



gateway
health

Wangaratta Therapeutic Community



**Information for referrers
and individuals**

Wangaratta Therapeutic Community Admissions
0484 845 590 or 0428 464 332
AODadmissions@gatewayhealth.org.au



About Us – Gateway Health

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

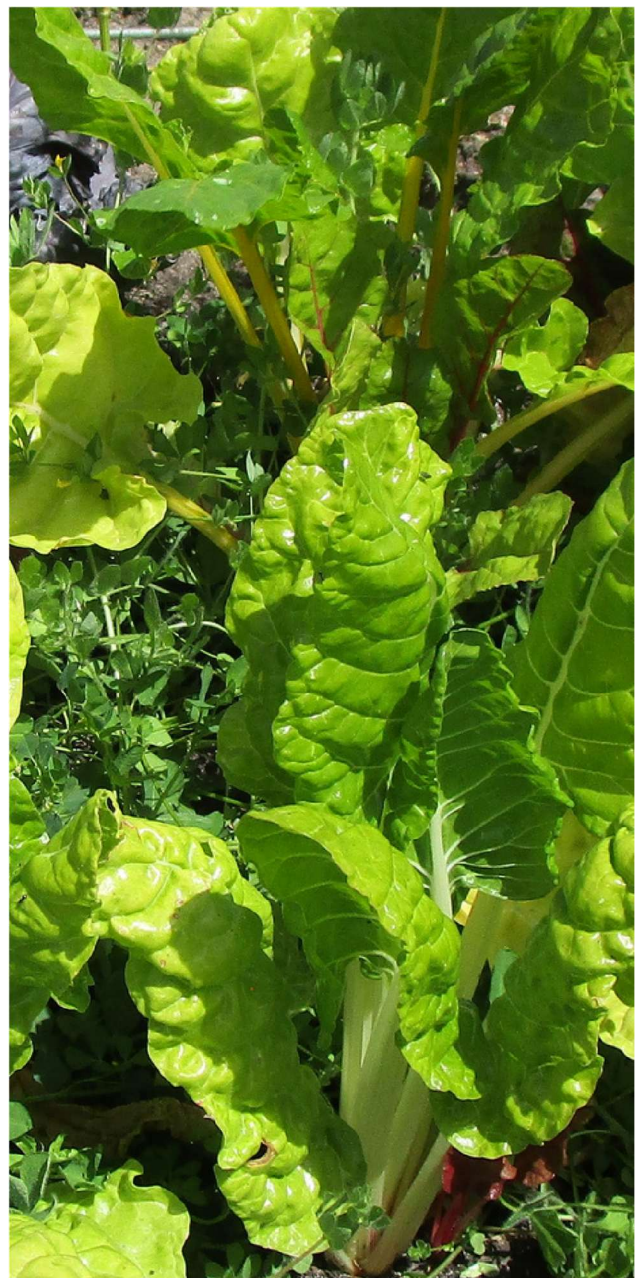
Our purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing. Gateway Health serves all people and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals 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.



Wangaratta 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.

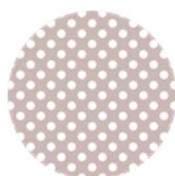
At WTC there is a focus on social, psychological and behavioural dimensions of substance use and addressing challenges in these areas so individuals may create a more functional life.



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

Our Staff

The role of staff at WTC is to provide a physically and psychologically safe learning environment, through consistent, compassionate and transparent guidance. WTC is staffed 24/7 by a multidisciplinary team. We employ AOD Clinicians, Support Workers, Nurse, Psychologist, and Chef, and access other professionals including General Practitioners, Dietitians, Financial Counsellors, Lawyers, Adult Education providers and more.





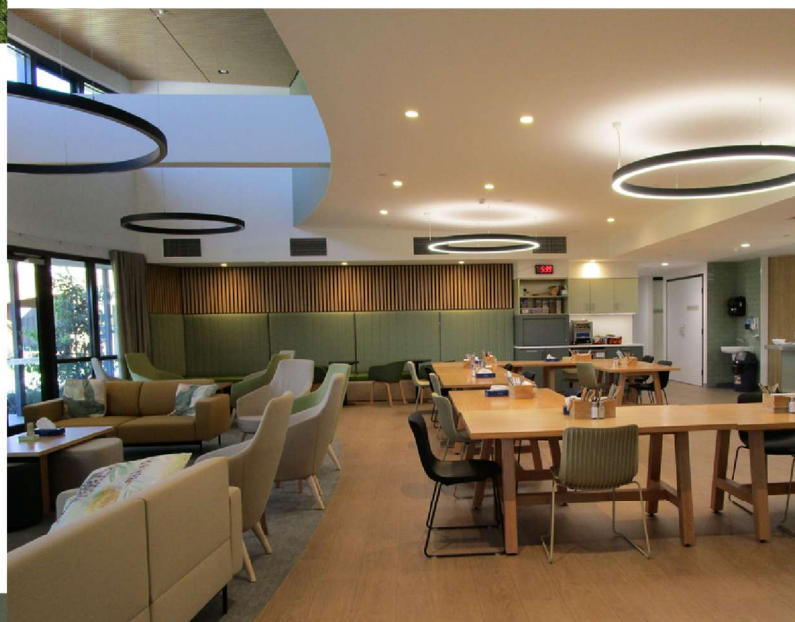
The Property



The WTC is located in central Wangaratta, with pod style shared accommodation surrounding a central building that hosts a community kitchen, dining and living space, as well as group rooms, art room, recreation room, quiet room, offices and reception.

Our outdoor space includes a sports oval with outdoor exercise equipment, plus vegetable gardens and native planting. Residents maintain these green spaces.

There is an outside covered and heated deck off the communal living space and a courtyard for residents to enjoy.



Our accommodation pods are separated into male and female pods. Pods contain shared rooms and a small number of single rooms. As residents progress through the program they may have the opportunity to move into a single room based on availability.

Bathroom facilities are shared in each pod.



The WTC Program

The program at WTC varies in length based on individual needs, plans and goals. The program is designed in stages as a full 12 month program. Some residents choose to complete the full program and others choose an earlier exit point. Our program enables a person to move through the levels, building on skills and knowledge gained, and becoming a role model for others in the community.

Foundation Level



Foundation residents become familiar with the Community as Method approach to changing behaviour and the importance of living within the WTC 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 Level

Exploration residents are encouraged to build on healthy values, challenge their familiar ways of reacting and behaving, and develop greater belief in themselves and trust of others. Exploration residents complete Matrix relapse prevention groups and engage with our Psychologist in Dialectical Behaviour Therapy (DBT) informed groups focussing on building skills to manage distress tolerance and emotional regulation. Referral for individual psychology sessions is possible.

Commitment Level

Commitment residents are expected to role model the five pillars of the WTC (Respect, Concern, Honesty, Trust, Love). They support 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 Level

The Extension peer group is seen as the cornerstone of the WTC community as they have the responsibility of holding the culture of the WTC and managing the daily schedules for the residents in a consistent, trustworthy and compassionate manner. Extension residents may commence part time work or study, and take weekend leave.



The Resident Experience

In a TC staff and residents work together to manage the operation of the community, having input into decision making, and participating in the day-to-day running and maintenance of the facility. The TC is considered each resident's home while 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, with residents living, working and learning together, demonstrating care and concern to foster therapeutic change and social learning. Therapeutic Communities are 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 observed behaviours, values and attitudes that may hinder a healthy recovery journey. This supports residents to identify where change may be beneficial.

Daily Routine

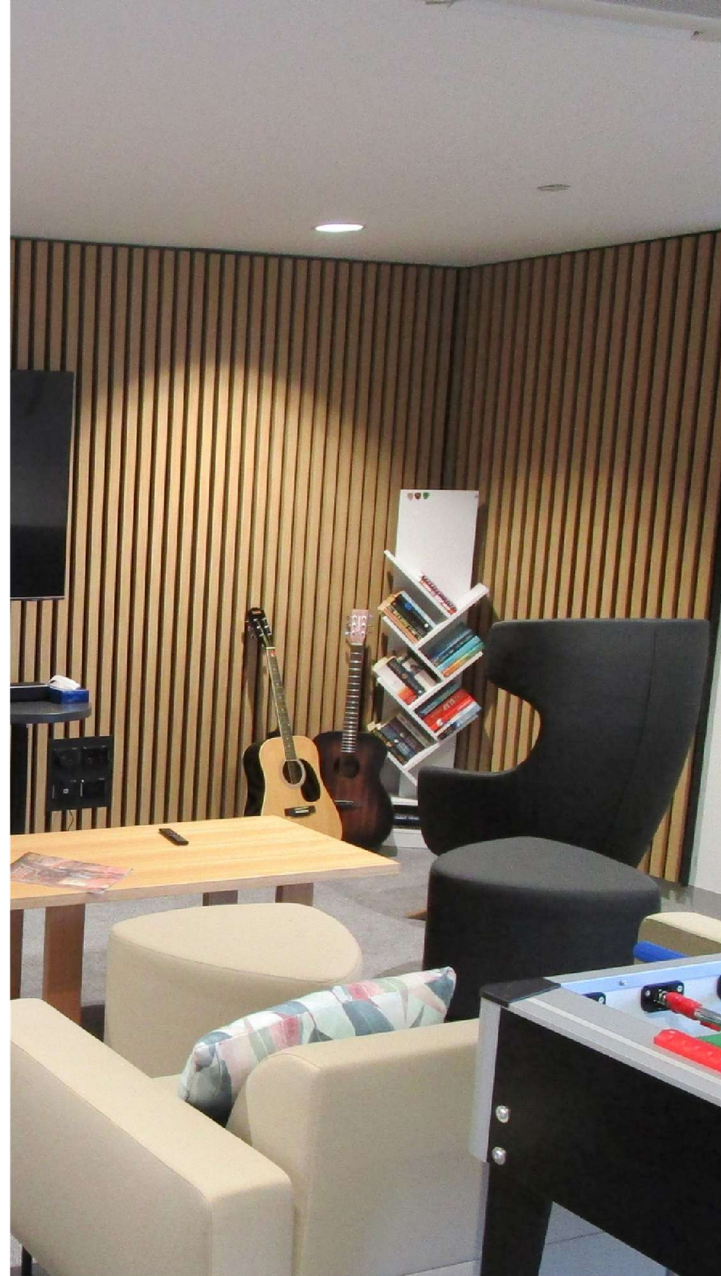
To encourage a healthy lifestyle, all residents follow a structured weekly schedule. This helps residents to develop routine, set goals, manage expectations and responsibilities, manage free time, and manage unhelpful behaviour patterns.

Monday to Friday

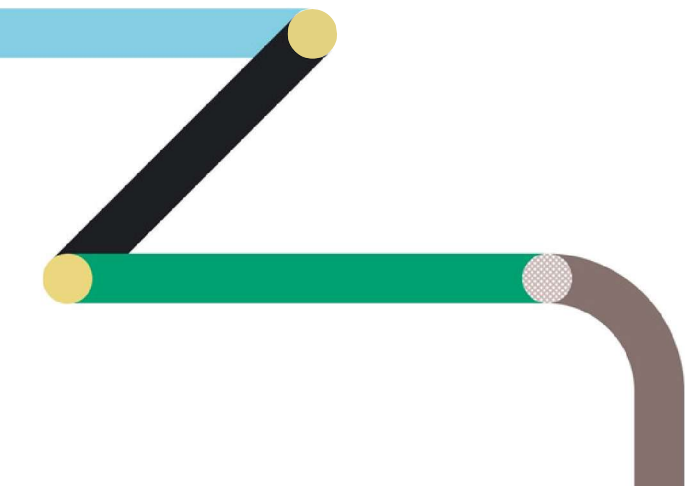
7:00 am	Wake up, shower, breakfast, tidy up
9:00 am	Morning Meeting
9:30 am	Morning Tea/Free Time
10:00 am	Work or Groups
12:30 pm	Lunch, wash-up
1:30 pm	Meditation/relaxation activity
2:00 pm	Work or Groups
4:00 pm	Afternoon Tea/Free Time
6:00 pm	Dinner, wash-up
7:00 pm	Evening Meeting
7:30 pm	Optional activities incl NA/AA, art, games
10:00 pm	Residents to Bed

Weekends

The weekend schedule is similar with more free time, visitors, scheduled activities, and occasional outings off site.



The schedule may vary for individuals depending on their stage of program. Other activities may include:
Gardening | Day trips | Yoga | Art | Movie nights | Wellbeing activities | Guest speakers |
Nature walks | Exercise sessions | Games | Cultural education | Baking | AA/NA



Referrals

The first step towards admission is having an assessment. This can be arranged through an alcohol and drug (AOD) worker. If the person seeking treatment is not linked with an AOD worker, please 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 complete an assessment.



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

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

Referring Alcohol & Other Drug Services

Alcohol and 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 (listing all current medications)

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 includes the following:

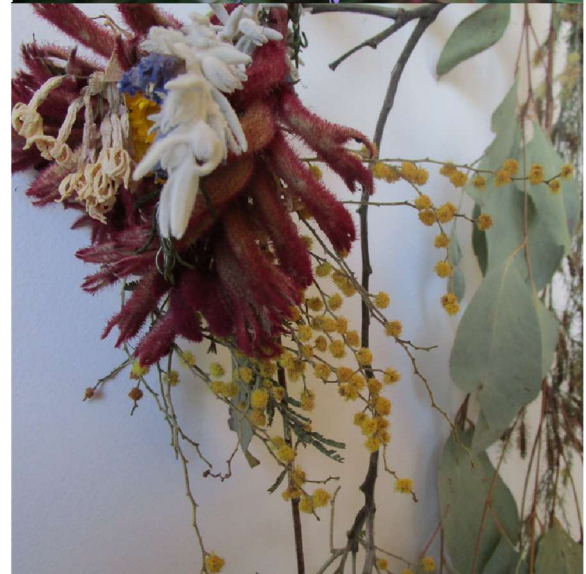
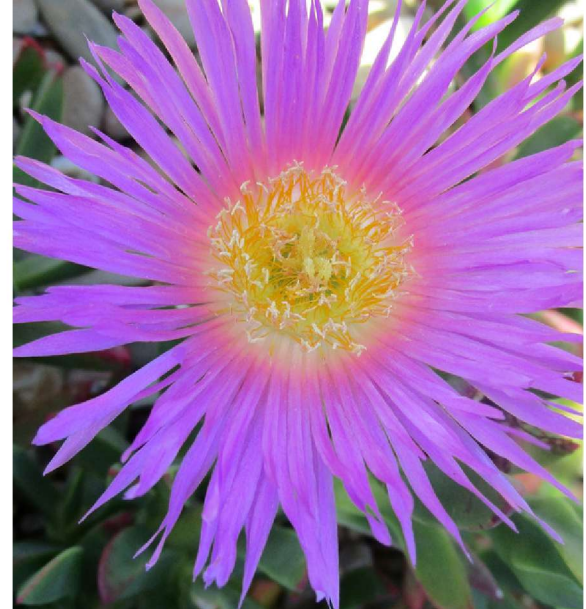
- Aged 18 years or older
- Have experienced substance dependence and/or harm related to substance use
- Are willing to address the issues related to their AOD use
- Have a valid Medicare card

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

Fees

Residents at WTC contribute \$44 per day toward the cost of the program which ordinarily is covered by the individual's Centrelink payment. The first 3 days (\$132) will need to be paid at the time of admission via cash or EFTPOS.

For questions regarding program fees, speak with the Admissions team on 0484 845 590 or AOD.admissions@gatewayhealth.org.au





Frequently Asked Questions (FAQs)

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



Can residents be prescribed pharmacotherapy? Yes, the WTC supports pharmacotherapy in the form of long acting injectable buprenorphine (LAIB). This will need to be organised prior to admission. Potential residents need to organise a script with their prescribing doctor, for dispensing at a local pharmacy specified by the WTC.

Can residents smoke tobacco or vapes? No. The WTC is smoke and vape free. Nicotine replacement treatment patches or lozenges are available at the resident's expense.

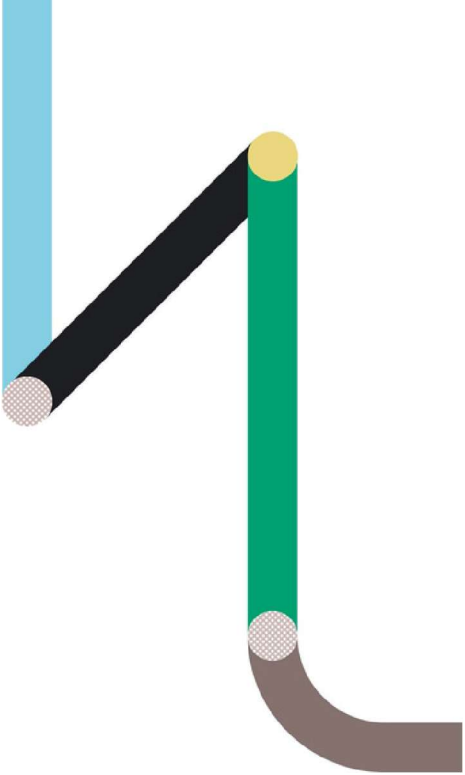
Can residents have visitors? Yes. Visit frequency is determined by the resident's stage of program. First visits occur 3 weeks after admission. All visitors must be approved by staff to ensure safety. No personal belongings, jewellery, clothing, gifts etc. can be brought to the WTC during visits unless previously approved by the resident's AOD Clinician.

Can residents make phone calls? Yes, residents are permitted a small number of personal calls per week which can be increased for contact with dependent children, with 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 except for necessary appointments accompanied by a staff member or Senior Resident. Once residents reach the Commitment stage of the program they may commence supported outings.

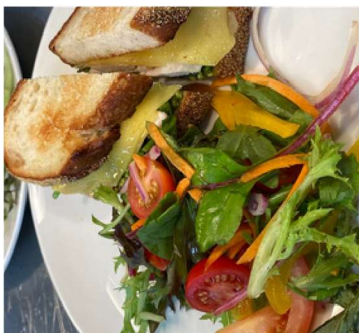
Do residents need to complete withdrawal prior to attending? Yes, all residents must complete a withdrawal program prior to attending. WTC does not provide withdrawal services. The Admissions team will liaise with the withdrawal service provider to ensure withdrawal planning aligns with WTC admission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





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People living well



For more information, please contact
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