



*my*Salvos

## **Salvation Army - Gold Coast Recovery Services**

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In 2015/16 The Salvation Army's *Turning Point Admissions Centre* in Southport had 6,300 general enquires (phone/emails) including 828 walk ins - this number is actually much greater with reception overflow calls to case workers and drop ins not recorded

Of the 631 that were assessed,

- 61% were male
- 39% female.
- 21% aged under 19 to 29 years of age,
- 59% aged 30 to 49 years,
- 20% 50 years plus,

514 accepted the opportunity to detox in the Fairhaven Detoxification Unit.

188 of these entered into the *Fairhaven Recovery Program* at Eagle Heights.

This 43 week program (approximately as it is a staged exit program) includes an assessment phase (approx 3 weeks), a treatment phase (32 weeks) and a re-entry phase (approx 8 weeks)

### **Pathways Outclient Program**

82 clients enrolled. The mean age for Pathways is 40 yrs old.

Last 6 mths - 882 total group attendances. This has grown from 6 months previous attendances of 318.

### **Detox Unit - 11 beds for entire Gold Coast**

526 people assessed

Mean age - 39yrs

456 people admitted to detox unit

Full nursing staff 24 hours a day, 7 days a week. Doctors from local practice are seeing the clients from this unit on a weekly basis

### **Bridge Program (Residential rehab) - 40 male beds + 16 female beds**

243 people assessed for rehab

146 admitted

Estimated average age 34 yrs

### **Extended Care**

1770 total activity attendance includes 465 non client attendees

The **Turning Point** assessment and admissions service is the first point of contact for all calls made, referrals and walk in inquiries. As well as assessment and admissions for detox and rehab, Turning Point provides a holistic range of services including information provision, crisis assistance, support sessions, and out-client services.

Turning Point staff are highly skilled and can connect individuals seeking support to the most appropriate service whether it be **Alcohol & Other Drug (AOD)** treatment or other needs like food, accommodation or mental health.

AOD triage and assessment helps to engage, assess and provide the best treatment match to client needs.

Turning Point provides an **out-client program**. This is an option for individuals who may be waiting for admission to other services, are unable to commit to residential rehab, or just as a starting point for recovery.

Providing out-client programs and aftercare for individuals is an important part of service provision. It supports ongoing engagement, motivation for recovery and healthy connections in the community.

The **Pathways Program** is a 5 week course designed to meet the need of people that are unable to access residential rehab due to personal circumstances but have the desire to address their issues of addiction. The program includes group meetings and individual work. As many as 25 individuals attend this program.

**Extended Care** is a service to meet the ongoing needs of individuals that have completed a Treatment Phase at Fairhaven Rehabilitation Centre. Extended Care is comprised of group sessions, case management and Community activities.

Turning Point is also set up as a '**drop in centre**' where past, present or prospective clients may call in and have a coffee and a chat in a safe environment.

In 2015, The Salvation Army relocated the **Turning Point Admissions & Assessment Centre** to Windmill Street Southport. This new location has provided for more office space and a large board room which is used as a group room for participants on the program as well as families at night through the week.

At **Fairhaven Recovery Centre**, in 2015 the kitchen and dining room were upgraded at a cost of \$60,000. The detoxification unit at Fairhaven now runs 11 beds with full nursing staff 24 hours a day, 7 days a week. Doctors from local practice are seeing the clients from this unit on a weekly basis.