



Leaving a positive wake

ANNUAL REPORT 2020–2021




Lives Lived Well

2020–2021 Highlights

July 2020
headspace Upper Coomera opened.



502
Lives Lived Well team increased to 502 staff.

July 2020
Rockhampton Youth Day Program opened.

October 2020
Merged with Watershed residential services, NSW.



25,519
We supported a total of 25,519 clients, up 15% on previous year.

October 2020
New AOD support in Nowra, NSW, and Goondiwindi, QLD.

2021
Launched our refreshed RAP and Values.



182
Programs were delivered across 52 locations, including outreach in QLD and NSW.



45,155
Bed nights in residential services.



6,056
Training hours completed by staff.



15,425
People supported through AOD Community Support programs.



22,894
Episodes of care in headspace primary and headspace Early Psychosis.



94%
Of clients were satisfied with their Lives Lived Well experience (83% extremely satisfied).



Elouera
NADA Award for Excellence and Innovation for Women's Residential Program, Elouera

Deeper Purpose, Greater Impact

Lives Lived Well is privileged each year to support more people in more places with their alcohol and other drug and mental health problems.

In 2020/21, our team of 502 dedicated staff supported a total of 25,519 clients. We have 182 programs delivered across 52 locations in Queensland and New South Wales. This represents an increase in staff, service options and locations on the previous year. We aim to reduce barriers to treatment, especially stigma. We also seek to provide access to support closer to home and by offering tailored treatment options.

We opened new alcohol and other drug and mental health supports and expanded existing services in regional QLD and NSW.

A significant undertaking was planning for a comprehensive residential service to open in Rockhampton in late 2021.

In support of the deeper purpose behind what we do, we launched our second Reconciliation Action Plan and refreshed our organisational values.

Improvements were made in clinical capability and supervision, onboarding, stakeholder engagement, research and innovation and in our service environments through several refurbishment projects.



Lives Lived Well CEO Mitchell Giles and Chair Damian Wright



Lives Lived Well CEO and staff celebrate the opening of the new Upper Coomera headspace centre.

HEADSPACE UPPER COOMERA OPENED

On 13 July 2020, we opened the doors of headspace Upper Coomera, providing mental health support to young people across the northern corridor of the Gold Coast. In the first three weeks of opening, the centre received 122 new referrals, showing the high demand right from the start. In 2020/21, the centre supported 896 young people with 3413 appointments, and this demand is likely to increase as the team continues to develop partnerships and connections in community. Of the young people supported, a high number (551) were school aged.

NEW DAY PROGRAM IN ROCKHAMPTON

On 30 July 2020, we opened a new Day Program for young people in Rockhampton where they can seek alcohol and other drug counselling as well as feel safe and supported at a drop-in, chill-out space. Day group programs run to fit in around school times.

WATERSHED WELCOMED INTO THE FOLD

In October 2020, we celebrated a merger with Watershed, welcoming an experienced team of 24 staff into Lives Lived Well.

Watershed provides a 12-bed residential rehabilitation and 7-bed withdrawal treatment program, a Day Program and use of a transitional house in Wollongong, NSW. Watershed CEO Will Temple helped guide the service through this transition and on 31 March 2021, took his retirement after a 30-year relationship with Watershed and its predecessor organisation, the Wollongong Crisis Centre. Watershed Board Member, John Murray, came across to the Lives Lived Well Board. Since joining Lives Lived Well, the Watershed team supported 1022 bed nights and adapted to provide safe support during lengthy COVID-19 lockdowns and tough restrictions as part of the Greater Sydney region.

NANA MURU - "BETTER ROAD"

In October 2020, Lives Lived Well established a new day program in Nowra. The service, known as Nana Muru ("better road"), provides a range of free on-site and outreach supports for people living in Jervis Bay, St Georges Basin and Sanctuary Point. As the financial year came to a close, we had just introduced a Nana Muru Mobile Withdrawal Support program. Since opening, Nana Muru has assisted 74 people.

NEW PLACES, NEW SPACES



In October 2021, Lives Lived Well opened a new AOD service in Goondiwindi. Pictured, AOD Counsellor and Case Manager Kendall checks out our new space with South West QLD Team Leader Tania.



Our Beenleigh Community Service team moved to a new site in Main Street. Pictured, Beenleigh team all smiles at the opening of their larger space.



Lives Lived Well's Drug and Alcohol First Aid (DAFA) training program commenced in Tasmania. Pictured, DAFA trainer Clare in Tassie.

“The knowledge I have gained through classes and sessions from the amazing staff of Lives Lived Well has completely opened my eyes. The level of respect and care shown has been unbelievable and has allowed me to fully embrace my recovery.

Client feedback in online review
Care Opinion, March 2021

Measuring client outcomes

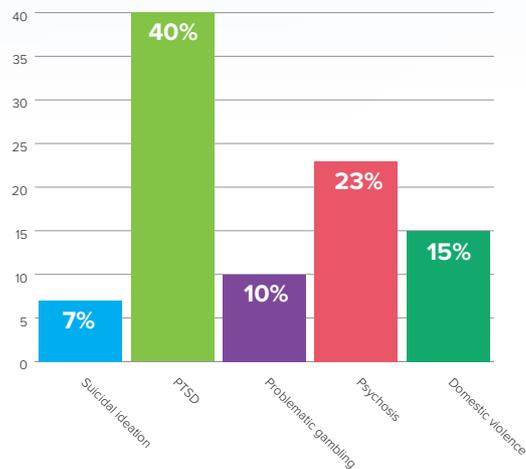
How we made a difference

“We leave a positive wake.”

Lives Lived Well uses a suite of validated and reliable outcome measures to assess changes in a client’s use of alcohol and other drugs, as well as experiences of depression, suicidality, anxiety, quality of life, and gambling. Screening tools for psychosis and post-traumatic stress disorder (PTSD) are also completed when a client enters one of our services.

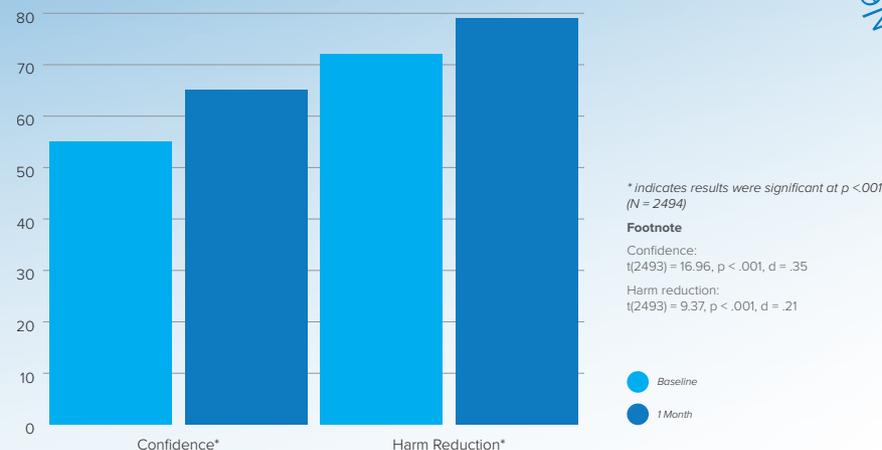
UNDERSTANDING CLIENT COMPLEXITY

To ensure we are responding to the most critical needs of clients, the outcome measures completed on service commencement contain screening tools for other concerns, including psychosis and PTSD. Measures of problematic gambling and domestic violence are also completed. These measures are used by clinicians to identify treatment priorities. The graph below (3) shows the results, indicating the percentage of AOD clients with a co-existing diagnosis.



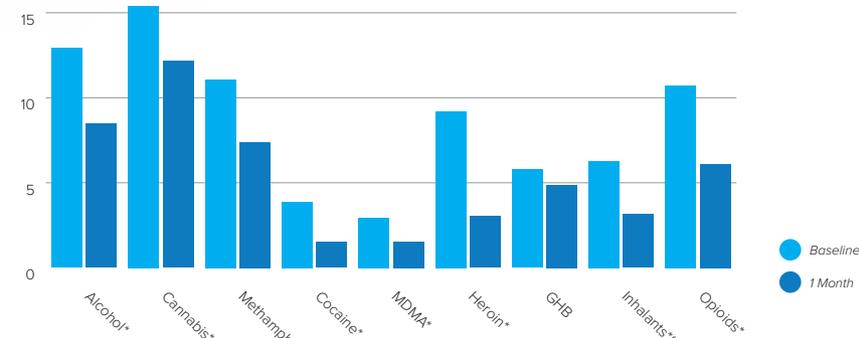
CONFIDENCE AND HARM REDUCTION

Clients self-reported their level of confidence in being able to reduce their substance use as well as their skills at practising harm reduction strategies, on arrival and one month later. The graph below (1) shows the comparison results where clients improved in both areas. (0 = low, 100 = high).



REDUCTION IN SUBSTANCE USE

The Australian Treatment Outcomes Profile (ATOP) was used to determine baseline and one-month changes in the number of days (range = 0-28) a client has used nine different substances. Separate results for each substance are shown in the graph (2) below. A reduction in the average number of days of use was found across all substance types.



*Indicates results were significant at $p < .001$
 **Indicates results were significant at $p < .05$

ext. We ask why not and

Evidence informed practice

UQ PARTNERSHIP

We continue to work in an award-winning partnership with The University of Queensland to further our understanding of evidence-informed treatments for alcohol and other drug use. It is through this partnership we can undertake such work as automating outcome measures. In its fifth year, this valued partnership has led to the development and implementation of several evidence-based practices across the organisation, such as brief intervention and trauma-informed care.

MENTAL HEALTH SUPPORT

Lives Lived Well continued to support clients through a range of mental health programs. In 2020/21, we supported 3786 young people through our headspace programs. These included headspace primary at Southport (2456) and Upper Coomera (896) and headspace Early Psychosis (434) at Southport.

Lives Lived Well also delivered Lighthouse, a program which supports young people for complex trauma. In 2020/21, 162 young people on the Gold Coast were supported through this program.



Image: The University of Queensland's Dr Catherine Quinn (left) and Professor Leanne Hides (middle), were joined by Lives Lived Well staff involved in the research partnership - Julie, Holly and David - to celebrate being awarded Partnership Excellence at the UQ Research Partnerships and Translation Awards.

Lives Lived Well delivers NewAccess – a free, low intensity mental health program developed by Beyond Blue. In 2020/21, our teams offered this program in the Darling Downs and West Moreton, Western Queensland and Gold Coast regions, supporting 756 people. This included a NewAccess program which supported people living in residential aged care centres in the Darling Downs and West Moreton region.

“ One of the best decisions I ever made in my entire life was to attend Wyla and I would do it again in a heartbeat. ”

Care Opinion review of Wyla withdrawal and rehabilitation service - July 2021

We ask what's next. We ask why!

FAMILY SUPPORT

Lives Lived Well runs various family-related support programs including Queensland's Breakthrough for Families, which is delivered in Cairns, Brisbane, Sunshine Coast and Townsville. It involves delivering public workshops to provide alcohol and other drug support information to families as well as some individual counselling. In 2020/21, 421 people participated in the Breakthrough for Families program.

Other family support programs are run on the Gold Coast. We also provided live-in support through Logan Family Recovery, involving 1136 bed nights.

At Elouera in Orange, we supported women with young children through 2744 bed nights. In April 2021, Elouera received a NADA Award for excellence and innovation in AOD treatment. We look

forward to providing live-in family support in Rockhampton later this year.

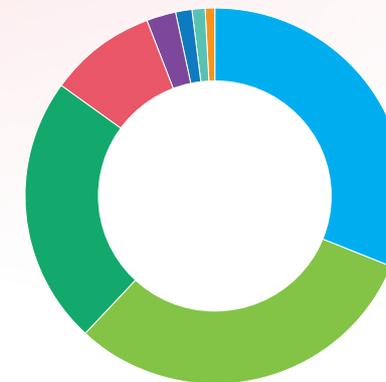
SCREENING FOR PROBLEM GAMBLING – REFRESHED

Lives Lived Well's Screening for Problem Gambling program conducted 40 webinars and 31 face-to-face workshops in 2020/21, involving 577 participants. We also had 175 participants complete our free online training package.

With the training having been delivered for a couple of years, it was time for a refresh. This year, the workshop had a new facilitator and revised content. The two-hour workshop now covers the latest research on gambling concerns including the impacts of COVID-19, youth participation, and the relationships between gambling, substance use and the brain. It also includes brief interventions.

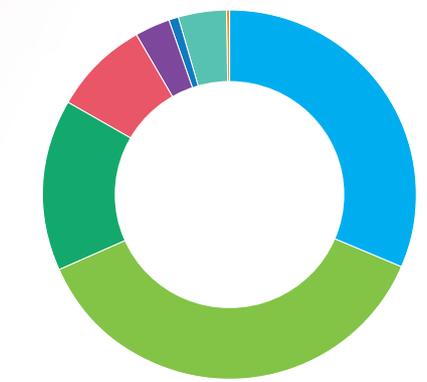
PRIMARY DRUG OF CONCERN - COMMUNITY SERVICES

QLD



- Methamphetamine (Ice) - 31.72%
- Alcohol - 31.56%
- Cannabis - 23.25%
- Other (including Heroin, MDMA, Pharmaceuticals) - 9.45%
- Amphetamines - 2.62%
- Cocaine - 1.39%
- Heroin - 0.99%
- MDMA (Ecstasy) - 0.75%

NSW



- Alcohol - 37.40%
- Methamphetamine (Ice) - 31.76%
- Cannabis - 15.12%
- Other (including Cocaine, MDMA, Pharmaceuticals) - 8.53%
- Heroin - 4.16%
- Amphetamines - 3.01%
- Cocaine - 0.93%
- MDMA (Ecstasy) - 0.16%

Our people

INTRODUCING THE LIVES LIVED WELL WAY

As Lives Lived Well grew its team and services, we looked to ensure that our values reflected who we are and what we believe. When we live our values, we do our best work – for colleagues, clients and the communities we support. Following an extensive consultation process with staff, we launched The Lives Lived Well Way, a set of values that we are proud to own, live and breathe.

The values were warmly embraced by staff and quickly slipped into our day-to-day communication. Most importantly, staff tell us that the values are lived in practice.

The Lives Lived Well Way

We are humble, human and full of hope

We listen and learn, with respect, gratitude and no judgment.

We're imperfect.

None of us alone has every answer.

We believe in people, and we dream big about what's possible.

We show up and share

We deliver what we promise.

We walk the talk.

We speak up with courage, and ask for help.

We collaborate and trust – it's our way.

We ask why not and what's next

We're always curious, and open to new ways.

We embrace evidence and explore new ideas.

We reach our goals, and look ahead.

We leave a positive wake

We understand that every interaction counts.

We focus on outcomes, big and small.

Our work goes on when we leave the room.

Lives Lived Well AOD and mental health support locations in 2020/21



Live-In Recovery



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



Mental Health Support
Services (including
NewAccess, headspace
Southport, headspace
Upper Coomera &
Lighthouse)

This map displays our service
hub locations. Many hubs
also include outreach to
surrounding areas.

