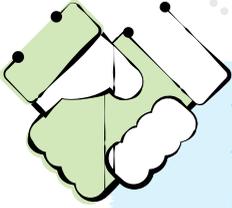




# Many Roads to Recovery

# Lives Lived Well

We believe with the right support people can change.

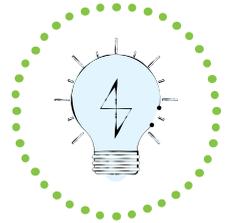


We meet clients at their point of need, working with them through their recovery journey as their needs change in a step up/step down model of care. This continues, however long that takes.

## Innovation

We have created new programs to help people who have been struggling to engage in treatment to get the help they need. Service examples include:

*Day Rehabilitation Programs  
Women's Residential Service - Elouera  
Family Recovery Units at Logan House*



## Evidence-informed

We measure what we do and have partnered with the University of Queensland so that our services are informed by evidence from the latest research.

## Collaboration

We don't do this work on our own. We work with government and other clinical and community service providers to deliver specialist support and holistic, wrap-around care.



# 2018-19 highlights



We opened new  
**Family  
Recovery Units**  
at our Logan site at  
Chambers Flat.

We supported a total of  
**19,830 clients**  
which represents a  
**53% increase**  
on last year.\*

**121,412**  
episodes  
of care were  
delivered across  
Lives Lived Well.\*

We deliver  
**157**  
programs across  
**11 regions**  
in QLD and NSW

headspace  
Southport primary  
supported  
**2,639**  
young people  
during the year, a  
19.8% increase on the  
previous year.

More than  
**240 people**  
in south west regional  
**Queensland**  
used our NewAccess  
low intensity mental  
health service.



We sponsored our  
**first footy**  
team at  
**Bega NSW,**  
playing in a comp in  
September 2018.

We  
supported  
**34,283**  
bed nights  
across  
QLD & NSW

**Shanty Creek now**  
has fresh produce,  
thanks to an aquaponics  
system which started  
early 2019.



# What's new

Over the past year, we introduced a range of new alcohol and drug and mental health services and initiatives to support more people at different stages of recovery. We are pleased we can now offer various treatment options so that people can take the roads to recovery that suit them in a tailored step up/step down approach.



## Caboolture support - day program, withdrawal, live-in

In 2018, we received Commonwealth funding that enabled us to introduce the Caboolture Day Rehabilitation and Withdrawal programs, expand our Brisbane North alcohol and drug counselling team, and start planning for the development of a 20-bed residential recovery centre. Over the past year, our current Caboolture services supported 1073 people.

## Day Rehabilitation Program opens in three locations

We began a more accessible yet intensive form of service for people in Toowoomba, Mackay and Woolloongabba, with Queensland Health commissioning the delivery of group day programs in these locations. These programs provide an alternative for people unable to participate in live-in residential programs.



## Breaking down barriers for families

Parents with problematic substance use can struggle to enter residential rehabilitation treatment due to their family responsibilities. Helping to break down this obstacle for parents, is our new Family Recovery program. Four newly built units were opened at our Chambers Flat site, south of Brisbane in January 2019. This unique Queensland service enables parents to live on site with their children while they participate in alcohol and drug support programs.

## A Client's Journey

Breakthrough  
For  
Families





## Overcoming geographic barriers to services

Distance to services is another barrier we've been working to address. Our Roadmaps program, which notched up one year in 2018–19, delivers a mobile treatment program to remote and rural towns across western New South Wales.

Also servicing rural regions is our delivery of NewAccess, a free mental health program, developed by Beyond Blue. Over the past year 247 people were supported by NewAccess through one-on-one counselling or telephone counselling, covering vast areas of western and southern Queensland.

## Partnership to support First Peoples

In 2018–19, we signed a Statement of Commitment with Bila Muuji Aboriginal Corporation Health Service to improve health and wellbeing for Aboriginal people, families and communities in western New South Wales. Our staff worked with the Dubbo-based Bila Muuji team to build workforce capability and address health inequality in local communities.



## Support for families

Breakthrough for Families, funded by the Queensland Government, offers a first point of contact for families concerned or impacted by a family member's problematic substance use. We deliver Breakthrough for Families in Cairns, Townsville, the Sunshine Coast and greater Brisbane. The program includes free education-based information sessions and individual counselling, support and referrals. More than 240 family members accessed the program in 2018–19.



**Caboolture  
Withdrawal  
Support  
Service**

**Alcohol &  
Other  
Drugs  
Counselling**

## New mental health service for young people

We began planning for a new treatment for young people with severe and/or complex mental health needs. Known as Lighthouse, the service will cater to people aged 12 to 18 and will open in Southport on the Gold Coast in October 2019.

## Building community capability

We're helping local communities to recognise and respond to people with drug and alcohol problems. Across Queensland and NSW, we're offering Drug and Alcohol First Aid (DAFA) workshops and a Drug and Alcohol GP Education program. We're also educating clinicians about how to screen for gambling problems, through our free Problem Gambling Screening Intervention workshops, offered across Queensland.

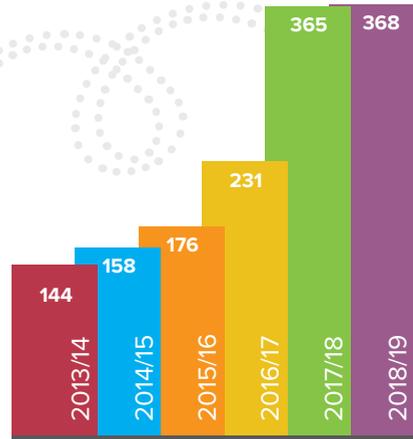



# nurture

## New social enterprise

We began planning for our new social enterprise, Nurture, which involves establishing a sustainable farming and distribution cooperative at our Chambers Flat site in Logan. Funded by the Queensland Mental Health Commission, Nurture will provide participants with a targeted training and employment pathway, promoting long term recovery.

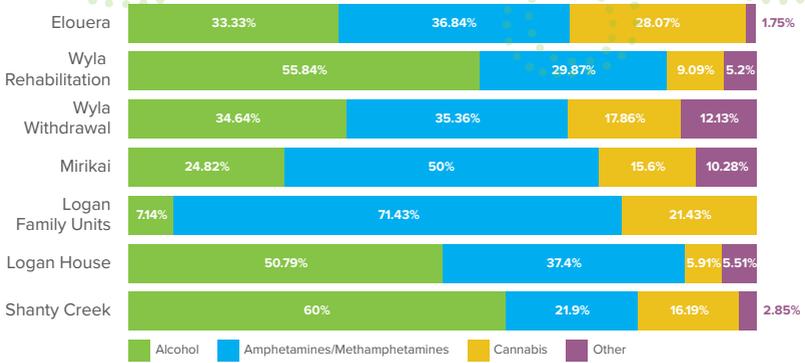
## Our employee headcount



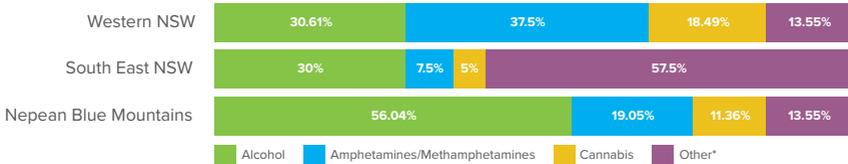

**Caboolture  
Day Rehab  
Group  
Program**

# Primary drug of concern - a snapshot

## Our residential withdrawal and rehabilitation facilities

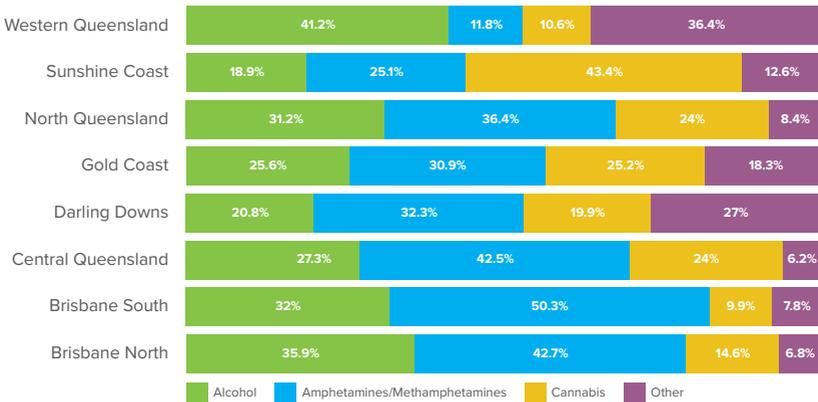


## Our community-based services in New South Wales



\*Other includes drugs such as cocaine, heroin and MDMA. It also refers to an inadequately described drug of concern.

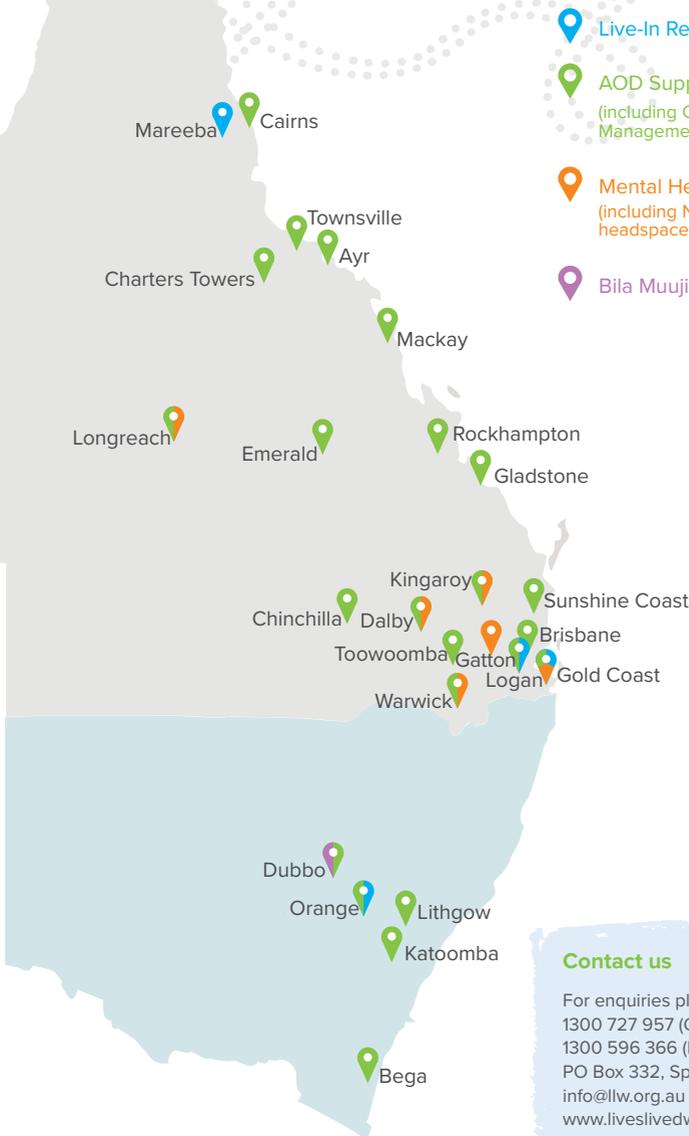
## Our community-based services in Queensland



Caboolture  
Post Care  
Group

## Our Locations

We deliver a range of counselling and support services in locations across Queensland and New South Wales. We also provide outreach into many areas surrounding our service hubs.



 Live-In Recovery

 AOD Support Services  
(including Counselling, Case Management & Group Programs)

 Mental Health Support Services  
(including NewAccess and headspace Southport)

 Bila Muuji Outreach Program

## Contact us

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For a copy of our full 2017/18 annual report,  
please email [marketing@liveslivedwell.org.au](mailto:marketing@liveslivedwell.org.au)