

Goldbridge GAZETTE

Goldbridge acknowledges our funding parties:
Commonwealth Department of Health and Ageing.
Queensland Health



*Celebrating
25 Years
in Recovery*

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Providing effective recovery for people & families affected by co-occurring alcohol, other drugs, & mental health concerns



It only seems like yesterday when we farewelled Christmas and the traditional summer break, yet much has happened during this time, and in particular, *Goldbridge* has successfully completed independent Accreditation through SAI Global, for the Residential, Transition and Continuing Care Programs, which demonstrates our ongoing commitment to Quality Improvement. This has been a tremendous effort by our staff, and we are now proudly able to show our ISO 9001:2008 certification, which you'll notice on this Newsletter.

Depending on beliefs, Easter time seems to sit somewhere between Pagan and Christian values, yet whatever personal beliefs are held, it generally seems to a time for 'New Beginnings' and for *Goldbridge* this is no exception.

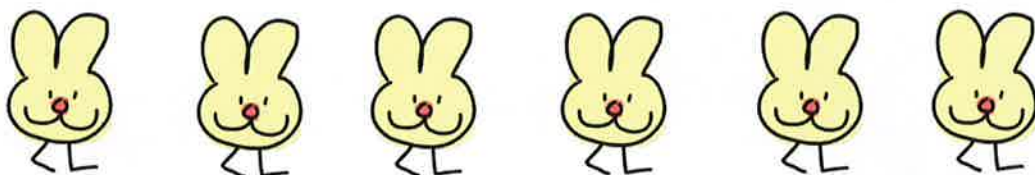


With this in mind, we have recently welcomed two new staff to our residential team, Tame who will work in the Mental Health area, and Kaylene who will support our Transition folks. Presently we are also working with the YoYo company in developing our marketing strategies, ultimately aimed towards increasing rehabilitation opportunities for the Gold Coast community. We have recently hosted two community Motivational Interviewing workshops (Gold Coast and Canberra), presented by our own staff (Dr Joel Porter), in con-

junction with Associate Professor Chris Wagner PhD, from the Virginia Commonwealth University, USA. Due to the success of these training events, further Workshops will be presented as the year progresses

On more of a sporting note, *Goldbridge* has made links with the National Rugby League (NRL), and while this project is still in its infancy, we are excited about the looming possibilities of greater involvement.

So, all in all – the New Year has begun highly productively, and most importantly it seems the future of funding contracts will be resolved in the very near future, which will enable us to plan and deliver services with greater, brighter and renewed confidence.



Did you know.....

THE EASTER BUNNY TRADITION

began because: Rabbits are among the most prolific of all living creatures.

They exemplify fertility, as they may produce many offspring at one time.

According to Anglo-Saxon mythology, Ostara (the fertility goddess)

Transformed a bird into a bunny who laid colorful eggs for the children.

Thus began the tradition of a bunny giving children decorated eggs!!!





TAME

Kia Ora. My name is Tame (aka Tarm). My ancestral roots come from a beautiful part of New Zealand in the Bay of Plenty. I am the newest addition to the AOD team here at *Goldbridge*. My passions in life are cultural performing, jamming and enjoying music, keeping

fit and eating well and most of all, being there for my kids and wife. I also love all sports, and in particular, Rugby!! I am a hearty fan of the All Blacks so please don't hold that against me!!



Moari Proverb:

"Ehara I te toa I te toa takitini, engari he toa takitahi
 "To accomplish a task we cannot complete it alone, but together we can do all things".

WELCOME

★ **Goldbridge introduces 2 new staff members!** ★

KAYLENE

Hi to all, my name is Kaylene and as you are all aware I am new to *Goldbridge*. I have many years experience starting as an apprentice hairdresser, owning my own business and then working with children with special needs at a local special school on the Gold Coast. I then ventured into a role where I was assisting vulnerable clients with a diverse range of needs such as long-term unemployment and workplace injuries gaining suitable and sustainable employment in the open market. Very recently I was fortunate and given the opportunity to fulfil this role of AOD Transition worker, I am very excited about this position and hope to learn and grow alongside my co-workers and most importantly the residents of *Goldbridge*.



My biggest and proudest role in my career was becoming a mother—I have 1 son and 3 daughters, two of which are twinnies and shish, do they keep me busy and always on the run!!! I really look forward to working within the *Goldbridge* community to help fulfil our journeys together, so when you see me around, feel free to say G'day!!



THANK YOU MARY!

Thank you to Mary Alcorn who has ably stepped in for the past 8 months in the role of the Transition-to-Community facilitator while we recruited for the full time AOD Worker position.



As many people may know, Mary 'retired' from her amazing 25 year role at Mirikai early last year. *Goldbridge* was fortunate to have secured Mary's help and invaluable knowledge.

It has been a pleasure seeing Mary work with our Transition clients providing individual AOD counselling sessions, case-management support and guidance with their treatment and relapse prevention plans.



THE BUNNINGS BBQ BASH



The sun was shining and the crowds were out—perfect day for a Bunnings BBQ Bash (fundraiser)!. Gallantly the TC residents, staff member Suzi and a trusty Transition client who served as the driver, packed the van and headed off for a fun day selling the best sausages and onions in town!! One TC resident we will call 'KE' said "it was an awesome feeling knowing that I had the opportunity to give something back to *Goldbridge* for all their efforts in my recovery". Another TC resident, 'MP' added "she loved the chance to connect and have fun while supporting the community and being able to feel a part of. It was wonderful to be able to have a friendly chat to people coming up and buying sausages and just asking them how their day was with a friendly smile"!

So having a Bunnings BBQ is not ALL a bout raising funds, getting out and about and saying hello to other people, it can also be therapeutic too! Well done to everyone for all your efforts.

Motivational Interviewing Training



Dr Joel Porter

Goldbridge embarked on our first interstate training expedition. We were pleased to have Dr Wagner, a Clinical Psychologist and Professor at Virginia Commonwealth University, travel over from the United States to provide the advanced MI training and MIT and groups workshop. Three public workshops were offered on Motivational interviewing (MI) Training facilitated by DR Chris Wagner and Dr Joel Porter. The workshops took place in Canberra, Melbourne (in conjunction with Mentha Consulting) and the Gold Coast. By the looks of the evaluations, the workshops were well received!



Dr Chris Wagner

Health and Wellbeing Expo



Held at the Musgrave Hill State School, Karen (AOD Worker), Hazel (volunteer extraordinaire) and Lynn (Admin Assist) were lucky enough to participate in this years Expo. Our attendance was aimed at providing information about Goldbridge services to the broader community and networking with other service providers. Again, it was a great success and the response to the information provided outlining the GRS services was positive, from not just professionals, but also the families who attended (the kids loved the lollies!!) *Karen and Hazel*



Kath grooming 'Kit Kat'



A day well spent helping out at "Healing Hooves"...



Kat with Tyson

Fact: 90 million chocolate bunnies are made and that 76% of people prefer to eat the ears first!.....

Dreams Can Come True... Rod's Story

Hi, my name is Rod and my story began when at 30 I was introduced to drugs socially. It immediately took over my life and within 4 years I had lost myself, my family and friends and it took me to a life of crime between 1999 - 2011. My life plummeted and prison became part of my life and I served numerous sentences in both NSW and QLD. 3 children to 3 mothers; Christmas' and birthdays lost - I had almost lost myself and given up and accepting that this was my life.

In 2009 I was back in prison looking at 5 years - my self esteem was at a bottom and hope all but gone, I found some humility, I needed help, some answers that made sense so I entered the Drug Court Program which offered support, not judgement like th criminal system. The advice and word from inside was "don't go to Goldbridge (GRS)"! I did enter the GRS program however and found it offered a safe place, staff who knew and understood and the concept made sense!



Prison was not the place for me for any longer!

I finished the GRS program in 6 mths and followed this with the Transition Program

which allowed me to work on my family relationships and building up their trust. My family have been my rock and getting myself back which required earning their trust and playing a role in their lives.

It's been nearly 3 years since being escorted from the watch house to GRS and since them I have graduated the Drug Court Program, finished Parole and Probation, completed a TAFE course and now work with Gold Training as a Jobseeker Support Worker. I'm grateful to have such a loving and supportive family, blessed that GRS exists and employs the incredible staff in whom I believe and learn from. Rod.



ISO - INTERNATIONAL STANDARDS

From the desk of the Service Manager, Bernice Smith

Goldbridge has always been committed to incorporating continuous improvement processes to provide best practice in our service delivery to clients so I am very happy to report that on the 26th February 2014, *Goldbridge Rehabilitation Services* gained a Certificate of Registration to confirm that we operate a Quality Management System which complies with the requirements of ISO 9001:2008.

The Certificate covers the scope of our services:

Our core business is the provision of residential, transitional and continuing care including, rehabilitation and support services in relation to drug dependency (alcohol and other drugs), mental health conditions as well as Community Health Promotion services'.

Goldbridge develops quality awareness through process improvements, training, measurements, evidence, and development of our dedicated staff and volunteers.

Our Quality Framework and Objectives include:

- Our commitment to quality
- Quality is accepted as the responsibility of all staff
- Staff and volunteers are trained, supported and resourced appropriately
- Processes are in place to ensure the consistent collection and analysis of data and information
- Policy, procedures, guidelines and forms are available to staff on a central document register
- Researching improvements to add to the quality of our service delivery
- Help to define and improve our service delivery through involvement with our service users
- Conducting internal quality audits and management review for an ongoing evaluation and improvement of our quality system
- Critical, honest and timely self review and evaluation lined with reflection

Our Certificate of Registration was issued by SAI Global. *Goldbridge* started working with SAI Global in August 2013 after we received communication earlier in 2013 that government funding support for AOD agencies to obtain accreditation would cease. At around the same time the institute for Healthy Communities Australia (HCA) announced that their affiliation with the Quality Improvement Council (QIC) program would cease as of 30th June 2013. *Goldbridge* had been working with QIC for many years, had completed the QIC Journal and were ready for an external audit when all this turmoil occurred. We were at first devastated as *Goldbridge* and the government had invested 7 years into the process, and an enormous amount of work had been undertaken, especially the last 4 years. Thank you to Suzi, our QA officer!

Due to both these events *Goldbridge* researched the many and varied entities that support agencies in working towards accreditation. Through our research we chose SAI Global. Working with SAI Global during the past 6 months to begin a new ISO process was at first daunting, however has been very beneficial and we have learnt so much. *Goldbridge* was fortunate to have SAI Global's Management Systems Lead Auditor, Laurie Farrugia as the External Auditor for our Stage 1 and Stage 2 Quality Management System review for the ISO9001 Standards. The management team at *Goldbridge* were able to work efficiently and effectively with Laurie. We found him supportive to our specific organization needs and knowledgeable about the Standards. He was very thorough with his observations and questions and we have gained an extra level of understanding of Quality Improvement and able to incorporate new ideas into our systems.

The next stage of our journey into Accreditation Land is to obtain formal recognition with the new ATCA (Australian Therapeutic Communities Association) Standards. As people may know, *Goldbridge* has been operating for 25 years and has been a member of the ATCA since their inception. *Goldbridge* has supported two staff members to be trained as ATCA Standards Peers Reviewers (myself and the TC Coordinator, Toni). We have both participated in Peer Review audits. On the 4th November 2013 *Goldbridge* submitted and completed ATCA Standards Self Review Worksheet Booklet and are looking forward to a Peer review in 2014.

Cheers—Bernice

