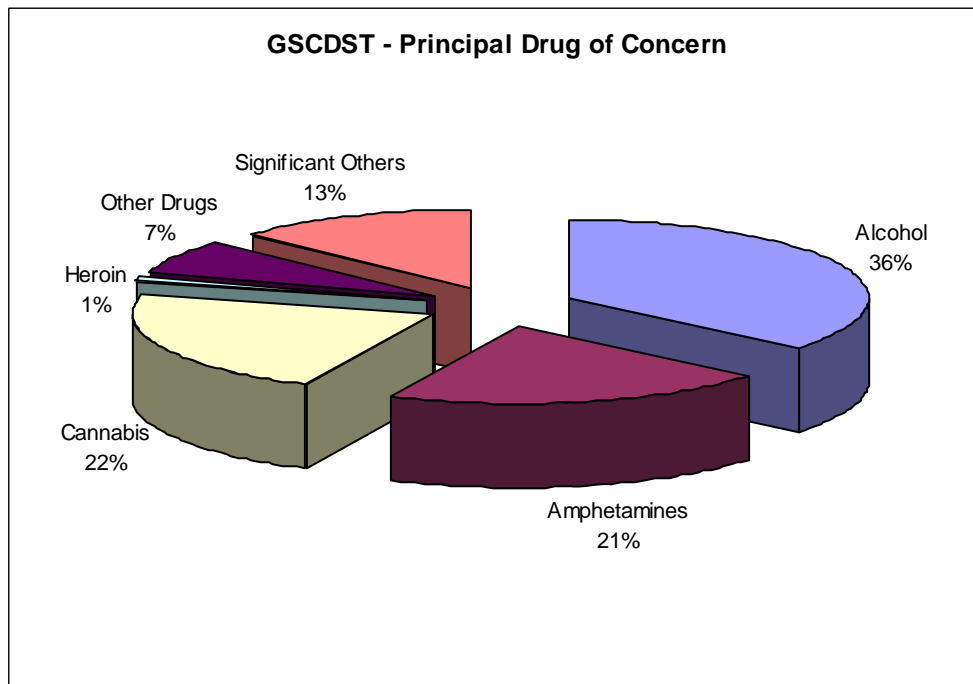
INTRODUCTION

2007-2008 was a year of expansion and program development with new staff, new premises and new or expanded service delivery.

OVERVIEW

There were 644 clients registered in the year, an increase of 5% on the previous year, and a total of 6,669 contacts, an increase of 20%, following a 51% increase in 2005/2006. It is of interest that while females make up 40% of registered clients, 55% of contacts were with female clients.

The principal reporting drugs were alcohol 36%, cannabis 22% and amphetamines 21%; these figures are very similar to last year. When analysing these figures by gender, alcohol was the principal reporting drug for 41% of males but only 26% of females. Conversely, amphetamines were the drug of choice for 32% of females and 24% of males. The service continues to be well attended by Aboriginal people who make up 30% of our clients. In the past year 40% of clients completed their program, up from 28% last year.



SIGNIFICANT ACHIEVEMENTS

This past year has seen an increase in staff numbers with five new staff joining our team. New programs include increased services for amphetamine users, the Mental Health Capacity Building Project and a family support worker. We have also established an Art Therapy program and an art/craft studio.

New premises have been leased across the road from our Albany office to house new staff and projects.

GREAT SOUTHERN COMMUNITY DRUG SERVICE TEAM

The Diversion program continues to thrive with 90 new participants this year. There is an increasing number of self referrals as people hear good reports about the service. The local judiciary is extremely supportive of our work.

The Young Parents' Program (YAP) runs in Katanning and Mt Barker. There are currently 94 people registered of which 70% are Indigenous. A total of 45 children are registered in this program.

The weekly groups attract good numbers. The 'Our Place' facility in Katanning has been enhanced with the help of grant money to develop vegetable and herb gardens, along with another grant to improve playground equipment and safety. The team is increasing services to Indigenous family groups and working closely with DCP and Indigenous agencies.

A peer review of our service, in relation to the Quality Framework, was recently conducted and this provided a good opportunity for self reflection and a guide to the appropriateness of our programs. A review of our services for Indigenous people was conducted by Dr. Bill Genat from Melbourne University. This review gave us the opportunity to see our initiatives in light of National and State Indigenous policy, and will provide a basis for future planning.

THE FUTURE

After a year of expansion we look forward to a period of consolidation. We will be working on tailoring policy and procedures to our regional service delivery and further developing infrastructure to support this service delivery including a database for supporting clients' integration into the community.

Hopefully we will move into larger premises in Denmark and find more suitable accommodation in Mt Barker. In keeping with our collaborative efforts with the Department for Child Protection we will be working on joint initiatives and developing an MOU before the end of the year. The Mental Health Capacity Building Project will have a positive impact on the Agency as we work towards understanding the needs of clients with mental health problems and develop effective ways of assisting them.

Anthony Bourne
Manager
Great Southern
Community Drug Service Team



Some Albany team members

INTRODUCTION

The Corporate Services team, based in Subiaco, continues to provide a centralised finance, administration, human resource, quality improvement and business development support service to the Association.

In January 2008, Corporate Services said farewell to its CEO, Pam McKenna, and welcomed its new CEO, James Lawton, and new Resource Officer, Jodi Bubrzycki.

SIGNIFICANT ACHIEVEMENTS

There was a strong focus on continuous quality improvement in the 2007/08 financial year, culminating in the Association being 'peer reviewed' against the five Expectations set out in the AOD Quality Framework.

A peer review of Palmerston Association's Quality Framework was conducted over a two week period in May 2008 by Ms Judith Robson, Mrs Rebecca MacBean, Ms Deisy Amorin-Woods, Ms Sharon Deslandes, Ms Carol Daws, Ms Ann Deanus and Ms Deb Slade, on behalf of the Institute for Healthy Communities Australia Limited.

The review determined the extent to which Palmerston Association had addressed the requirements of the Western Australian Alcohol and Other Drug Sector Quality Framework. The process of the review involved a self assessment undertaken by Palmerston Association followed by an onsite review process.

The reviewers visited Palmerston's Corporate Services, Palmerston Farm, Palmerston Centre, the South Metro Community Drug Service and the Great Southern Community Drug Service Team. As part of the review, the reviewers also held groups with current clients. The Report came up with a number of recommendations which we are addressing.

In September 2007, we signed a new three year contract with the Drug and Alcohol Office. This included new funding that was received as a result of the WA Amphetamine Summit, which was held in July 2007.

Some significant new funding contracts were successfully acquired. These included:

- Department of Health and Ageing – a three year Comorbidity Project looking at building the capacity of the AOD sector to address the needs of clients that present with a dual diagnosis of AOD and mental health issues. Palmerston heads up the Perth Metro Non Residential AOD and Family Services Consortium, which consists of nine major AOD service providers. The project was also funded for the Great Southern region.
- Department of Health and Ageing – three years National Illicit Drug Strategy funding for family and youth services in the South Metro and Great Southern areas and to improve residential support services.
- Federal Proceeds of Crime (Attorney-General's Department) – three year funding to run the Palmerston Farm Resident Vocational Program.

In the business development area, Palmerston was also successful in obtaining the following one-off grants:

FUNDING SOURCE	PROJECT FUNDING REQUEST	RECEIVED
AERF	Farm – To send four delegates to the 2007 ATCA Conference in Melbourne in November 2007	\$5,000.00
Alcoa	Mandurah – Pinjarra Youth Fun Day	\$1,000.00
Dept Health & Ageing – Amphetamine Type Stimulants (ATS) Funding	GSCDST – Increasing Service Capacity in Albany	\$53,767.00
Dept Health & Ageing – ATS Funding	GSCDST – Increasing Service Capacity in Katanning	\$14,000.00
Ian Potter Foundation	Centre – Damian Walsh attendance to the 2008 International Counselling Conference in Hong Kong	\$1,000.00
Lotterywest	Corporate – Certificate IV in Occupational Health & Safety in 2008 for Catherine Wilson	\$3,700.00
OATSIH	Farm – Continuous Quality Improvement – Client Management System	\$16,299.80
Isabelle and Theodore Wearne Trust	GSCDST – Basketball Course at Katanning Leisure Centre	\$600.00
Shire of Katanning	GSCDST - Rent Subsidy – ‘Our Place’, Katanning	\$6,000.00

Palmerston also started to develop corporate relationships with Chevron and Leighton to deliver Staff Information Sessions on current AOD issues and trends.

Palmerston and the Drug and Alcohol Office started its planning for the ‘Making it Happen: Responding to AOD issues across the sectors’, Western Australian Drug and Alcohol 2009 Conference. Palmerston and DAO, the host organisations, are joined by the Department of Corrective Services, Mental Health, the Attorney General’s Department and Department for Child Protection to look at ways that AOD issues can be addressed across the sectors. The Conference will be held on the 12th-13th May 2009 at the Esplanade Hotel, Fremantle.

The Finance Committee met four times in the financial year. The Committee continued to manage Palmerston’s investment portfolio and oversee its financial operations. In 2007/08 the Committee, on behalf of the Board, reviewed its roles and responsibilities and policies relating to asset management, bank accounts and investments. Brian Gordon resigned from the Committee after many years of invaluable input and commitment, and was more recently replaced by Jeremy Rigg.

In February 2008, a Staff Satisfaction Survey was undertaken. While areas for improvement and strategy development were highlighted, staff indicated a high level of satisfaction, with an average satisfaction rating of 84%, and 86% of staff felt that working for Palmerston had met or exceeded their expectations.

Other significant achievements included the development of a corporate Risk Management Plan, the introduction of a new asset management system, a new Farm client management system, an audit on our Occupational Health and Safety, implementing the Working with Children Check and development of new policies and procedures.

THE FUTURE

Corporate Services will continue with its continuous quality improvement process, ensure financial accountability to its funders and provide advice and support to the Association.

It will look at ways to maximise staff recruitment, retention, training and benefits, and be involved in sector initiatives to address the sector's comparatively low level of pay.



Corporate team

Catherine Wilson
Chief Financial Officer

ACKNOWLEDGEMENTS

Palmerston Association Inc. would like to acknowledge the following organisations for their invaluable contribution. Without their support we would be unable to provide a quality service to individuals and families facing alcohol and other drug issues.

MAJOR PARTNERS



- Western Australian Department of Health
- The Office of Aboriginal and Torres Strait Islander Health
- Funding under an initiative of the Australian Government Department of Health and Ageing
- Western Australian Department of the Attorney General
- Australian Government Attorney General's Department
- Department of Corrective Services
- Department of Community Services Development

OTHER SUPPORTERS:

- Alcoa
- Ian Potter Foundation
- Isabelle and Theodore Wearne Trust
- Shire of Katanning
- Wood & Grieve ENGINEERS

ACRONYMS RELEVANT TO THIS REPORT

AADS	Aboriginal Alcohol and Drug Services
AERF	Alcohol Education and Rehabilitation Foundation
AOD	Alcohol and Other Drugs
ARBOR	Active Response Bereavement OutReach
ATS	Amphetamine Type Stimulants
COAG	Council of Australian Government
DAO	Drug and Alcohol Office
DCP	Department for Child Protection
FAST	Family and Schools Together
GSCDST	Great Southern Community Drug Service Team
IT	Information Technology
LDAG	Local Drug Action Group
MLA	Member of the Legislative Assembly
MOU	Memorandum of Understanding
NGO	Non Government Organisation
NGOTGP	Non Government Organisation Treatment Grants Program
NIDS	National Illicit Drug Strategy
OATSIH	Office for Aboriginal and Torres Strait Islander Health
PDIS	Parent Drug Information Service
PSP	Personal Support Program
SMCDS	South Metropolitan Community Drug Service
TC	Therapeutic Community
WANADA	Western Australian Network of Alcohol and other Drug Agencies
YAP	Young Parents' Group