Statement by Mr Geoffrey Francis Soma Director – Western Region Alcohol and Drug Centre Inc.

1. Introduction

- 1.1 My name is Mr Geoffrey Francis Soma.
- 1.2 I am the Director of the Western Region Alcohol and Drug Centre Incorporated.

 ("WRAD").
- 1.3 I make the following statement in support of WRAD's application to amend planning permit 2018-0105 for a drug and alcohol residential rehabilitation facility at 43 Atkinsons Lane Dennington ("the Lookout").

2. Qualifications, Skills and Experience.

- 2.1 My qualifications, skills and expertise are set out in Annexure "A". In summary, I have over 30 years' experience in managing alcohol and other drug programs, including 12 years as the Director of Odyssey House in Christchurch, New Zealand, around 3 years' experience as the Treatment Administrator at Odyssey House at Lower Plenty, Melbourne and almost 20 years' experience as the director of WRAD since August 2000. While working at Odyssey House in Melbourne I was often the sole staff member during the evenings and on weekends with over 140 residents on site.
- 2.2 References from the Christchurch School of Medicine, Health Link South

 Mental Health Services and Mary Wooldridge MP are attached as Annexure

 "B".

3. Background

- 3.1 On 20 August 2019 the Warrnambool City Council ("Council") as ordered by the Victorian Civil and Administrative Tribunal ("VCAT") issued planning permit 2018-0105 for a residential drug and alcohol rehabilitation centre at Atkinson's Lane, Dennington (the "Permit").
- 3.2 Condition 12 of the Permit prescribes the following staff numbers:

At all times when residents are present on the site:

- A minimum of two staff between 8.30pm and 8.30am; and
- A minimum of five staff between 8.30am and 8.30pm.
- 3.3 WRAD is seeking to amend condition 12 of the Permit so the required staff numbers are as follows:

At all times when residents are present on the site:

- A minimum of two staff between 5pm and 8.30am weekdays;
- A minimum of five staff between 8.30am and 5pm on weekdays; and
- A minimum of two staff on weekends.

4. Application for amendment

- 4.1 After the Permit was granted I investigated the financial implications and the significant impact of the staff numbers prescribed by the Permit.
- The prescribed staffing numbers equate to 17.55 full time equivalent staff at an annual cost between \$1,617,417 to \$1,724,251, depending on staff qualifications and their salary pay scale. If the permit amendment is granted the prescribed staff numbers would equate to 12.23 full time equivalent staff at a cost between \$1,045,045 and \$1,160,000, depending on staff qualifications and their salary pay scale. WRAD engaged McLaren Hunt Financial Group to confirm these figures and attached as Annexure C is a report from McLaren Hunt dated 8th November 2019.
- 4.3 I have made enquiries with the Victorian Department of Health and Human Services (the "Department"). The Department confirmed the funding for residential rehabilitation centres in Victoria is \$61,500 per bed. Attached as Annexure D is an email from Brian McDowell regarding the funding available. No funding from the Commonwealth is available for the Lookout.
- 4.4 The Lookout has the capacity for up to 20 residents. Multiplying the funding available per bed equals an income of \$1,230,000 per annum. This will just cover staff costs if the permit amendment is granted. Client Centrelink benefits provide a contribution towards other operational costs.
- 4.5 Residential Drug and Alcohol Residential Rehabilitation facilities that operate under the therapeutic community model similar to the Lookout receive funding and have staff numbers as follows:

Windana Residential Rehabilitation Facility - Ballarat

- (a) Staffing 8.30am to 5pm Monday to Friday up to 7.
- (b) Staffing 5pm to 8.30 Monday to Friday 2 until 10pm, then 1 between 10pm and 6am.
- (c) Staffing weekends 2 up to 10pm, then 1 between 10pm and 6am.

(FTE 12.4)

- (d) Number of residents up to 20.
- (e) Victorian Government Funding per bed \$59,295 per annum

Odyssey Residential Rehabilitation Facility - Lower Plenty

- (a) Staffing 8.30am to 10pm Monday to Friday 15
- (b) Staffing 10pm to 8.30am Monday to Friday 1.
- (c) Staffing weekends 2.
- (d) Number of residents up to 143.
- (e) State Government Funding per bed \$63,000 per annum

Odyssey Residential Rehabilitation Facility - Molyullah (Benalla)

- (a) Staffing 8.30am to 5pm Monday to Friday 5 staff
- (b) Staffing 5pm to 8.30 Monday to Friday 2 staff
- (c) Staffing weekends 2 staff
- (d) Number of residents up to 15.
- (e) Federal Government Funding per bed \$83,000 per annum
- 4.6 Windana operates its Ballarat facility with up to 7 FTE staff Monday to Friday 8.30am to 5pm. More staff are present during business hours as this is when the more intensive therapeutic programs of group therapy, education and training and work based projects occur. During the evenings and on weekends the staff

numbers are reduced to 2 and 1 after 10pm due to the less intensive activities including recreation, sport and outdoor activities and family visits.

- 4.7 For the Lookout and like the Windana facility, I believe that 5 full time equivalent staff during business hours can easily deliver the structured therapeutic community programs and that 2 staff during the evening and weekends are more than adequate to provide support and guidance within a highly structured and evidence based treatment model. The Lookout evening and weekend activities are consistent with Odyssey House Benalla and the Windana Ballarat facility. A draft weekly schedule was presented as part of the 2019 hearing. Lookout staff will be supported by 24/7 through an on call management support roster. The Lookout senior manager and two WRAD managers will participate in this roster.
- 4.8 WRAD is required to meet and comply with a number of standards and policies as required by the DHHS, to maintain its accreditation under Quality Information Performance Limited and to meet the Therapeutic Community Standards. In my statement used in the 2019 hearing I gave evidence regarding WRAD's obligations and I refer to paragraphs 3.13 to 3.15 of that statement.
- 4.9 It is proposed that for the 5pm and 8.30am shift and once the residents have gone to bed, one staff member will be awake and the other asleep.
- 4.10 WRAD has a proven track record and demonstrated skills in operating alcohol and other drug rehabilitation programs and I have every confidence that it can

deliver an effective residential rehabilitation service with the proposed amended staffing numbers.

- 4.11 The Lookout program will be supported by WRAD clinical staff as well as local services including mental health, family and medical. WRAD is the lead agency in the Great South Coast Alcohol and other Treatment Consortium. The Lookout program will be supported by consortium partners South West Health Care, Brophy Youth and Family Services, Portland District Health and the Western Victoria Primary Health Network. The WRAD Handbury Medical Suites will provide general practice coverage for the Lookout residents. The South West Aboriginal Partnership will provide advice on cultural safety for its community members.
- 4.12 The current prescribed staffing levels are not supported by Victorian Government funding, are not clinically required, and are inconsistent with the staffing levels of other similar Drug and Alcohol Residential Rehabilitation Centres operating across Victoria.
- 4.13 During the 2019 hearing after which the Permit was granted, WRAD provided substantial material on the proposed therapeutic community model for the Lookout and a management plan that was subjected to significant evidence in chief and cross-examination. Staff qualifications and information around WRAD Risk Management policies and procedures as well as the document that

described the standards required to operate the therapeutic program were also provided in detail at the 2019 hearing.

- 4.14 WRAD has received significant support from the Community when applying for the Permit and seeking this amendment. Letters of support are attached as Annexure E.
- 4.15 The Lookout cannot proceed under the existing permit conditions.

Dated Jan 20 2020

Geoffrey Francis Soma - Director WRAD

ANNEXURE A

ANNEXURE A

Mr GEOFFREY SOMA QUALIFICATIONS AND EXPERIENCE.

- 1. Over 30 years in alcohol and other drug management roles in a variety of settings in Australia and New Zealand.
- 2. August 2000 to current Director of WRAD.
- 2000 to current Director of the Handbury Medical Suites Warrnambool (a general medical practice and an alcohol and other drug service).
- 4. 2016 to current Chairperson of Community South West Alliance.
- 5. 2011 to current Executive of Headspace Youth services in Warrnambool.
- 6. 2014 to current Chairperson of the Great South Coast Alcohol and other Drug
 Treatment Consortium.
- 7. 15 years' experience operating residential rehabilitation services.
- 8. 1985 to 1987- Treatment Administrator of Odyssey House (it then operated the largest service in Victoria for over 140 residents). I was responsible for the day to day coordination of treatment programs.
- 1988 2000 Director of Odyssey House in Christchurch, New Zealand from 1988 and
 2000. During this time I had overall responsibility for all clinical, financial and operations of the 40 bed facility.
- 10. 1988 2000 Member of the Australian Therapeutic Communities Association.
- 11. Qualified Mental Health Nurse Aide (Victoria).
- 12. Certificate in Community Psychiatric Care University Otago New Zealand.
- 13. Certificate in Social Services Management University of Canterbury N.Z

ANNEXURE



CHRISTCHURCH SCHOOL OF MEDICINE

Professor Andrew Hornblow, Dean

17 March 2000

TO WHOM IT MAY CONCERN

It is my pleasure to commend to you Mr Geoff Soma, who has been known to me since 1986 in my capacity as a Board Member of Odyssey Trust, Christchurch.

I first met Geoff in Melbourne, and was sufficiently impressed with his professional skills and the high regard in which he was held by his colleagues to encourage him to apply for the post of Director of Odyssey House, Christchurch. Geoff was duly appointed to head the Christchurch programme, a role he has filled with distinction.

The Odyssey programme in Christchurch is widely regarded as one of the best and most effectively run addiction programmes in the region. In addition to his exemplary leadership of the programme Geoff Soma has also become one of the leading figures in the alcohol and drug treatment scene in Christchurch, and indeed more broadly within New Zealand. One of my other roles is as a member of New Zealand's Alcohol Advisory Council (ALAC), and Geoff is well known to and highly regarded by ALAC staff.

As a Manager, Geoff Soma has handled to the full satisfaction of the Odyssey Board such administrative duties as financial management (in an organisation reliant on external funding and operating always within tight financial constraints), appointment and monitoring of staff, strategic planning and programme development, and public relations. Geoff has extensive experience in public relations, has a very good relationship with the media, is a very effective public advocate not only for Odyssey but also on addiction-related issues, and has excellent relations with a wide range of community organisations.

Geoff Soma's management and leadership skills, and his extensive experience, would make him an asset in any health-related organisation. Should he take up an appointment in Australia he would be a major loss to our Odyssey programme, and to the addiction workforce in Christchurch, but would take with him the appreciation and respect of his many colleagues and friends in New Zealand.

Andrews Hornblows

A.R. Hornblow PhD FNZPsS



16 March 2000

TO WHOM IT MAY CONCERN

I have known Mr Soma for seven years, first meeting him in my capacity as Manager of Alcohol and Drug Services of Healthlink South in Christchurch. My position is now General Manager, Mental Health Service in Christchurch which includes the provision of Alcohol and Drug services.

Mr Soma has always struck me as a man with enormous capacity for work. His ability to juggle with many issues at one time giving the perception that each issue is a priority has been quite remarkable.

Mr Soma goes about his work with a great amount of integrity, with honesty being the outstanding feature. He has built up significant credibility in the Christchurch community.

With the change in purchasing of health services in the early to mid 1990s the existence of services such as Odyssey House became extremely vulnerable, however Mr Soma reorganised the resources and structures of his services very astutely and rapidly to meet the needs of the new environment. Clearly Odyssey House is very well positioned with the continuim of Alcohol and Drug Treatment in Christchurch, so much so that the service is expanding rapidly.

Mr Soma's ability to market the services of Odyssey House and display to funders and other providers has been of the highest quality. He has shown great energy, commitment and panache in the positioning of Odyssey House.

I would have no hesitation in recommending Mr Soma for positions which entail strategic leadership requiring forthright management.

Vince Barry

General Manager

Mental Health Services

Healthlink South Limited

Mary Wooldridge

Member for Doncaster Shadow Minister for Mental Health, Drug Abuse, Community Services and Ageing



29 April 2008

To whom it may concern

Dear Sir/Madam

I am pleased to provide a letter of support to the Western Region Alcohol and Drug Centre's submission for their Director Geoff Soma to receive a SACS award for leadership in the not-for-profit sector.

Over the past year and a half I have had significant contact with Geoff in my capacity as Shadow Minister for Drug Abuse. I have found him to be a knowledgeable and passionate advocate for vulnerable people in the western region of Victoria and for services and policies to cater for the specific needs of country Victorians with an alcohol or drug problem,

The excellent services provided by WRAD under Geoff's direction have had a direct impact in the lives of hundreds of marginalised and needy people, and subsequently hundreds of families. In his ten years as director Geoff has always placed the client's of WRAD's services first. In order to provide ever better services Geoff has overseen a period of significant growth at WRAD, in terms of the organisation's budget and its physical setting, which have allowed for a commensurate growth in clientele.

Under Geoff's leadership WRAD is an organisation that is highly regarded by both sides of politics. WRAD has a forceful voice in policy debates, notably providing several high quality contributions to significant Parliamentary inquiries.

Geoff provides leadership on matters of community importance. A current campaign that Geoff initiated to expand the provision to methadone in Victoria garnered the support of a number of other agencies and has significantly raised the profile of this important issue. Geoff has also led calls for an increase in the number of residential rehabilitation places in country Victoria in the wake of a facility closure and general under-provision.

Geoff's leadership serves as an inspiration to others in the sector right across the State, and particularly in rural and regional areas. This is the case both in terms of service provision and advocacy. WRAD is consistently regarded as a model of successful leadership and treatment, which is all the more credit to Geoff given the considerable challenges of providing services in a regional setting and in the current environment of under-funding and burgeoning demand.

I have no hesitating in recommending Geoff for this award. In the period that I have known him Geoff has demonstrated the ability to provide strong leadership and new and innovative ideas in an incredibly important field providing services to some of the most marginalised members of the community.

I am happy to expand upon this statement if required.

Yours sincerely

Mary Wooldridge

Shadow Minister for Drug Abuse

ANNEXURE



REPORT OF FACTUAL FINDINGS TO WESTERN REGION ALCOHOL AND DRUG CENTRE INC.

Report of Factual Findings

We have performed the procedures agreed with Western Region Alcohol and Drug Centre Inc. ("WRAD") to report factual findings for the purpose of assisting WRAD in assessing, in combination with other information obtained by you, the accuracy of proposed Lookout Residential Rehabilitation ("Lookout") wages for a twelve month period as provided in Appendix 1. The procedures performed are detailed in the terms of the engagement of 4th November 2019.

Managements Responsibility for the Procedures Agreed

Management are responsible for the adequacy or otherwise of the procedures agreed to be performed by us. You and are responsible for determining whether the factual findings provided by us, in combination with any other information obtained, provide a reasonable basis for any conclusions which you or other intended users wish to draw on the subject matter.

Wanagement are responsible for determining the mix of proposed staff qualifications/roles for the roster and their allocated EFT for the Lookout, on which the proposed wage cost has been determined.

Assurance Practitioner's Responsibility

Our responsibility is to report factual findings obtained from conducting the procedures agreed. We conducted the engagement in accordance with ASAR 4400 Agreed-Upon Procedures Engagements to Report Factual Findings. We have complied with ethical requirements equivalent to those applicable to Other Assurance Engagements.

Because the agreed-upon procedures do not constitute either a reasonable or limited assurance engagement in accordance with AUASB standards, we do express any conclusion and provide no assurance on the proposed Lookout wages for a twelve-month period. Had we performed additional procedures other matters might have come to our attention that would have been reported to you.

Factual Findings

The procedures were performed solely to assist you in evaluating the accuracy of the proposed Lookout Residential Rehabilitation wages based on the VCAT prescribed staffing levels. The procedures performed and the factual findings obtained are as follows:

Performed	Pe	ormei	ř
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Factuai Findings

Errors or Exceptions Identified

1. We have reviewed the proposed staffing roster at the Lookout (Appendix 2) to ensure the accuracy of the calculation of equivalent full-time employees ("EFT") is in line with the VCAT prescribed staffing levels.

We found the EFT employees to be accurate at 17.55 based on the proposed roster.

None



MCLAREN HUNT AUDIT AND ASSURANCE

Performed

2. We obtained and checked the calculation of the proposed Lookout Residential Rehabilitation wages in accordance with the applicable award (Health Professional and Support Services Award 2010) based on the proposed roster.

Factual Findings

We found the proposed Lookout wages cost based on the roster provided by management, to be \$1,724,251.31 for a twelvementh period based on the award rates (upper range).

Errors or Exceptions Identified

None

Restriction on Use of Report

This report is intended solely for the use of WRAD and for the purpose set out above. As the intended user of our report, it is for you and other intended users to assess both the procedures and our factual findings to determine whether they provide, in combination with any other information you have obtained, a reasonable basis for any conclusions which you wish to draw on the subject matter. As required by ASAR 4400, use of this report is restricted to those parties that have agreed the procedures to be performed with us and other intended users identified in the terms of the engagement. Accordingly, we expressly disclaim and do not accept any responsibility or liability to any party other than WRAD for any consequences of reliance on this report for any purpose.

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Yours sincerely

CHRIS KOL PARTNER

Date: 8th November 2019.



Appendix 1.

Calculations based on health professional award classifications 'Lookout residential rehabilitation VCAT prescribed staffing'.

WESTERN REGION ALCOHOL AND DRUG CENTRE INC PROPOSED LOOKOUT RESIDENTIAL REHAB WAGES (BASE)

Employee	EFT	HF	SS Award Gross Wage	Leave Loading	Total Wages	9.5% Super	Workcover 1.75%
Program Manager	1.00	\$	79,476.00	\$ 1,364.08	\$ 80,840.08	\$ 7,679.81	\$ 1,414.70
Work Supervisor	1.00	\$	66,976.00	\$ 1,149.54	\$ 68,125.54	\$ 6,471.93	\$ 1,192.20
Clinical Staff	5.55	\$	371,567.66	\$ 6,377.39	\$ 377,945.05	\$ 35,904.78	\$ 6,614.04
TC Support Staff	10.00	\$	620,629.56	\$ 10,652.15	\$ 631,281.71	\$ 59,971.76	\$ 11,047.43
Penalty Rates Shiftwork Weekday		\$	53,291.59		\$ 53,291.59	\$ 5,062.70	\$ 932,60
Penalty Rates: Weekends		\$	191,527.00		\$ 191,527.00	\$ 18,195.06	\$ 3,351.72
Penalty Rates Public Holidays		\$	50,847.15		\$ 50,847.15	\$ 4,830.48	\$ 889.83
TOTALS	17.55	\$	1,434,314.96	\$ 19,543.16	\$ 1,453,858.12	\$ 138,116.52	\$ 25,442.52
TOTALS	\$		1,617,417.16				

WESTERN REGION ALCOHOL AND DRUG CENTRE INC PROPOSED LOOKOUT RESIDENTIAL REHAB WAGES (UPPER RANGE)

Employee	EFT	HP	SS Award Gross Wage		Leave Loading	Total Wages		9.5% Super	Workcover 2.75%
Program Manager	1.00	\$	84,000.00	\$	1,441.73	\$ 85,441.73	\$	8,116.96	\$ 1,495.23
Work Supervisor	1.00	\$	73,500.00	\$	1,261.51	\$ 74,761.51	\$	7,102.34	\$ 1,308.33
Clinical Staff	5.55	\$	407,761.34	\$	6,998.60	\$ 414,759.93	\$	39,402.19	\$ 7,258.30
TC Support Staff	10.00	\$	650,177.63	\$	11,159.30	\$ 661,336.93	\$	62,827.01	\$ 11,573.40
Penalty Rates Shiftwork Weekday		\$	56,092.11			\$ 56,092.11	\$	5,328.75	\$ 981.61
Penalty Rates: Weekends		\$	203,465.03			\$ 203,465.03	\$	19,329.18	\$ 3,560.64
Penalty Rates Public Holidays		\$	54,031.58			\$ 54,031.58	\$	5,133.00	\$ 945.55
TOTALS	17.55	\$	1,529,027.68	\$	20,861.14	\$ 1,549,888.82	\$	147,239.44	\$ 27,123.05
TOTALS	\$		1,724,251.31	3.			_	···	

<u>Assumptions</u>

The following assumptions have been made when completing this calculation:

- a) Allowances being nauseas, meal, on call etc that may be incured in clause 18 of the award have been excluded from this calculation due uncertaintly regarding entitlement;
- b) Portable long service leave requirements have been excluded from this calculation;
- c) Employees will take 5 days of sick leave per year on average;
- d) Casual employees have not been factored into this calcualtion. Coverage of shifts will be obtained from existing employees;
- e) For the purpose of this calculation superannuation is payable on ordinary times earning, including leave loading;
- f) Annual leave has been included in this calculation at 5.1 weeks based on current entitlement of WRAD employees and Shiftworkers are entitled to 5 weeks of annual leave per year; and
- g) Without a contract in place, the roster and award levels of staff has been determined by WRAD.

Appendix 2.

LOOKOUT RESIDENTIAL REHABILITATION CENTRE VCAT PRESCRIBED STAFFING

WRAD contracts are based on the Health Professionals and Support Services (HPSS) award. WRAD have determined the mix of staffing roles.

In calculating the impact of the VCAT prescribed staffing condition WRAD have considered staffing the Lookout based on:

8.30pm to 8.30 am x 2 FTE staff

8.30 am to 8.30 pm x 5 FTE staff

Summary Proposed Roster:

Shift	Total FTE per Shift		Staffing Position		
5 days week: 8.30am - 4.30 pm	5	1	Manager		
		3	Clinical Staff		
		1	Work Supervisor		
Weekend Coverage: 8.30 am – 4.30 pm	2	0.8	Clinical Staff		
		1.2	Support Staff		
7 days per week: 4.30 pm – 12.30 am	5.25	0.75	Clinical Staff		
		4.5	TC Support Staff		
7 days per week: 12.30 am - 8.30 am	2.8	2.8	TC Support Staff		
Backfill - Annual Leave, Public Holidays	2.5	1	Clinical Staff		
		1.5	TC support Staff		
TOTAL	17.55		·		

FTE - Full Time Equivalent.

TC - Therapeutic Community

4 November 2019

Mr Geoff Soma Chief Executive Officer Western Region Alcohol and Drug Centre Inc. 172 Merri Street WARRNAMBOOL VIC 3280

Dear Geoff,

The objective and scope of the engagement

You have requested that we perform the agreed-upon procedures specified below to meet the needs of Western Region Alcohol and Drug Centre Inc. ("WRAD"). We are pleased to confirm our acceptance and understanding of this agreed-upon procedures engagement and the nature and limitations of the procedures we will conduct. Our engagement will be conducted with the objective of reporting factual findings resulting from each procedure for the purpose of confirming the Lookout Residential Rehabilitation ("Lookout") wages in accordance with the applicable award, as well as reviewing the accuracy of the equivalent full time employees from the proposed staffing roster as supplied by the management of WRAD. The procedures performed will not constitute a reasonable or limited assurance engagement, accordingly, no assurance will be provided.

The responsibilities of the assurance practitioner

We will conduct our engagement in accordance with Standard on Related Services ASRS 4400 Agreed-Upon Procedures Engagements to Report Factual Findings. That standard requires that we comply with ethical requirements equivalent to Other Assurance Engagements, and plan and perform the agreed procedures to obtain factual findings. The procedures which we will perform will be restricted to those procedures agreed with you and listed below. Information acquired by us in the course of our engagement is subject to strict confidentiality requirements and will not be disclosed by us to other parties except as required or allowed for by law or professional standards, or with your express consent.

We have agreed to perform the following procedures and report to you the factual findings resulting from our work:

- We will review and assess the calculation of the proposed Lookout Residential Rehabilitation wages for a twelve-month period in accordance with the applicable award (Health Professional and Support Services Award 2010) as supplied by WRAD; and
- We will review the proposed staffing roster at the Lookout to ensure the accuracy of the equivalent full-time employees ("EFT") as supplied by management of WRAD.

If we are unable to perform the exact nature, timing or extent of procedures agreed above but alternative procedures are available, we will only perform these alternative procedures if modified terms of the engagement are agreed with WRAD.

The responsibilities of management or those charged with governance and intended users

Our agreed-upon procedures will be performed on the basis that management acknowledge and

- a) they have responsibility for determining the adequacy or otherwise of the procedures agreed to be
- b) they have responsibility for determining whether the factual findings provided by us, in combination with any other information obtained, provide a reasonable basis for any conclusions which you or the intended users wish to draw on the subject matter;
- c) they have responsibility to provide us with:
 - access to all information of which management is aware that is necessary for the performance of the procedures agreed;
 - additional information that we may request from you for the purpose of the engagement; ii.
 - unrestricted access to persons within the entity from whom we require co-operation in iii. order to perform the procedures agreed,
- d) the procedures we will perform are solely to assist you WRAD in confirming the proposed wages cost of operating the Lookout for a twelve-month period in accordance with the employee roster as required under conditions of the planning permit issued to WRAD. Our report of factual findings is not to be used for any other purpose and is solely for WRAD's information.
- e) the procedures that we will perform will not constitute a reasonable or limited assurance engagement in accordance with AUASB standards and, consequently, no assurance will be provided.

We look forward to full co-operation with your staff during our engagement.

Other relevant information

Our report of factual findings will consist of a detailed listing of the procedures performed and our findings in relation to each procedure, including any errors or exceptions identified regardless of whether those errors or exceptions have since been rectified. Use of our report will be restricted to you WRAD and all other parties will be excluded from using the report.

Please sign and return the attached copy of this letter to indicate your acknowledgement of, and agreement with, the arrangements for our agreed-upon procedures engagement including the specific procedures which we have agreed will be performed and our respective responsibilities.

Yours faithfully,

CHRIS KOL PARTNER

> I understand and agree with the terms of this engagement on behalf of the Western Region Drug and Alcohol Centre Inc. by:

(Signed)

Name and Title: Geoff Soma: WRAD Director

Date: 6/11/19

ANNEXURE

Alex McCulloch

From:

Geoff Soma < GeoffS@wrad.org.au>

Sent:

Wednesday, 6 November 2019 5:32 PM

To:

Glenys Philipot

Cc:

Alex McCulloch

Subject:

Fwd: In answer to your question

Get Outlook for Android

From: Geoff Soma

Sent: Wednesday, 6 November, 5:31 pm Subject: Re: In answer to your question

To: Brian McDowell (DHHS)

Thanks and very much appreciated

Get Outlook for Android

From: Brian McDowell (DHHS) < Brian, McDowell@dhhs.vic.gov.au>

Sent: Wednesday, November 6, 2019 5:26:16 PM

To: Geoff Soma <GeoffS@wrad.org.au> Subject: In answer to your question

Hi Geoff.

I write in response to your question you called and asked today regarding the current funding is that DHHS provides for an adult residential rehabilitation bed. Recently we converted most AOD activity to be funded Drug Treatment Activity Units. The price of providing the required courses of treatment annually equates to approximately \$61,500 per bed being the current 2019-20 price with 2% indexation each year thereafter.

Hope this helps.

Thanks

Brian McDowell Manager, Planning, Place and Programs Drug Policy and Reform | Primary Care, Dental and Drugs Health and Wellbeing Division Department of Health and Human Services 50 Lonsdale Street, Melbourne Victoria 3000

p. 9096 5927

m. 0401 141 393 | e. brian.mcdowell@dhhs.vic.gov.au

w. www.dhhs.vic.gov.au

If the matter you are emailing about is of an urgency requiring response within 24 hours please call or text on the mobile number above.

MAKING A WORLD OF DIFFERENCE



ANNEXURE





P.O. Box 412, Warrnambool, Victoria 3280.
Telephone (03) 5562 1644 Facsimile (03) 5561 5519

15th October, 2019

Cr Tony Herbert Mayor Warrnambool City Council 25 Liebig Street WARRNAMBOOL VIC 3280

Dear Tony,

As a major business owner and one of the largest local employers, I am writing to you to support the case to progress the Lookout Residential Rehabilitation Centre to be located in Dennington.

I have been involved with the WRAD Centre for almost 20 years on various levels and I am very aware of the important role that they play in the local community.

During this time I have witnessed first-hand the impact that Alcohol and other drugs have on individuals and family members.

I believe that this is a community problem and I think that we need to do everything we can to support and provide treatment to those who strive to turn around their lives.

As a concerned citizen and community leader I am very much aware that we need to provide a local solution so that people do not have to travel away from their important supports including their families and friends.

I believe that the Lookout Residential Rehabilitation Centre is required as soon as possible in order to address associated issues like domestic violence, mental health and homelessness.

! am happy to add my voice and support to this much needed project that will benefit our community greatly.

Youth sincerely,

COLIN MCKENNA

Managing Director Midfield Meats

Midfield Meats



ACE Radio Broadcasters Pty Limited

ACN 064 882 042

From the Chairman

Cr T Herbert
Mayor
Warrnambool City Council
Liebig Street
WARRNAMBOOL VIC 3280

15th October, 2019

Dear Tony,

I am writing in my capacity as the Chairman of the ACE Radio Network which includes the local 3YBFM radio station.

My family, through their links to the Geoff & Helen Handbury Foundation, have had an association with WRAD in Warrnambool for over 10 years. In fact, The Handbury Medical Suites which are operated by WRAD bear the Handbury family name.

Over many years, the Foundation has donated significant funding to the WRAD organisation in Warrnambool based on its delivery of essential services for clients and families who experience Alcohol and Other Drug related problems.

This service to the community helps people who experience mental health, psychological and emotional distress and those who require treatment to assist with their problems.

The Lookout Project particularly addresses a gap in service delivery across the Great South Coast as I understand that clients that require this important treatment must travel away from family and essential community supports in order to receive it.

I have therefore made a donation to this project based on its potential value to the community, clients and family members and I am pleased to support it because I believe in its overall social impact and merit.

Regards,

Rowland Paterson

Chairman

ACE Radio Network

the A. L. Land foundation

ACN 005 141 944
TRUSTEES: W.R. PHILLPOT

V.G. ROBSON

16 October 2019

Mayor & Councillors
Warrnambool City Council

Dear Councillors

Re: WRAD LOOKOUT REHABILITATION CENTRE

We write on behalf of the collective group of Warrnambool Charitable Foundations to encourage the support of Council in WRAD's application to VCAT for variation of the prohibitive financial condition imposed with the order to grant a permit.

You are well aware of the effect of delays with this project and the significant financial costs borne by all parties.

The project is now faced with further delay to a hearing in February 2020 and whatever time it takes for VCAT to hand down its decision. This of course incurs further unnecessary significant costs.

It should not be necessary for us to detail the need for this facility and the impact upon patients who desire its benefits. We understand that if this appeal is lost Warmambool will not have a rehabilitation centre.

Sufficient to say that the citizens of Warmambool worked and raised over \$600,000 in short time in support of Lookout and the Foundations were of course contributors.

At a meeting of the Mayor and CEO with a number of Foundation Trustees in May 2019, we provided a list of Council projects which have been supported by the Foundations over many years.

A copy of this is again provided herewith.

It is worth noting that as recently as last month, the Foundation collective approved \$48,000 in funding for the Warrnambool Art Gallery to provide special collection storage facilities as part of the Gallery's upgrade of protection for its valuable collection.

The role of the Foundations is to support charitable and community causes in this city and, with respect, having supported council whenever required we now expect support from Council for this project, important for its clinical benefit and as another employer in our city.

Yours faithfully

W.R. (BILL) PHILLPOT OAM Joint Trustee

AL Lane Foundation

Rof: 1630106 1

F.K. Melican
Joint Trustee
AL Lane Foundation

V. G. ROBSON
Joint Trustee
AL Lane Foundation

Address for correspondence: PO BOX 217 WARRNAMBOOL VIC 3280

Phone: (03) 55640519 Website: www.www.thealianefoundation.org.au

Wendy Greene

From:

Wendy Greene on behalf of Bill Phillpot

Sent:

Friday, 26 April 2019 12:50 PM

To:

'wclark@warrnambool.vic.gov.au'

Subject:

Meeting of Philanthropic Trusts with Warrnambool City Council

Dear Wendy

Due to the changes in the make-up of council and council personnel I thought it appropriate to provide information on substantial support given over the years to Council specific projects by the cluster of local foundations.

I would be pleased if you could pass this onto the Mayor and CEO before our meeting on May 7th.

Reid Oval Development – Scoreboard, Netball Shelters etc Warrnambool Art Gallery
Albert Park and Japanese Garden
Lighthouse Theatre and Entertainment Centre
Fun for Kids Festival (over its entire life)
Flagstaff Hill
Warrnambool Botanic Gardens
Equal Access Play space
Harris St Reserve lighting
Friendly Societies Park lighting
Warrnambool Synthetic Hockey Field
Warrnambool Cemetery Trust (New Cemetery)
Warrnambool BMX Track
Warrnambool Skate Park
Warrnambool Miura Sister City Association

There may be others but I can only report from the five Foundations with which I am involved,

Good Wishes, Bill

Bill Philipot OAM Consultant

SINCLAIR WULSON

PO Box 217 257 Timor St , Warrnambool, Victoria, 3280 www.sinclairwitson.com.au

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15th October 2019

Mayor of Warrnambool City Council
Mr Tony Herbert

Warrnambool City Council
Liebig St, Warrnambool 3280

Dear Mayor,

I am writing on behalf of Brophy Family and Youth Services to Support WRAD's proposal to develop a Residential Rehabilitation Program in South West Victoria.

ophy operates a range of services including Family Services, the Family Violence Counselling program, Kinship Family Services, Men's and Family Relationships program and the Men's Behaviour Change Program.

As you are aware issues around domestic violence and family support have strong links to alcohol and other drug issues and this is one example of how Brophy and WRAD work together across a broader service delivery context.

Brophy are also the auspice for the Headspace Services in South West Victoria and WRAD is represented on the Executive to advise on alcohol and drug related matters. Brophy and WRAD are also partners in the DARE Early Intervention program that focuses on youth experiencing substance related problems in the early stages and working across the Secondary Education system. Furthermore, Brophy is also on the Executive and founding member of the Great South Coast Drug and Alcohol Treatment Services Consortium in conjunction with WRAD, Southwest Health Care and the Portland District Health Service.

As demonstrated in the above partnerships Brophy and WRAD have a strong strategic relationship and I have been closely associated with the development of the Residential Rehabilitation proposal over the 't 18 months. As an Executive member of the Great South Coast Consortium Executive I was also involved in the catchment based planning process that identified this treatment continuum as the number one service gap across the region.

Through my role I have witnessed the damage that homelessness, employment, education gaps, alcohol and drug abuse and family related violence contributes to.I believe that this region needs a Residential Rehabilitation Program. This will complement the range of alcohol and drug services available to address the complex issues presented and focus on the underlying issues that complicate recovery for this client group.

I support the WRAD proposal based on the benefits to clients, families and the local community.

As a strategic consortium partner, Brophy will also be directly involved with the proposed residential rehabilitation service.

I am happy to address any of the matters raised in my support letter.

Yours sincerely,

FRANCIS BROEKMAN CEO

Brophy Family & Youth Services



Cr. Tony Herbert, Mayor Warrnambool City Council 25 Liebig Street, Warrnambool Victoria. 3280

30 October 2019

Dear Cr. Herbert,

I am writing on behalf of the Warrnambool Clinical School. School of Medicine, Deakin University, to express our support for the establishment of the proposed alcohol and other drug (AOD) residential rehabilitation facility, 'The Lookout'.

Community members of south west Victoria have, for many years, been hearing about, if not personally experiencing, the damage to individuals and families caused by substance abuse and addiction. Individuals who have attempted to overcome addiction frequently achieve initial success with the help of acute services, such as the acute withdrawal unit at South West Healthcare. However, they then struggle to maintain independence from drugs upon returning to their normal routine, despite the best efforts of family members, general practitioners, mental health clinicians, support services and the Western Region Alcohol and Drug centre (WRAD).

Establishing, and maintaining, a break from their prior routine, and prior associations (such as drug suppliers), along with pursuing new opportunities, are essential components for individuals to successfully leave substance abuse behind. Between the existing acute services and ongoing counselling and support, there currently lies a gaping hole in the road to recovery. That hole is the lack of a residential rehabilitation program that will allow individuals time to consolidate their new, drug free, existence, improve family relationships and employment options, and save lives.

Via placements at WRAD, medical students from our clinical school are exposed to, and gain experience in the management of, patients struggling with AOD addiction. They see the current limitations in the management path. We hope to be able to educate future doctors in an integrated management program, which demonstrates the complete road to recovery.

'The Lookout' will be an invaluable asset for the communities of south West Victoria, providing a wonderful opportunity for individuals to rebuild their lives.

Yours sincerely,

Professor Karen Dwyer

Acting Dean, School of Medicine



emali: mark.fidge@swtafe.edu.au File Reference: CO0025_19

14th October 2019

Cr Tony Herbert
Mayor of Warrnambool City Council
Leibig Street
WARRNAMBOOL VIC 3280

Dear Mayor

Re: Residential Rehabilitation in South West Victoria

I am writing on behalf of South West Institute of TAFE to formally acknowledge our support for the establishment of a Residential Rehabilitation Centre in South West Victoria. TAFE have a good working relationship with WRAD whom I understand have developed a comprehensive proposal designed to address the gap in AOD service provision in this part of the region.

South West TAFE is one of the largest regional providers in South West Victoria providing further and vocational education. We recognise the important work that is consistently provided by the Western Region Alcohol and Other Drug Centre and acknowledge their leadership and initiatives delivered to date. South West TAFE and WRAD have a long standing partnership that adds value to client care and support. Our partnership has provided important opportunities for joint initiatives that strengthen the delivery of coordinated services within a strategic framework. This has been demonstrated through our work together as part of the Great South Coast Ice challenge committee.

The need for a local Residential Rehabilitation Centre has been highlighted by many stakeholders in South West Victoria, including local council, primary and acute health and employment and family welfare services. The community is aware of drug use and related harms in the local area and the lack of a residential treatment option for those requiring a measured and structured approach to Treatment. I believe that there is a considerable effect also on partners, children and the broader community.

We commend the work of WRAD in developing plans to make the residential treatment option a reality. As part of our partnership approach to service delivery, South West TAFE is committed to supporting this initiative as we believe providing education to this complex client group will address one part of the puzzle along the recovery pathway.

I would be pleased to provide further information and to discuss our partnership arrangements with WRAD. Please do not hesitate to contact me by phone or small to request further information.

Yours sincerely

Mark Fidge

Chief Executive Officer

POSTAL ADDRESS: PO BOX 674 WARRNAMBOOL VIC 3280 AUSTRALIA ABN: 76 750 969 979 | TAFE: 3120



17 October 2019

Mr Geoff Soma
Chief Executive Officer
Western Region Alcohol and Drug Centre Inc.
172 Merri Street
WARRNAMBOOL VIC 3280
By email: GeoffS@wrad.org.au

Dear Geoff

Re: Residential Rehabilitation Alcohol and Other Drug (AOD) Facility - Warrnambool

I am writing to you in support of Western Region Alcohol and Drug Center's (WRAD) proposal to build a residential rehabilitation facility in the Warrnambool area. South West Healthcare (SWH) is a member of the Great South Coast Alcohol and other Drug (AOD) Consortium and works closely with members of the consortium to offer a range of AOD treatment options in the South West of Victoria. SWH actively participates in the Catchment Action Plan and participated in co-design activities in the past 12 months. The Catchment Plan identifies a clear need for residential rehabilitation services in the region and has been clearly articulated by both service providers and consumers.

At present consumers need to travel to Geelong, Melbourne and beyond to access residential rehabilitation services, leading significant disconnection from key protective factors for recovery including family and the support networks that assists people with AOD challenges towards successful outcomes. Lack of access to regionally based services is a significant barrier to people accessing services and obtaining treatment.

As an alcohol and drug treatment agency, SWH is challenged when working with consumers in the acute setting to provide appropriate referral options for longer term treatment, which impacts on relapse rates. This need for a residential rehabilitation facility is also highlighted by our consumers who require an environment in which they can recover from their alcohol and other drug misuse and build on skills developed within the harm minimisation framework.

South West Healthcare looks forward to a more comprehensive service pathway that will be enhanced through their much needed facility.

Yours sincerely

CRAIG FRASER

Chief Executive Officer

Warrnambool Ryot Street Warrnambool, VIC 3280 P: 03 5563 1666 E: info@swh.net.au Camperdown Robinson Street/PO Box 147 Camperdown, VIC 3260 P: 03 5593 7300 E: frontdesk@swh.net.au Lismore High Street Lismore, VIC 3324 P: 03 5558 3000 E: lismore2@swh.net.au Macarthur
12 Ardonachie Street
Macarthur, VIC 3286
P: 03 5552 2000
E: macarthurch@swh.net.au



22 October 2019

To whom it may Concern

Re: Letter of Support for 'The Lookout' Residential Alcohol and Other Drugs Rehabilitation Centre

It is with great pleasure that the South West Aboriginal Health Partnership (SWAHP) provides and gives our full support to 'The Lookout' project and their endeavor to secure funding to have a Residential Alcohol and Other Drugs Rehabilitation Centre here in the Great South Coast.

SWAHP is a partnership between 4 local Aboriginal Community Controlled Health organisations in South West Victoria, the aim of this consortium is to address, and to work in partnership towards improving the health and well-being status of Aboriginal people in our region.

We believe this is a much needed resource for our region that will help and support our service responses for the community. At present between agencies across the Great South Coast we have between 50-60 Aboriginal community members accessing Alcohol and other Drugs services, anecdotally between stakeholders we believe the correct figures to be almost double that.

Between our organisations we have always found it challenging to get our community members to address the substance abuse issues via Rehabilitation Centre's mostly due community members not willing to leave their homelands. We believe the proposed facility on Country will be an excellent and appropriate

step to assist local Aboriginal residents accessing such a response and would fill the gap that is so desperately needed for our community and the wider community. It is imperative that our people are provided with an opportunity to heal on country.

Each of our SWAHP organisations have strong collaborative networks and excellent established relationships and reciprocal referral pathways with stakeholders in this project. As Aboriginal specialist partners we will be actively involved in the design and cultural characteristics of the project if successful, to ensure that the proposed facility is culturally safe and respectful for our community.

We wish 'The Lookout' Residential Alcohol and Other Drugs Rehabilitation Centre project every success with their endeavors to obtain funding for this extremely worthwhile project for our region.

Yours sincerely,

Ashley Couzens - CEO

Gunditimara Aboriginal Cooperative
On behalf of the SWAHP Partnership



17 October 2019

Mayor Tony Herbert Warmambool City Council 25 Liebig Street Warmambool 3280 Victoria

Dear Tony,

Re: Support for Lookout Project by WRAD

Mpower is a Not-For-Profit community-based organisation servicing the communities in the south west for 44 years. Mpower provides a range of services to people with disabilities, support to vulnerable families at risk of having their children removed and to carers of older people or people of any age with a disability.

As the CEO of Mpower and a founding member of Community South West Inc. for 15 years, I am passionate about providing quality services to people where they live. This is an essential element of meeting people's needs in an accessible way where they have family and community support close by.

Mpower's history is based on a small group of parents who had children with disabilities faced with choice of putting their children in care in Melbourne as there were no services available here in Warrnambool forty-four years ago. Those parents decided that wasn't good enough and set up a support group in Warrnambool that grew and developed into Mpower, allowing families over the years to receive services they needed, here in their own community.

Like Mpower's beginnings, I see the Lookout Project as a response to community need.

Tony, I draw your attention to the following points in support of the Lookout Project: -

- The Lookout project will provide a residential drug rehabilitation service that is not currently
 available in the western district. It proposes to use the therapeutic community model, providing
 accommodation and 24/7 treatment and support for clients, in a supported community setting,
 while they seek to overcome their addiction to alcohol and/or other drugs.
- A residential rehabilitation centre is a major priority for WRAD. It provides an alternative treatment to the other options currently available - that is therapeutic community treatment, with around the clock support, as opposed to treatment as an outpatient or in a hospital.
- It is proposed that The Lookout will be operated by a consortium consisting of WRAD as lead agency, South West Healthcare Treatment Services, Brophy Family and Youth Services, Portland District Health Treatment Services and the Western Victorian Primary Network.

- Many local wrap around services like Mpower will support the people, and families of those accessing the project including education, disability employment, family support, housing, mental health and koori services.
- The therapeutic community operational model uses cognitive behavioral therapy, individual counselling, group work and specialist support services within a structured and monitored environment. The entry point to the Lookout will be through various referral pathways including the Courts, Department of Justice, medical Practitioners, friends and family.

The need for a residential rehabilitation centre was also identified as a major priority in the Great South Coast Catchment Based Plan.

The Great South Coast Catchment Based Plan:

- Notes that there are currently no state-funded residential rehabilitation facilities in the region
- > Lists the Lookout project as the first strategy in improving access to withdrawal and rehabilitation services in the Great South West Coast region.
- > Notes research which shows that there are significantly higher levels of alcohol and other drug usage in the Great South Coast catchment than other regions.

It is proposed the Lookout will support around 80 clients per year, with 4 x 3-month programs per year, and with up to 20 residents in each program.

The target cohort is adult male and female (18+) individuals with problematic alcohol and other drug use and a variety of clinical presentations.

Residential rehabilitation increases employability, reduces crime, reduces or stops drug use and improves family connections.

Residential Rehabilitation gives people the skills to successfully take responsibility for their lives.

Residential rehabilitation is considered the gold standard in treatment for alcohol and other drug problems and is evidence based.

Yours sincerely.

Kerry Nelson, CEO

Muyella

Mpower





Rotary Club of Warrnambool Central

Registration Number A0025350V, District 9780

President: Tim Goodall

President Elect: Gerard Barker Secretary: Mark McFadden

P.O.Box 593

Warrnambool, 3280

23 October 2019

Dear Councillor: The Mayor of the City of Warrnambool, Mr Tony Herbert,

The Rotary Club of Warrnambool Central Inc. has pledged an initial \$5,000 to WRAD's residential rehabilitation appeal. We understand that this therapy sets the gold standard with regards to the most successful treatment of drug and alcohol addiction.

We were very disappointed to learn of Council's opposition to the proposed location at Atkinson's Lane, perplexed that a majority of Councillors voted against their own professional Planning Officer's recommendation. VCAT however, ruled that the planning issues which may have prevented the site being suitable could be resolved via a management plan.

We have learned via two of our members, Past President Robert Coffey who is the Secretary of WRAD's Committee of Management and Shane Keogh who is also a member of the WRAD Committee of Management, that one of the "planning" conditions imposed by VCAT is totally unacceptable.

The "operational" requirement as we see it, rather than a planning requirement, that Warrnambool's residential rehabilitation facility at Atkinson's Lane must have staffing levels which exceed by a minimum of thirty percent, every other State funded residential rehabilitation facility in the State of Victoria, is manifestly unfair to the people of south west Victoria who have need of the services of the proposed facility and the community which supports its establishment — evidenced by the \$630,000 donated.

It is our understanding that other Victorian residential rehabilitation facilities which operate under "best practice" staffing levels and have done so for thirty years in the case of Odyssey House management, have encountered no Victorian Police call outs or investigations with regards to theft, violence, illicit drug use or trafficking or threatening behaviour to members of the public or other clients and staff.

The facility will not and cannot operate if staffing costs are thirty percent higher than other similar Victorian facilities. WRAD will abandon its mission to create a facility in the South West if this condition is not removed from the VCAT conditions. It will not seek another site. WRAD has been scheduled a hearing at VCAT in February to appeal the imposition of this condition.

The Rotary Club of Warrnambool Inc. politely requests that you support WRAD's appeal at VCAT when Council considers its position. The same staffing conditions that apply to all other State funded residential rehabilitation centres in Victoria should apply to Warrnambool.

Warrnambool and District needs a residential rehabilitation facility. The site has been approved by VCAT. The only thing preventing it from happening is an unfair staffing imposition.

Yours sincerely,

Tim Goodall (President)

Signed on behalf of the members of the Rotary Club of Warrnambool Central Inc.

-	- A 1	Sam Baulch	Stu Bethune	Paul Blain
Greg Allison	Garry Askew	Sam Dauton		
Trevor Bonney	Gerard Barker Mick Boswell	Clive Bray	Neil Bridge	Francis
Frans Bos				
Broekman Ian Br	OWII Bobont Coffey	Anthony Davies	nson Brian	
Lindsay Bullivant	dnor	,		
Dillon Doug Gard	Ann Ellis	Tony Grace	Peter Hayes	Steve
Tim Goodall Hickman Bore H		•	1	A .l. lar. Vina
John Hutson	David Jellie	Peter Kenna	Shane Keogh	Ashley King
Bruce Ludeman			T 3.f. Cuntle	Bob
Scott Lowrey	Peter Lynch	Mark McFadden	Les McGraun	000
25.1	1 MaDharcan		1 O'Prion	Rowan O'Brien
James Mepham	Lindsay Monaghan	Matt Northeast P	aui O Brien	100,000
T Officer			John Reeves	Philip Ritchie
Graham Penningte	on Bill Quinlan E	adie Raymond	JOHN ICO TO	•
Tony Robinson				
Ian Senior	Geoff Taylor			