

2024

gateway
health
Wangaratta
Therapeutic
Community



Information for referrers
and community

Admissions Team
03 8592 9956 or 0484 845 590
AODadmissions@gatewayhealth.org.au

About Us

Gateway Health is a community health service providing health and welfare services to individuals, families and communities across northeast Victoria and parts of southern New South Wales.



Vision and Mission

Our Vision: People living well across the lifespan

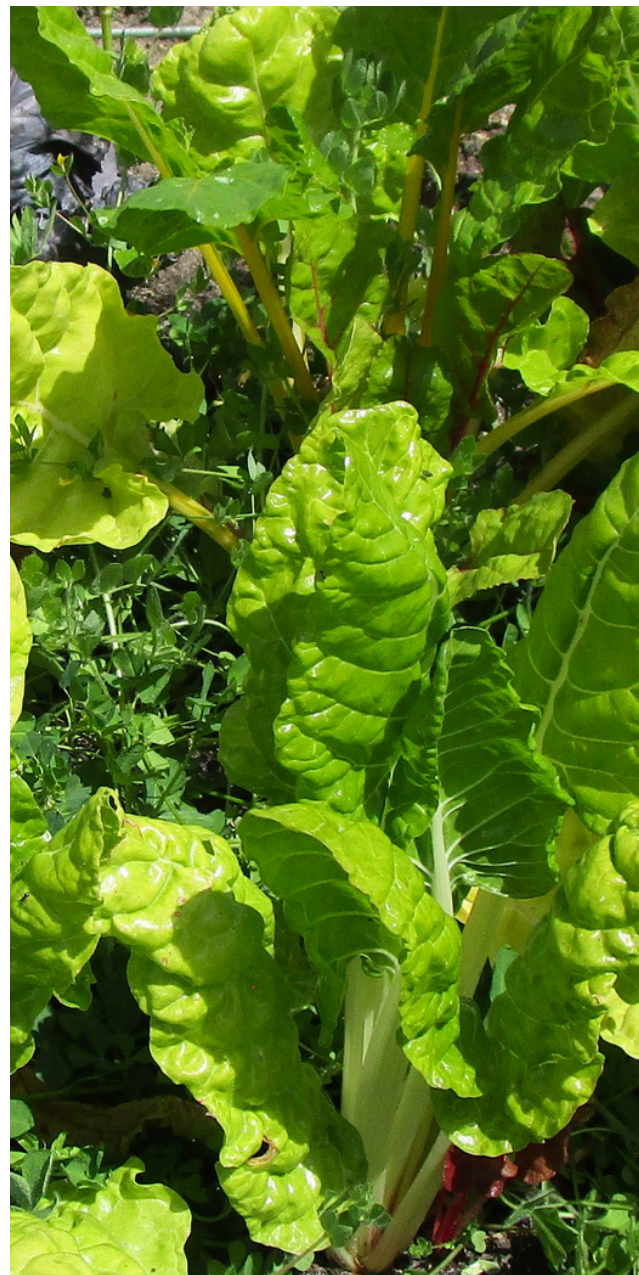
Our purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing. Gateway Health serves all people and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health.



Our Values

Our values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Our principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.

- We advocate for fair and equitable access to health care and wellbeing services for all.
- We respect the strength of individuals and the community, and their capacity to recover from adversity.
- We recognise the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.
- We actively listen and work alongside the community and each other to design and deliver better solutions.
- We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.
- We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.



Therapeutic Community

Our Approach

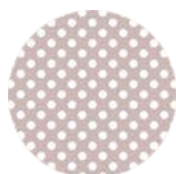
The Wangaratta Therapeutic Community (WTC) is a residential program based on the Therapeutic Community (TC) model. WTC is a peer-based learning experience where the community itself (through self-help and mutual support) is the primary therapeutic instrument used for promoting change in the individual. Whilst at WTC there is a focus on social, psychological and behavioural dimensions of substance use and addressing challenges in these areas to create a more functional life.

The community supports each individual to take responsibility for their recovery from substance use while living and working as part of the community of up to 30 residents.



Our Staff

The role of staff at the TC is to provide a physically and psychologically safe learning environment, through consistent, trustworthy, compassionate and transparent guidance. WTC is staffed 24-hours a day by a multidisciplinary team who come from a diverse range of backgrounds. We employ AOD clinicians, Nursing staff, Administration staff, Chef, Property Development & Maintenance and access other specialists including a regular GP and Psychologists for residents.





The Property



We are located in central Wangaratta, with pod style accommodation surrounding a central building that hosts a shared community kitchen/dining space, group rooms, art space, recreation room, offices and reception.



Our outdoor spaces include a sports oval with outdoor exercise equipment, native garden spaces, walking tracks and vegetable gardens.

During nice weather residents are welcome to utilise the alfresco area at meal times.



Our accommodation pods are separated into male and female pods with each containing two double rooms for foundation and exploration residents and two single rooms for senior residents. As residents move through the program they have the opportunity to move into a single room based on availability. Shared bathroom facilities exist in each pod.



Our Program

The program at WTC varies in length based on individual needs, plans and goals. The program is designed in stages with some residents choosing to complete the full 12-month program and others choosing an exit point that suits their needs at the time. Our program enables a person to move through the different stages, building on skills and knowledge gained and becoming a role model for others in the community.



Foundation

Foundation residents become familiar with the Community as Method approach to changing behaviour and the importance of living with values which support them and the community in working towards common goals. Foundation residents work on building routine, initiating healthy living, goal setting and complete Matrix Early Recovery Skills groups.

Exploration

Exploration residents are encouraged to build on healthy values, challenge their familiar ways of reacting and behaving with others and develop greater belief in themselves and trust of others. Exploration residents work on emotional regulation, healthy lifestyles as well as completing Matrix Early Recovery Skills and Relapse Prevention groups.

Exploration residents engage with our inhouse Psychologist in distress tolerance and emotional regulation focused groups as well as having the option of individual psychology sessions to work through personal issues.

Commitment

Commitment residents are expected to role model the five pillars and provide support to junior residents, providing them with an opportunity to learn to give and receive help in a safe environment, to apply the tools offered to them and to address personal issues. There is a focus on developing a deeper understanding of self in Commitment level, building interpersonal effectiveness skills and learning about leadership.

Extension

The Extension peer group is seen as the cornerstone of the community as they have the responsibility of setting the culture of the House and managing the daily schedules for the residents in a consistent, trustworthy and compassionate manner. Extension residents are able to commence part time work or study, and can partake in weekend leave.



The Resident Experience



In a TC staff and residents work together to manage the operation of the community by having input into decision making as well as participating in the day-to-day running and maintenance of the facility. The TC is considered the resident's home whilst they are in treatment.

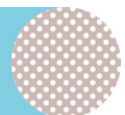
Finding Change

Residents are supported to achieve change through the self-help nature of the WTC. This means the resident is the driver of their own recovery journey and others at the TC act as facilitators. There is a strong sense of belonging at the TC, with residents living together and demonstrating care and concern to foster therapeutic change and social learning. Therapeutic Communities are very different to other treatment settings in that they more resemble an energetic village than an institutional or medical setting.



Embracing Challenge

Residents are directly challenged through providing and receiving feedback to each other about behaviours, values and attitudes that are observed in others that may hinder a healthy recovery journey. This is done to support residents identify where change may be needed.



Daily Routine

To encourage a healthy lifestyle, all residents follow a structured weekly schedule. This helps residents to develop routine, set goals, manage expectations and responsibilities, manage free time and manage unhelpful behaviour patterns.

Monday - Friday

- 7:00 am Wake up, shower, breakfast, tidy up
- 9:00 am Morning Meeting
- 9:30 am Work, groups
- 12:30 pm Lunch, wash-up
- 1:00 pm Meditation/relaxation activity
- 2:00 pm Work, groups, exercise
- 5:00 pm Free time
- 6:00 pm Dinner, wash-up, activities
- 8:30 pm Evening Meeting
- 10:30 pm House to Bed

Weekends

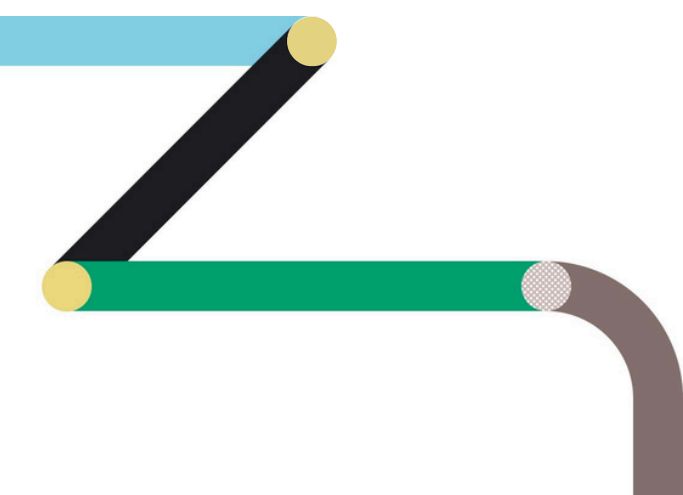
- 8:30 am Wake up, shower, breakfast
- 10:00 am Morning Meeting
- 10:30 am House activity & free time
- 12:30 pm Lunch
- 2:00 pm Day activity/Outing
- 6:00 pm Dinner, wash-up, activities
- 8:30 pm Evening Meeting
- 10:30 pm House to Bed



The schedule will vary depending on the stage of the program and individual needs and interests.

Other activities available may include:

- Gardening
- AA/NA
- Art
- Wellbeing Activities
- Exercise sessions
- Cultural Education
- House day trips
- Yoga
- Movie nights
- Nature walks
- Games
- Cook-offs



Referrals

The first step towards admission is having an assessment. This can be arranged through a drug and alcohol (AOD) worker. If the person is not linked in with an AOD worker they can contact Directline on 1800 888 236 for information on where to get an assessment in their area. These assessments are used to access a range of drug and alcohol treatment options, so even if they decide that they don't want to come to Gateway Health, it is still helpful to have one.

Once the assessment is complete it will get sent through to our Admissions Team for processing.

For more information contact our Admissions Team on 0484 845 590.



Referring Alcohol & Other Drug Services

Alcohol & Other Drug Treatment Services wishing to make a referral can forward the below documents to

AODadmissions@gatewayhealth.org.au:

- Victorian AOD Intake Tool
- Victorian AOD Self-completion Form
- Victorian AOD Comprehensive Assessment Form
- Health Summary (recent with all currently prescribed medications listed)

Where relevant the following may also be requested:

- Mental health treatment plans
- Hospital discharge summaries (for admissions in the previous 2 years)
- Full legal history and any current orders
- Child Protection orders



Wangaratta Therapeutic Community Eligibility Criteria

Basic eligibility for referral to the WTC include the following:

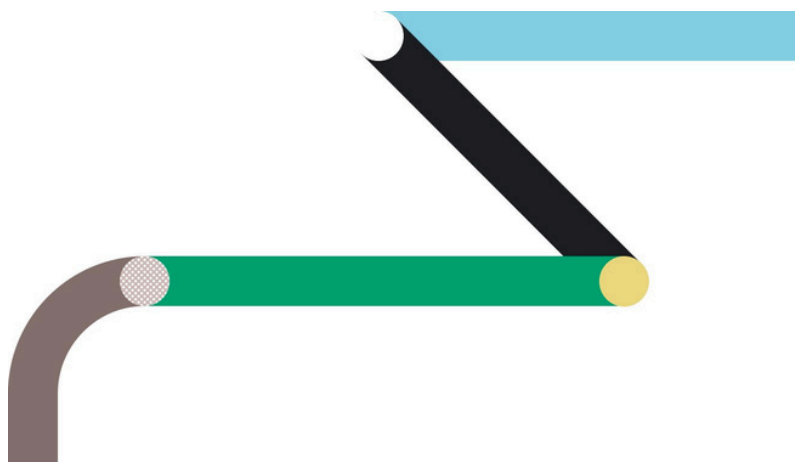
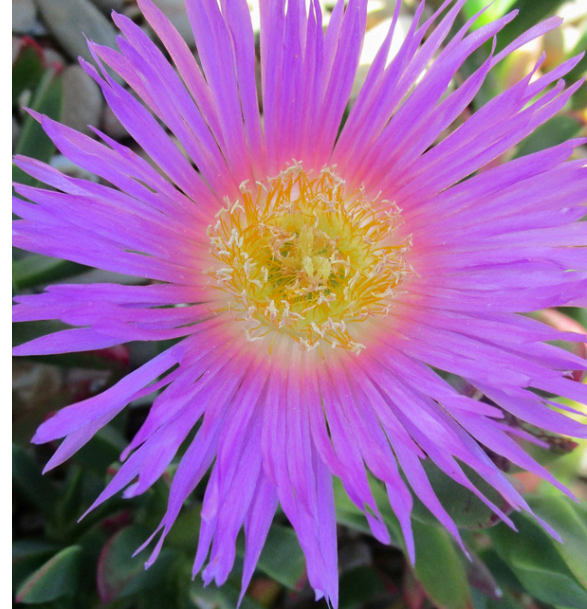
- Aged 18 years or older
- Have experienced substance dependence and/or harm
- Are willingly seeking to address the issues related to their AOD use
- Have a valid Medicare Card

It should be noted, eligibility for referral does not guarantee the potential resident will be assessed as suitable for the service and offered an admission.

Fees

Participants contribute \$44 per day towards the cost of the program which ordinarily are covered by the individual's Centrelink payments. This is paid weekly in advance via EFTPOS. The first 3 days (\$132) will need to be paid at the time of admission via cash or EFTPOS.

For questions regarding program fees, please contact the Admissions team on 0484 845 590 or AODadmissions@gatewayhealth.org.au.





Frequently Asked Questions

Our Admissions team aims to help people prepare as much as possible before they arrive at WTC. Below are some frequently asked questions that may assist you. Please contact the Admissions team via phone or email if you have any other questions you would like to ask.



Can residents be prescribed pharmacotherapy?

Yes, the WTC is able to support pharmacotherapy in the form of LIAB. Prior to admission residents will need to organise a script with their prescribing doctor, for dispensing at the pharmacy local to the WTC.



Can residents smoke Tobacco?

No. The program is smoke free. Nicotine replacement in the form of spray, patches or lozenges are available at the resident's expense.

Can residents have visitors?

Yes. Visit frequency is determined by resident stage of the program. First visits occur 3 weeks after resident admission. All visitors must be approved by staff to ensure safety of the community. No personal belongings, jewellery, clothing etc. can be brought to the house during visits unless previously negotiated with the key staff member.



Can residents make phone calls?

Yes, residents are permitted a specific number of personal calls per week which can be increased for dependent children, with the contact based on the children's needs. Residents do not have access to personal mobile phones while at WTC.



Can residents leave the property?

Residents are unable to leave the property unless accompanied by a staff member or Senior Resident until they reach the Commitment phase of the program.

Do residents need to complete withdrawal prior to attending?

Yes, all residents must complete a withdrawal program prior to attending. WTC does not provide withdrawal services. The Admissions team will liaise with the withdrawal service provider to ensure withdrawal planning aligns with admission dates.





gateway health

People living well

For more information please contact
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