

Rebuilding Lives, Strengthening Communities

GAZETTE
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CEO - Charlie Blatch

From the CEO New Beginnings

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 the most up-to-date ISO 9001:2015 accreditation 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 three new staff to our team, Keith Patterson who will work in the Mental Health area, Cindy Greentree who will support our Assessment and Referral Service, and Girija Dadhe who will work in our Family Support Program. In addition to this we have acquired additional premises at 23 White St, as additional office space.

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



Congratulations and Thank You...

The Commonwealth Bank has just recently awarded our long standing Treasurer Barbara (Barb) Hill, with a Certificate of Appreciation (overriding many other candidates) for her ongoing support and plain old hard work she has given to Goldbridge, in the 2016 Commonwealth Bank Not-for-Profit Treasurer Awards. Our CEO Charlie Blatch acknowledged Barb's efforts and had nominated her for this award.

Barb's history with Goldbridge spans 20 years when she was working for an accounting firm in 1996 and was given the Goldbridge case-load. During this time, Barb herself was experiencing first-hand the problems of living with a spouse suffering alcohol and gambling addictions which broke up their marriage and led to the loss of their assets and back to receiving Centrelink benefits.

With this background, Barb felt she had a perfect understanding of our client's needs and mixed with a bucket-load of compassion, Barb remained the Accounts Manager of Goldbridge when the firm she work for closed in 2000.

Barb re-married (Dave) and they moved to Bundaberg in 2008 and bought a lovely rural piece of land with a 'renovators' dream house on it! Then in 2012 Dave and Barb bought their new baby Gypsy (dog) who runs this property (or likes to think so anyway). But this move did not stop Barb – computers set up, Skype introduced and a great courier system engaged. So Barb remains to this day, our Treasurer, the person we all know but don't really know.... And it's time we all just stood up and said: THANKS BARB, YOU'RE A LEGEND.



Meet some of the Goldbridge Team



**Terry Sorensen -
RN & Welfare Worker**

My personal mission statement: to concentrate on the needs of people to whom I'm working with, fostering independence with support and genuine care, concern and empathy not only for their physical well-being as a nurse but also their social and mental well-being to help empower their own lives.

My previous experience prior to nursing has been in the welding and gas industry to which I worked in numerous positions over 10 years from the grass roots to supervisory and management roles. A big career change to nursing as such has been refreshing, stimulating and rewarding. Most recently in the past 4 years, I have had the privilege to work with young people with disabilities as nursing team leader.

In the past 5 years I have completed a Bach of Nursing, Dip of Management and am currently studying a Dip of Mental Health. My true passion/goals which I am striving for are working in mental health/AOD areas of nursing. This has arisen from influences that have occurred not only in my life but on my family's as well. I have had a lived experience which I feel contributes to the empathy and passion I have for people suffering and whom are willing to help themselves. I look forward to the new and exciting challenges that await me with the support of the Goldbridge residents and staff.

Outside of work, I LOVE camping and getting away from the city life with my fiancé and I love to travel overseas experiencing new places, cultures and food as well. I can remember as a child running the sand out to Mal Meninga and passing the ball to Wally Lewis working as a ball boy at Dolphin Oval, Redcliffe. Since then I my passion is the greatest game of all.....Rugby League! Ow yes, Broncos is my team. I also have interest in piano, artefact collecting, anything artistic and working with my hands.



**Nathanael Martin -
Transition Coordinator**

Nathanael has worked in the Alcohol and Other Drug (AOD) sector on and off for the past 20 years. His initial connection with Goldbridge was as a client and later graduated to volunteering within the organisation for six years in various capacities.

Nathanael has had extensive professional experience in the AOD sector including working and assisting in program development of a residential therapeutic community program and coordination and development of a leading transitional program. He has a diversified professional background including roles in human resource management and recently working globally in the film, TV and entertainment industry.

Always connected with the AOD sector globally, Nathanael brings a variety of academic, experiential skills and passion to the Goldbridge team.



I still remember my first day at Goldbridge on 29th Jan 2007 when I commenced work as an AOD Worker. I was placed into the community as a 'new resident' and given a buddy and promptly instructed to wash the tables in the courtyard as part of the House & Grounds work crew. I remember wondering what this strange place was in which I found myself. I could not tell who were residents and who were the staff! I



**Rod Bowyer -
AOD Worker**

I am grateful for the opportunity and position as AOD case worker that Goldbridge offered me this year. I myself have had a lived experience with alcohol and other drugs (AOD) and having completed the program in 2012, I have now dedicated myself to helping and supporting others through their addictions so they too may develop a healthy, happier life.

I have experience in AOD work in my time working for the Salvation Army as Senior Support Worker in charge of their detox facility.

Outside of work I have continued my education in the AOD field having completed a Cert III in Community Services, Diploma of Community Service Work, TAFE Cert V and Workplace Health and Safety Cert V.

I look forward to being a part of the Goldbridge team for many years to come and to helping others whose lives have been affected by alcohol and/or other drugs.

TEN YEARS OF FUN

**Toni Eachus -
Operations Manager**

remember meeting a particular 'grumpy' resident and later discovering he was my co-worker! As the days went on I wondered if I would ever remember everyone's name, all the rules and procedures and still wasn't really sure of what a Therapeutic Community was or how it worked but I could see it did as there were many past clients who would 'pop' in to say 'Hi'.

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The more I learnt about the Therapeutic Community model and the more I learnt about Goldbridge the more I loved the place. Having only been in the country for four months, I count myself as fortunate to find a job I loved so much and it helped me to settle into the Australian way of life.

I became known as the worker who knew all the rules and made sure they were followed!

After a couple of years, I was offered the position of Team Leader and later became the TC Coordinator. Always based in the residential facility I would joke with clients that my behaviours were of so much concern, the staff wouldn't let me commence.

Two years ago I was asked to take on the role of Operations Manager, which meant

not only moving offices but buildings too. It was very strange to start with - to not have the residents in and out of the office, going about their daily routine, whilst having informal chats which often led to setting goals or tasks. It is also a role focussed on improvement and writing policies and procedures. I still miss the client contact but know the importance of this role for the future development of Goldbridge and to ensure that the fantastic work we do is showcased in the wider community, and that Goldbridge continues to grow and flourish. If you had told me 10 years ago, that I would be writing policies and procedures I would have laughed. But here I am, and I still love my work every bit as much as I did back in 2007.

Thanks Toni for the passion and love you have for Goldbridge - from the team.

Celebrating Women

International Women's Day is a day acknowledging and celebrating the social, political, economic and cultural achievements that women have accomplished. This year's 2017 theme is 'Be Bold for Change', leading women to take positive changes in their lives. This year the female residents and staff of Goldbridge were fortunate enough to attend the Logan Women's Health and Wellbeing Centre, celebrating women across Queensland. Upon a warm welcome with gifts to nurture us we had the privilege of listening to inspiring speakers, dancing to Helen Reddy's "I am women", making our own essential oil sprays and decorating art pieces with words of encouragement. Whilst connecting with other women and enjoying the beautiful lunch and tea provided we were given insight into the importance of challenging self-doubt, heading back to Goldbridge inspired, enriched and connected.



A Roaring Fun Christmas With a Lion's Den of Cheer

The Lions Club Robina has once again showed their spirit and generosity to those less fortunate than themselves by donating the best Christmas Cakes around to Goldbridge for the residents.

Not only did they supply these, the Robina Lions Club also provided fabulous foods for hampers and boundless toys for the children of our residents along with art supplies for when the children visit on weekends.

Goldbridge would like to acknowledge with enormous gratitude, the hard work from the Robina Lions Club for their ongoing support not just at Christmas time, but throughout the year with donations of furniture, household goods and toys. We hope you all had a well-deserved break and enjoyed your Christmas too. Thank you.



Art Therapy Changes Lives

Cathy Malchiodi presented a two day hands on workshop, 'Art Therapy Changes Lives' at the Brisbane Convention Centre on 14 & 15th November. These workshops emphasised the "neurobiology" of expressive arts and play and how these approaches help clients "tell without talking", supporting executive functioning through non-verbal experiences and enhance self-regulation and internal resources.

Expressive arts therapy includes the purposeful application of visual arts, music/sound, movement, dramatic enactment, creative writing and storytelling to facilitate individual recovery.

These workshops have the potential to change lives - research is demonstrating that art improves not only our quality of life, but is also effective in reducing pain, fatigue and stress as well as increasing cognitive abilities, emotional well-being and security.

It is also a worthy clinical skill when dealing with eating disorders, self-harm, drug and alcohol abuse where the client may not find the words to describe preceding events.

Staff members Amy and Suzi attended the workshops and gained knowledge and skills in how to improve their proficiency in working with residents in their Creative Art Sessions. They are looking forward to presenting some interesting and creative activities to the residents as they have had the hands on experience in participating in these activities at the workshop.



Nothing But The Best

Goldbridge is enrolled with SAI Global to maintain a Quality Management System (QMS). A QMS helps coordinate and direct Goldbridge activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis.

Goldbridge was first audited and successfully accredited against the ISO 9001:2008 standards in January 2013 from which time we were required to participate in an annual external audit to ensure compliance and maintain the Standards.

As part of continuous improvement, the Operations Manager and Continuous Quality Improvement (CQI) Officer meet twice weekly to review and update policies, procedures and documents to prepare for our Annual ISO external audit.

In January of this year we participated in a re-accreditation audit for our QMS and upgraded

our status from the old ISO 9001:2008 standard to the new updated ISO9001:2015 standard.

In tandem with this process, Goldbridge has participated in the Australasian Therapeutic Communities Association (ATCA) program of evaluation having adopted the standards, and has become the very first agency in Australasia to be Accredited as a quality Therapeutic Community as independently assessed by ATCA/JAS-ANZ and ICHA.



Quality
ISO 9001



The Goldbridge Team
wish you a safe and
Happy Easter!