

# THE ADELE PROGRAM

## A HOLISTIC APPROACH TO RECOVERY AND RELAPSE PREVENTION - THE 5 PILLARS OF HOPE:

### 1. Group and Individual Therapy

- Drug and alcohol issues
- Social skills
- Criminal behaviour
- Anger management
- 12 Step philosophy of self-improvement
- Relapse prevention

### 2. Exercise and Physical Fitness

- Physical wellbeing
- Healthy mind and body
- Discipline
- Strength building
- Countering early recovery weight gain
- Aligned to NSW Health priorities

*"Adele's training classes allowed me to reduce and then to come off my medication. Ultimately they have allowed me to manage my own emotional wellbeing."*

*Adele Ex-Resident, 2013*

### 3. Living Skills

- Savings and budgeting
- Home management
- Cleaning and maintenance
- Meal planning and cooking

### 4. Work Skills

- Workplace ethics
- Time management
- Personal presentation
- Behaviour patterns in the workplace
- Following directions

### 5. Return to Employment and Independent Living

- Resume assistance
- Interview coaching
- Job searching techniques
- Introduction to employment agencies
- Outreach services to maintain recovery

# OUR PHILOSOPHY OF CARE

**ADELE IS SO MUCH MORE THAN “JUST” A REHAB. OUR TREATMENT PROGRAM IS A COMPLETE PHILOSOPHY OF CARE FOR THE MIND, BODY AND SOUL OF THE RECOVERING ADDICT.**

Adele is a treatment program for Alcohol and Other Drug dependent people, who are either homeless or at risk of being homeless. The program objective is to reintegrate participants as positive and productive members of the community.

Substance users often lack self-esteem and self-confidence. Most suffer from abuse issues. They have guilt and remorse that revolves around their actions whilst suffering from addiction. Many cannot believe there is any hope of change.

The Adele program empowers participants to disconnect from their old environments, self-sabotaging behaviour patterns, toxic relationships and negative thoughts. We nurture an optimism that the future can be different.

For 29 years Adele has offered hope to addicts who had forgotten its existence. Now, in our 30<sup>th</sup> year, our message has never been more urgent or more important. With Adele’s help, you can take control of your future and you can invite hope back into your life.



*“Adele taught me how important the balance is between work, exercise and spiritual maintenance – twenty years later I still live by these principles learned during my stay at Adele.”*

*Adele Ex-Resident, 2013*

# CHAIRPERSON'S REPORT

It is with much pride that I am delivering the 2013 Chairperson's report. Adele has had another successful year and has continued to provide a first class service to all of its clients. The existence of Toongabbie, Coffs Harbour and Stage 3 enables Adele to provide a comprehensive program to all of its clients, no matter what their circumstances are. The Adele program is without a doubt one of the best in Australia.

Approximately one month prior to the 2013 AGM, Adele had a critical win in the Land and Environment Court. Our new state of the art, 40 bed facility on the NSW mid-coast has been cleared by the court and now the exciting planning for construction can commence.

Congratulations and thank you to everyone that played a part in this exciting result.

For over 20 years, our program co-ordinator, Vince Tempone, has given so much of his life to Adele. Those who have had the privilege of working with him will know how dedicated Vince is to Adele. I believe it is Vince's dedication to Adele which is a key to its ongoing success. On behalf of the Management Committee, the Adele staff, the Adele clients and all external stakeholders, thank you Vince for being such an inspiration to us all.

I would also like to thank all of the other Adele employees. On behalf of the Management Committee, thank you for your loyal and hard work throughout the year.

Adele generates the majority of its income from external financial support. Some of the sources of this income include:

- The Department of Family and Community Services (SHS)
- Adult Drug Courts Parramatta, Hunter and Downing Centre
- NSW Health (MERIT)
- Private Donors.

To the above supporters and the others that I have not mentioned, thank you. Your continued support is greatly appreciated.

*"Adele will always be special to me because that's where my hero is, 'Vince'*

*This man has always inspired me through thought, his words or actions when my head said otherwise.*

*When no one wanted me and I was lost and sick, Adele took me.*

*Here I found my life and myself and I can honestly say I'm living the dream!"*

*Adele Ex-Resident, 2013.*

Finally, thank you to the members of the Management Committee for donating their time. You have greatly contributed to the management and oversight of Adele. This ensures that Adele remains as a relevant and effective solution to so many people in need within the community.

Daniel Moses

Chairperson

# TREASURER'S REPORT

Vince and his staff have again provided an exceptional high standard of service through maintaining the income levels and diligently controlling expenses.

This year Adele continued with the financial challenge of building the new facility at Randall's Road, Bucca which is progressing well and should provide Adele the opportunity to assist more clients in the future with a very modern facility .

Vince has managed all the facilities extremely well and Adele is in a good financial position to carry on its valuable work.

I would like to thank the committee and staff of Adele for their support this year with special mention of the work Tammy Cleal has done in providing on time and accurate financial information making my job so much easier.

B Hoare  
Treasurer

*"When I was using my finances were zero and my life was completely unmanageable.*

*The budgeting that I learnt in Adele has allowed me to have financial stability in my life. With financial stability has come manageability and that is key in my relapse prevention strategy."*

*Ex-Resident, 2013*

# DIRECTOR'S REPORT

Good evening and welcome to the 29<sup>th</sup> Adele AGM. Thank you all for coming out to show your support for everything that we have achieved together over the past 12 months. It really is a joint effort – without our funding partners, our board, our staff and, most importantly, without all of our participants - who are the reason we are all here today - then none of this would be possible. I'm so proud to be able to stand here and thank you all for your dedication, your commitment, your hard work, your belief and the promise of hope that you bring to people who had forgotten that hope existed.

As we enter our 30<sup>th</sup> year, the demand for Adele has never been higher. This year, our waiting list has been so full that we've had to close our assessment process for a full 3 months of the year as we have been completely overloaded. Participants waiting for non-funded beds have regularly been asked to have patience and maintain their enthusiasm for anything up to 12 weeks before a bed has become available.

For the addict on the street, 12 weeks may as well be another lifetime. It is tragic to see the number of people who muster the courage to take that first step and get themselves onto our waiting list only to find their addiction pulls them back to their old lifestyle before we can accommodate them. It is an issue that all of us at Adele are very keen to address.

With such high demand for our services, it is a pleasure to report to you how well the Adele staff are responding to the challenges they face. The Coffs and Toongabbie teams have been outstanding this year. Coffs, in particular, has had an exceptional and stable team working to deliver fantastic results. Toongabbie staff have responded to their challenges with great enthusiasm and have maintained a high standard in some adverse and trying circumstances. The Randall's team has worked tirelessly, preparing the ground for the next phase of Adele's evolution – which brings me, very happily, to the most exciting project that I have been involved in at Adele.

After a few legal challenges that have delayed us for over 12 months and, at one stage, seemed to threaten the entire undertaking, I am extremely pleased to report to you all

*"I owe my life to Adele. I was a dead beat drug addict for 15 years. I couldn't stop, couldn't see a reason to live anymore. I rung Adele and they took me in with no money and gave me somewhere to stay, showed me how to cook, wash my clothes and helped me regain simple living skills. They also showed me there was a better life out there for me and today I wake up with hope for the future. As long as I keep doing what I was shown at Adele, life can only get better one day at a time."*

*Adele Resident,  
2013*

that the Randall's campus has been approved by the Land and Environment Court. Although we could yet face an appeal to the High Court, it looks like the construction of what will be the premier rehabilitation facility in NSW can begin very soon.

The only rehabilitation centres that can offer similar features to the campus we are building are private facilities that are well beyond the reach of the average addict. We are immensely proud to be building this campus that will, for the first time in Australia, bring such premier facilities within the reach of the most vulnerable members of society.

Randall's Road campus will be designed and purpose built to embody the Adele program and philosophy. Once completed, the 40 bed campus will triple our capacity and hopefully let us bring down our waiting times. Some of the other principle features are;

- State of the art group and individual therapy facilities
- Extensive sporting and fitness facilities including a proposed oval with running track, swimming pool, gym, steam room and training centre
- Non-denominational chapel
- Fully equipped workshops, nursery, computer rooms and commercial kitchen where residents will be able to learn new works skills. It is our goal to be able to offer vocational qualifications in all these areas.

The workshops and nursery have now been completed and we are ready to start using them help retrain our participants for a return to the workforce.

I can't tell you how much it will mean to me personally, to the whole Adele team and to every disadvantaged person who comes looking for our help when this complete campus comes online. I would just like to take a moment to express profound thanks on behalf of us all to those people who are working so hard and giving so much to make this dream a reality.

Another important development this year is that we have begun the Quality Improvement accreditation process. This is a major undertaking that will challenge all our staff to raise the

*"I came to Adele House over 13 years ago, and have continued to use the skills learnt in this program, and stayed clean.*

*My circumstances when I first arrived were far from a quality life, in fact I was homeless, and dealing with drug dependency.*

*Adele introduced me to Narcotics Anonymous and gave me a solid skill set to deal with life on life's terms.*

*Today I enjoy a great life, family, and healthy relationships. I participate in community and lend a hand to the addict that still suffers. My career has taken leaps and bounds, and I enjoy a somewhat stress free life.*

*I am truly grateful for what Adele has provided me with"*

*Adele Ex-Resident,  
2013*

bar still higher. The first stage will be a two year improvement cycle and we are excited to be at the beginning of a road that will lead to improved service delivery.

And so to the money. For those of you who are interested in the audit results included at the end of this report, I would just like to point out that we have had a shortened financial year this year as we have changed our financial year end to the 31<sup>st</sup> March from the 30<sup>th</sup> June. When you compare this year to last year, please bear in mind that you are comparing 9 months of results against a full 12 last year.

Every year is a challenging year for a Health and Homeless Services provider like ourselves and this year has been no exception. We have seen a significant decrease in some of our funding sources, but we have still managed to tighten our belt in a few areas and have broken even without compromising the services we provide. We ask our participants to budget and live within their means. Some of them don't like it, they want spend more than they have – well, this is their chance to see that we have to live within our means too.

One of the best developments we have had this year is the introduction of night staff to the Coff's campus. We now have staff onsite up to midnight every night which is allowing us to provide a much more comprehensive service for our participants and deliver even better client outcomes. It does however come at a price, and we expect to see our staff costs rise as a proportion of our overall costs. It is still our eventual goal to have 24 hour onsite staff, but financially it is not yet possible.

Other than wages, we've brought most costs down a little. The exceptions are our Telecommunications costs and Legal costs. We have installed a completely new phone system at the Coffs campus, which is working well and has streamlined our communications systems. I'm very happy to say that now even Richard can transfer calls without losing the person on the other end, so it has all been worthwhile. Our legal costs have mainly been incurred contesting the appeal against Randall's planning permission in the Land and Environment Court. It's a shame that we have had to divert these funds away from the sharp end of our services where they are needed most, but hopefully this will draw a line under the legal process and we can move forwards. We are hopeful that we may yet recoup some of those costs.

We have maintained the quality of our vehicle fleet by selling some older models and replacing them with newer, but we have not increased the size of our fleet from last year. We currently have:

- 4 Buses
- 5 Vehicles
- 3 Tractors
- 5 Trailers (including 1 tip trailer)

- 1 Excavator
- 1 Tip truck

What Adele provides to clients:

- Group and Individual therapy
- Exercise classes and equipment
- Liaison and assistance with government departments including Centrelink, State Debt, Housing, DFACS and the ATO.
- Regular outings
- Driving to 12 step meetings
- Driving to medical and dental appointments
- Court attendance anywhere in NSW
- Pick-up and drop-off services to train stations and bus terminals

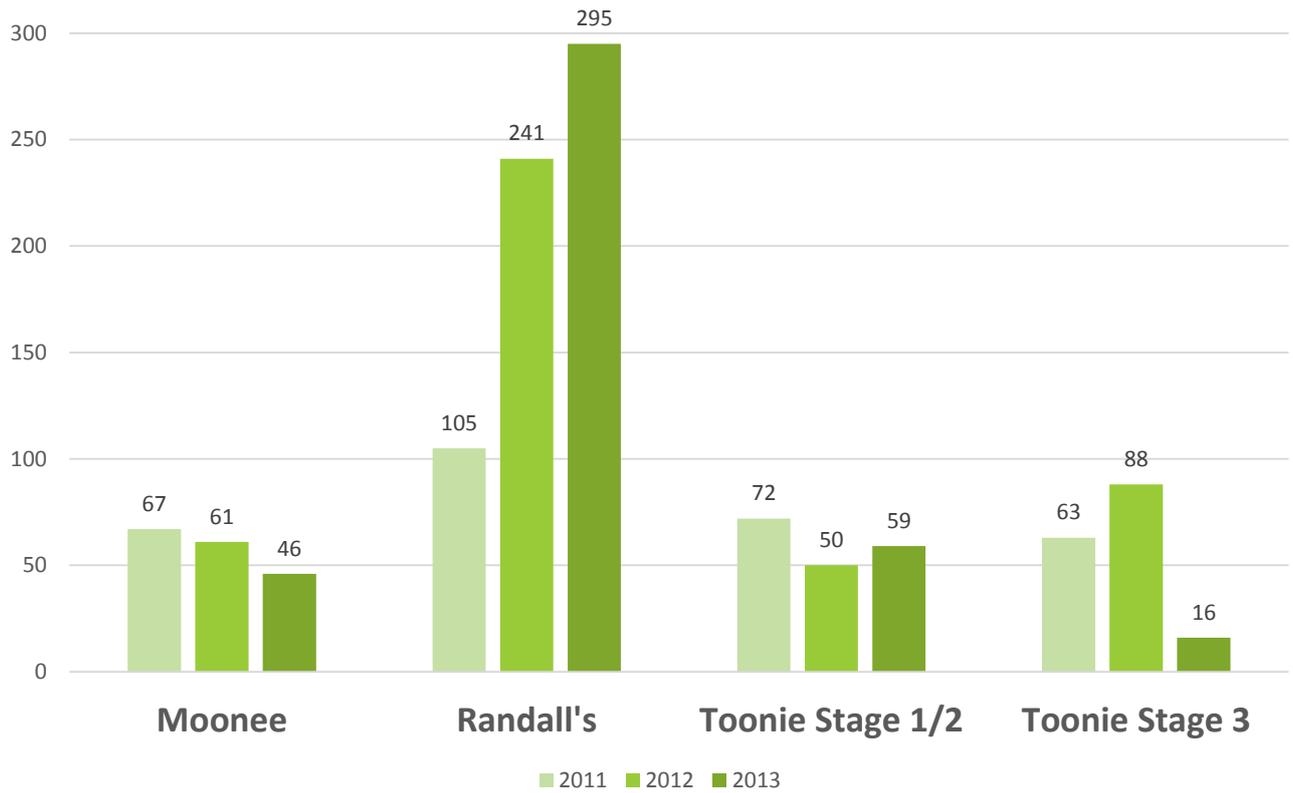
The final section of my report is how we measure our performance over the last 12 months - the stats, or Key Performance Indicators. Although they are generally positive, we have slipped in a couple of areas compared to last year. We are not afraid to acknowledge this. We strive to deliver the best possible outcomes for our clients and it is an ongoing process where we can learn just as much as they can.



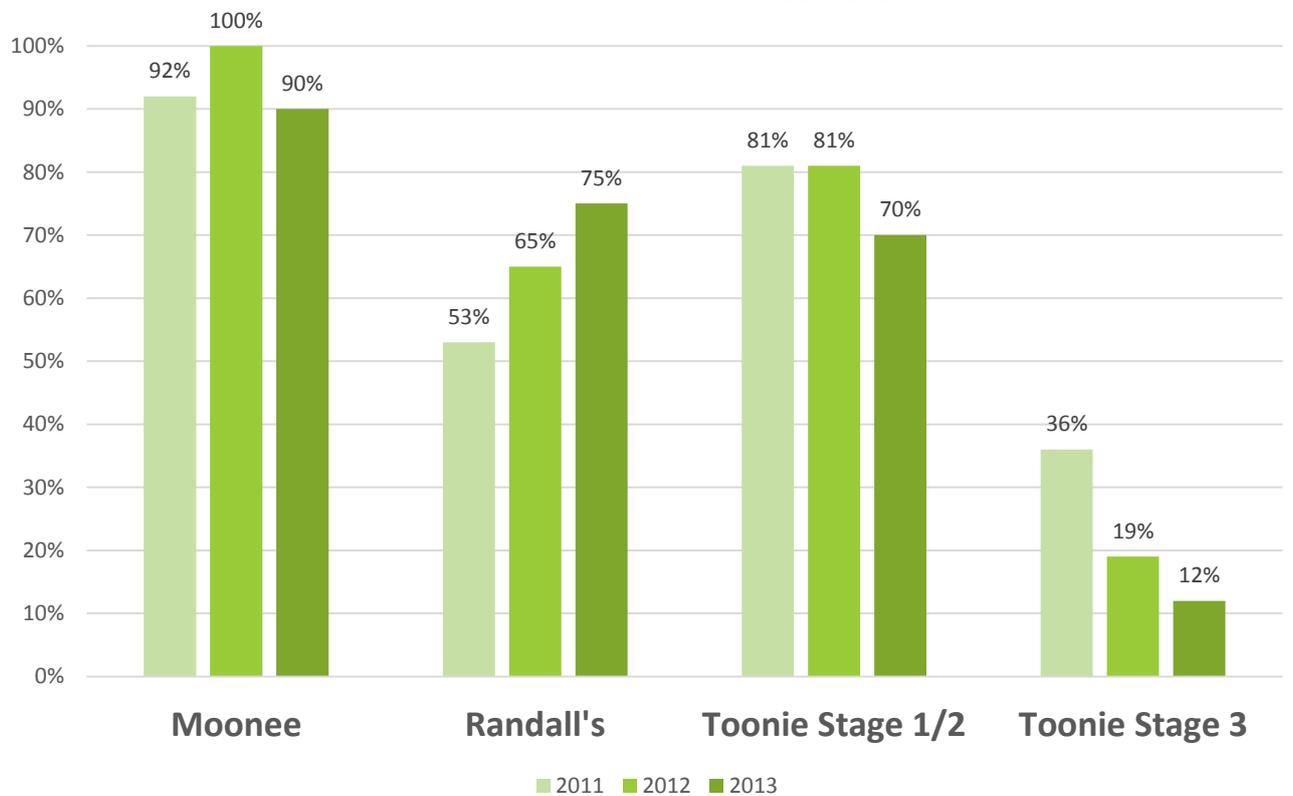
*“Adele gave me the hope that I could re-build my life and become an independent person giving back to society. Thank you.”*

*Adele Ex-Resident, 2013*

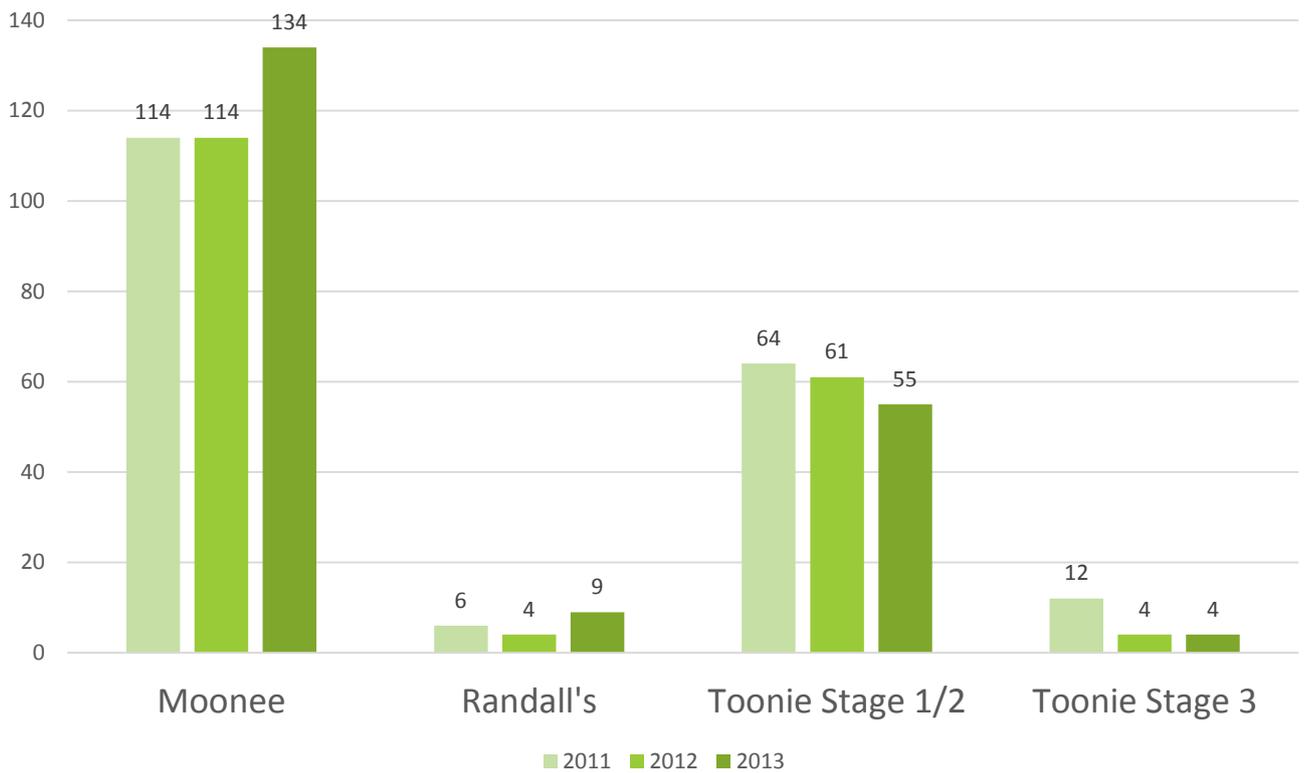
## AVERAGE EPISODE DURATION (DAYS)



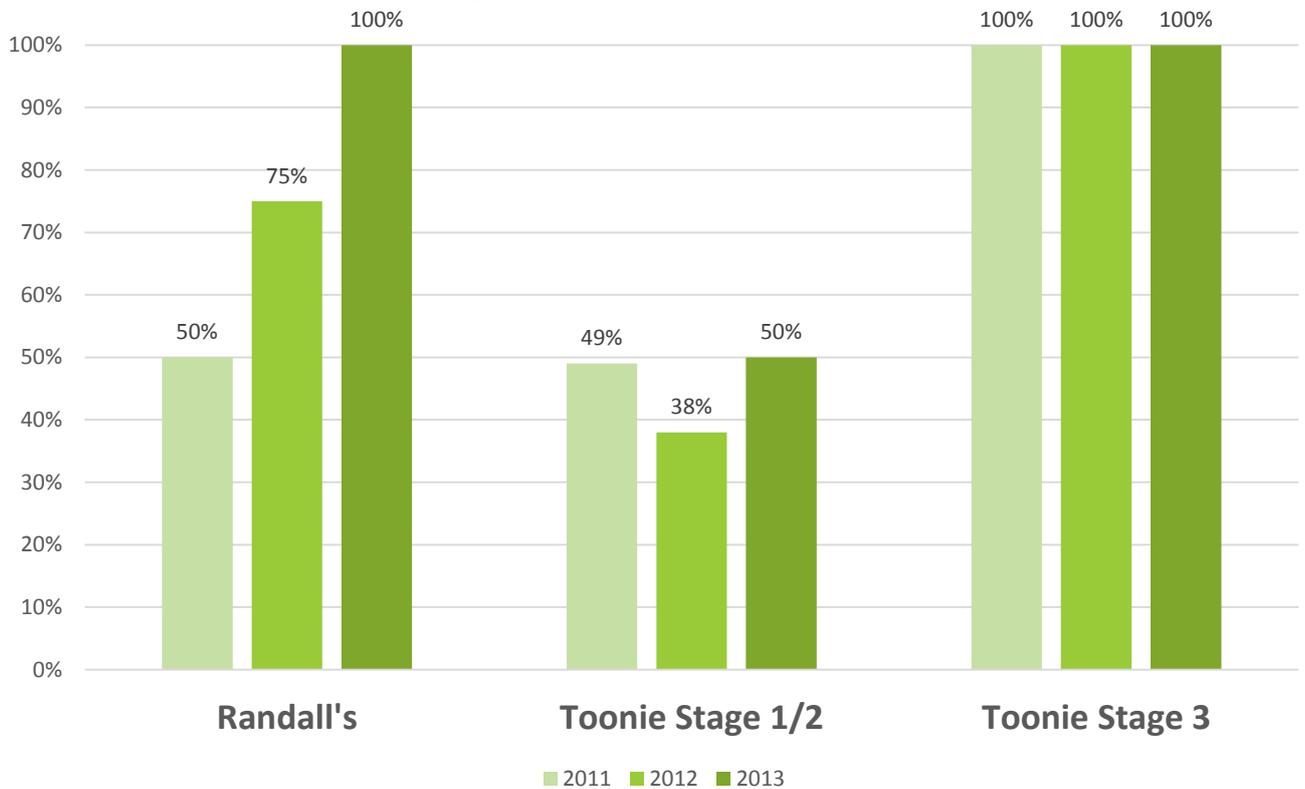
## BED OCCUPANCY RATES



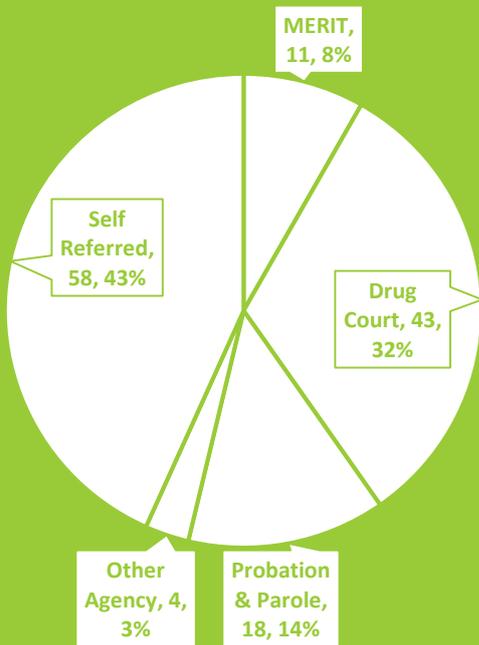
## Total Clients Admitted



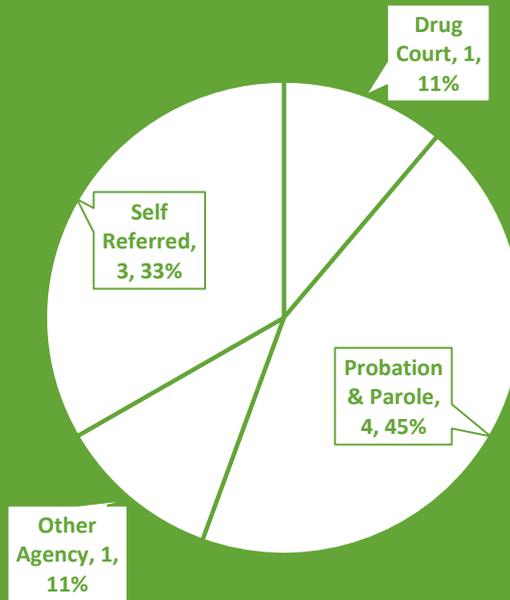
## Return to Workforce



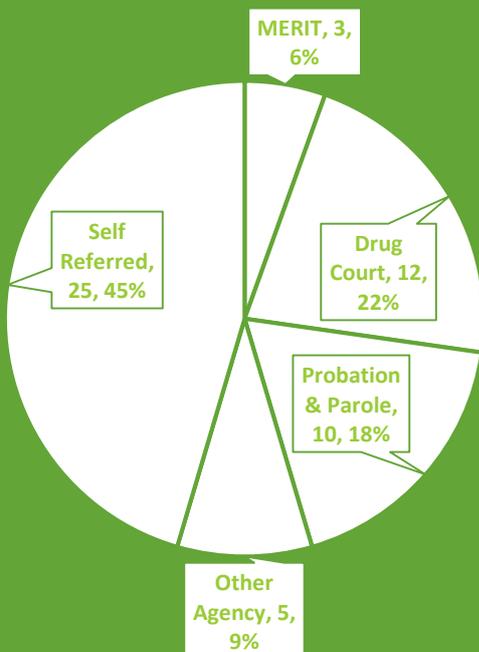
### MOONEE CAMPUS CLIENT BREAKDOWN



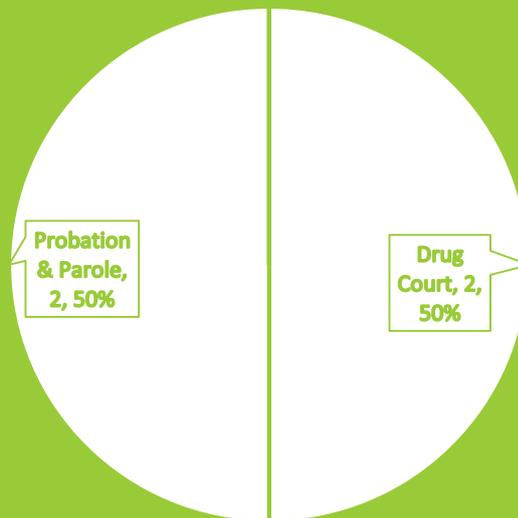
### RANDALL'S CAMPUS CLIENT BREAKDOWN



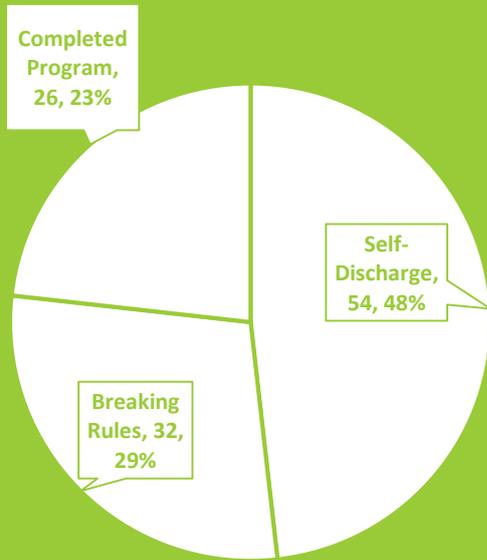
### TOONGABBIE STAGE 1/2 CAMPUS CLIENT BREAKDOWN



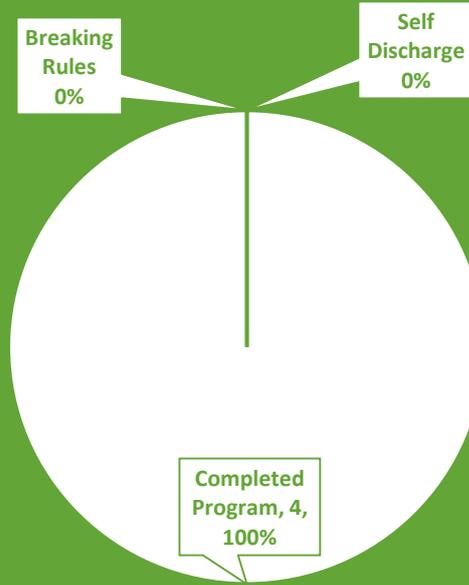
### TOOGABBIE STAGE 3 CAMPUS CLIENT BREAKDOWN



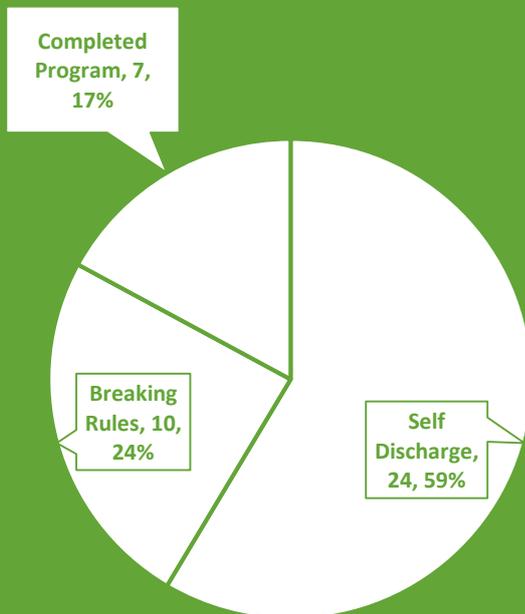
### MOONEE CAMPUS DISCHARGE BREAKDOWN



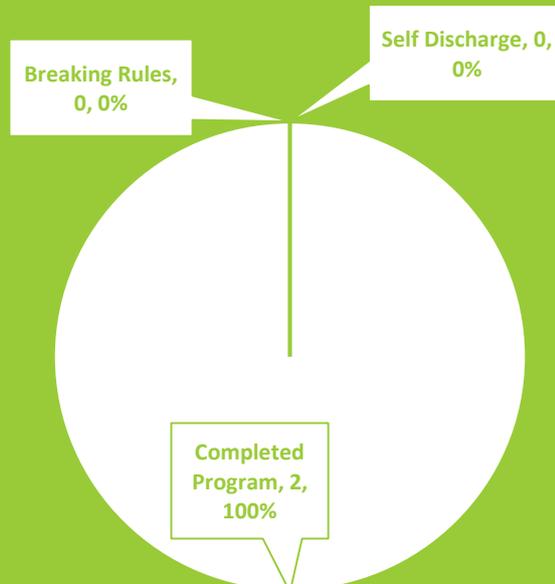
### RANDALL'S CAMPUS DISCHARGE BREAKDOWN



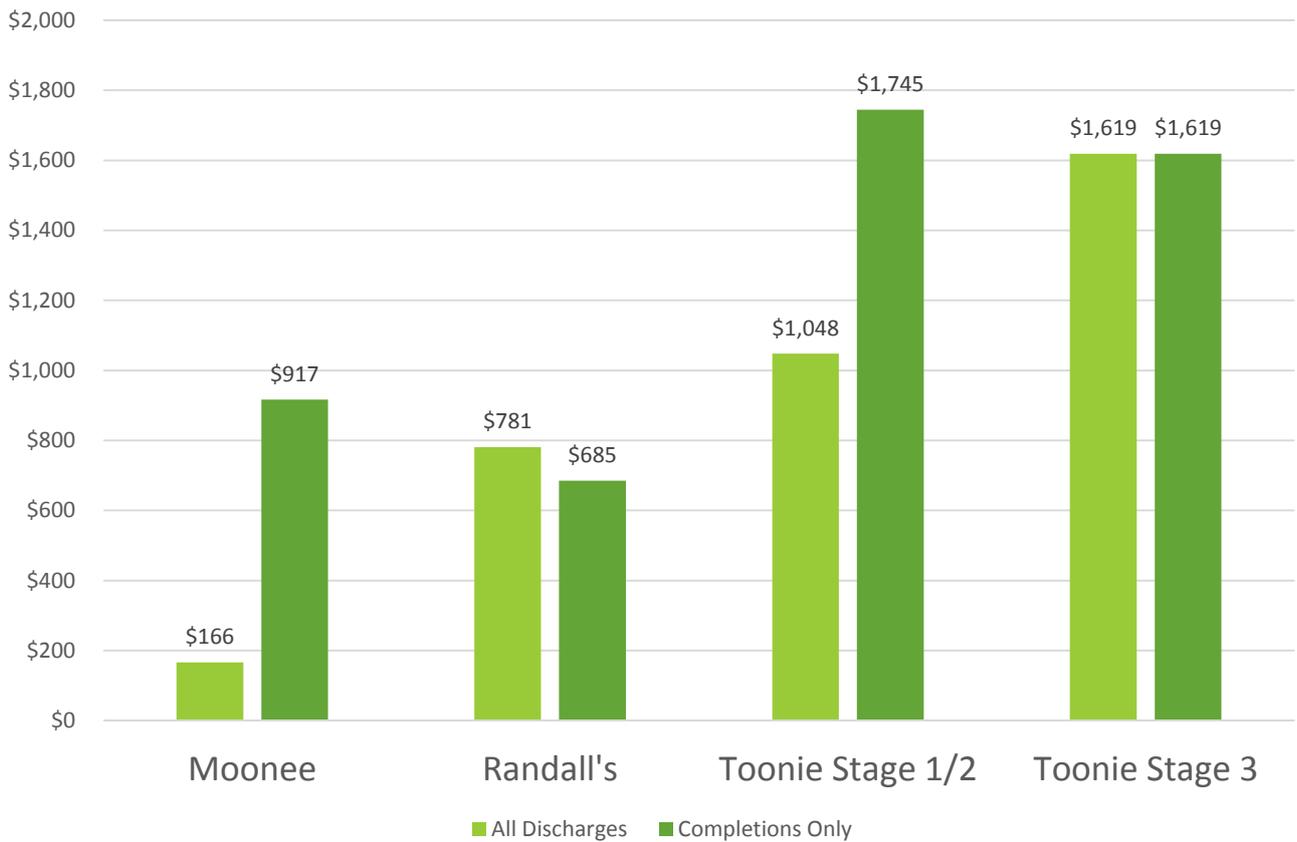
### TOONIE CAMPUS DISCHARGE BREAKDOWN



### TOONIE STAGE 3 CAMPUS DISCHARGE BREAKDOWN



## Total Savings on Exit, 2013



## Enquiries & Assessments

