

What's new in our communities



It was an exciting year for us as we welcomed Lyndon in New South Wales, joining with them to share knowledge, experience and resources so that we can support more people across more communities. Like us, Lyndon is made up of passionate, values-driven employees. The merger with Lyndon became effective on 1 September 2017.

Taking down the barriers

In 2017/18 we began building new Family Recovery Units at Logan House. The units will aim to provide a safe and welcoming space for families and will make it possible for children to stay with their parents while mum or dad participates in our treatment program. We are looking forward to opening the units early in 2019.

In NSW, we opened Lyndon Women's, a residential alcohol and drug rehabilitation service for women aged over 18, with or without children. This unique service brings together a range of specialist staff to provide holistic care for women and their children.

Geography can also be a barrier to accessing support, so we were delighted to launch Roadmaps, a mobile drug and alcohol support program reaching out to people in Dubbo and surrounding towns.

We successfully tendered for a contract to deliver NewAccess in south west Queensland. Developed by *beyondblue*, NewAccess is a free mental health program for people aged 18 and over who are struggling to cope with work and life pressures. The program fills a significant gap in the mental health treatment services available to people in regional areas by removing the barriers of cost, stigma and access to services in local communities.

Early in the year we launched two new services in Mackay. Our withdrawal support services enable people in regional communities to access safe and welcoming community-based withdrawal services.

In partnership with Selectability, we also established a new service in Mackay to support people affected by methamphetamine use as well as other drugs and alcohol. The ICE Help provides counselling as well as family and carer supports.

One-stop-shop in Cairns

We celebrated the move to a bright and modern service centre in Sheridan St, Cairns, which also features transitional accommodation for Aboriginal and Torres Strait Islander people entering or leaving residential treatment. The

larger space means we can provide a wider range of services, including withdrawal support services, pre and post residential treatment services and group programs.

Funding boosts services in Brisbane's north

We began planning a major expansion of our Brisbane North service, thanks to extra Federal Government funding. Our service has been working at full capacity since it opened in March 2017. The additional funding will enable us to establish a new withdrawal support service and a day rehabilitation service (non-residential). We were also able to immediately boost our services by employing two extra counsellors. Some of the funding will also go towards building the region's first residential service.



Research partnership

Working with our research partners at the University of Queensland (UQ), we initiated a number of exciting research projects in 2017/18, involving current and former clients. The partnership helps us to ensure our services are at the leading edge of the latest research and provides staff with unique professional development opportunities.

Accessible residential programs

Through our UQ research partnership we were able to assess the effectiveness of our model of care at Mirikai and Logan House. Working with the researchers, we reviewed the evidence, similar services, and analysed our client data and feedback. Following a successful trial early in 2018, we adopted a shorter residential model, making the length of stay more flexible, and part of a broader suite of community-based transitional and aftercare support services.

Supporting people before and after treatment

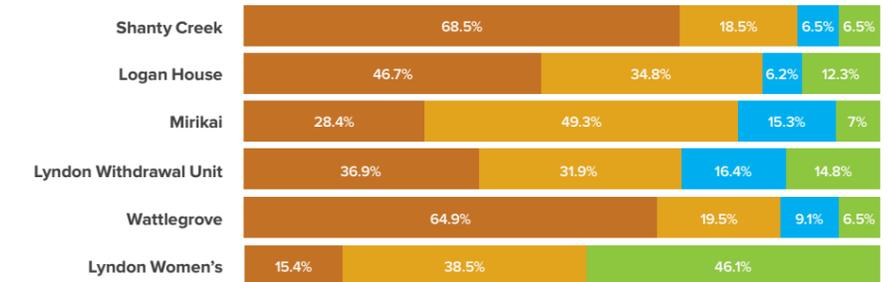
Queensland Health funded us to provide pre and post-treatment support services on the Gold Coast, in Brisbane South and in Cairns. The services involve engaging and supporting people within 48 hours of them making contact, to determine which treatment program best meets their needs. Our staff help the client with the steps to prepare for entry to a service. People can participate in our Smart Recovery group program while they wait for entry to a residential facility, to help maintain motivation and build support networks. Clients considering transitioning after completing a residential rehabilitation or during the program, can negotiate planned transitions supported by our staff on a one-on-one and/or group basis or through wider community services including referrals to other supports.

What we see

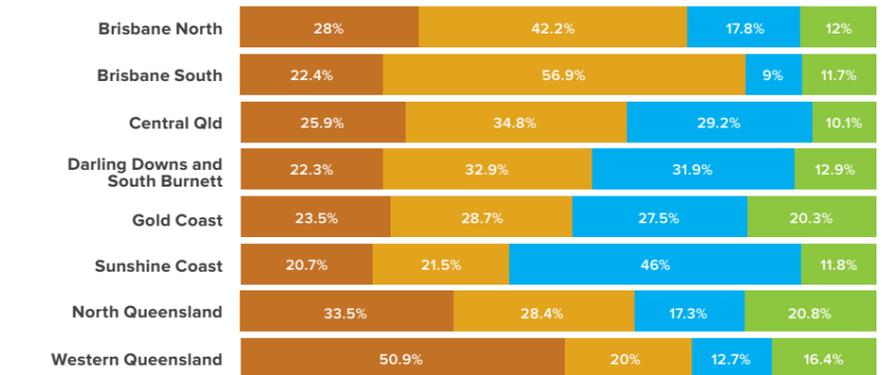
Primary drug of concern – a snapshot

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

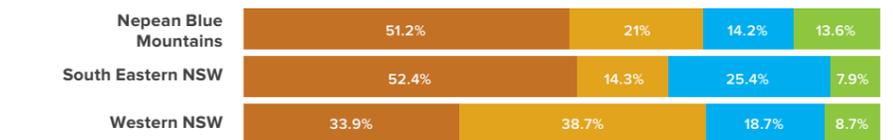
Our residential withdrawal and rehabilitation facilities



Our community-based counselling services in Queensland



Our community-based services in NSW



*Other includes cocaine, heroin, pharmaceuticals, hallucinogens, MDMA (Ecstasy), etc.

