



About us

Our purpose

Our purpose is to reduce alcohol and other drug related harm and promote health and wellbeing

Our values

Hope – Affirming the possibility of change for everyone

Social Justice – Standing up for the rights of all people to be treated equitably and with dignity

Empowerment – Building on people's strengths so that they can speak and act for themselves

Integrity – Upholding honesty, openness and responsibility in all our actions

Respect – Accepting all people as they are and acting with compassion, empathy and fairness

Why ReGen matters

UnitingCare ReGen exists to reduce the harm from problematic alcohol and other drug (AOD) use and promote health and wellbeing.

Since 1970 we've been working on the ground with people with AOD issues. We are passionate about social change, but recognise that passion alone isn't enough. Our work is grounded in research evidence and our experience in developing and delivering services in response to emerging needs. And we don't just keep our knowledge to ourselves – we share it online, in print and face to face through workforce development, education and advocacy.

Everything we do aims to provide non-judgemental support so people with AOD issues and their families can achieve their goals. We aim to be clear about who we are, what we do and how we work. Our inspiration is the optimism, boldness and resilience of people affected by problematic alcohol and other drug use.

Our strategic direction

Our 2014-2019 strategic plan guides ReGen's work and directs our energies to ensure that the needs of individuals, families and communities affected by problematic AOD use are at the heart of everything we do.

Our year at a glance

Achievements

Winning a Victorian Public Healthcare Award for our innovative service responses to methamphetamine use

- Achieving three 'exceeded' ratings against QIC standards in our latest external quality review
- Securing funding for the Caring Dads family violence program (in partnership with CPS)
- Successful expansion of the Catalyst non-residential rehabilitation program to Melbourne's South East
- Continued sector leadership in Consumer Participation practice: learning from the people who use our services and sharing our learning with the sector
- Development of our new Mother & Baby residential withdrawal service and new service model
- Established new service delivery locations and strengthened our collaboration with key service partners
- Continued to provide training in Victorian and interstate to develop AOD, health and community sector capacity to deliver evidence based responses to established and emerging community needs
- Negotiating a new four-year collective agreement and achieving great results in our regular staff survey
- Signed a new contract for AOD services at Port Phillip Prison, commencing in 2017 for 20 year period

Disappointments

- Continued difficulties implementing reformed AOD treatment services in Victoria, uncertainty about future reforms and ongoing sector-wide difficulties recruiting suitably experienced staff.
- Continued lack of capacity within the publicly funded treatment system to respond to community need that forces many families to see paying for for-profit services as the only option to get support for their loved ones.
- High community demand for counselling services in particular, resulting in long waiting times for people seeking help.
- Administrative barriers and uncertainty about naloxone supplies in Australia undermining the effectiveness of the rescheduling of naloxone in increasing its availability within the community.
- Governments continuing to ignore strong evidence that would support the establishment of a medically supervised injecting facility in Melbourne.

From the Chair

On 3 October 2016, governance of ReGen was transferred to a new single Agency Board, governing 22 different UnitingCare agencies as a single social services agency: Uniting. As a result, the ReGen Board has ceased and this Annual Report is the last to be produced by ReGen as a stand-alone agency. ReGen will be continuing to provide services within the new Uniting structure and the new board has expressed its commitment to maintaining ReGen's service excellence and innovative approach.

Overview

ReGen has continued to grow in 2015-16. We have achieved another surplus providing a robust financial base and funds to be reinvested in developing new services, and continued our leadership role in the AOD sector. ReGen is now providing a wider range of innovative, evidence based services. Highlights include:

Family focus - ReGen continues to address families' needs through two important new services: our Mother & Baby unit built, providing new mothers with access to a residential withdrawal service; & the Caring Dads program (developed in partnership with CPS), supporting behaviour change where AOD use is a factor in family violence.

Service innovations – *Catalyst/Torque* - ReGen continues to lead in the development of non-residential rehabilitation programs. We have supported other services to establish their own programs and have also begun development of a Youth Catalyst model.

Consumer participation - Consumer Participation is now a real strength at ReGen. We're continuing to expand our network of trained and supported consumers and provide new professional development opportunities for those interested in working in the AOD sector.

Conclusion

It has been truly a privilege to serve on the ReGen Board. My thanks to my Board colleagues, all passionately committed to ReGen's work in reducing harms from AOD use, and to the caring community that is ReGen – management, staff and consumers.

Sandy Ross

Chair - Board of Governance

From the CEO

Operating outcomes

ReGen ended the year in surplus, in a strong financial position. This result was due to increases in new programs, including a new Catalyst program in South East Melbourne and family methamphetamine program in Tasmania. Our services continued to meet funder targets and we completed 87% of our 2015/16 Performance Objectives.

Growth and Key Outcomes

ReGen's total income grew 15% to \$14 million in 2015/16. Our contract at Port Phillip Prison was also extended for up to 20 years from 2017. We won a Victorian Public Healthcare Award for our methamphetamine treatment services. In our latest external quality review, ReGen met all 18 QIC standards and was awarded three 'Exceeded' ratings.

Staff Development

Our staff now work at over 30 locations across Melbourne. Changes in roles and locations of our new services has led to a higher staff turnover than in previous years, but the biannual staff survey conducted in December 2015, reported an overall staff satisfaction rate of 85%, a great result in the context of the changes to the organisation and shows our strong agency culture.

Challenges for the year ahead

The Uniting merger provides both challenges and opportunities. Our challenge will be to continue to build ReGen's role as a key AOD service provider and assist Uniting become known for its AOD services and advice to Govt. With several key programs commencing and our Reconciliation Action Plan to come into effect, we have another busy year ahead.

Conclusion

I want to thank the outgoing ReGen Board of Governance for their support and guidance over the years, I wish them all success in their future endeavours. I would also like to thank the Senior Management Team, all ReGen staff and our funders, partners and supporters for their contributions to our work. We look forward to your continued involvement with ReGen.

Laurence Alvis

Chief Executive Officer

Performance against Strategic Directions

1. Person Centred

Improving the accessibility of our services

Introduced after-hours appointments at our Thomastown site; Established new service delivery locations in Heidelberg (in partnership with CPS) and co-located at North Richmond Community Health; Improved accessibility of our services for people who are LGBTIQ through our partnership with Victorian AIDS Council.

Utilising the experience of people who use our services

Hosted our annual Innovation in Action Seminar on Consumer Participation within the AOD sector; Established our weekly Peer Support Group (in partnership with APSU at SHARC) for people who have used our services; Supported a range of consumer advocacy activities to challenge stigma and increase community awareness.

2. Be Innovative

Responding to families' needs

Developed Victoria's first Mother and Baby residential withdrawal service; Expanded our Intensive Playgroup programs to support the establishment of the new Mother and Baby service; Established the 'Caring Dads' family violence program (in partnership with CPS & Melbourne Uni) for men engaged with our services.

Supporting improved wellbeing during withdrawal

Transitioned our Curran Place adult resi withdrawal service to be tobacco free; Reviewed the Curran Place menu to ensure that our food supports the physical process of withdrawal; Built new art studio at our Williams House youth resi withdrawal service to support Art Therapy and recreational programs.

3. Demonstrate Leadership

Leading good practice – expanding the Catalyst model

Established our new South East Catalyst program in Narre Warren, as part of the statewide roll-out and adapted the Catalyst model for young people; Provided training on Catalyst program delivery to services in Victoria and NSW; Developed new Catalyst Post Programs Support role to improve participant outcomes.

Informing public debate about AOD use, treatment and policy

Shared our experience in developing targeted methamphetamine treatment models with the AOD sector; Advocated for policy change, evidence based services and reduced stigma; Updated our position statement to reflect the increased need for a Medically Supervised Injecting Centre in Melbourne.

4. Strengthen Collaboration

Strengthening partnerships to improve treatment outcomes

Recognised for our partnership with Neami National, VAHS and the Northern Area Mental Health Service on the Wadamba Wilam project; Expanded our partnership with CPS to include joint delivery of the 'Caring Dads' family violence program; Increased our co-ordination of care for people using multiple service types.

Developing collaborative responses to community needs

Trained UnitingCare Tasmania staff to deliver our Family Methamphetamine First Aid program within their communities; Delivered Suicide Prevention training for health, family and aged care workers (in partnership with Wesley Life Force); Seconded staff to support Services Connect partnerships in Melbourne's North and North East.

5. Build Capacity

Expanding our services, ensuring service quality

Signed off on a 20-year contract extension for our work at Port Phillip Prison; Developed integrated service model for our new Mother and Baby withdrawal service, in partnership with key services; Achieved 'Exceeded' ratings for three QIC standards in our external Quality Accreditation review.

Supporting our staff

Provided training in First Aid, AOD and mental health practice for all new staff as a condition of their employment; Staff survey results showed sustained high levels of satisfaction with their work and the performance of the organisation; Provided career advancement opportunities for 29 of our staff.



Feature article: The Evolution of Consumer Participation at ReGen

Research evidence and our own experience tells us that Consumer Participation improves both the quality and effectiveness of our services. It makes us more accountable to the people who use our services, helps us remove potential access barriers, improves people's experience of our services and supports improved outcomes for people making significant changes in their lives (and their families).

Our work to increase the participation of people who use our services in their planning, delivery and review has been a long-term project. Since 2007, we have been working towards a more systemic approach to Consumer Participation across all our services.

It started with the development of our Client Charter, the redevelopment of our Client Feedback Form to measure our performance against the principles set out in the Charter and a series of subsequent projects to identify gaps in our practice, provide opportunities for participation and establish a more co-ordinated approach across the organisation.

Since then, we've focused on building our capacity to provide a range of rewarding, sustainable opportunities for our consumers to contribute to our work, their own recovery and the recovery of other people who use our services. We have developed a strong core group of Consumer Consultants (who play a leading role in improving our systems and practice), provide regular training for people interested in engaging with Consumer Participation activities at ReGen and increased the range of opportunities for people who have used our services to contribute to our work, support their own recovery and advocate for change.

Our latest external quality accreditation review saw recognised ReGen as providing leading practice in Consumer Participation, noting:

'ReGen has a strong commitment to Consumer Participation, with a comprehensive range of initiatives and approaches recognising the role of consumers in service improvement, as well as their rights to quality services and to have a say.'

My journey

I never imagined, from the first day I stepped into ReGen to today, just how radically different and fulfilling my life would be.

From the moment I completed withdrawal deep down I knew I would have to make wholesale changes...to my life. Realising that I needed to change and contemplating such changes up came the possibility of me becoming a consumer participant. That was the beginning of my journey.

It gave me the confidence to enrol for a tertiary education: a Diploma of Community Services Work at Melbourne Polytechnic. From participation, the next step for me was to be even more actively involved at ReGen by becoming a Consumer Consultant. That sparked in me a desire to find a more meaningful way I could benefit future clients and possibly have a meaningful input into service delivery.

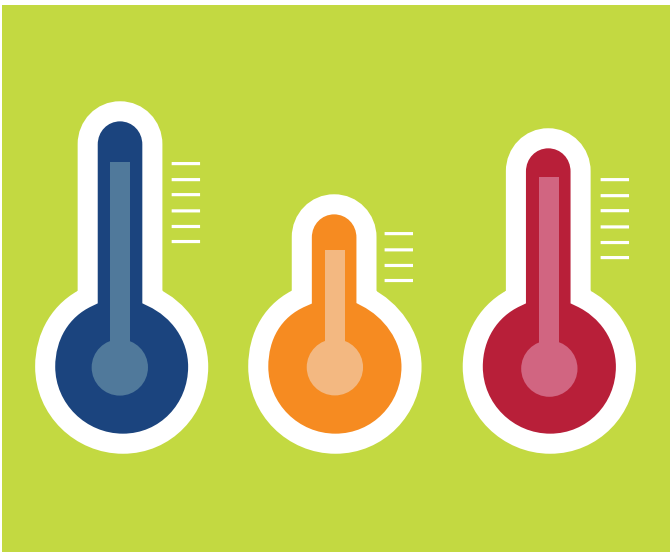
Part of my education had a student placement requirement, so I decided to approach ReGen if I would be able to complete my placement at ReGen. I am so glad I did. For me it showed that it is possible to marry theory with real world practice. Experiencing parts of the organisation that have been kind of a mystery to me was a real eye opener. It enabled me to get a more global perspective on just what ReGen is all about.

By allowing me to be able to synthesise what I have learnt in formal education to what I have actually witnessed in practice has given me the confidence in my own ability to learn and grow. My life now has meaning, something I don't think I could have accomplished without the tremendous support everyone in this first class organisation has offered me. I am actually looking forward to what this world has to offer.

Thank you

Con, 56

(See the full version of this article, and Con's story in our digital Annual Report: <http://annualreport.regen.org.au>)



Financial overview

As a direct result of the continued growth in our services, key changes in our finances in 2015/16 included:

- Revenue increased by 21% compared to last year, due to the implementation of the AOD Reforms for the entire year.
- Expenditure was 18% higher than last year, due to the implementation of the AOD Reforms for the entire year.
- Another strong surplus that we can invest in developing new service innovations.

Where the money comes from

- 88.8% of our funding came from Government (72.2% from the Victorian Government)
- 9.8% comes from our forensic services

Where it goes

- 86.4% of our funding was spent on staff salaries and program delivery.
- Office and administration staff salaries was the next biggest category (7.5%)

REVENUE	2016	2015
Operating Revenue	\$ 13,878,344	\$ 12,044,395
Non Operating Revenue	\$ 198,837	\$ 157,061
Total revenue	\$ 14,077,181	\$ 12,201,456
EXPENDITURE		
Employees benefits expense	\$ 9,235,078	\$ 7,721,446
Depreciation expense and assets written off	\$ 206,352	\$ 175,869
Other expenses	\$ 3,094,186	\$ 3,085,945
Total expenditure	\$ 12,535,616	\$ 10,983,260
Operating Surplus / (Deficit) for the year	\$ 1,541,565	\$ 1,218,196

Table 1: Summary Financial Position 2015/16

Download the full 2015/16 Financial Report via our digital Annual Report: <http://annualreport.regen.org.au>



Our people

Qualified staff

ReGen attracts and retains highly qualified staff with three quarters of the workforce holding a degree as a minimum qualification.

Staff gender

ReGen's gender profile (74% female, 26% male) is consistent with the social and community services sector's profile in which females are predominant.

Employment status

ReGen provides for flexible employment arrangements. Just under half the workforce are full time, over one third part time and under one quarter casual.

Staff retention

ReGen's staff retention rate was 80%. While slightly less than 2014/15, still well above industry average.

Staff satisfaction survey

ReGen's 2015 staff satisfaction survey (collected 18 months – two yearly) produced positive results across all areas with an overall reported level of satisfaction of 85%. An expected decrease from the previous survey, yet still pleasing in light of significant organisational change as a result of the Victorian AOD reforms.

Some of the comments made by staff in the staff satisfaction survey include:

"Best organisation I have ever worked for."

"ReGen is an employer of choice."

"I am proud to tell anyone where and who I work with - it's very rare to wake up in the morning and feel motivated to walk into work and feel great, that is a tribute to the work ReGen has established within their culture."

"I love working at ReGen always have!"

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INSPIRING ALCOHOL
& OTHER DRUGS
TREATMENT & EDUCATION

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This is a summary of our digital
2015-16 Annual Report.
See our full digital report:
<http://annualreport.regen.org.au>