

Rising to Respond

ANNUAL REPORT 2019–2020



Lives Lived Well our story



THRIVING IN A PANDEMIC

The Lives Lived Well team stepped up to the challenges. They demonstrated incredible resilience and determination to ensure support for clients continued, even though it meant doing things very differently.

On 19 March, for the safety of clients and staff, we ceased new admissions into our live-in recovery services in Queensland and New South Wales. Then a week later, for the first time in our 50-year history, we began to decommission these services. This involved working to assist residents safely back into the community, where we continued to engage them through online and over-the-phone support. Clients indicated they felt safer accessing treatment without having to leave home - some even preferred this new way of interacting with us.

Our community services also shifted, ceasing face-to-face counselling and group therapy programs, and instead providing online and phone support.

These changes allowed us to transition our entire workforce into remote working, so staff could safely operate from home.

SUPPORTING OUR TEAM

While forging on, we were mindful of the need to support our team. Paying attention to mental health and wellbeing was an important focus, along with training and other resources. We introduced regular communication about wellness and activities to support self-care and connection with colleagues. Regular online team check-ins were held across the organisation.



RESIDENTIAL SERVICES RE-OPEN

On 5 June, based on government health advice, we were able to recommission our residential services and go back to face-to-face support in communities. Prior to staff returning, we put in place extensive infection control, social distancing and cleaning measures to help keep people safe.

Reflecting on our fast and flexible response, we remain grateful to staff and clients for being open to new ways of interacting. We also thank our funders for their support in allowing us to modify services to enable online delivery. Through this time, we benefited in creating new service options for clients, and new ways of working for staff.

LOOKING FORWARD

We will continue to engage with and treat existing clients, take on new clients and establish new services.

This year demonstrated that even in uncertain times, our teams are flexible, responsive and committed to our vision – to help people live their lives well.



Supporting clients in more ways

We recognise that recovery is better sustained when clients receive help using stepped care and wraparound models. In 2019–20 we added a number of services to deliver integrated support and more options. We also launched new services in regional areas, to support young people and adults.



WUNYA BOOSTS LIVE-IN SERVICES IN NORTHERN BRISBANE

After months of planning and renovations, our new live in recovery centre in Caboolture opened its doors to clients in January 2020. Wunya is designed and fitted out to create a peaceful, safe, supportive and structured environment that inspires genuine and lasting change. Almost 200 clients were referred to the service in its first six months.

The 20-bed centre was officially opened in March 2020 by the Member for Longman, Terry Young, with a strong show of support from other local services in the Brisbane North region.

MENTAL HEALTH SUPPORT SERVICES CLOSER TO HOME

In April 2020, the Gold Coast PHN awarded Lives Lived Well the contract as the lead agency for a new headspace at Upper Coomera. A location was found on Brygon Creek Drive, and the fit-out completed in time for the doors to open in June – on time and on budget during a pandemic.

With group rooms, private counselling rooms, family rooms and chill-out areas, this new service provides young people on the northern end of the Gold Coast with a bright and welcoming space to access professional mental health support. A launch event to mark the official opening of the space was held in August 2020.





SUPPORT FOR YOUNG PEOPLE IN ROCKHAMPTON

The Queensland Government funded Lives Lived Well to expand treatment services in Rockhampton through a new youth day support program which opened in May 2020. The funding is part of a package which will also see the opening the region's first residential service in 2021.

The Day Support Program for young people aged between 12–21 is based in our new space in Alma Street and officially began providing services from 31 May. Due to COVID-19 restrictions, initially these services were mainly over-the-phone or online.

From 5 June, young people in Rockhampton were able to access in person, individual alcohol and drug support and they can drop in if they need a safe space.

NURTURE CREATES EMPLOYMENT PATHWAYS

Our new social enterprise Nurture saw twenty-eight trainees began transforming a shed and vacant paddock into a sustainable farm on the Logan House property, as part of the Nurture project. Funded by the Queensland Mental Health Commission through a Better Futures grant, Nurture aims to provide employment pathways for young people who have experienced long term unemployment, or concerns related to alcohol, drugs or mental health.

Meaningful employment is a critical enabler as it's known to boost confidence, increase self-esteem, build financial independence and promote long term recovery. The first group of trainees completed a Certificate 1 in Construction, while the second group began a Certificate 1 in Conservation and Land Management in June. We partnered with DGT Employment and Training and Nature Cycle. Skilling Queenslanders for Work funding from the Department of Employment, Small Business and Training enabled the trainees to be paid whilst they studied.



"Roadmaps staff demonstrated belief in me when no-one else did. Through the program I have started jogging, going to the gym and making different, better choices in my life."

— Roadmaps Mobile Outreach Program, Care Opinion, September 2019



LIGHTHOUSE FILLS NEED ON GOLD COAST

Our new Lighthouse service on the Gold Coast opened its doors to young people with complex mental health concerns in October. Lighthouse welcomed 46 clients into treatment in its first nine months. With a dedicated recovery-orientated service for young people experiencing the impacts of past complex trauma, Lighthouse means these clients can receive timely access to evidence-informed treatment and therapies. Working with our multi-disciplinary team, they also learn new skills and strategies to manage their symptoms.

The Gold Coast PHN funded the new service after identifying a gap in services for young people with severe and complex mental health needs who require long-term treatment in the community.

PROACTIVELY SUPPORTING CLIENTS WITH GAMBLING PROBLEMS

As part of our focus on providing holistic care, we introduced a new Gambling Intervention Program in 2020 as an additional support for Lives Lived Well's alcohol and drug clients. The program proactively identifies clients who may also have underlying gambling problems. We recognise that people need support for each problem if they are to make a full and sustained recovery.

Funded by the Queensland Government, our specialised Gambling Intervention Service has counsellors in Brisbane, the Gold Coast, Rockhampton, and Townsville. Commencing in late February, we assessed 1688 clients using the Problem Gambling Severity Index. Clients identified as having a co-occurring gambling issue were referred internally to the Gambling Intervention Program.

NEWACCESS OFFERED ON THE GOLD COAST

Mental health support services on the Gold Coast received an additional boost in May 2020, with additional NewAccess funding provided by Gold Coast PHN. NewAccess Gold Coast has a strong focus on supporting young people in the region, complementing our other mental health services on the coast – headspace Southport, headspace Upper Coomera and Lighthouse.

Our other NewAccess services across Western Queensland, Darling Downs and West Moreton, and the Gold Coast supported 551 clients in 2019–20.



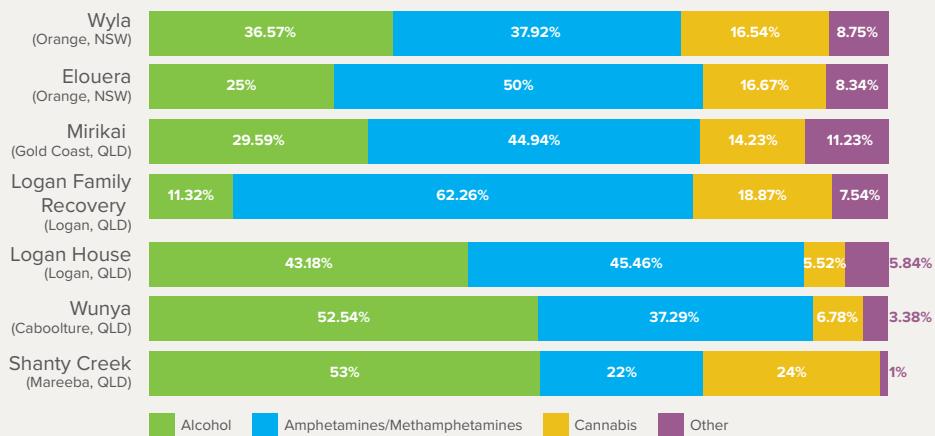
PLANNING FOR FRIENDLY MERGER

We entered into talks about a merger with a like-minded alcohol and other drug support organisation Watershed. Based in Wollongong NSW, Watershed, has a proud history of alcohol and drug support dating back to 1978 and is widely recognised and respected locally. The team of 24 provide residential and withdrawal treatment, a day program and transitional support. The merger will take place in October 2020.

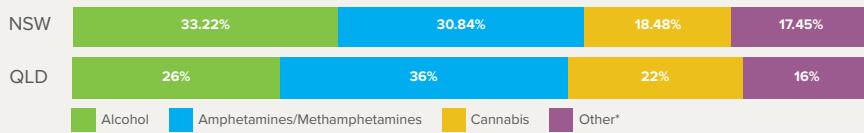
who we help

PRIMARY DRUG OF CONCERN – A SNAPSHOT OF OUR RESIDENTIAL SERVICES

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



PRIMARY DRUG OF CONCERN – A SNAPSHOT OF OUR COMMUNITY-BASED SERVICES



*Other includes cocaine, heroin, pharmaceuticals, etc.

2019–20 highlights

<p>140,672 episodes of care were delivered across Lives Lived Well*</p> 	<p>We enrolled a total of 22,067 clients across our programs and services</p> 	<p>We began building a sustainable farm at Logan House</p> 
<p>We were chosen to be the lead agency for a new headspace at Upper Coomera</p> 	<p>We began planning for a new mobile detox service service in Orange</p> 	<p>Our new mental health support service for young people with complex trauma opened</p> 
<p>We maintained services in the pandemic by offering phone and online support</p> 	<p>We opened Wunya, a new 20-bed live-in recovery service at Caboolture</p> 	<p>Young people attended 11,412 appointments at our headspace primary service at Southport.</p> 

*Episodes of care figure excludes headspace and CREST clients

Where we work

We provide services from the tropical far north of Queensland through to the south coast of New South Wales and the western regions of both states. And through the early stages of the pandemic, we worked remotely for the safety of clients and staff.

-  Live-In Recovery
-  AOD Community Services
-  Mental Health Support Services (including NewAccess and headspace Southport)
-  Locations opening after 1 July 2020

EMPLOYEE HEADCOUNT

