

Working together  
to do more



Annual Report 2017/18



## 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.

### Acknowledgement of Country

Lives Lived Well acknowledges the traditional custodians of the lands on which we live and work and wish to pay our respects to their Elders past and present. We are proud to work in partnership with local Indigenous communities.



# The story of Lives Lived Well

**Our story is very much one of collaboration, in which many have worked together towards helping others live their lives well, free from the harms of drugs and alcohol.**

That collaboration began back in the 1970s when people with big hearts dropped a coin or two into our fundraising cans, held by volunteers on Gold Coast street corners.

The goodwill of a few translated into funding support from various governments over decades towards providing help to those who needed it.

As the demand for alcohol and drug support increased and needs became more complex, key service providers came together to combine their expertise and resources and establish Lives Lived Well in May 2012. Together, we knew we could do more.

From the start, Lives Lived Well believed in treating not just the problem, but the person. This holistic approach saw our teams collaborating with community, government and health services to help people address a range of needs in support of recovery.

We are always seeking to improve the quality of our services and outcomes for our clients. Recently we developed standardised intervention modules, started measuring our outcomes and began collaborating with researchers from The University of Queensland to ensure our support is in keeping with best practice and is consistently delivered.

We also saw that not everyone who came to us required intensive residential treatment. This led to an expansion of our community-based services to include more counselling, group programs, outreach and case management with some hubs also offering mental health, withdrawal and GP support.

Collaborating internally, these services have aligned to provide a step up, step down model, meaning a person can engage and move seamlessly across the spectrum of our services to match their particular recovery needs.

In September 2017, our collaboration took us further afield and we began working with Lyndon, NSW – a like-minded service provider. Coming on board with us, Lives Lived Well is now also working across regional NSW, building on 40 years of service delivery in that state.

Lives Lived Well is grateful to all who have played a part in helping people impacted by drugs or alcohol to get their lives back on track. We believe that with the right support, people can live their lives well. It takes a community of care and we are proud of the part we play.

# 2017/18 highlights



## merged

We merged with **Lyndon**, a long-standing, like-minded alcohol and drug support service in regional and remote NSW.



## 30+ sites

We now operate in more than **30 sites** across **Queensland** and **NSW**.



## 34,460 bed nights

**34,460 bed nights** were provided at our residential withdrawal and rehabilitation sites.



## free mental health program

We now deliver a **free mental health program**, NewAccess, in Warwick, Dalby, Kingaroy and Gatton.



## centre revamp

We refurbished Banjara and relaunched it as the **Lives Lived Well Specialist Centre**.



## 20-bed rehab service

We received funding for a new **20-bed residential alcohol and drug rehabilitation service** in Caboolture.



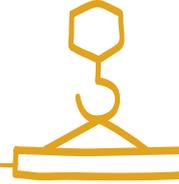
**108,320**  
episodes

Clients **engaged with our staff** on 108, 320 occasions.



**12,781**  
clients

We supported 12,781 clients (excluding the Lives Lived Well Specialist Centre).



**construction**

Construction started on our **Family Recovery Units** at Logan House.



**one-stop-shop**

Our new **one-stop-shop** in Cairns opened in April.



**mobile**  
support

We launched **Roadmaps**, a **mobile alcohol and drug day support treatment program** servicing Dubbo and surrounding towns.



**Lyndon Women's**

In NSW, we opened **Lyndon Women's**, a residential and rehabilitation service for women and their children.

# Working together to do more



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# CEO and Chair's report

**What an exciting year it has been 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.**

Not only did we start reaching more people, but we worked to ensure people could reach us by seeking to establish services that are accessible, flexible and aimed at breaking down barriers to treatment. Once engaged with us, we seek to offer comprehensive, wrap-around services with a stepped approach so that people could continue with tailored support as long as required. We have focused on refining our clinical approach and embedding our research partnership with the University of Queensland, to drive ongoing improvements to our clinical practice.

## **Welcoming Lyndon**

It was with enthusiasm that in July 2017 the Lives Lived Well Board approved a merger with Lyndon, a non-government, not-for-profit organisation delivering drug and alcohol residential and community-based programs and activities in regional NSW. Like us, Lyndon is made up of passionate, values-driven employees. Our organisations are both very much about providing quality services and working with clients to identify their support needs and preferred service responses.

The merger provides a range of benefits including building on our separate and shared strengths; creating service and operational efficiencies; increasing options for clients and staff alike; providing greater value for money to governments; boosting our capacity to make a **positive impact** in Queensland and regional NSW; and

providing an advocacy platform across two states. We worked throughout 2017/18 to identify opportunities to leverage and enhance our shared expertise and capacity across an expanded Lives Lived Well.

As part of the merger, we welcomed two of Lyndon's board members, Stuart MacKinnon and Don Martin, on 1 September. Stuart and Don bring with them a wealth of experience, not only in the operation of Lyndon but also in health management and management development.

The merger's potential for creating opportunities was demonstrated when NSW Health awarded us a contract to establish Lyndon Women's, a dedicated residential service for women in Orange, which began operation in March.



Our focus is on delivering a stepped care model that supports people at all stages of their recovery and provides the best chance of their ongoing success.

### Taking down the barriers

Seeking help when you have a problem with drugs or alcohol is never easy but accessing treatment when you have family responsibilities can be even harder, particularly for single parents. 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 rural NSW communities. Funded by the Western NSW PHN and the Department of Prime Minister and Cabinet, the program services Dubbo and surrounding towns.

Our south west Queensland services expanded in 2017/18 when we successfully tendered for a

contract to deliver NewAccess, a free mental health program for people aged 18 and over. The program, developed by beyondblue, helps people who are struggling to cope with work and life pressures. NewAccess 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.



## One-stop-shop in Cairns



In April 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. Lives Lived Well funded the purchase of the building, making it the largest financial commitment our organisation has made to any location in Queensland. 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 have begun planning a major expansion of our Brisbane North service, thanks to extra Federal Government funding. Our service, which supports people in Caboolture, Strathpine, Deception Bay and Redcliffe, has been working at full capacity since it opened in March 2017. 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 relationship helps us to ensure that our services are at the leading edge of the latest research and provides staff with unique professional development opportunities.

## More 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.

## Our clinical approach is maturing

Having devoted much of our time and energy in 2017/18 to refining our clinical practices, we were delighted to receive external validation of our efforts, with Queensland operations gaining recertification to ISO 9001:2015 as well as the National Standards for Mental Health Services. In NSW, our services were recertified against the EQUIP6 standards under the Australian Council on Healthcare Standards. The headspace Southport service was recertified against the headspace Model Integrity Framework. The auditors commented on the maturity of our systems and processes and provided guidance for future improvement activities.

## Farewell Barry Scott

In October we farewellled Barry Scott as a Board member. Barry was a Board member of our predecessor organisation, ADFQ, and Lives Lived Well for more than eight years, with much of that time in the role of Board Chair. He presided over the mergers between ADFQ and GCDC, as well as the merger between Lyndon and Lives Lived Well. We owe Barry a terrific debt of gratitude for his contribution of wisdom and business acumen.

## The road less travelled

When it comes to our programs and services, Lives Lived Well will if necessary, choose a path less travelled. That can be hard work at times. Setting up services in remote areas or establishing new programs is never easy... but we believe we owe it to the community to take on such challenges. We ask clients to do

more each day, so it's only fitting that we match that request by challenging ourselves. We find the way and we commit to doing it with passion and rigour.

**Mitchell Giles**  
Chief Executive Officer

**Damian Wright**  
Board Chair



*Lives Lived Well Board Chair, Damian Wright and Chief Executive Officer, Mitchell Giles.*

# Our clinical approach

During the year we devoted significant resources and energy to refining our clinical approach and continuing to implement our Clinical Governance Framework.

We involved staff, clients and our University of Queensland research partners in reviewing our services to make them more client-centred, responsive and accessible.

Our systems of governance and continuous improvement are maturing as our organisation grows. With our merger with Lyndon we now provide services in two states.

## Client-centred, inclusive services

We firmly believe that everyone has the right to live well, with respect and dignity. We are striving to ensure our services are welcoming to all people, irrespective of their ethnicity, lifestyle choice, sexual orientation, gender identity, religious or cultural

background, health or financial status. In 2017/18 we appointed people with **lived experience** to key new roles within our organisation, to help us ensure our services are client-centred and inclusive.

In line with our commitment to **inclusivity**, headspace Southport appointed a Specialist Youth Worker – LGBTIQAP+ with the role of providing advice to our Southport service on LGBTIQAP+ inclusion. We will also be working to apply the wisdom gained through this work in headspace more broadly across our organisation.

We also appointed Client Advocates who have lived experience of engaging with drug and alcohol and mental health treatment services. Their insights have been invaluable



in helping us shape services around client needs and expectations. The Client Advocate role involves providing feedback, advice and input to our clinical policies as well as our service planning, design and strategy.

Everyone has the right to live well, with respect and dignity.

## We're shaping the future

During the year we introduced Shaping Our Future, a major organisational improvement project to guide initiatives across many of our clinical processes. This involved **mapping our client processes** from admission to discharge, helping us identify many improvements. We added an online referral form to our website, to make it as easy as possible for our clients and referral agencies to send an enquiry. We streamlined our processes, so we now engage with most clients within 48 hours of them making contact. Community services staff across the organisation were trained to undertake residential intake assessments. These strategies mean clients start actively participating in support and treatment as soon as possible.



## Driving research for better outcomes

Providing evidence informed treatment is one of our highest priorities. We undertake our own research and monitor emerging research in the alcohol, drug and mental health fields. Lives Lived Well's research agenda is underpinned by a formal partnership with the University of Queensland. Professor Leanne Hides (pictured above, centre) was appointed in 2017 as the inaugural Lives Lived Well Chair in Alcohol, Drugs and Mental Health.

In 2017/18, Leanne and her team began working with our staff and clients on a significant number of research projects. These included

QuickFix, a brief intervention for young people referred for alcohol, methamphetamine or cannabis use to our Brisbane South, Brisbane North and Gold Coast services; and GRIT, a trial of a new well-being group intervention at Mirikai and Logan House.

Another research project involved identifying standardised clinical screening tools to use across our services. These tools, also known as outcome measures, assist in treatment planning and provide feedback to clients and clinicians on areas of importance and progress. Information gathered through the outcome measures is also helping us plan improvements to our programs. To date nine measures have been identified, with optional scales also available.

## Consistent clinical experience



We developed more than 40 one-hour **clinical modules** and supporting materials to support clinicians to deliver individual interventions and group programs. Clinicians across Lives Lived Well use these modules to inform their work with clients - providing consistent, evidence-informed interventions, no matter where a person accesses our services.

We also reviewed the model of care applied in our residential programs at Mirikai and Logan House. Decisions based on research and client feedback resulted in the clinical program offering a diverse range of options for residential clients. Implemented in March, the new model provides stronger support for people across a service spectrum, including prior to entering residential programs and after exiting through drop-in support,

counselling, group work and transitional accommodation.

A range of other improvements were introduced over the year including: creating information resources for clients to improve their

understanding of our programs; streamlining the intake journey for clients; and reviewing our transitional housing program to ensure clients are well supported to re-enter the community, education and work.



## Audits endorse our approach

Our sites were successfully recertified across a range of standards during the year, providing our stakeholders and funders with external validation that we are delivering quality, evidence-based services.

Queensland services underwent certification against both ISO 9001:2015 and the National Standards for Mental Health Services, with auditors visiting several sites. The auditors acknowledged our efforts to integrate risk-based thinking with our operations; our use of data for **informed decision making** and monitoring client satisfaction; and our client engagement strategies.

In May our NSW services were audited against the EQUiP6 standards under the Australian Council on Healthcare Standards (ACHS). The auditors commended Lives Lived Well's **innovative research agenda** and our commitment to evidence-based practice.

Our headspace Southport service was successfully recertified against the headspace Model Integrity Framework. The service received positive feedback about its **youth participation**, clinical governance, active wait time management, support for diversity and client transition processes.

# What's new in our communities

We're all about making services accessible. Our focus in the past year was on reducing barriers to access, so more people in more places can get help.

We've built on our outreach services in areas that have historically missed out on alcohol and drug support and broadened the range of services we offer in existing locations, to address **new and emerging needs**. Our treatment is underpinned by a commitment to using proven clinical approaches and wrapping services around our clients, so they receive support the moment they reach out for help, through to their return to community.

## Taking help to rural areas

With the drought impacting large swathes of Queensland and NSW, our services in rural areas took on an even greater significance. In western Queensland, as part of our new Longreach-based alcohol and drug counselling service, we began delivering outreach services to Winton, Blackall, Boulia and Barcaldine.



In June we introduced Roadmaps, an **innovative mobile support** program for people living in Dubbo and surrounding towns. The Western NSW PHN and the Department

of Prime Minister and Cabinet commissioned the program, which involves two sessions a week over six weeks. Roadmaps includes individual and group counselling, as well as information and referrals to other support services. Nineteen clients completed the program in its first two months.

In April, we received funding from Nepean Blue Mountains PHN to provide treatment services in Lithgow. Recognising that to be effective in Lithgow, our service needed to embed itself in the community by developing strong local connections, the PHN supported our community engagement activities. Our team organised a forum, Women Makes Things Happen, to highlight the achievements of women from the area and showcase local artists.

Our staff take an active and creative approach to engaging with local communities. Our Lithgow team provides brunch to students at a local high school, while in Cherbourg our staff get to know young people by running after school sport. One of our Longreach employees was a panel member of a Look After Your Mates forum held in western Queensland, while on the south coast of NSW, our staff support Indigenous men with job seeking by offering the use of our computer facilities.



### Tailored support to address methamphetamine use

In August we launched a new Mackay-based service to provide support for people affected by the use of methamphetamine as well as other drugs and alcohol. The ICE Help service is funded by the Northern Queensland PHN to deliver much-needed **specialised services** in the Mackay region. Lives Lived Well delivers the ICE Help service in partnership with Selectability. People can access counselling as well as family and carer support through the service. The new service supported 139 people in 2017/18.

Funding from the Darling Downs West Moreton PHN, and the Central Queensland Wide Bay, Sunshine

Coast PHN, also enabled us to expand existing services on the Darling Downs and in Central Queensland to support people affected by methamphetamine use.

### Holistic care for people with complex needs

Queensland Health funded Lives Lived Well to provide psychosocial intervention services in Townsville, Mackay and on the Sunshine Coast. The service provides holistic care for people with moderate-to-severe alcohol, drug and mental health concerns. Our psychosocial services supported more than 300 people across Queensland in 2017/18.

The support and acceptance I got from the Roadmaps team encouraged me to keep going and the strategies I learned have given me hope for the future.

Craig, Roadmaps participant

## New services in far north Queensland

We boosted help for people in far north Queensland, adding withdrawal support services and transitional accommodation to our existing residential rehabilitation service, Shanty Creek, at Mareeba. We also moved to larger premises in Sheridan St, enabling us to provide a “one stop shop” for a range of non-residential services.

Consultation with people in our recovery programs helped us identify a need for pre-treatment counselling and detox support. Post treatment, a need for ongoing case management and further support was also identified.

In response to these needs, we launched Withdrawal Support Services in Cairns in September 2017. Funded by the Northern Queensland

PHN, these services guide people through withdrawal support before they enter Shanty Creek. After completing our residential rehabilitation program, our clients can continue to access help through group programs and counselling in Cairns. In April 2018, we added transitional accommodation to these services, opening two two-bedroom apartments above our new Sheridan St office. The transitional accommodation is available to people after accessing our services and gives clients the best chance of **long term success** in their community.

## Boosting services in Brisbane’s north

Almost immediately after opening the doors of our new Brisbane North service in March 2017, we experienced referrals four times higher than predicted. The Federal Government recognised the need for more support services, committing additional funding for the services in 2018. The extra funding enabled us to begin establishing two new services: a withdrawal support service and a day rehabilitation service (non-residential). The funding also allowed us to appoint two extra counsellors to our existing AOD program. The funding will also go towards building the region’s first 20-bed residential rehabilitation centre.





Our Brisbane North team is helping to educate people in the community about our services, by delivering a fortnightly information and education session for clients in the Royal Brisbane Hospital's Alcohol and Drug Service (HADS). Our staff provide information about the range of residential and non-residential treatment and support options available in greater Brisbane. Creating this line of communication has resulted in a **seamless pathway** from detoxification to community care and/or admission to residential rehabilitation and then on to community-based ongoing support. We are supporting clients straight after they leave hospital if they choose to engage, which decreases the risk of relapse.

## Withdrawal support in Mackay

In July we began providing withdrawal support services in Mackay, enabling people in remote and regional communities to access safe and **welcoming community-based services**.

A registered nurse and professional counsellors guide people through a five-day alcohol and other drugs withdrawal support program which can lead on to live-in recovery, individual or group counselling and case management.



## Supporting people before and after treatment

In June, 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.

## Providing support in correctional facilities

Lives Lived Well is committed to delivering support to some of the most marginalised groups in our society, including people in correctional facilities. Following a successful pilot program in 2016/2017, Queensland Correctional Services engaged us to run a Low Intensity Substance Intervention program at Numinbah Correctional Centre for women. The one day a week program runs for 10 weeks and aims to give participants the skills to identify negative influences and develop planned strategies to resolve them.

## Group programs help develop peer support

We're now offering our group day program, Life Back, in seven locations across Queensland, following its successful introduction in 2016/17. The program runs for one day a week over six weeks and teaches participants therapeutic coping and daily living skills and strategies for their recovery. The group format also enables people to develop support networks and learn from others in an accepting and safe environment. Many of our clients go on to access our other services and can be referred to other relevant community services. More than 100 people participated in Life Back in 2017/18.

## We're developing community capacity

We are committed to helping sector workers, individuals and communities develop skills to better support people affected by drug and alcohol problems, mental health issues and related concerns.

In 2017/18 the Queensland Government renewed its funding for Lives Lived Well to deliver the Screening for Problem Gambling Project across Queensland. Research indicates 58 per cent of problem gamblers also have a problem with drinking or drugs, while 38 per cent have mental health issues.

Through a two-hour workshop or online learning module, the project gives workers the tools to screen and assess clients who may have

a gambling problem. In 2017/18 we partnered with many government and private sector agencies to deliver 46 workshops across the state, attracting 507 participants, while 73 people completed our online eLearning module.

## Addiction medicine

Lives Lived Well is also working with GPs to help them keep up to date with the **best practice strategies** to support patients with alcohol and drug problems. In Mackay we partnered with the City Super GP Clinic to host an Addiction Medicine Conference for local doctors and allied health professionals. Our Addiction Medicine Specialist, Dr Graeme Judson, also provided one-on-one GP mentoring sessions after the conference. Twenty-six GPs attended the event, with two local GPs applying to become registered detoxification prescribers. We also partnered with the North Queensland PHN to host this conference in Townsville in June. More than 20 GPs attended.

The Nepean Blue Mountains PHN commissioned Dr Judson to deliver three workshops on alcohol screening and brief intervention for 19 GPs in Windsor, Penrith and Katoomba. On the south coast of NSW, we facilitated two clinical practice development sessions with primary health care staff about pharmacotherapy for smoking cessation and drug use in pregnancy.



### Drug and Alcohol First Aid training

In 2017/18 we delivered 39 Drug and Alcohol First Aid workshops in Queensland and NSW, many in partnership with local PHNs. More than 600 workers participated in the workshops, gaining the **skills and knowledge** to recognise and respond to people affected by alcohol and drug issues. The workshop also covers emerging drugs and identifies the supports and treatments that can help to reduce problematic substance use.

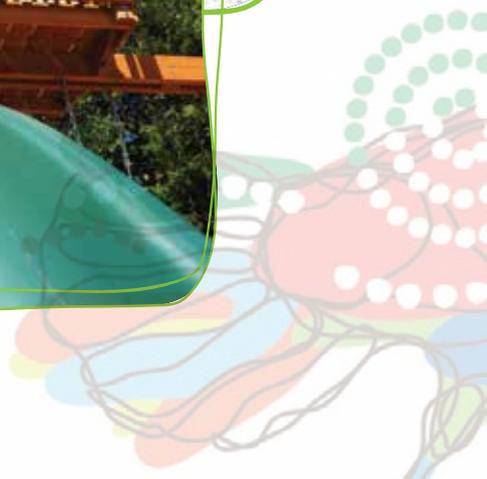
### Murdi Paaki Drug and Alcohol Network

Our Murdi Paaki Drug and Alcohol Network (MPDAN) operates in Coonamble, Walgett, Brewarrina, Bourke and Broken Hill. The network's charter is to provide workforce development capacity building services to workers in these towns involved in drug and alcohol service delivery. Early in 2018 the network brought together 19 workers from a range of organisations across western NSW to participate in an externally facilitated training and network meeting.

My counsellor...encouraged me to find alternatives to drinking to help me through tough times. He also helped me to explore my inner self, find strategies and coping methods to deal with stressful situations and plan my life with my family so I had goals, objectives and organisation.

AOD Rockhampton counselling client.  
Care Opinion





# Opening the doors to live-in recovery

In 2017/18 we turned the spotlight on our long-standing rehabilitation services on the Gold Coast and in Logan. We also moved into the construction phase for our new Family Recovery units at Logan House.

Through our merger with Lyndon on 1 September, we now operate a 12-bed withdrawal unit in Orange along with Wattlegrove, a live-in rehabilitation unit. One of our major initiatives during the year was the opening of Lyndon Women's, a new live-in facility in western NSW for women with children.

## Removing barriers to live-in recovery

We are constantly evaluating the effectiveness of our residential rehabilitation programs to ensure they keep pace with peoples' **changing needs**. Our goal is to offer evidence-informed live-in services that people from all walks of life can access. Our growth in 2017/18 means we now provide live-in recovery services which cater to adults as well as young people, Aboriginal and Torres Strait Islanders and women with children.

Lives Lived Well operates three live-in recovery centres in Queensland and two in Orange, NSW. Our Gold Coast centre, Mirikai helps people aged 18 to 35, while our Shanty Creek centre in Mareeba, near Cairns, supports Aboriginal and Torres Strait Islander people aged 18 and over. Logan House is a 33 bed facility to the south of Brisbane which supports adults.

In Orange, our Wattlegrove site operates a 15-bed live-in rehabilitation program, while our Lyndon Women's Program provides a recovery space for women 18 years and over, where children up to 12 years can stay while their mum completes the program.

We also now operate a 12-bed live-in detoxification service in Orange for people aged 18 years and over, with some of these clients then transitioning to Wattlegrove for ongoing treatment.



## A shorter residential program

One of our major initiatives in 2017/18 involved revamping our residential rehabilitation program at Mirikai and Logan House. Through our **research partnership** with The University of Queensland, we reviewed similar services across Australia and around the world, analysed our client data and gathered feedback from current and former clients. We found that most people stay in residential programs for an average of 70 days. Evidence suggests that completing a program has a higher association with success than how long a person stays.

Based on the research, we reduced the six-month program at Mirikai and Logan House to a shorter program. Early in 2018 we began trialling and then adopted the shorter, cyclic program at both sites. By offering a program delivered over shorter cycles, more people can access and complete residential treatment, as it means less disruption to work and family responsibilities.

Importantly, this change to our residential program is supported by pre and post wrap-around services. These services provide **practical support** to help people prepare for admission to the residential program and continue non-residential treatment. Feedback from our staff

and clients suggests these services are helping to provide a smoother entry to live-in recovery, because people know what to expect. Our post services are cementing the skills and strategies our clients learn while staying with us, which means a reduced likelihood of relapse.

As well as pre and post support, residents can continue to receive support from Lives Lived Well through our free community counselling services. People engaging with residential services now experience this continuous package of care as we work to provide wrap-around services.

## Building a recovery space for families

Recognising the challenges faced by parents who need help for drug and alcohol problems, we are creating dedicated **spaces for families**, so parents can continue to live with their children while accessing specialised help.

In south east Queensland, parents with young children will have access to drug and alcohol rehabilitation services when our new Family Recovery Units open early in 2019 within the grounds of our Logan House site. Work began



on building six parent-friendly units in January, with Lives Lived Well committing \$1M to the project. The Federal Government is providing \$986,000 for the project through its *National Stronger Regions Fund*.

The family units will provide a much-needed service in **live-in recovery treatment options** for parents in south east Queensland. Parents often struggle to access treatment due to their family responsibilities. These new family units mean parents can live with their children and have them cared for while receiving intensive support to get back on track.

During the year we introduced a Family Recovery program, operating from our Brisbane South hub, to deliver one-on-one and group counselling for parents with drug and alcohol problems. We worked closely with the Department of Child Safety and other referral agencies to engage parents. Operating the interim program in the community ahead of opening the Family Recovery Units has given our staff a clearer understanding of the stigma and day-to-day challenges parents face when seeking help for drug and alcohol problems. We also refined the program content, based on feedback from participants.



## Support for women and children

In Orange, we opened Lyndon Women's in March to provide a safe residential rehabilitation service for women aged over 18, with or without children. NSW Health funded the program, while local businesses such as Bunnings, the Quota Club, Mullion Produce and Star Chem demonstrated support for the service by donating a range of goods and services.

Lyndon Women's has capacity for up to 10 women to live-in with children (up to 12 years) while completing the program. The program can help with reducing dependence on drugs

and alcohol, mental health concerns, relationship issues and the challenges of parenting. Our counsellors assist with linkages to local community supports to help women with their transition back into community.

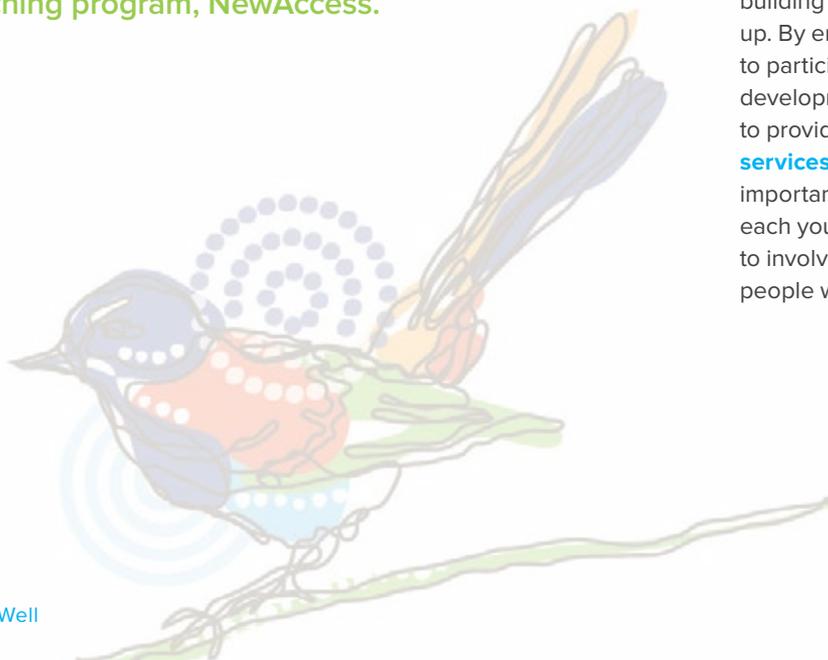
The team includes a registered nurse, psychologist, early childhood educator, childcare worker, and drug and alcohol counsellors. The team brings **knowledge and respect** to our services, which include skills-based drug and alcohol therapies; advice and support for issues with domestic violence; parenting; group activities like creative art, yoga, physical fitness; and mental wellbeing support groups and specialist services.

# Supporting good mental health

We recognise that mental health concerns impact individuals, families and communities. We also acknowledge the connections between mental health issues and drug and alcohol problems. As well as providing a wide range of mental health services and programs to young people on the Gold Coast through headspace and our Lives Lived Well Specialist Centre at Burleigh Heads, we expanded the mental health support services available to people in regional Queensland by introducing the mental health coaching program, NewAccess.

## headspace leads youth involvement in service delivery

As the lead agency for headspace Southport on the Gold Coast, we are a significant provider of mental health services to a fast-growing and youthful population. A key element of our engagement strategy with young people is to involve them in building services from the ground up. By encouraging young people to participate in service planning, development and delivery, we're able to provide **client-centred, quality services**. We also recognise the importance of family and friends in each young person's life and seek to involve them in the care of young people wherever possible.





## Meeting national standards

In 2017/18 our headspace service was externally assessed against the National Standards for Mental Health Services, receiving full accreditation. The centre also achieved full certification against the headspace Model Integrity Framework (hMIF). We are confident that headspace provides safe, high quality services to young people and their families.

Both recertifications involved extensive data collection, interviews and site visits. The National

Standards for Mental Health Services focus on how services are delivered, whether they comply with policy directions, meet expected standards of communication and consent and whether there are procedures and practices in place to monitor and govern areas which may be associated with risk to the client.

Our service received positive feedback about its clinical governance, active wait time management, support for diversity and client transition processes.

The assessors recognized the service's strong **youth participation**: young people take part in consortium meetings and youth reference group meetings and also have a strong involvement in deciding on strategies and plans to ensure their self-care and development. The assessors also noted young people have input into service development, delivery and evaluation.

A review of headspace's access/intake process in 2017/18 led to wait times being reduced from six weeks to three days.

## Dialectical Behaviour Therapy study

Early in 2018, headspace initiated a 12-month study of Dialectical Behaviour Therapy (DBT), an approach which helps people learn skills to manage their emotions and subsequently reduce maladaptive coping strategies. The research project is one many being undertaken through our partnership with The University of Queensland.

The DBT research involves a study to compare the efficacy of the full 16-week DBT program (which includes one therapy session per week, a weekly 90-minute skills group and access to phone coaching outside of these sessions) with an eight week DBT informed skills group. The project will report on its findings in July 2019.

Two peer support volunteers are participating in the DBT research. Both workers have a lived experience of accessing DBT interventions as part of their treatment. Their role in the project is to share their lived experience and support other research participants to engage and feel comfortable in the groups.

## Showcasing our Peer Support Program

In May staff from our headspace Southport service presented at the headspace Youth Early Psychosis National Peer Support Forum held

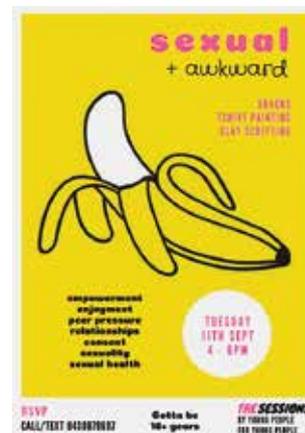
by Orygen, The National Centre of Excellence in Youth Mental Health, in Brisbane. The forum brought together 60 hYEPP staff and PHNs from around Australia.

Our hYEPP staff presented alongside the other five hYEPP centres and were commended on having the most developed headspace youth peer workforce in the country. Our hYEPP has its own training program and our team delivered peer support to almost 700 young people in 2017/18.

## Peer developed and delivered workshops

Our peer support volunteers continued to develop and deliver their very own peer-led workshops and education sessions. Young

people attending these sessions say they find it valuable to attend sessions designed and presented by another young person with lived experience. The sessions cover topics such as sexuality, social media and living an independent life.



## Making mental health services more inclusive

The number of young people accessing our primary headspace service who identify as LGBTIQAP+ increased by almost 100 over the 12 months. We employed a specialist youth worker to **connect with LGBTIQAP+ young people** and provide individual support for them when they access headspace services.

This worker has made connections with a range of Gold Coast organisations which support the LGBTIQAP+ community and has also shared his professional knowledge and lived experiences with headspace/Lives Lived Well colleagues, to enhance our organisation's **inclusive** culture and shared understanding of the issues LGBTIQAP+ people face.

This role is responsible for facilitating a monthly LGBTIQAP+ Mental Health Professionals Network, which supports the region's professional development options for those in the sector wanting to learn about LGBTIQAP+ people. Anyone can come along to these free sessions.

## Youth Wellbeing Forum

More than 70 people from a wide cross section of the Gold Coast community attended a Youth Wellbeing Forum in May, to focus on models of youth wellbeing and identify key priority areas to support young people from the region.

Peer workers and Youth Advisory Council Members from headspace Southport formed a panel to share their personal stories, frustrations, successes and experiences of accessing mental health and other support services on the Gold Coast. The forum inspired the development of a Youth Wellbeing Advisory Council and network of Wellbeing Champions across the coast, to further progress the conversation and initiatives in this area.

## Youth-friendly feedback process

We welcome all feedback about our headspace services and recognise that for young people, the processes available to provide feedback need to be simple and easily navigated. Early in 2018 our Youth Advisory Council and peer support volunteers designed, developed and implemented a **youth-friendly feedback system** called Tell Us What You Think. The system includes resources

headspace Southport was wonderful! Their group meetings were fantastic and have helped our son immeasurably. I highly recommend their programs for any young person who is struggling with issues of depression or social anxiety.

*Parent of headspace client, Care Opinion*

for young people to submit feedback and complaints, and an accompanying policy and work process outlining how we respond and report back to key stakeholders on service improvement initiatives arising from the feedback.

Almost immediately after introducing the system, we saw a significant increase in the number of young people providing feedback. The Youth Advisory Council and peer support volunteers work in partnership with the Consortium and Clinical Governance committees to implement positive changes in the centre and to our practices in response to the feedback.

## RUOK?

Our headspace service hosted Professor Patrick McGorry AO, a world-leading researcher in early psychosis and youth mental health, as part of a forum for RUOK Day 2017. Professor McGorry joined a range of speakers to discuss the early psychosis services available to young people in south east Queensland.



## Delivering mental health services in regional areas



In April Lives Lived Well was awarded a contract to deliver NewAccess, a free mental health program for people aged 18 and over, in the Darling Downs. Developed by beyondblue, the program is open to people who are struggling to cope with everyday challenges including work and life pressures, grief, anxiety, isolation and stress. No referral is needed.

NewAccess 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 local services. Our NewAccess coaches completed a six-week training course with the CBT Institute and opened offices in Warwick, Dalby, Kingaroy and Gatton. They had already received many referrals by 30 June in time for a 1 July 2018 start.

## Providing holistic care

We reaffirmed our commitment to delivering a **holistic treatment** model for alcohol, drug and mental health issues, with the launch of our new-look Lives Lived Well Specialist Centre at Burleigh Heads. The centre's team of private

practitioners includes psychologists, a psychiatrist, GP and other allied health care specialists – all located in one safe place. Along with our clients, Gold Coast residents can access the services, with concession card holders being bulk billed through Medicare.

## In the spotlight – headspace GP, Dr Susie Radford

Dr Susie Radford (pictured front row, second from right) has been a GP with our headspace Southport service for 10 years. During this time she has shown an unwavering commitment to supporting the health and wellbeing of young people attending our service. Our Youth Advisory Council had this to say about Susie:

*The Youth Advisory Council at headspace Southport would like to recognise and congratulate Dr Susie Radford for all the hard work she has put into our centre. She is a warm, hardworking and supportive person - an all-round legend!*

*Dr Susie has bridged the gap between physical and mental health and had an incredible impact on lots of young people on the Gold Coast.*

*Thanks Dr Susie for all your incredible work in our community. We really appreciate everything you've done and continue to do in our centre.*



# Working with our First Peoples

We provide a range of services to encourage strong Aboriginal and Torres Strait Islander communities and support people when they need help with drug and alcohol problems. Our focus is on providing culturally appropriate services to help build resilient communities. Following our merger with Lyndon on 1 September, we now also provide in-community support for Aboriginal and Torres Strait Islander people in southern and western NSW through a range of programs and services, as well as those working to support our First Peoples, through the Murdi Paaki Drug and Alcohol Network.



## Services beyond live-in recovery in far north Queensland

Our Shanty Creek live-in recovery centre in far north Queensland specialises in providing treatment for Aboriginal and Torres Strait Islander people. During the year, we added some **game-changing services** to support people after they complete the 16-week Shanty Creek program, with the aim of enabling people to return to community strong and empowered.

Clients leaving Shanty Creek can now access transitional housing in one of two, two-bedroom

apartments upstairs at our new Cairns site. We also employed a Wellbeing Support Worker to provide free ongoing counselling to people post-rehabilitation and help them connect with allied health services. Our clients can also develop a peer support network by joining our Life Back group program.

These services support each person's chance of success after rehabilitation, by ensuring the strategies learned at Shanty Creek are bedded down before returning to country.

## New support in Kingaroy and Dalby

During the year we were funded by the Darling Downs and West Moreton PHN to provide drug and alcohol counselling for Indigenous people living in Kingaroy and Dalby. Our Positive Pathways counselling service helps people reduce their use and **connect with community** and culture. Our team works with each person to plan a positive future by helping them address issues relating to housing, employment and health.



## Supporting men on the NSW south coast

Our Djirringanj Aboriginal Men's Group provides a range of support services to Aboriginal and Torres Strait Islander men and their families living in communities on the south coast of NSW including Bega, Eden and Wallaga Lake. Operating from a base in Bega, our team visits these communities each week to support Indigenous men and put them in touch with employment, housing and health supports. The Bega office features an art space and computer facilities which men can use at any time. Indigenous people of all ages are always welcome to drop in to the office for a yarn with our team.



## Mobile day support program

More than 70 per cent of the people who participated in our new mobile day support program Roadmaps, identified as being Aboriginal and Torres Strait Islander. The six-week program, funded by the Western NSW PHN and the Department of Prime Minister and Cabinet, is delivered in Dubbo and surrounding towns, enabling people to access drug and alcohol support closer to home. Two Indigenous team members help to deliver a **culturally appropriate** program. Roadmaps also works closely with other Indigenous organisations, such as the Bila Muuji Aboriginal Health Service, to make clients aware of the various supports available. Bila Muuji ran its *Deadly Thinking* workshop about social and emotional wellbeing for Roadmaps Dubbo participants in June.

## Developing the capacity of service providers

Our Murdi Paaki Drug and Alcohol Network (MPDAN) provides workforce development capacity building services to workers involved in drug and alcohol service delivery in rural and remote communities in west and far west NSW. The network operates in Coonamble, Walgett, Brewarrina, Bourke and Broken Hill and is funded by the Department of Prime Minister and Cabinet through its *Indigenous Advancement Strategy*.

Our team delivers **capacity building** strategies to the workforce and community in partnership with Aboriginal Health Services, other Aboriginal Community Controlled Health Organisations (ACCHOs), other NGOs, government agencies and community groups. Their work includes providing specialist, evidence-based mentoring and practice support to remote drug and alcohol workers, as well as case reviews and training sessions.

In February, the network brought together 19 workers from across the Murdi Paaki region to participate in an externally facilitated training and network meeting. Organisations represented included Maari Ma, Bourke Aboriginal Health Service, Dharriwaa Elders' Group, Orana Haven Aboriginal Men's Rehabilitation Centre (Gongolgon), Walgett Aboriginal Medical Service and the Royal Flying Doctor Service.

The network's capacity to support its members received a boost in May, with the addition of Raechel Wallace to the team as a part-time Drug and Alcohol Practice Specialist. Raechel is a Yuin woman from Nowra. For the past seven years, she has been a member of the NSW Aboriginal Drug and Alcohol Network (ADAN) Leadership Group, and in 2017 became a member of the Paul Ramsay Foundation's Illicit Drug Adaptive Co-design (IDAC) Project Committee.

## Building a brighter future in Cherbourg



Our Brighter Futures team brings a holistic approach to reducing the harms associated with alcohol and drugs and supporting the Cherbourg community. Funded by the Department of Prime Minister and Cabinet, our staff work to **build relationships** with the town's young people and their parents through a range of engagement activities.

They encourage young people to continue with their education, driving them to and from Arethusa College and helping with activities at the college. In the afternoons, our staff supervise up to 120 children at the Cherbourg sports complex. This time provides a chance for young people to enjoy some physical activity and also talk to our team in a relaxed and welcoming environment.

### Developing partnerships

Our Clinical Liaison Aboriginal and Torres Strait Islander Service (CLAIS) works with young people and their families on the Gold Coast to address alcohol and drug problems. During the year our team partnered with Deadly Choices

to run a workshop about harmful substances for Indigenous students at Palm Beach State High, and there are plans to make the workshop a regular event in each term.

Our CLAIS team was also invited to join the Aboriginal and Torres Strait Islander Integrated Health Panel, which works to support Indigenous people experiencing complex alcohol, drug and mental health issues. Other organisations represented on the panel include Kalwun, Krurungal, the QLD Police Service and Nortec Employment.

Upon arriving I didn't know what to expect. When meeting the other residents for the first time, I felt comfortable knowing this is a safe place.

Shanty Creek client, Care Opinion

# The people behind our services

**It was an eventful year for Lives Lived Well, as we welcomed the NSW-based not-for-profit Lyndon in a merger from 1 September. During the year we also focused on enhancing our communication and support mechanisms and providing professional development opportunities to staff, particularly our clinical staff working in regional and remote areas.**

The merger of Lives Lived Well and Lyndon increased our staff head count by 71. The merger created opportunities for Queensland and NSW staff to share knowledge, experience and resources as we worked on integrating our systems, policies and ways of working.

Our focus in 2017/18 was on creating an inclusive and supportive work environment. We are working across many more locations in more diverse programs, so ensuring timely, relevant and consistent communication and support becomes even more important. We introduced internal communication standards, team briefings, clinical support practices and restructured our intranet platform.

An important initiative was our WorkWell.LiveWell Strategy which outlines how our work practices, work environment and workplace culture can support our people in adopting and maintaining healthy behaviours. We formed a LiveWell WorkWell Wellness Group to support a collaborative and staff-led approach.



## In our community

With our workforce operating in remote and rural areas, we are focused on providing learning opportunities for staff in regional areas as well as those in metropolitan sites through both face to face and online training. Much of our AOD training is provided by Insight, a specialist Queensland Government training provider in this field. Additionally, key training areas included mental health first aid, client de-escalation, screening for problem gambling, drug and alcohol first aid, working with dual diagnosis clients, supporting clients with methamphetamine use, cultural awareness and team leader development.



Lives Lived Well was one of four Darling Downs organisations forming a new local drug action team, Stronger Foundations, which aims to identify service gaps and develop locally focused initiatives to address drug and alcohol problems in the region.

In Cherbourg our staff were part of an exciting and emotional day which began with the opening of a Men's Shed – the first in an Indigenous community. The town then marked the anniversary of the evacuation of the Torres Strait Islands in World War Two. The attack caused the re-location of many Aboriginal and Torres Strait Islander people to Cherbourg. The day ended on a high note with Aboriginal dance and song at the Ration Shed Museum.



In the lead up to National Mental Health Week, headspace Southport joined with other Gold Coast youth services to stage Check It Fest, the region's biggest annual youth event. Our young volunteers helped make the day a huge success.

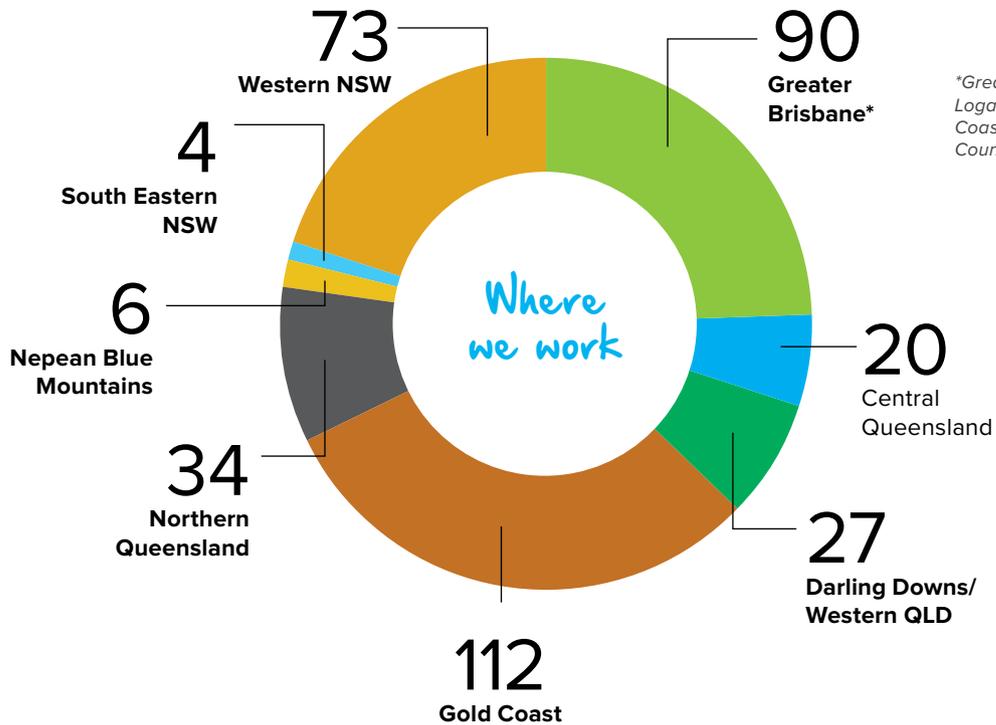
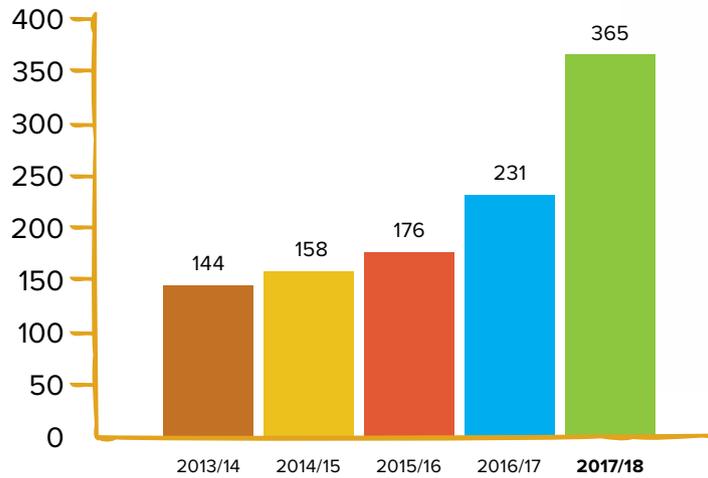


Our Brisbane South team connected with Beaudesert families at the Family Fun Day held as part of Child Protection Week.

National Volunteers Week in May gave us the opportunity to acknowledge our many volunteers for donating their time, talents, and passion to Lives Lived Well. Our staff hosted a thank you dinner for our Burleigh volunteers.



Our employee headcount



\*Greater Brisbane includes Logan, Moreton, Sunshine Coast and Scenic Rim Council areas.

# Who are our clients?



We help people from all walks of life, with a wide range of concerns relating to drugs, alcohol and mental health. As well as general counselling services delivered in person and by telephone, we also offer programs tailored to suit particular populations, such as young people, Aboriginal and Torres Strait Islander people, families, people with complex needs and those in the justice system.

## 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

Primary Drug of Concern	Alcohol	Amphetamines/Methamphetamines	Cannabis	Other*
Shanty Creek	68.5%	18.5%	6.5%	6.5%
Logan House	46.7%	34.8%	6.2%	12.3%
Mirikai	28.4%	49.3%	15.3%	7%
Lyndon Withdrawal Unit	36.9%	31.9%	16.4%	14.8%
Wattlegrove	64.9%	19.5%	9.1%	6.5%
Lyndon Women's	15.4%	38.5%	46.1%	0%

## Our community-based counselling services in Queensland

Primary Drug of Concern	Alcohol	Amphetamines/Methamphetamines	Cannabis	Other*
Brisbane North	28%	42.2%	17.8%	12%
Brisbane South	22.4%	56.9%	9%	11.7%
Central Qld	25.9%	34.8%	29.2%	10.1%
Darling Downs and South Burnett	22.3%	32.9%	31.9%	12.9%
Gold Coast	23.5%	28.7%	27.5%	20.3%
Sunshine Coast	20.7%	21.5%	46%	11.8%
North Queensland	33.5%	28.4%	17.3%	20.8%
Western Queensland	50.9%	20%	12.7%	16.4%

## Our community-based services in NSW

Primary Drug of Concern	Alcohol	Amphetamines/Methamphetamines	Cannabis	Other*
Nepean Blue Mountains	51.2%	21%	14.2%	13.6%
South Eastern NSW	52.4%	14.3%	25.4%	7.9%
Western NSW	33.9%	38.7%	18.7%	8.7%

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



# Our locations

We deliver a range of counselling and support services in locations across Queensland and NSW.

We also provide outreach into many areas surrounding our service hubs.

-  Live-In Recovery
-  Counselling, Case Management & Group Program
-  Withdrawal Programs
-  Murdi Paaki Outreach Program



# Our programs and services



Lives Lived Well delivers a range of specialised alcohol and drug services and programs across New South Wales and Queensland using a mix of residential, non-residential and community-based outreach, health promotion and prevention focused models of delivery to meet the needs of adults, young people, families, carers, Aboriginal and Torres Strait Islanders, LGBTIQAP+ people and the broader community.

QUEENSLAND				
Program or Service	No of distinct clients 2017/18	What it does	Target groups	
Alcohol & Other Drug Community Counselling	4037	At our safe space service hubs across Queensland we provide community-based counselling and support. We also provide outreach to surrounding areas.	Adults, Aboriginal and Torres Strait Islander people, young people, families	
		Gold Coast		Southport, Burleigh, Nerang
		Brisbane South		Beenleigh, Beaudesert
		Brisbane North		Strathpine, Caboolture, Redcliffe, Deception Bay
		Darling Downs		Toowoomba, Dalby, Chinchilla
		South Burnett		Kingaroy, Cherbourg
		Western Queensland		Longreach
		Sunshine Coast		Maroochydore
		Central Queensland		Rockhampton, Gladstone, Biloela
Northern Queensland	Mackay, Townsville, Cairns			
AOD Withdrawal Support day program	122	Evidence-based screening, assessment, withdrawal support and aftercare for low to moderate risk individuals, located in our Mackay and Cairns service hubs.	Adults	
Methamphetamine Support Program	245	A specialised, community-based treatment and intervention program in Mackay to support people struggling with methamphetamine dependence.	Adults, young people	
Psychosocial Interventions	306	Specialised community-based alcohol and drug counselling and interventions (for individuals and groups) adults in Mackay and young people in Townsville, Mackay and the Sunshine Coast.	Adults, young people	
Pre & Post Treatment Support Services	162	Based in our far north Queensland, Brisbane South and Gold Coast Service Hubs, this program provides targeted, individualised pre and post treatment support for managing people who are waiting to enter and/or have completed a residential rehabilitation program.	Adults	

## QUEENSLAND

Program or Service	No of distinct clients 2017/18	What it does	Target groups
Drug & Alcohol Assessment & Referral	485	Providing alcohol and other drug assessment, education and referral across Queensland for people referred by Police and Courts. Includes telephone counselling options, based at Spring Hill in Brisbane.	Adults
Lives Lived Well Specialist Centre	N/A	A centre offering General Practitioner, psychology and psychiatric services, co-located with Mirikai on the Gold Coast, providing expert support for people with mental health issues and co-existing drug and alcohol problems.	Adults, young people, children
Springboard	31	Addiction treatment day program run in conjunction with Communify QLD in Spring Hill.	Adults
Residential Rehabilitation	583	Intensive live-in support followed by transition back into the community. Three centres: Mirikai on the Gold Coast (18-35 years), Logan House at Chambers Flat (18 years and over) and Shanty Creek at Mareeba (18 years and over). Shanty Creek provides culturally sensitive services for Aboriginal & Torres Strait Islander adults.	Adults, Aboriginal and Torres Strait Islander people
Community Re-Entry (CREST)	1753	Our Prison Re-Entry Program provided in Central Queensland and Far North Queensland includes the three streams of re-entry planning; case management and crisis support.	Adults
Supported/ Transition Accommodation	92	Community-based transition houses to support people leaving our residential rehabilitation services, located in Cairns, Logan and on the Gold Coast.	Adults, Aboriginal and Torres Strait Islander people
Brighter Futures	132	Alcohol and other drug counselling and support for Aboriginal and Torres Strait Islander young people and families in the Cherbourg and Murgon communities.	Aboriginal and Torres Strait Islander people

## QUEENSLAND

Program or Service	No of distinct clients 2017/18	What it does	Target groups
Clinical Liaison Aboriginal & Torres Strait Islander Services	43	Supports Aboriginal and Torres Strait Islander young people and their families on the Gold Coast, connecting with local networks.	Aboriginal and Torres Strait Islander people
Positive Pathways	95	Based out of Kingaroy, this service provides drug and alcohol treatment services to Aboriginal and Torres Strait Islander people, their families and the broader community, including counselling and day-based group programs for young people (Life on Track) and adults (Life Back).	Aboriginal and Torres Strait Islander people
Complex Needs Assessment Panels	65	Working with people with complex needs in Brisbane North, Beenleigh and the Gold Coast, alongside other key stakeholders, agencies and service providers.	Young people
Coomera Healthy Living for Youth	29	Provides health promotion and engagement for young people with drug and alcohol issues, in the Northern Gold Coast corridor.	Young people
headspace Southport	2204	headspace Southport provides specialist support for young people experiencing mental illness, co-existing problematic substance use and ongoing primary health care needs.	Young people
headspace Youth Early Psychosis Program	206	hYEPP assists people aged 12-25 who are experiencing a first psychotic episode or who are at ultra-high risk of developing a psychotic disorder.	Young people
Youth Dual Diagnosis	86	A specialist program working with people with complex needs and co-occurring disorders on the Gold Coast.	Young people
YODA	444	Outreach drug and alcohol support to young people on the Gold Coast and Sunshine Coast.	Young people
Family Education/ Therapy/ Support	121	Supporting Gold Coast families, parents and partners who have a family member with alcohol and drug issues, providing them with individual and group sessions.	Families of young people

## QUEENSLAND

Program or Service	No of distinct clients 2017/18	What it does	Target groups
Police Court Diversion Service	954	This service provides assessment and education plus referrals to other services to people diverted by Police and Courts for minor drug charges.	Adults, young people and Aboriginal and Torres Strait Islander people
Drug Offender and Intervention Program	256	This program is provided in Brisbane's Arthur Gorrie Correctional Centre and is designed to support people in custody with drug and alcohol issues during the pre-release period.	Adults in a correctional centre
LISI Program	31	The Low Intensity Substance Intervention program offers 20 hours of group work for men and women in Queensland Corrective Service facilities.	Adults in correctional centres
Young Family Support Program	49	Working with families in the Gold Coast region who have young children, where one or both parents have drug and alcohol issues.	Families
Parents Under Pressure	56	Working with parents in our Logan House residential program and the broader Logan region, to address parenting and family relationship issues alongside their alcohol and drug treatment.	Families
Kids in Focus	42	Supporting families with young children where the parent/s has drug and alcohol issues or concerns. Working in partnership with the Benevolent Society Early Years Centre and Wesley Mission Brisbane.	Families
Beenleigh Family Recovery Program	22	A community-based program providing intensive alcohol and drug intervention for parents/carers of young children in the Beenleigh area. The program is a temporary alternative to residential family rehabilitation, which is expected to open at our Logan House site in late 2018.	Families
Gambling Screening & Intervention Training Project	577	Training across Queensland for the drug and alcohol sector as well as those working in the community sector, to build capacity around screening and intervention for alcohol and drug clients who may also have a gambling problem.	Community service workers

<b>NEW SOUTH WALES</b>			
<b>Service or Program</b>	<b>No of distinct clients 2017/18</b>	<b>What it does</b>	<b>Target groups</b>
Lyndon Withdrawal Unit	295	A 12-bed medically supervised detoxification and extended care service unit located in Orange.	Adults
Wattlegrove Rehabilitation Service	74	An intensive live-in program for up to 16 clients who have completed a detoxification program, located in Orange.	Adults
Staying Strong Program		Streamlined access to a counsellor, working from a primary care service location and our established service bases in Lithgow and Katoomba.	Adults
Orange Outreach Program	166	A mobile outreach service providing harm reduction, one on one counselling and group programs across the Central West region for people with alcohol and other drug issues including family members. Part of consortium arrangements with LikeMind Orange and headspace Orange and Bathurst.	Adults
Lyndon Women's	11	A residential program for women over the age of 18 with or without their children (aged up to 12 years).	Women with or without children
Dianella Cottage	95	A non-residential service supporting women with coexisting drug, alcohol and mental health issues, located in Katoomba.	Women
Dianella Aftercare	40	In Lithgow and the Blue Mountains, an aftercare program is offered for clients who attend the Dianella Cottage day treatment programs.	Adults
Dubbo Outreach Programs	185	A mobile outreach service providing harm reduction, one on one counselling and group programs across the region for people with alcohol and other drug issues including family members.	Adults, Aboriginal and Torres Strait Islander people
Roadmaps - Mobile Day Support Program	19	A mobile treatment program providing counselling and related rehabilitation measures for adults, delivered in Dubbo and surrounding towns.	Adults, Aboriginal and Torres Strait Islander people

## NEW SOUTH WALES

Service or Program	No of distinct clients 2017/18	What it does	Target groups
Aboriginal Men's Group	36	The group delivers cultural, social and recreational activities and health psycho-education to communities in Bega, Eden and Wallaga Lake, to reduce drug and alcohol-related harm experienced by individuals, groups and communities.	Aboriginal and Torres Strait Islander men and communities
Wandarma	59	Delivers counselling, assessment, care planning and case management for Aboriginal and Torres Strait Islander people, as well as community education in Bega, Eden and Wallaga Lake. The service closed on 31 December 2017.	Aboriginal and Torres Strait Islander people
Drug and Alcohol First Aid	675	Training delivered in Queensland and NSW by our staff to build our sector's capacity to better identify and understand the impact and response options available for people with drug and alcohol problems.	Community service sector
Murdi Paaki Drug and Alcohol Network	N/A	The network is a partnership between Lyndon, Maari Ma Health Aboriginal Corporation, Bourke Aboriginal Health Service, Walgett Aboriginal Medical Service and Coonamble Aboriginal Health Service, and aims to improve access to support Aboriginal Medical Services, community health services and general practitioners to provide better treatment and care to Aboriginal people and families with drug and alcohol problems.	Community health services sector workers supporting Aboriginal and Torres Strait Islander people

*\*The client numbers for NSW are based on data from 1 September 2017, when Lyndon merged with Lives Lived Well.*

# Our board



Our dedicated Board members bring a wide range of skills, knowledge and life experience to the operation of Lives Lived Well.



*The Lives Lived Well Board (L-R at back): Stuart Althaus, Kim Price (Deputy Chair), Damian Wright (Chair), Ray Brownhill, Professor Cindy Shannon (resigned October 2017) and at front (L-R): Dr Jeremy Hayllar, Raylee Taylor, Don Martin (appointed September 2017), David Tapsall (Treasurer) and Stuart MacKinnon (appointed September 2017).*

# Our executive team



*Our executive team (L-R): Chief Executive Officer, Mitchell Giles; Director (Operations), Ed Zarnow; Director (People and Communication), Karen Zoch; Director (Clinical), David Mooney; and Chief Financial Officer, David Chalmers.*

# Our funders, partners and supporters

We gratefully acknowledge the role our funders, partners and supporters play in enabling us to undertake life-changing work across Queensland and NSW.

## Queensland

### Our funders

- › Brisbane North PHN
- › Brisbane South PHN
- › Central Queensland Wide Bay and Sunshine Coast PHN
- › Darling Downs and West Moreton PHN
- › Department of Child Safety, Youth and Women
- › Department of Communities, Disability Services and Seniors
- › Department of Health – Queensland
- › Department of Health – Commonwealth
- › Department of Housing and Public Works
- › Department of Infrastructure and Development
- › Department of Prime Minister and Cabinet
- › Department of Social Services
- › Gold Coast PHN
- › Gold Coast Hospital and Health Service
- › North Queensland PHN
- › Department of Justice and Attorney General
- › Royal Australasian College of Medical Administrators, Department of Health
- › Royal Australian and New Zealand College of Psychiatrists, Department of Health
- › Western Queensland PHN

### Donors

- › Alison Johnson Daunce
- › Care for Life Suicide Prevention Network
- › Foley family
- › GBS Mobile
- › Gold Coast City Council
- › Jack Jacob's Trust
- › Julie Newman
- › Kerrie Leslie
- › OzHarvest
- › Richard McEvoy



### Our consortium, service delivery and project partners

- ▶ Complex Needs Assessment Panel and Integrated Services – members, FSG, Ozcare, Wesley Mission Qld, Department of Communities, Aftercare and Qld Health.
- ▶ CREST partners - Bridges Health and Community Care Bundaberg
- ▶ DARR partners – Drug Arm, Bridges and Harmony Place
- ▶ Department of Housing and Public Works – housing program partnerships
- ▶ Gold Coast Hospital and Health Service - Psychiatric Registrar Vocational Training Placement
- ▶ headspace Southport partners – Gold Coast Health and Hospital Service (Gold Coast School Based Youth Health Nurses; Ed-Link; Mental Health Alcohol and Other Drugs and Specialist Services), Wesley Mission Qld, ON-Q Human Resources, Lives Lived Well, and Independent Chair - Roe Mitchell

- ▶ headspace Youth Early Psychosis Prevention program partners – Aftercare, and Gold Coast Hospital and Health Service
- ▶ Kids in Focus – Wesley Mission Queensland and Benevolent Society
- ▶ Kuranda Koala Gardens
- ▶ Life on Track program partners –Townsville Aboriginal and Islander Health Service (TAIHS)
- ▶ NewAccess – beyondblue and Richmond Fellowship Queensland
- ▶ Queensland Innovation Training and Employment (Work for the Dole)
- ▶ Springboard program partner – Communify
- ▶ Shanty Creek partners – Cairns Hospital and Health Service AODS, Mulungu, Uniting Care Queensland, Amaroo Medical Centre, Community Services Tablelands
- ▶ University of Queensland

### Training Placements

- ▶ Bond University – Psychology Masters Student Internship
- ▶ GCPHN clinical placements Medical Students
- ▶ Griffith University – Psychology Masters Student Internship

- ▶ SCU – Externships, both Psychology and Social Work
- ▶ USQ – Externships, both Psychology and Social Work

## New South Wales

### Our funders

- ▶ Commonwealth Department of Health
- ▶ Department Prime Minister and Cabinet
- ▶ Department of Veteran Affairs
- ▶ Hunter New England Central Coast PHN
- ▶ Murrumbidgee PHN
- ▶ Nepean Blue Mountains PHN
- ▶ Network of Alcohol and Other Drug Agencies
- ▶ NSW Ministry of Health
- ▶ South Eastern NSW PHN
- ▶ Western NSW Local Health District
- ▶ Western NSW PHN

### Partners and supporters

- ▶ Apollo House
- ▶ Barnardos Australia
- ▶ Bila Muuji Aboriginal Corporation Health Service
- ▶ Bourke Aboriginal Health Service

- ▶ Brewarrina Aboriginal Health Service
- ▶ Broken Hill GP Super Clinic
- ▶ Coonamble Aboriginal Medical Service
- ▶ Dubbo Aboriginal Medical Service
- ▶ Maari Ma
- ▶ Marathon Health
- ▶ Orana Haven Rehabilitation Centre
- ▶ Royal Flying Doctor Service of Australia
- ▶ Waminda - South Coast Women's Health & Welfare Aboriginal Corporation
- ▶ Walgett Aboriginal Medical Service
- ▶ Weigelli Centre

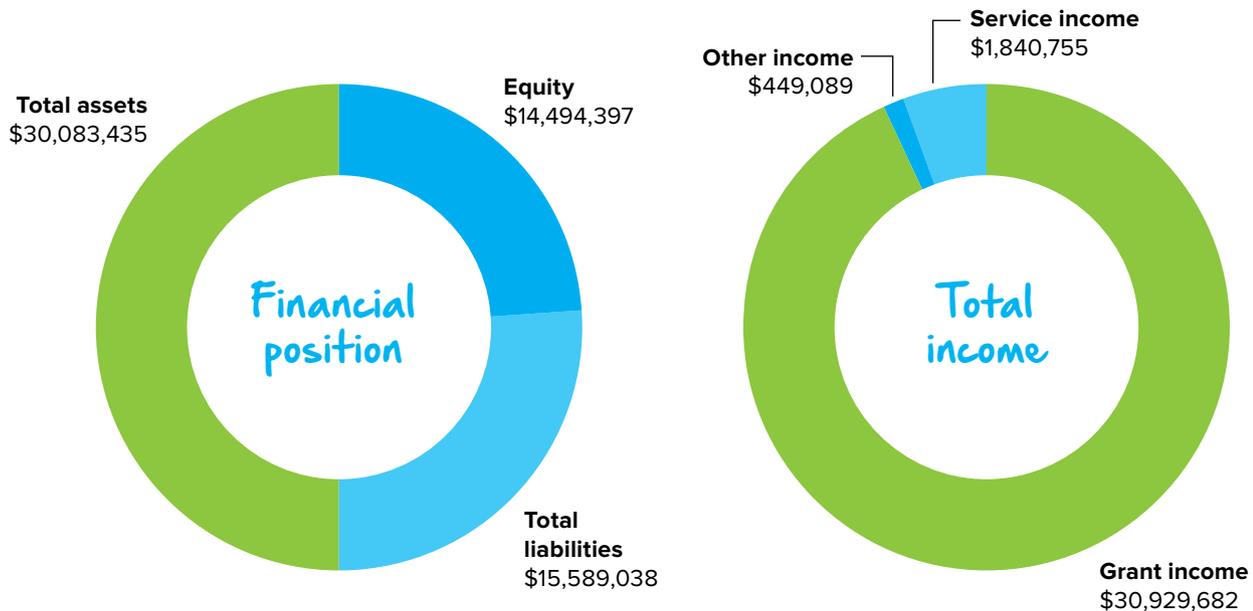


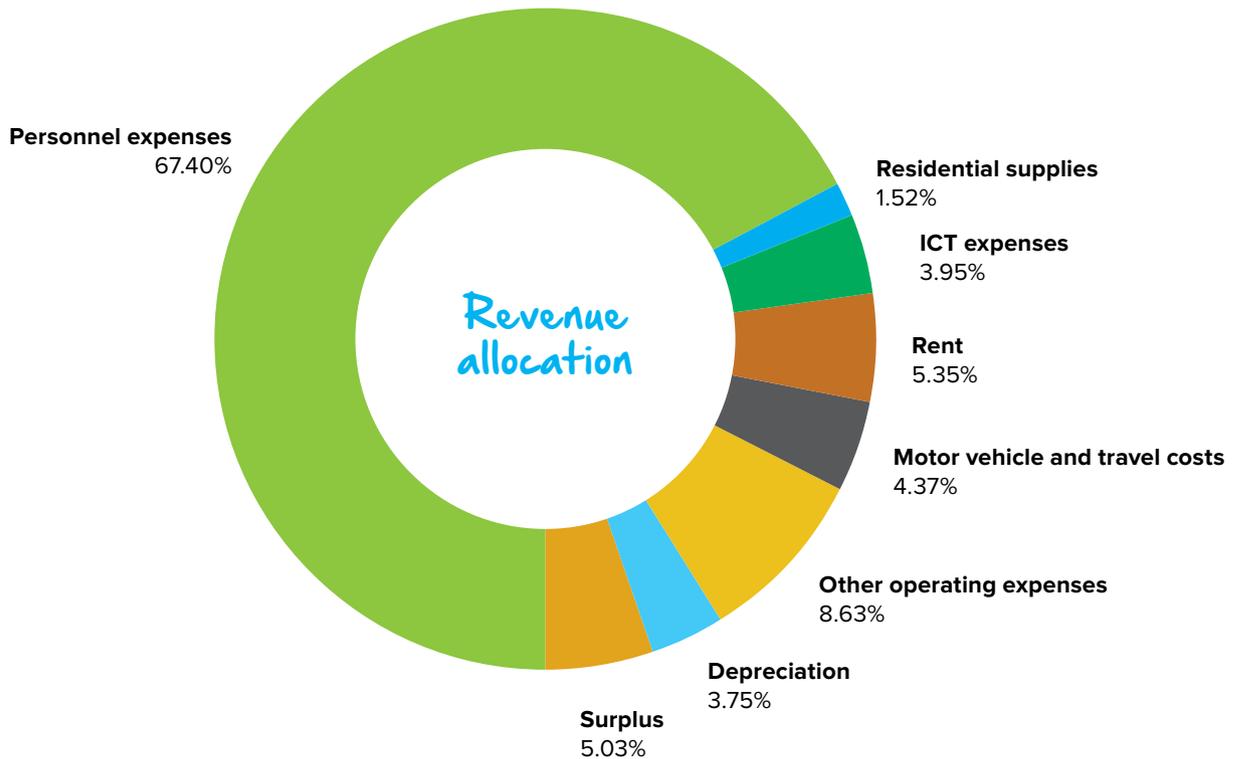
# Our finances

State and Federal Governments are the main funding source for our programs and services. A full list of funders is provided in this report.

The financial year 2017/18 was a year of consolidation. Our financial position is strong, with net assets of \$14.5M, compared with \$12.77M in 2016/17. We had a net surplus of \$1.72M, compared with \$184,000 in 2016/17.

For a copy of our full financial statement please email [marketing@liveslivedwell.org.au](mailto:marketing@liveslivedwell.org.au)







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**Cover image:** Members of our Brighter Futures team, based in Cherbourg.

**Back image:** Members of our Cairns AOD and CREST teams.

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# Lives Lived Well

Passionate about the possibilities