



3. Reach more people and strengthen our impact

We opened eight new alcohol and drug community services in Brisbane North, Brisbane South and on the Gold Coast to provide alcohol and drug counselling, case management, day programs and post rehabilitation support.

On the Darling Downs and in Central Queensland, we expanded our programs and introduced outreach into new communities.

Partnering with Selectability in Mackay, we introduced ICE Help, a community-based response to crystal methamphetamine (ice), which also delivers alcohol and other drug and family support.

As the lead agency for headspace Southport, we provided mental health, alcohol and other drugs counselling to more than 1500 young people, including around 930 people accessing the service for the first time. Our headspace Youth Early Psychosis Prevention Program (hYEPP) worked with more than 500 young people, providing consultation and direct clinical care.

Our Gold Coast and Sunshine Coast Youth Outreach Drug and Alcohol (YODA) supported 540 young people through clinical programs run in high schools.

4. Invest in our people

We are passionate about the possibilities, not just for our clients but also for our people. During the year we introduced initiatives to support staff during a period of expansion and position Lives Lived Well for increased capacity. A key focus was to position team leaders to provide local service leadership.

Our onboarding process for new staff was refreshed and we introduced a clinical induction program for new employees.

Many staff attended our clinical and non-clinical professional development opportunities, which included training in medication management, case noting, anxiety disorders and boundaries for client/staff interactions.

We conducted a People Survey which recorded an 80 per cent engagement rate. The survey led to a range of local and organisational-wide initiatives being implemented, including a wellness strategy.

5. Fine-tune our operational performance

Enhancing our client experience has been a key focus for our organisational improvement priorities. We have:

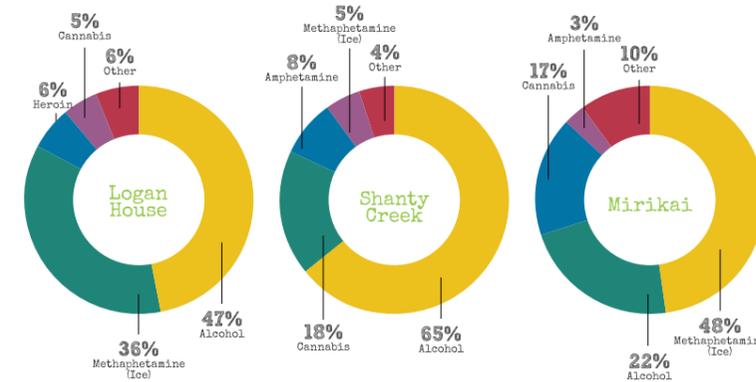
- ▶ reviewed each stage of our clients' interactions with us
- ▶ introduced an online referral process
- ▶ provided more options for client feedback and complaints
- ▶ improved our capacity in data analysis and reporting.

How we help

Primary drug of concern – a snapshot of Queensland

The primary drug of concern reported by our clients varies considerably by region.

Our residential facilities

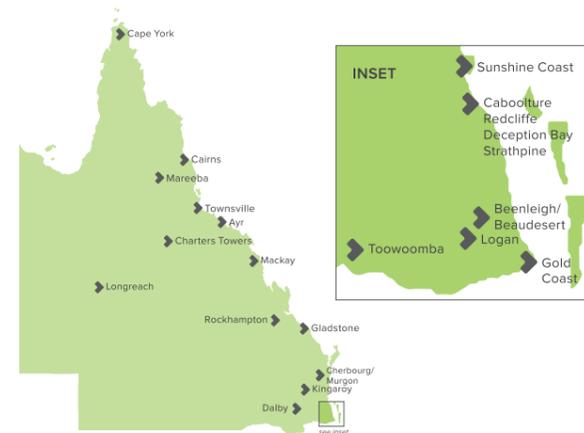


Region	Methamphetamine	Alcohol	Cannabis	Other
Greater Brisbane	43%	25%	20%	13%
Central Queensland (excl. sunshine coast)	33%	28%	31%	8%
Darling Downs	22%	30%	33%	15%
North Queensland	18%	45%	23%	14%
Gold Coast	31%	18%	35%	16%
Sunshine Coast	15%	14%	67%	4%

Our locations

We deliver a range of counselling and support services in more than 20 locations across Queensland to help people live their lives well.

We also outreach into many more areas surrounding our service locations.



Passionate about the possibilities

Highlights 2016-17



For a copy of our full 2016/17 annual report, please email marketing@liveslivedwell.org.au
E: info@liveslivedwell.org.au P: 1300 727 957 www.liveslivedwell.org.au

We are Lives Lived Well

There are still a few of us at Lives Lived Well who can remember the circle of volunteers who, in the 1970s, decided to do something about helping people impacted by drugs or alcohol on the Gold Coast. They started by rattling cans on street corners. This was our humble beginning.

We have been helping change lives across Queensland for more than 40 years. Over the years we have evolved by strengthening our clinical practice, investing in research and training, and developing more flexible services to meet our clients' needs.

Some things have stayed with us during this time. We believe that with the right support, people can change their lives for the better. We know our dedicated staff are key to making this happen.

Our shared vision

People whose lives are impacted by alcohol and drug use or mental illness are supported to overcome obstacles to live their lives well.

Our mission

We provide services in the community that reduce individual and social harms by:

- ▶ addressing addictive behaviours
- ▶ building individual and community capacity
- ▶ advocating and supporting healthy lifestyles.



Our values

Our values are at the core of who we are and what we hold dear. At Lives Lived Well we:

- ▶ act with integrity in all we do
- ▶ provide leadership as an organisation and as individuals
- ▶ value the trust that is placed in us
- ▶ accept accountability for all our actions and decisions.

Our strategic priorities

Our goals are to:

1. Demonstrate the impact of our evidence-based practice
2. Broaden and innovate our service range
3. Reach more people and strengthen our impact
4. Invest in our people
5. Fine-tune our operational performance.



2016/17 highlights

7161 to 9925

our programs and services are supporting more people than ever.

*This figure excludes our Banjara Medical Centre.



64,444
episodes

of care provided to Queenslanders - 25,000 more than last year.

strengthening our regional presence

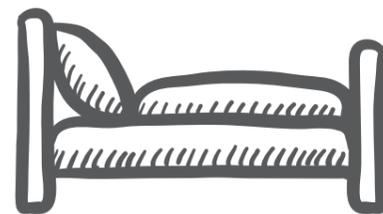
We established a new service in Longreach and an ICE Help service in Mackay, and expanded existing services in Toowoomba and Rockhampton.

NEW service hubs

We opened new service hubs in Brisbane North, Brisbane South and on the Gold Coast.

32,951

residential bed nights - at Mirikai, Logan House and Shanty Creek.



28 DAY treatment program

We introduced a new 28 day treatment program at Mirikai.

Our new CREST services supported more than **1000 people**

engaged with the justice system across Queensland.



We were independently assessed as complying with the ISO9001:2015 Quality Standard.

In collaboration with The University of Queensland, we appointed Professor Leanne Hides as the inaugural Chair in Alcohol, Drugs and Mental Health.

Working towards our goals

1. Demonstrate the impact of our evidence-based practice

During the year we introduced a common set of evidence-based screening, assessment and outcome tools to track the effectiveness of our treatment services. The combined results of these measures account for our overall clinical performance.

We are rejuvenating our clinical governance, with a view to bringing even more rigour to our clinical practices. We developed a clinical governance framework, which staff across the organisation were involved in implementing. Most of these processes are continuous.

We appointed Professor Leanne Hides as the inaugural Lives Lived Well Chair in Alcohol, Drugs and Mental Health, as part of a clinical research partnership with The University of Queensland.

2. Broaden and innovate our service range

We announced plans to build five family units at our Logan House site, as part of a joint \$2.2M investment with the Federal Government. The units will accommodate parents and their children - enabling people to access treatment while having their children live with them.

We expanded our group programs to include:

- ▶ *The Life Back* day program, which focuses on helping people reduce their dependency on drugs or alcohol.
- ▶ *Springboard*, a new flexible and low-cost community-based treatment service to people needing support after detox, delivered in partnership with Communify.

Queensland Corrective Services (QCS) funded us to establish two Community Re-Entry Services Teams (CREST) to support people upon release from correctional centres in far north and central Queensland. QCS also commissioned us to run a low intensity substance intervention program at three correctional centres in south east Queensland.

We introduced a 28 Day Treatment Program at Mirikai, providing a shorter, more intensive residential treatment program for young people.

