

## Goldbridge Newsletter February 2021

### Message from the CEO



Goldbridge was at the forefront of innovation during the COVID-19 'lockdown' restrictions in March/April 2020. We provided a fully remote Therapeutic Community (TC) model for 12 weeks and quickly adapted our program with the assistance and dedication of staff, volunteers, and residents. It was a big decision on everyone's part, including residents, to commit to a fully remote program. Workers soon became familiar with the pros and cons of video conferencing and telephone counselling.

The staged approach and role modelling within the TC enabled volunteer Supervisors to step up and undertake a leadership and communication role within the TC. This was a great help to staff who were delivering the program via video conferencing and telehealth.

Since the restrictions eased, staff have returned to the Goldbridge facilities/offices. Our new Welcome House program supports clients while they undertake an isolation period before they entered the TC due to COVID-19. The Goldbridge Pandemic Officer (RN) delivered training to staff on COVID-19 infection control process and on the usage of Personal Protective Equipment (PPEs) e.g. masks, gloves, aprons, face shields etc. The management team documented our COVID Safe Plan, Risk Management Plans, CEO messages for families and other stakeholders; and new COVID-19 policies to keep people informed.

I would like to thank the Management Committee, staff and volunteers for their support throughout 2020. I would like to acknowledge the many clients who have shaped Goldbridge, and who will continue to mould and develop the program. They are a continual source of inspiration, which generates the confidence, passion and commitment required in an organisation such as Goldbridge.

### The Welcome House Program

Early 2020 brought us the Welcome House. The Goldbridge 'Welcome House' is a new pre-admission program aiming to re-establish the admissions process into the Goldbridge residential program during COVID-19 pandemic, by minimising risks to current residents and supervisors. The 'Welcome House' provides a safe environment for assessed clients to self-isolate/quarantine for a period before entering the Therapeutic Community (TC) program. The Welcome House program is a structured pre-admission process, which includes case management, treatment planning, counselling, and health support. Clients also have access to education sessions on triggers, urges, thoughts and feelings, harm minimisation information, relapse prevention, motivation, and goal setting.



### The New Office



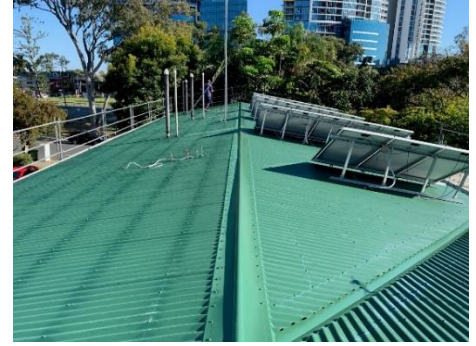
It was also last year that we had to say goodbye to our office in Garden Street, Southport. However, we also said Hello to our new office on Frinton St, Southport. It is from these new premises that our amazing teams from Intake and Assessment, Transition, and Continuing Care programs work from. With individual offices, open workspace and plenty of parking, the new office was a very positive change in a year full of adjustments.

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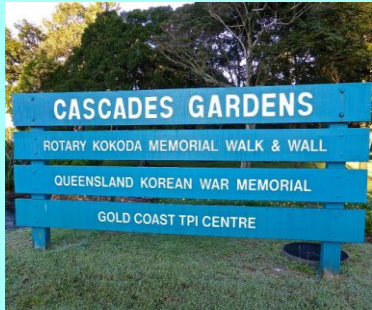
<https://www.realcommercial.com>

## A New Roof on the TC!

At Goldbridge, 2020 was a year full of changes! Not only have we started new programs and moved offices, but the Therapeutic Community (TC) facility has also gone through significant changes. It has been a while since the roof at the TC needed some attention. In September, we had a team of professionals coming in to strip our old tiles, remove all the old construction materials still present in the roof structure, and replacing it all with a beautiful new green Colourbond roof. During those noisy five days at the TC the residents went on a Bush Adventure Therapy Program, and the final results of the roof work were amazing!



## Team get-together



After several months working remotely, the Goldbridge staff team were looking forward to some in-person interaction. That was what happened in October, when we all met at the Cascade Gardens, in Broadbeach. While complying with all the COVID-19 safety measures in place at the time, we had the chance to see one another and have a chat about non-work-related topics. Although restrained, this was a moment for bonding and 'team-building', after more than six months working apart from each other, and a welcome change to online meetings.

## NAIDOC Week

Due to the Covid-19 Pandemic NAIDOC Week celebrations were postponed from July until the latter part of the year. On the 9<sup>th</sup> of November 2020, the TC residents and Staff attended a Flag Raising ceremony hosted by Kalwun at their Community Care Centre in Bonogin.



## Day program



The New Year of 2021 has also brought some great news to Goldbridge, with the Goldbridge Day Program starting in February. This is a group learning program directed to adults struggling with dependence on alcohol and other drugs. This program aims to provide support for clients while waiting for admission to withdrawal/treatment facilities, while in the process of assessment, or while contemplating their need/readiness for treatment.

With group therapy sessions focusing on topics such as the effects of addiction on the body and mind, harm minimization strategies and social and emotional wellbeing, clients of the Day Program will also have access to individual (one-on-one) time with a mental health professional, available to provide specialist counselling, advocacy, further referrals, and follow ups.

## Update about Bear



Bear is an Australian Cobber dog who joined our Goldbridge family in 2019. Living onsite, Bear is growing up to become an intelligent, gentle, and intuitive companion, providing emotional support to the TC residents who, in return, are responsible for his care. Not a puppy anymore, Bear is an invaluable member of our residential facility who keeps a watchful eye on our residents!



## Containers for Change



Did you know that Goldbridge has signed up to the 'Containers for Change' scheme? This means that you can recycle eligible drinks containers and chose to donate your refund to Goldbridge. Just quote our scheme number - C10163560.

Every donation, however small, makes a big difference to Goldbridge!  
<https://www.containersforchange.com.au/how-it-works>

## Goldbridge Christmas Pageant



After such an unusual year, our traditional Christmas Pageant also suffered some changes. For the first time, the Goldbridge Christmas Pageant was delivered via videoconferencing. It was lovely seeing all the residents, clients, families, volunteers and staff coming together to celebrate Christmas in this special event, although under these peculiar circumstances.

## Staff Professional Development:

Due to the COVID-19 pandemic most local, national, and international events had to be cancelled or postponed during 2020. Therefore, we are now looking into 2021 as a year full of exciting events! In the first trimester we will have:

- 10<sup>th</sup>-11<sup>th</sup> February: GIATS Training

The Group Intervention for Amphetamine Type Stimulants (GIATS) Training modules were developed by Dr Lynne Magor-Blatch and Mr James Pitts. While Goldbridge was involved in the research and development of these modules, we are now very fortunate to have Lynne come to the Gold Coast to facilitate this training for the Goldbridge staff team.

- 15-16<sup>th</sup> of March: 2021 Frontline Mental Health Conference

The 2021 Frontline Mental Health Conference is designed to explore specialist advice and care for frontline workers and first responders throughout all stages of training, service, and retirement. This conference will be held at the Gold Coast Convention and Exhibition Centre and Goldbridge will be represented by our Mental Health Professionals.



## Mary's farewell:

Mary Alcorn 'retired' from Goldbridge this month. Staff, Volunteers and residents gave her a farewell lunch and highlighted the important work that she has done for clients, not only at Goldbridge but throughout her 33 years in the sector. Mary came to Goldbridge in 2014 to conduct a small research project – she had not long retired from Mirikai. Mary was at Mirikai for 25 years. Individual staff spoke at Mary's farewell identifying the contribution Mary has made to the AOD sector in Queensland. We wish Mary all the best. Thanks for all your support at Goldbridge.



## Summary of Goldbridge Services:

Goldbridge offers a range of services and support including admission into the Goldbridge Residential Rehabilitation Therapeutic Community (TC) Program.

- **Day Program**

This program aims to provide support for clients while waiting for admission to withdrawal/treatment facilities, while in the process of assessment, or while contemplating their need/readiness for treatment.

- **Intake and Assessment**

An important part of the Goldbridge Intake and Assessment process is treatment matching to ensure clients' needs are best met. Therefore, if the Goldbridge program does not meet the persons need, a referral will be supported to another program/agency. Goldbridge undertakes screening and assessment for people wanting to access treatment for drug and/or alcohol use. The Intake and Assessment team provides harm minimisation information and support via telehealth.

- **Welcome House Program**

The 'Welcome House' provides a safe environment for assessed clients to self-isolate/quarantine for a period before entering the Therapeutic Community (TC) program. The Welcome House program is a structured pre-admission program, which includes case management, treatment planning, counselling, and health support.

- **Therapeutic Community (TC) - Residential Rehabilitation Program**

The residential program is a 28-bed Therapeutic Community (TC). The program consists of 3 phases – Safety Net (4 weeks); Mainstream (3 months); and Inter-phase (2 months). There are exit points at each phase. The target group is adults (Dual Diagnosis AOD & MH) aged from 21 years to 65+.

- **Transition-to-Community program:**

This program is semi structured, and case managed for people who have graduated from the TC residential program. The program assists clients to progressively reintegrate into the broader community. This is a 6-month (nominal) semi-structured independent living program. The program is conducted from shared accommodation houses. Each client will develop a treatment plan, a weekly plan and attend two groups per week (Group counselling & Recovery Maintenance) along with case management sessions to review their relapse prevention plan etc.

- **Continuing Care:**

This is a counselling service offered to clients who have completed one or more phases of the TC residential program. The program focuses on strengthening the sustainability of recovery and supports clients living in society to stay safe and recognise when they need extra support in order to reduce harm.

## Rebuilding Lives and Strengthening Communities

If you or someone you know is wanting to access treatment for drug and/or alcohol use and are interested in any of the above services, please contact Goldbridge on (07) 5503 1255 or email [info@goldbridge.com.au](mailto:info@goldbridge.com.au) or visit our website [www.goldbridge.com.au](http://www.goldbridge.com.au)