



Annual Report 2021-2022

Celebrating a decade of support

Contents

Our vision.....3

Acknowledgement of Country.....3

Year in review.....4

2021/22 highlights.....8

Our locations.....9

Delivering good clinical outcomes.....10

Lives Lived Well Board.....16

Our funders and partners.....18

Financials 2021-22.....20

Contact us.....22

Our vision

People whose lives are affected by alcohol and drug use or mental health concerns are supported to live their lives well. Our unwavering belief is that *with the right support people can change their lives.*



Acknowledgement of Country

Lives Lived Well acknowledges the Traditional Custodians of the lands on which we live and work, and pay our respects to their Elders, past, present and leaders emerging.

We are proud to work in partnership with local Aboriginal and Torres Strait Islander communities.



Year in review

Celebrating a decade of support

The year was significant for our organisation, as we reached a major milestone – our tenth year of delivering support under the LLW banner.

Lives Lived Well was formed in May 2012 when the Alcohol and Drug Foundation Queensland, the Gold Coast Drug Council, and the Queensland Drug and Alcohol Council merged - bringing together their longstanding history in the sector.

Since 2012, our organisation has grown to become a leading provider of evidence-informed alcohol and other drugs services and diversified to deliver services across mental health, gambling and community re-entry.

Over the past 10 years, our teams have supported more than 114,000 people. In 2012 we employed 120 people. We now have a team of more than 500.

We deliver support across Queensland and regional NSW, with services reaching from Mareeba in far north Queensland, south to Nowra in NSW and into some of the most remote parts of Western Queensland and NSW. In addition, we are the lead agency for two headspace services at Southport and Upper Coomera.

We partner with Beyond Blue across Western and South-West Queensland to deliver the mental health program, New Access. Our support extends to people in Correctional Centres in North and Central Queensland, with more than 2,200 people accessing our CREST services in 2021-22.

UQ research partnership

A driving purpose is to provide evidence-informed treatment that delivers good client outcomes. Through our award-winning research

partnership with The University of Queensland (UQ), we offer leading-edge support to clients faster than has traditionally been possible.

The translation of health research into clinical practice usually takes around 17 years*. However, we have introduced innovative approaches sooner to better support client needs.

During 2021-22, we collaborated with UQ on several research projects, including:

- A trauma-informed model of residential care
- First Step: a brief intervention treatment approach that gives people practical tools and strategies immediately
- FullFix: a telephone intervention for young people with substance use and mental health concerns.

**Morris, Z. S., Wooding, S., and Grant, J. (2011). The answer is 17 years, what is the question: understanding time lags in translational research. Journal of the Royal Society of Medicine, 104(12), 510-520.*



Through this partnership with UQ, Lives Lived Well supports the development of substance use resources for a Million Minds Mental Health Research Mission, funded by the National Health and Medical Research Council. The work will enable Australians to access new approaches to mental health prevention, diagnosis, treatment and recovery.

In collaboration with the UQ team, we also continued working on refining the Outcome Measures used across Lives Lived Well. Our clients have completed more than 13,200 Outcome Measures since this suite was introduced in 2020. Measuring the impact of our treatment interventions enables clients to track their progress and provides aggregated data, to gauge the success of clinical interventions.

New rehabilitation service for Central Queensland

Our newest rehabilitation service, Binbi Yadubay – Healthy Beginnings, opened in Rockhampton in late 2021 with a live-in eight-bed withdrawal unit and a 32-bed rehabilitation service. In May 2022, two family units also opened. This service meets a need in the Central Queensland region for live-in recovery for adults and families.

We were delighted to host the Queensland Premier and Minister for the Olympics and Paralympics, the Honourable Anastacia Palaszczuk, in May to officially launch the Queensland Government-funded service.

Inclusive support

Members of the LGBTQI+ community experience disproportionately poorer mental health outcomes, have a higher risk of self-harm and are more likely to consume alcohol in risky quantities and use illicit drugs [1]. In addition, due to experiences of marginalisation and discrimination, members of this community may be reluctant to seek help [2].

[1] <https://www.lgbtiqhealth.org.au> and <https://www.aihw.gov.au>

[2] <https://www.lgbtiqhealth.org.au>

We intend for those in the LGBTQI+ community to feel confident to reach out to us and that our services meet their needs. And that those who choose to work for us experience an inclusive workplace.

In May, we launched the Lives Lived Well LGBTQI+ Inclusive Practice Project. The project aims to create a safe and supportive environment for clients and employees from diverse communities, build the confidence of our clinicians in working with clients from these communities, and improve our systems and processes so that they align.

Our commitment to Reconciliation

We continued implementing our Reconciliation Action Plan (RAP) 2021-22. This included providing Cultural Awareness training developed by the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) to all employees.

We also introduced the Lives Lived Well Deadly Awards to acknowledge and celebrate the efforts of our employees to promote Reconciliation and Close the Gap - within our organisation and in the communities we support. These awards recognise outstanding performance and excellence in clinical delivery, community engagement, leadership excellence and connection to country.

The awards also recognise achievements against our RAP's four pillars – respect, relationships, opportunities and governance. More than 30 individuals and teams were nominated, highlighting the value of working with local communities to support Reconciliation.

Thanks to Reconciliation Queensland CEO, Erin Lang, who was a member of the evaluation panel.



Embedding quality

During the year, the organisation completed several audit and re-certification processes, with the auditors providing positive feedback about our services and programs.

In March, our headspace services were successfully re-certified against the headspace model integrity framework (hMIF), meeting the 58 requirements for clinical practice and client service.

In April, Queensland services were independently audited against the National Standards for Mental Health Services and ISO 9001:2015, while NSW services were audited against ACHS EQulP6.

It is rewarding to see the evolution of our systems and processes and the embedding of a quality approach in everything we do. These external audits are third party recognition of our efforts and give funders and clients confidence that our services are underpinned by a commitment to quality and continuous improvement.

Learning opportunities

Lives Lived Well offers a comprehensive approach to developing the capability and confidence of new and experienced team members and leaders.

In 2021-22, staff completed more than 11,000 hours of training on various topics, including cultural awareness, suicide prevention, safety responsibilities, open disclosure and cyber security.

In September 2021, we introduced Learning Week, a series of clinical peer-to-peer learning events enabling in-house content experts to share their specialist knowledge. More than 390 people attended Learning Week sessions in 2021-22.

Through a weekly Clinical Education series, employees access clinically focused training webinars with peer content experts.

Regular virtual and face-to-face professional development events also supported leaders to enhance their leadership practice.

A challenging and eventful year

Undoubtedly, 2021-22 was a very challenging year for organisations, the communities we work with, and individuals. Whilst the pandemic prompted a stronger focus on delivering support by phone and online, our service continuity and effective engagement with clients continued.

Although the impact of the pandemic has declined, Lives Lived Well has continued to offer telephone and online counselling, recognising that these modes remove barriers to access for some clients. In 2021-22, our teams provided more than 36,000 treatment sessions by telephone and online.

Outcome measure results also indicated more complex client needs over the past year compared with 2020-21. Across our services, alcohol is the most prominent client concern, followed by methamphetamine (Ice).

However, our data shows clients are experiencing stressors beyond their substance use concerns. These insights inform the professional and resource development we undertake to enhance client support.



As we gradually emerged from the pandemic's peak, severe weather events in early 2022 took a toll on many services and people. Logan House was cut off for five days due to flooding. Other sites sustained damage, and many of our team could not travel to work. Others were personally affected by flooding in their homes.

Despite these challenges, our teams remain dedicated to delivering support, with our values at the forefront: we are humble, human and full of hope; we show up and share; we ask why not and what's next; and we seek to leave a positive wake.

Much has been achieved over the past 10 years. And there is still plenty more to do. Thank you to everyone who has been part of our journey so far. We look forward to working with you to deliver services so that people can make changes and live their lives well.

Mitchell Giles
Chief Executive Officer

Damian Wright
Board Chair



2021-22 highlights

We celebrated our

10th

anniversary in
May 2022

We supported

12,556

people through our
community programs.

We reached the

5th

year of our partnership
with The University of
Queensland

We opened a

new

live-in service,
Binbi Yadubay, in
Rockhampton.

We provided

1,239

people with access to
our residential
services.

We supported

2,892

young people in our
headspace primary
services.

We opened a new

AOD

counselling support
service in
Bundaberg.

At Mirikai

150

clients trialled a new
trauma-informed
care model.

Our team completed

11,000+

hours of training.

Our locations

In 2021 - 2022, we provided 188 programs of support across 55 locations in Queensland and New South Wales.

We also offer gambling and CREST services at some QLD locations.



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 offer outreach to surrounding areas.

Delivering good clinical outcomes

Developing new approaches

As a provider of evidence-informed services, Lives Lived Well is always looking for ways to improve our support. Through our ongoing research partnership with The University of Queensland (UQ), we are developing new programs and building clinical capability to address gaps in support, the changing needs of particular client cohorts and emerging patterns in substance use. In 2021-22, we continued working with UQ on several major clinical initiatives.

Trauma-informed care – a new model

In November, the Mirikai team completed trialling a six-week trauma-informed model of care with 150 young people. Three-quarters of the participants had experienced a traumatic event in their lifetime, and two-thirds had a positive screen for Post Traumatic Stress Disorder (PTSD).

The new model includes a combination of individual trauma-focused therapy (Cognitive Processing Therapy) as well as Reframe, Grit, and Healthy Recovery. In the coming year, clinicians working in our residential services will complete a comprehensive training program before introducing this new model of care across all our residential services.

Taking the First Step

Research within Lives Lived Well shows that for varied reasons, many of our community services clients only attend their first appointment. One of our priorities is to give clients practical tools and strategies from the moment they engage

with us, knowing how critical this opportunity is. First Step is a major clinical initiative designed in collaboration with UQ to develop an early treatment model for all clients, including people with complex presentations.

We trialled First Step from November 2020 to September 2021, with 474 clients in our Brisbane North region enrolled and 48% completing all three modules over 2-3 appointments. The research team conducted qualitative interviews with 19 clients late in 2021, which will help inform the organisation-wide roll out of First Step, scheduled to begin in late 2022.

Building communities of practice

During the year, we established four new Communities of Practice (CoP) to provide a network of support and peer-to-peer learning opportunities for clinicians working with young people, in remote areas, with day program clients and in our medical/withdrawal services. These CoPs leverage the extensive clinical experience and knowledge of our team members to build capability across Lives Lived Well.



Case study: holistic support improves quality of life

Margaret's story*

Margaret is a 50 year old woman who lived for a long time in Europe before relocating to Cairns. Living alone, she had been drinking heavily for around three years – up to four bottles of wine per day.

Margaret was a frequent attendee at Cairns Hospital, often presenting with suicidal thoughts while under the influence of alcohol.

The ATODS Dual Diagnosis Clinician connected Margaret with Lives Lived Well's Withdrawal Support service. Our Registered Nurse talked with her and the treating emergency doctor, who agreed Margaret could complete a medicated detox program at home.

Like many clients in recent years, COVID-19 has impacted Margaret's mental and physical health concerns. She lost her job due to the pandemic, became isolated from her family and could not be with her dying mother in the UK due to international border closures.

The Outcome Measures completed by Margaret when she was assessed by Lives Lived Well's Nurse indicated severe depression, very poor quality of life, severe anxiety and consumption of around 14 standard drinks per day.

In consultation with a GP, Margaret commenced a medicated home detox using a tapering diazepam regime. During the detox, our Registered Nurse visited Margaret at home or spoke with her by phone to perform health checks. We also connected her with Mind Australia and liaised with the ATODS Dual Diagnosis Clinician.

After completing the medicated detox and accessing daily support from our multi-disciplinary team in Cairns, ATODS and Mind Australia, Margaret's physical and mental health has steadily improved.

She has remained abstinent from alcohol and can now drive her car and cook for herself. In addition, with the support of MIND Australia, Margaret started walking, and bike riding weekly and has enrolled in MIND Australia's Individual Recovery Support Program.

Weekly counselling sessions with Lives Lived Well's team have improved her confidence, and she communicates more regularly with her family.

Margaret's Outcome Measures one month after completing the detox indicated her quality of life is good, her anxiety and depression are mild, and her satisfaction with the support provided by Lives Lived Well was 5/5.



**Name has been changed to protect client's privacy. The image used is a stock image of a person for illustrative purposes only and does not, expressly or implied, portray a person with drug or alcohol problems.*

Measuring effectiveness

How do we know our clinical treatments are effective? Our AOD clinicians use a suite of validated and reliable outcome measures to assess changes in each client's use of alcohol and other drugs, and experiences of depression, suicidality, anxiety, quality of life, and gambling.

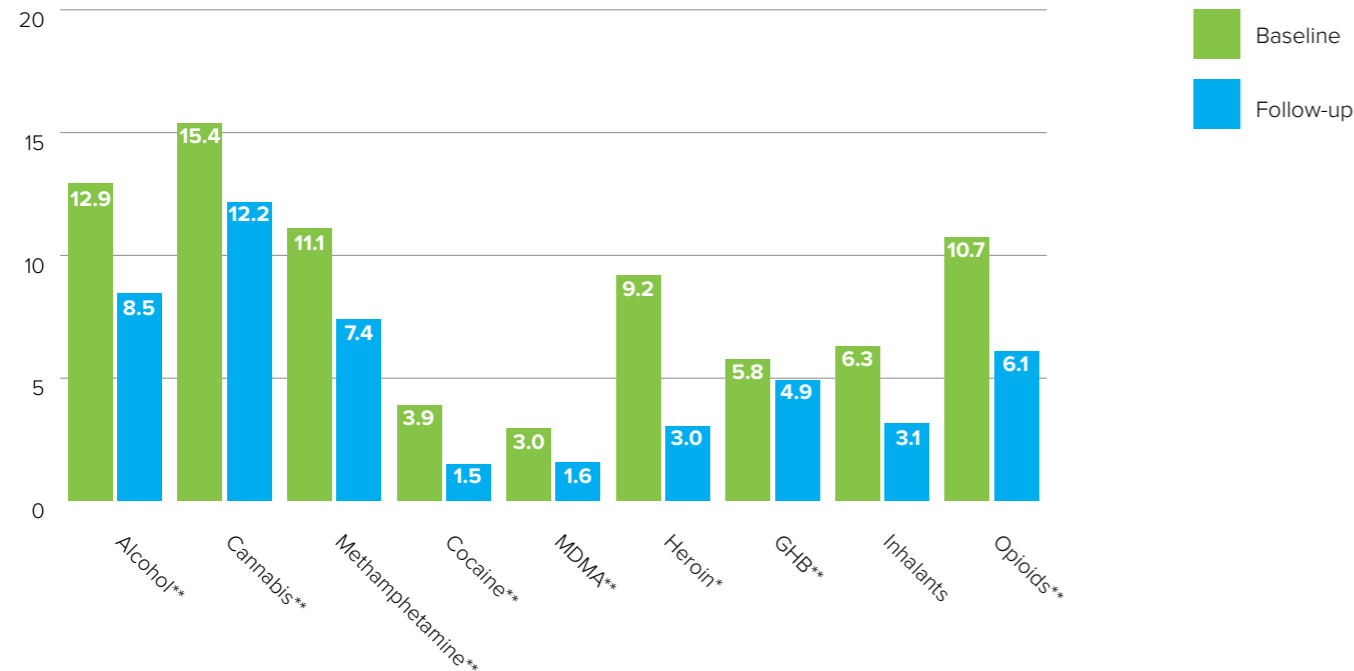
When entering one of our services, we also ask clients to complete screening tools for psychosis and post-traumatic stress disorder (PTSD).

In 2021-22, 7,110 eligible clients completed the measures on commencement at a Lives Lived Well alcohol and other drug service, with 53.8% of these eligible clients completing a further follow-up measure.



Reduction in substance use

On average, clients being supported by our services saw a **31% reduction in alcohol use**, a **22% reduction in cannabis use** and a **33% reduction in methamphetamine use within the first three months of treatment**.

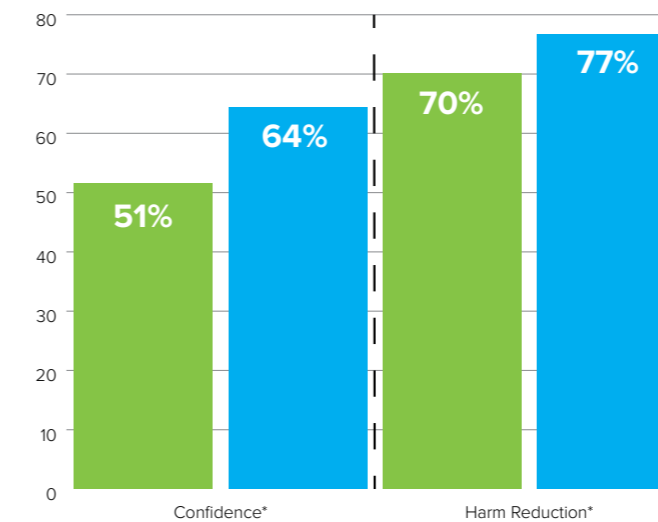


The Australian Treatment Outcomes Profile (ATOP) was used to determine changes in the number of days (range = 0-28) a client has used substances.

**indicates results were significant at $p < .001$

*indicates results were significant at $p < .05$

Confidence and harm reduction has improved



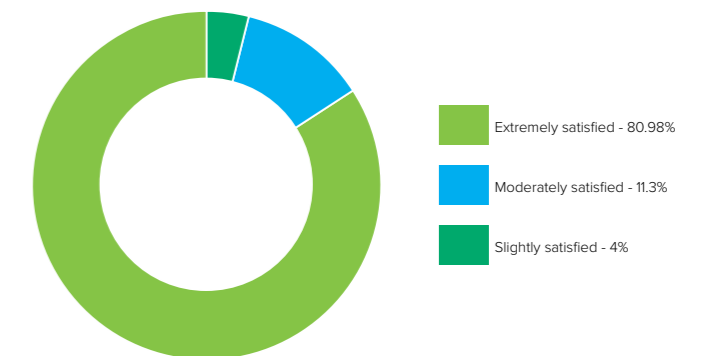
Clients are invited to self-report their level of confidence in being able to reduce their substance use as well as their skills in practising harm reduction strategies.

*indicates results were significant at $p < .001$ (N=3827)

Client satisfaction

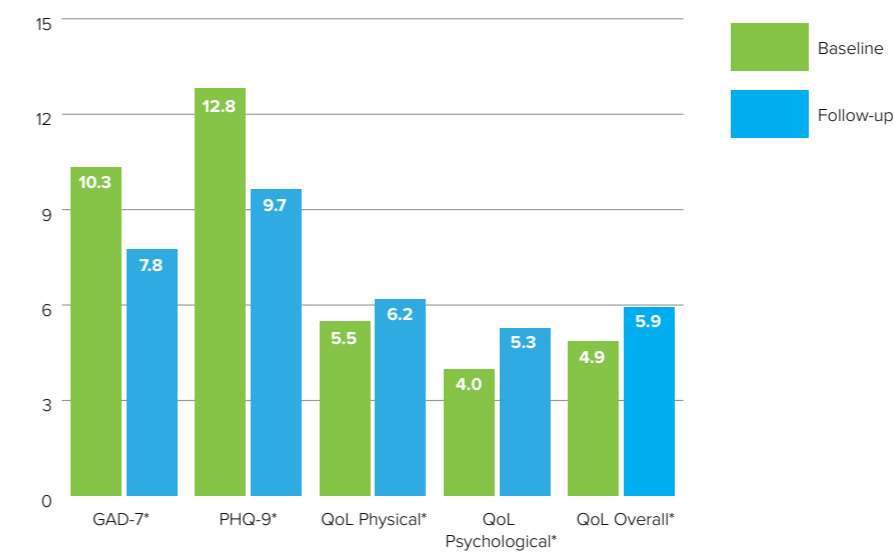
Our alcohol and other drug clients can provide feedback on their experience with Lives Lived Well through the Patient Experience Questionnaire (PEQ), which assesses satisfaction across six key areas and asks for an overall satisfaction rating.

During the year, **6,763** clients completed the PEQ at either one or three months from entry, leading to a total of **96%** satisfaction as set out below:



Mental health and quality of life

Results comparing client experiences at baseline and follow-up indicate improvements across all domains, including **significant reductions in depression and anxiety symptoms and improved quality of life**.



Clients are invited to complete measures to assess changes in symptoms of depression, anxiety and their physical, psychological and overall quality of life.

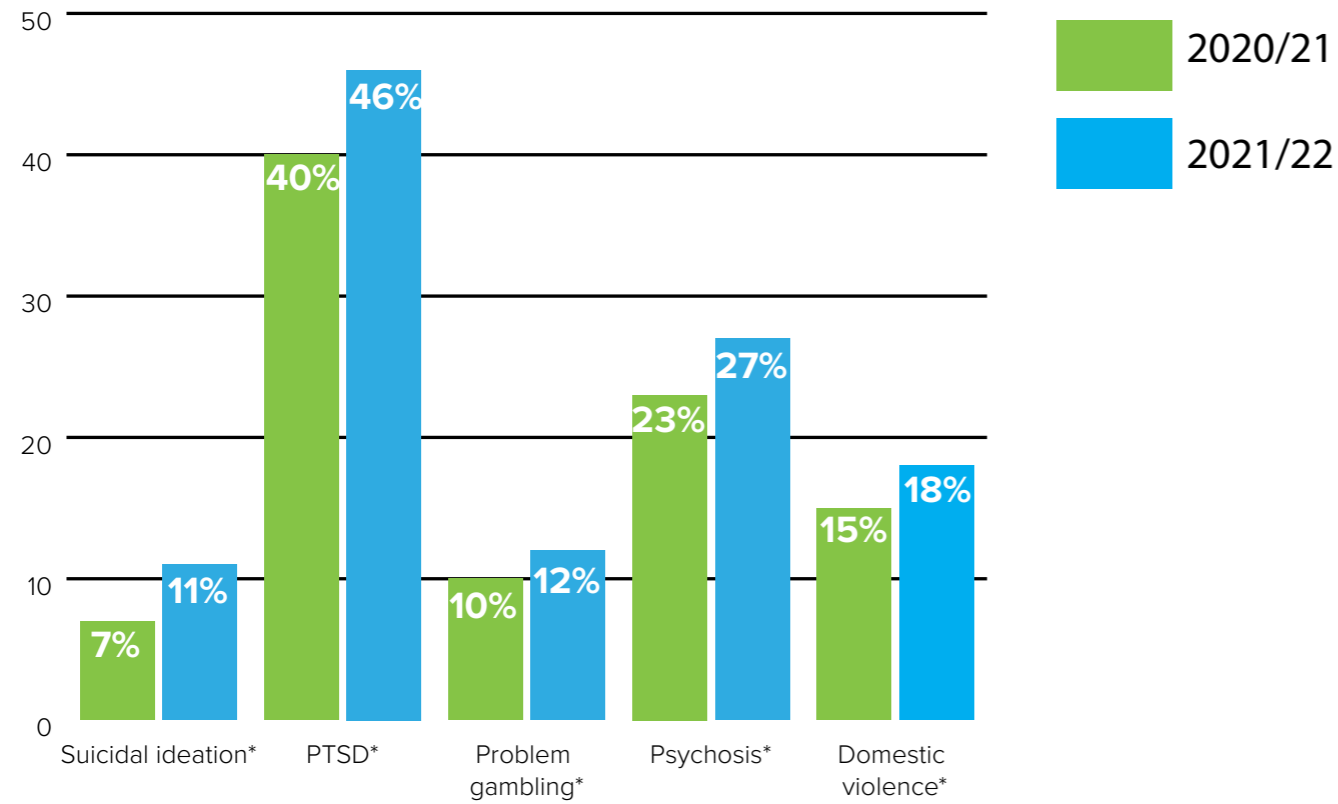
*indicates results were significant at $p < .001$ (N=3827)

Responding to client complexity

The outcome measures completed by each client when they enter a service help us ensure we are responding to their most critical needs. Responses to these outcome measures capture alerts for people experiencing suicidal ideation, potential PTSD, gambling dependence, psychosis and domestic violence.

With two full years of data collected around five risk areas, we can compare differences between years to identify changes in client complexity. **The results indicate our clients are experiencing greater complexity.**

Clinicians also report that the pandemic’s ongoing impact on factors such as housing, employment and mental health has resulted in clients experiencing greater stressors beyond their substance dependence concerns, as set out below.



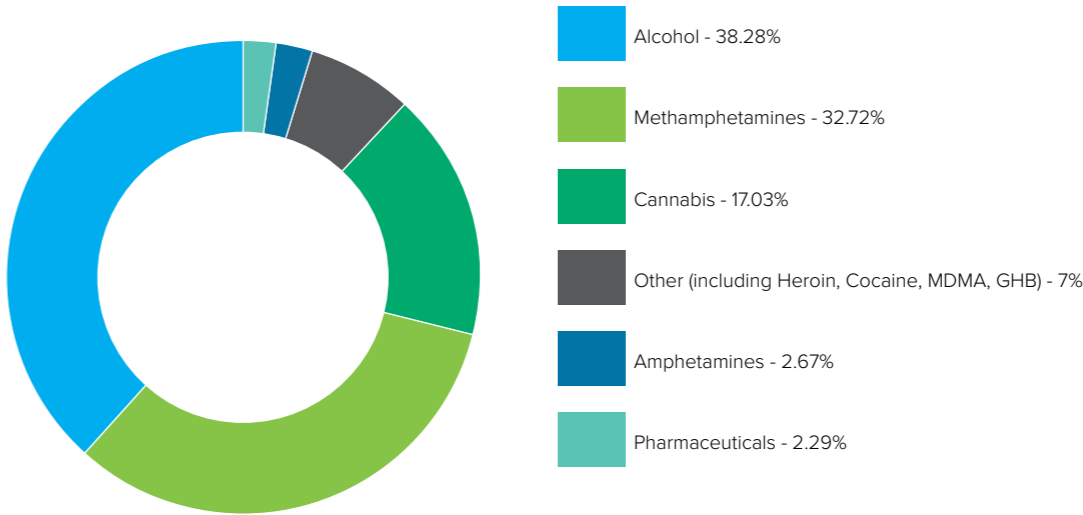
*significant at p<.001

Alcohol is the most highlighted client concern

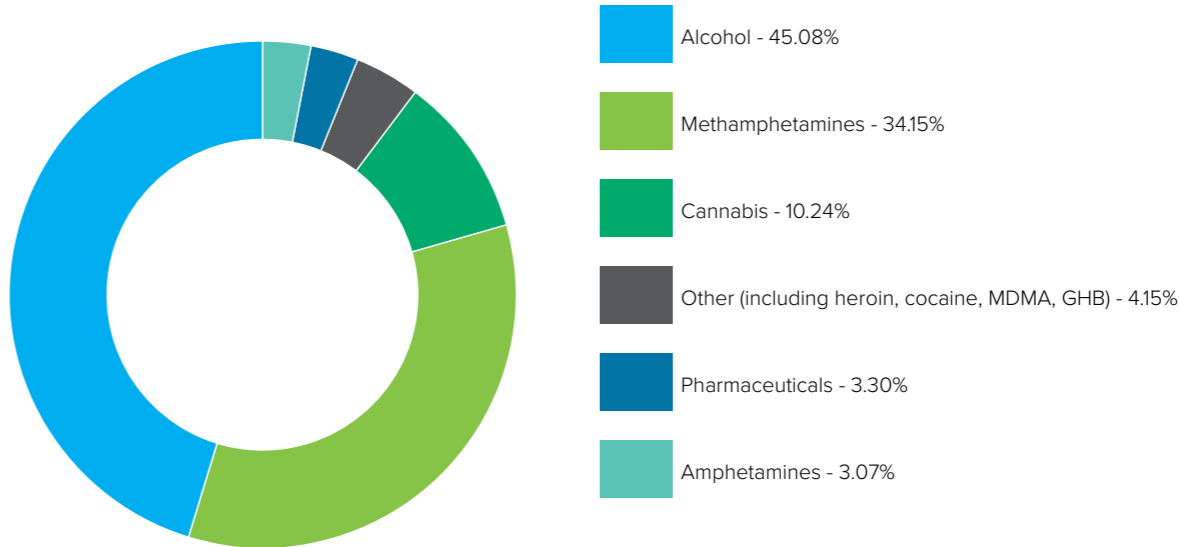
Our eight live-in recovery services in Queensland and NSW supported 1,239 people in 2021-22, while 12,556 people accessed our community-based programs for alcohol and other drugs, gambling and mental health.

Across Lives Lived Well’s services, **the three substances most often identified by clients on arrival as being of most concerned were alcohol, methamphetamine (ice) and cannabis.**

Community-based services (alcohol and other drug service, mental health and gambling support)



Residential services



Lives Lived Well Board

Extensive experience

Our Board members draw on their extensive clinical, management, and operational experience and knowledge to shape and guide Lives Lived Well. We welcomed two new members – Jo Osborne and Lisa Fawcett.



Damian Wright - Chair



Cheryl Herbert - Deputy Chair



David Tapsall - Treasurer



Don Martin



John Murray



Jo Osborne



Lisa Fawcett



Ray Brownhill



Stuart Althaus



Stuart MacKinnon



Raylee Taylor OAM



Kim Price



Dr Jeremy Hayllar

Board members farewelled

During the year, we farewelled three long-standing Board members – Raylee Taylor OAM, Kim Price and Dr Jeremy Hayllar.

Our funders and partners

Our funders

- Brisbane North PHN
- Brisbane South PHN
- Central Queensland, Wide Bay, Sunshine Coast PHN
- Darling Downs and West Moreton PHN
- Department of Communities and Justice - NSW
- Department of Communities, Housing and Digital Economy - QLD
- Department of Children, Youth Justice and Multicultural Affairs - QLD
- Department of Health – Commonwealth
- Department of Industry, Science, Energy and Resources - Commonwealth
- Department of Justice and Attorney General - QLD
- Department of Social Services - Commonwealth
- Department of Veterans Affairs - Commonwealth
- Gold Coast PHN
- Illawarra Shoalhaven Local Health District
- National Indigenous Australians Agency
- Nepean Blue Mountains PHN
- North Brisbane Community Based Crime Action Committee

- NSW Health
- North Queensland PHN
- Queensland Corrective Services
- Queensland Health
- Queensland Mental Health Commission
- RHealth
- Royal Australian and New Zealand College of Psychiatrists
- South Eastern NSW PHN
- Western NSW Local Health District
- Western NSW PHN
- Western Queensland PHN



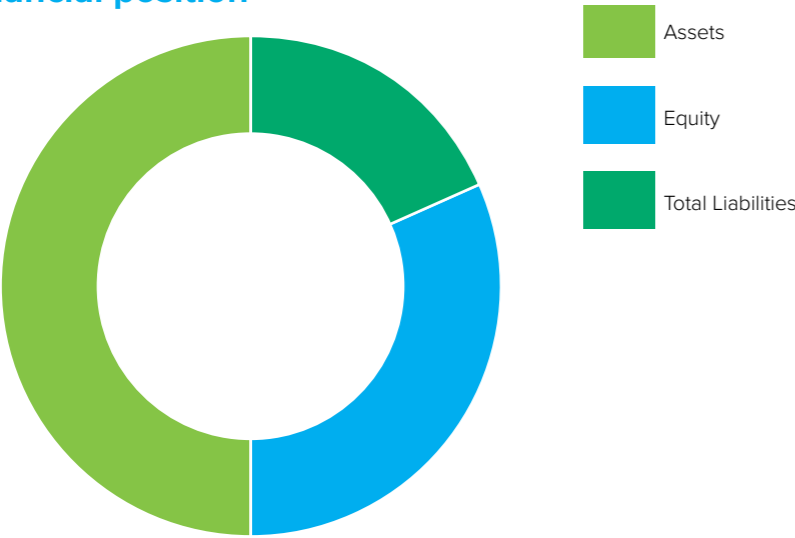
Our partners

- Drug Arm
- Wesley Mission Brisbane
- Benevolent Society
- Neami National
- headspace Southport and Upper Coomera consortium members - Gold Coast Hospital and Health Service (GCHHS), Child Youth Mental Health and Specialty Services (CYMHSS), School Based Youth Health Service (SBYHS), EdLinQ (School Based Mental Health Q-Health), Lives Lived Well Youth AOD Team (Drugs and Alcohol), Wesley Mission Queensland, Busy Ability (Employment), Kalwun Family Wellbeing Health Service (ATSI), Kalwun Health Services (ATSI), Multicultural Communities Council Gold Coast (CALD), Queensland Police Service, Youth Advisory Council Youth Representative/s, Peer Support Representative/s
- headspace Youth Early Psychosis Prevention partners – Stride and GCHHS
- Psychiatric Registrar Vocational Training Placement - Gold Coast Hospital and Health Service

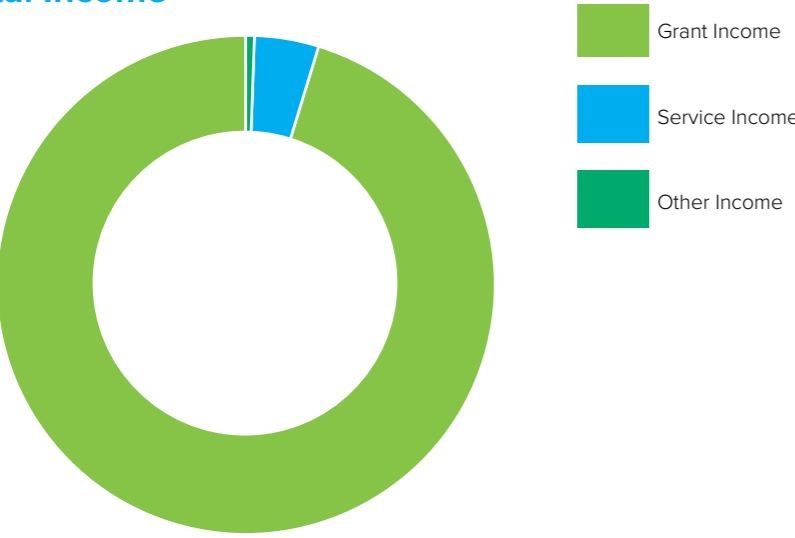


Financials 2021-22

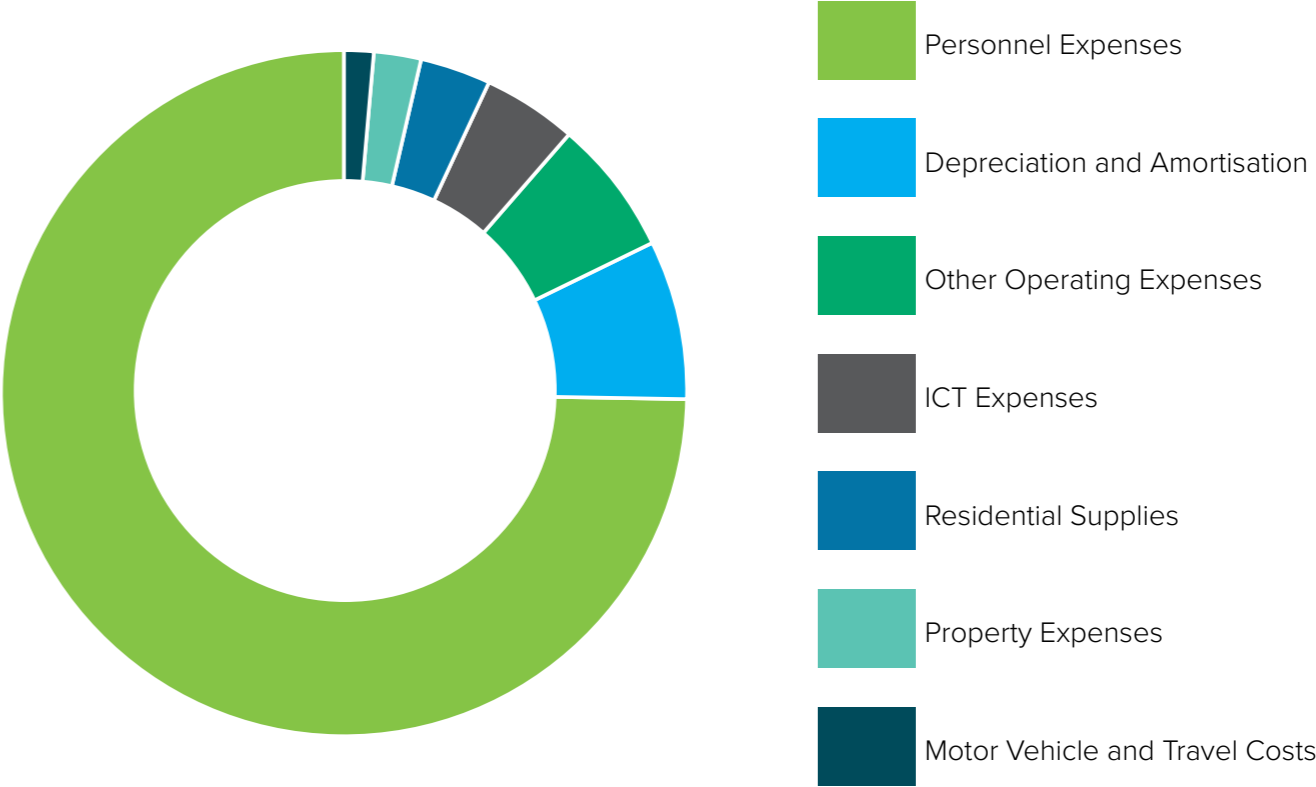
Financial position



Total Income



Revenue allocation



Contact us

For enquiries please contact us:

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