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# Annual Report

## 2022-2023

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# ACKNOWLEDGEMENT OF COUNTRY

Lives Lived Well recognises Aboriginal and Torres Strait Islander peoples as the original inhabitants of the land now known as Australia and their continuing connection to land, air and sea. We acknowledge the Traditional Custodians of the lands across which we work and live, and pay our respects to Elders, past and present.

Lives Lived Well is proud to work in partnership with local Aboriginal and Torres Strait Islander communities. We are committed to reconciliation through our day-to-day work and our Reconciliation Action Plan.



# RECOGNITION

## RECOGNITION OF LIVED EXPERIENCE

We recognise the contribution of people with a lived and living experience of mental health difficulties, problematic alcohol and other drug use, and suicidality to our work. We value the voice of lived experience, including families, carers and support people.

## RECOGNITION OF SERVICE

We respect and give thanks to all who have served and are currently serving in our defence force and their families. We acknowledge the unique nature of military service and the sacrifice demanded of all who commit to defend our nation.



## COMMITMENT TO INCLUSION

Lives Lived Well celebrates diversity and is committed to providing inclusive services and workplaces. Everyone has the right to live well, with dignity and respect. We offer support to all people without judgement or discrimination.



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# YEAR IN REVIEW



## A joint message from Lives Lived Well Board Chair, Damian Wright and Lives Lived Well CEO, Mitchell Giles.

Lives Lived Well's (LLW) reason for being is to provide a service to the community; "with the right support, people can change their lives".

We work in areas related to alcohol and other drugs (AOD), mental health, gambling, veterans, and transitions from corrective services.

We currently offer services in New South Wales and Queensland, and this year, we were awarded a service in South Australia. As we now stretch across three states, we chose to align our Quality Accreditation under one system, QIC. Following that process, Lives Lived Well was recommended for a commendation:

“

**The organisation is strategic, purposeful, evidence-informed, person-centred (clients and staff), thorough in execution and implementation, outcomes and impact-focused”.**

Our continued relationship with the University of Queensland illustrates that recommendation where in the last year, we have worked hard on translating research into practice. We are rolling out First Step, an approach to early intervention in AOD, across the organisation to all related service types. Clients receive an evidence-based intervention sooner, with demonstrably positive outcomes.

In addition, within residential services, based on evidence and to promote consistency across eight locations, we have introduced approaches supported and confirmed by research.

We are the lead agency for headspace Southport and Upper Coomera, youth mental health, which benchmarked, are objectively high performing and a credit to staff and local management. We also operate an acute youth mental health program, Lighthouse. This year we also introduced two new mental health services: first in Lismore for Aboriginal and Torres Strait Islander people impacted by floods; and second in Adelaide for children 0-11 and their families. We also offer low intensity mental health services in Queensland.

Importantly, our second Innovate Reconciliation Action Plan (RAP) was endorsed by Reconciliation Australia.

Looking to the future we partnered with Deloitte:

“

**Evaluating the desirability, viability and feasibility of high-quality digital clinical online services that may enable LLW to support even more Australians proactively.”**

The work coming out of this piece of work will be of strategic importance in the coming year.

Looking back over 2022-2023, as well as providing services under our existing funded programs, we opened or were awarded new programs in Lismore, Coffs Harbour, and Adelaide. We were also invited to establish a Veterans' and Families' Wellbeing Hub in Caboolture.

There is a lot of work with clients that goes on every day of the year, some of which is reflected in this report. We are always looking to improve and do better – “we ask why not and what's next?”. Without Board members, staff, volunteers, students and partners, that work would be impossible. Our gratitude and appreciation go out to the many who are helping Lives Lived Well to “leave a positive wake”.

Thanks also to those entities that fund LLW, who afford us the opportunity to support the people we encounter to live their lives well.

**Mitchell Giles**  
Chief Executive Officer



**Damian Wright**  
Board Chair

# ABOUT US

## 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.

## OUR VALUES

Our values reflect who we are and what we believe in.



We are humble, human and full of hope



We ask why not and what's next?



We show up and share



We leave a positive wake

# OUR LOCATIONS\*



Live-In Recovery



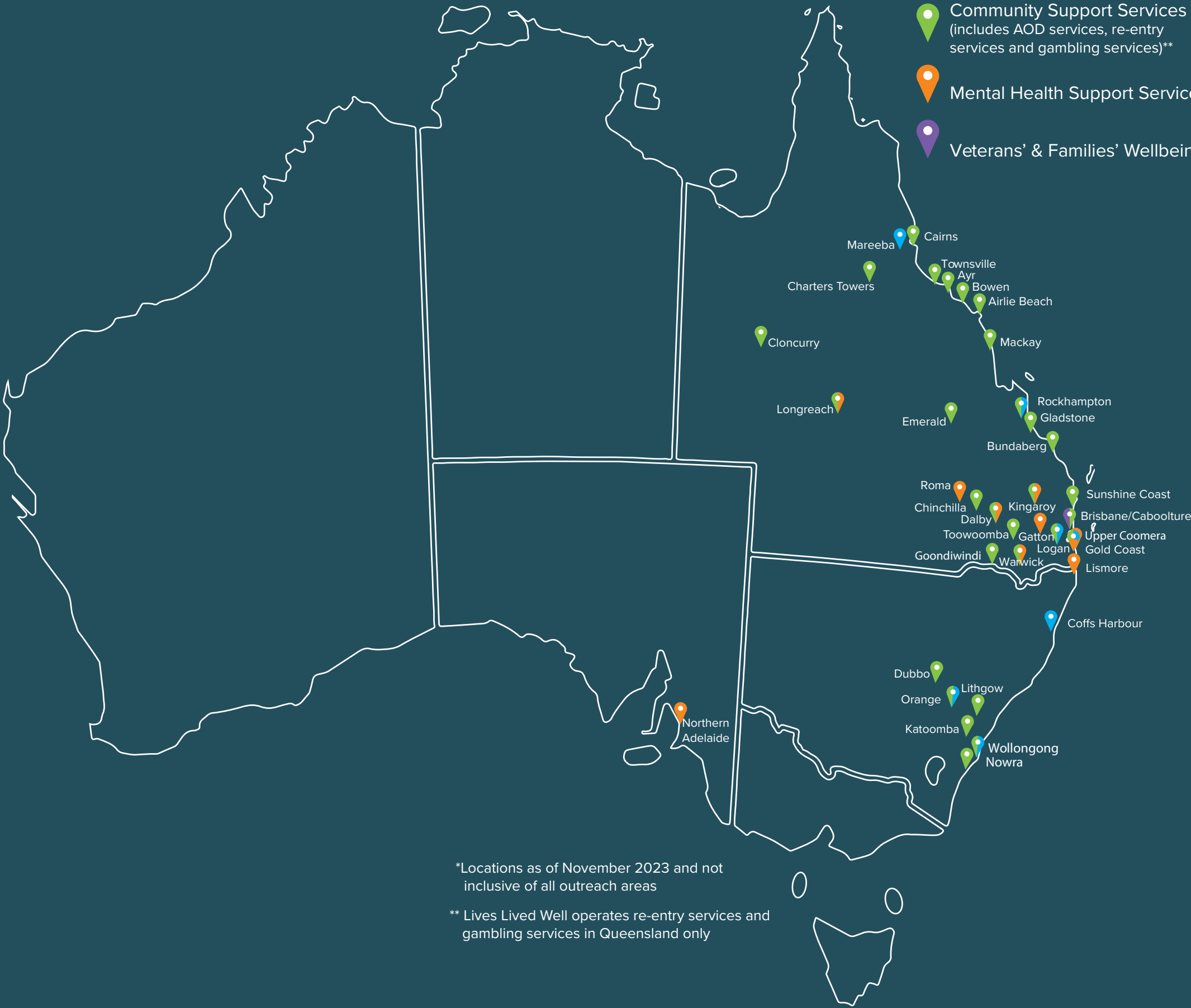
Community Support Services  
(includes AOD services, re-entry services and gambling services)\*\*



Mental Health Support Services



Veterans' & Families' Wellbeing Hub



\*Locations as of November 2023 and not inclusive of all outreach areas

\*\* Lives Lived Well operates re-entry services and gambling services in Queensland only

# 2022-2023 HIGHLIGHTS



13,807

people were supported through our community programs



5<sup>th</sup>

anniversary of our Elouera Women’s Program



2,715

young people were supported in our headspace primary and headspace Early Psychosis services



56,993

bed nights provided across residential, family, withdrawal and transition program

3 states and 60+ locations

We now offer services across three states with the opening of our Northern Adelaide Children and Family-Focused Mental Health Service



48%

of clients in residential rehabilitation programs completed treatment



2,800

people were supported transitioning from prison to community



First Step roll-out

We embarked on an organisation-wide implementation of our ground-breaking early treatment model

13,427

comprehensive baseline outcome measure screening tools completed



14,392 hrs

of training completed by our staff, strengthening their expertise





# DELIVERING GOOD CLINICAL OUTCOMES

## UNIVERSITY OF QUEENSLAND RESEARCH PARTNERSHIP

Lives Lived Well is always looking for ways to improve our support offerings as a provider of evidence-informed services and our enduring partnership with The University of Queensland (UQ) plays an important role in our efforts to develop innovative programs and bolster our clinical capabilities. In 2022-2023 we celebrated the sixth year of our partnership with UQ and continued our collaboration on several significant clinical initiatives.



Craig Worland and Prof Leanne Hides

## FIRST STEP

Building on the success of the pilot trial with Lives Lived Well in Brisbane North Community Services from 2020 to 2022, we embarked on the organisation-wide implementation of our ground-breaking early treatment model, First Step, during the fiscal year. Developed in partnership with UQ, the First Step program facilitates a highly responsive and individually tailored treatment option for people dealing with problematic alcohol and other drug use. UQ supported the rollout of a randomised cluster-controlled trial, evaluating the real-world possibility of such an implementation.

As many clients engage in treatment briefly, First Step aims for clients to walk away with practical strategies and support from their first session with Lives Lived Well. This ensures that clients who attend briefly receive the support they are seeking, and clients who want to continue in treatment complete a solid foundation that can serve as a springboard for further progress.

Grounded in the principles of motivational interviewing, First Step incorporates core evidence-based techniques, including outcome measure feedback, psychoeducation and harm minimisation, personality-targeted coping skills training, and individualised goal setting. The program's content is packaged into three distinct modules and is typically delivered across two to three sessions of treatment.

Already, 2,000 Module One sessions have been completed since the program roll-out commenced and early indications suggest positive outcomes, with high levels of client engagement, satisfaction and clinical improvements observed.

First Step embodies our commitment to providing a consistent and effective treatment experience for our clients at Lives Lived Well, drawing upon best practices in contemporary alcohol and other drug interventions.



First Step training in progress



Clinicians from Brisbane South and Sunshine Coast lead the way with the First Step roll-out

## RESIDENTIAL PROGRAMS

A breakthrough this year was the implementation of a uniform clinical program across all our residential facilities. Our aim is to ensure a high-quality, evidence-based program wherever a person might access our residential services. By training all residential staff in the same core clinical modules, we were able to establish a consistent experience for residents, reflecting best practice and clinical integrity.



Wyla Residential Services, located in Orange, provides a safe environment for adults to detox and recover



**NORTHERN ADELAIDE  
CHILDREN AND  
FAMILY-FOCUSED MENTAL  
HEALTH SERVICE**

We established a new service in South Australia, known as the Northern Adelaide Children and Family-Focused Mental Health Service, which is now operational. We offer free, integrated mental health and wellbeing support and services to families and their children (0-11 years), including perinatal mental health services. Funded by the Adelaide Primary Health Network, our services are offered in person out of our safe and accessible hub in Salisbury, or via telehealth. Clients have the choice of group sessions or individual counselling as part of our service offerings.



**HEADSPACE**

As the lead agency for headspace Southport and headspace Upper Coomera, we are a significant provider of mental health services to a younger, and fast-growing population in the Gold Coast region.

**Introduction of headSTART**

After attending training, our headspace Upper Coomera team introduced a new service model in September 2022 called headSTART. The idea behind the model is to make each therapy session count as if it's the only one, ensuring young people are provided with as much assistance as possible with their concerns, as soon as possible.

Through headSTART, young people are offered one to three therapy sessions with experienced mental health clinicians, and their families can attend the sessions as well. After these sessions, the young person and clinician work together to map the best ongoing pathway. For many, these first three sessions meet their needs. The feedback from young people, their families and carers has been very positive. Waiting times have been significantly reduced through the introduction of this innovative approach.



A creative activity run for young people during Queensland Mental Health Week in October 2022, coinciding with headspace Day

**THE STRONG  
COMMUNITY PROGRAM**

We launched the Strong Community Program based in Lismore, which focuses on supporting Aboriginal and Torres Strait Islander Peoples aged 12 and over across the Northern New South Wales region. This group was particularly impacted and displaced by the floods of early 2022. Early data gathered by the service shows a significant impact from the flooding event, evident through statistics such as significantly higher presentation of suicide risk reported by clients at 70% of clients compared to 35% being the organisational average.

Lives Lived Well successfully recruited a team consisting of more than 50% Aboriginal and/or Torres Strait Islander staff. Our specialised team of mental health clinicians provide a range of free mental health and wellbeing services and supports, showing a strong commitment to building relationships within communities. In addition to the support provided from our East Lismore hub, the team also provides outreach to communities in Cabbage Tree Island, Wardell, Ballina, Box Ridge, Woodburn and Lismore. Additionally, they offer support to neighbouring Local Government Areas on an as-needed basis.

Together, they have been able to provide support to many individuals and families across Lismore and the broader Northern Rivers service area. At the end of the financial year, the program had provided support to over 100 clients, with more than 52% of individuals either successfully completing treatment or actively engaging in treatment.



The Strong Community Program team at Koori Knockout



CASE STUDY: HOLISTIC  
SUPPORT HELPS ENABLE  
ABSTINENCE AND  
IMPROVED MENTAL HEALTH

Natasha’s story\*

Lives Lived Well welcomes a huge diversity of people through its doors each year. All of our clients have busy lives outside of treatment and need an approach that can be flexible to their lifestyles and goals. This was the case for Natasha, a successful businesswoman, mother and partner in her late 40s who approached our Woolloongabba Day Program to seek support for her alcohol use. She had tried sessions with a private psychologist in the past, which hadn’t been successful and shared with her clinician her scepticism for a positive outcome. Despite this, she felt the flexibility and regular engagement offered by a day program might have better results.

Natasha commenced the program by completing the organisation’s new early treatment, First Step. This allowed her to complete a series of measures and receive feedback on the areas of her wellbeing that would benefit from being with the service. It was here that Natasha learnt that her alcohol use was within the high-risk range and she was experiencing severe depression and moderate anxiety. She also reported feeling suicidal nearly every day. Natasha’s goal for treatment was to stop her alcohol use, improve her mental health, and continue to maintain an active social life, which she saw as an important part of her identity.



Natasha successfully completed the five-week Day Program and then participated in the aftercare groups to help with relapse prevention. Three months after treatment she has maintained her goal of abstinence and has even started organising non-drinking social groups.

**Her mental health also improved with a 40% reduction in scores for anxiety and a 67% reduction in her depression scores. Natasha also reported that she no longer feels suicidal and enjoys more meaningful engagement in her community. She commended her clinicians and rated her experience with the service as “extremely satisfied.”**

\*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, alcohol or mental health problems.



CELEBRATING ONE YEAR OF  
BINBI YADUBAY - HEALTHY BEGINNINGS

This past year marked the first full year of operation for Binbi Yadubay, a facility operated by Lives Lived Well in Rockhampton, Central Queensland. Binbi Yadubay stands out as it combines withdrawal (8 beds), rehabilitation (32 beds) and family support (2 three-bedroom units) on a single site, each with its own dedicated area. This integrated approach facilitates a seamless transition from one program to another, ensuring a supportive continuum of care.

Our program offers a comprehensive alcohol and other drug residential treatment program for adults, complemented by free counselling and community support both before and after their stay. This valuable support helps individuals stay on track with their recovery goals.

Since opening, we have provided support to over 330 individuals seeking residential withdrawal and seen over 500 enrolments in our residential rehabilitation program, along with 22 enrolments for our residential family program.

**The name Binbi Yadubay, derived from the language of the traditional landowners, the Darumbal people, carries a profound meaning - ‘healthy beginnings.’**

The past year of operation represents merely the beginning of our commitment to provide ongoing support, care, and hope in the years that follow.



I’m now happy with myself and my choices. It was empowering and that’s an amazing gift to help someone who felt so scared and broken and drug dependant. I’m sure I’ll still have days or times where I will want to revert to old habits. I now will always reach out for help and support. I love life and I love myself again. Thank you doesn’t seem enough, so I’ll live well and enjoy my journey!”

– Excerpt of a review by a client who stayed at Binbi Yadubay, received via Care Opinion in 2022-2023



**ELOUERA WOMEN’S PROGRAM  
MARKS 5TH ANNIVERSARY**



Elouera 5th Anniversary celebration cake

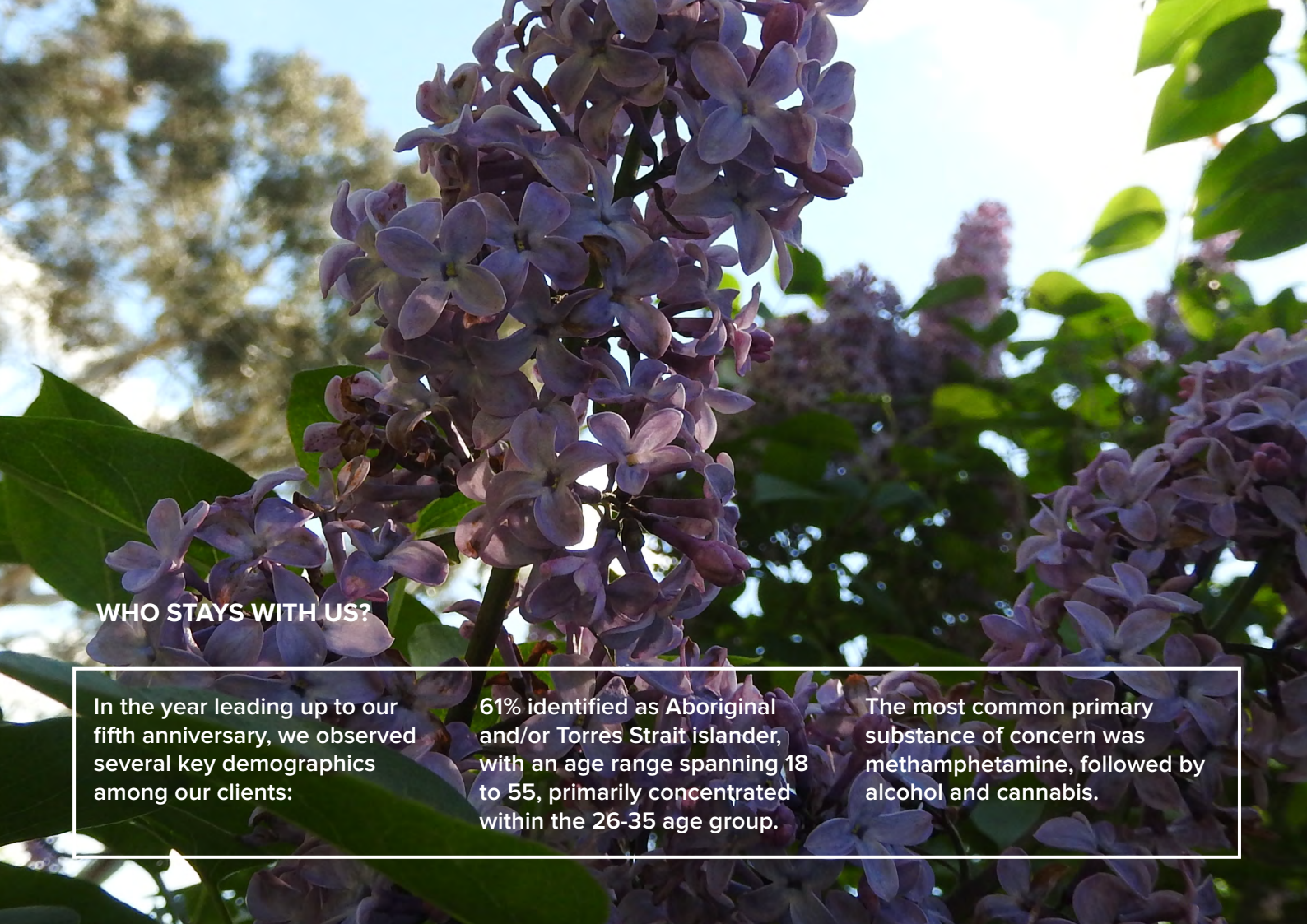
In June 2023, we joyfully celebrated the fifth anniversary of our Elouera Women’s Program. Lives Lived well is proud to have built and operated the live-in recovery program that supports women impacted by drug and alcohol challenges to live their lives well.

At Elouera our specialist child and family-focused approach means that children under 12 can

remain with their mum for the duration of their stay in a happy and healthy environment. This approach, coupled with the additional family and relationship focused counselling we provide, can offer support for family reunions, which increases clients’ chance of restoring successful family life after treatment. Over the past five years, we have witnessed many family restorations and celebrated the arrival of 14 healthy babies.

Since its official opening in June 2018, the Elouera Women’s Program has supported more than 370 women and over 120 children from across NSW and ACT. The program’s success can be attributed, in part, to its flexibility. We can tailor the standard six-week live-in program to ensure the necessary support structures for recovery are in place, including withdrawal support, individual and group therapy, and mental health management. Moreover, we extend our support to clients post-residential discharge.

Elouera kids corner



**WHO STAYS WITH US?**

In the year leading up to our fifth anniversary, we observed several key demographics among our clients:

61% identified as Aboriginal and/or Torres Strait islander, with an age range spanning 18 to 55, primarily concentrated within the 26-35 age group.

The most common primary substance of concern was methamphetamine, followed by alcohol and cannabis.

**Client feedback has been overwhelmingly positive, with 91% of clients enrolled in the program reporting satisfaction and 72% being extremely satisfied.**

This success is a testament to the dedication of our team members. We are grateful for funding from the NSW Ministry of Health that makes this program possible, as well as the continued support of the community.

“

We found staff to be caring, understanding, helpful and supportive throughout our stay but most of all I have found them to be accommodating of our individual needs.

Without their help and guidance, I really don't know where I would be at this time and if I would still have my children.”

– Excerpt of a review by a client who stayed at Elouera, received via Care Opinion in 2022-2023



# MEASURING EFFECTIVENESS

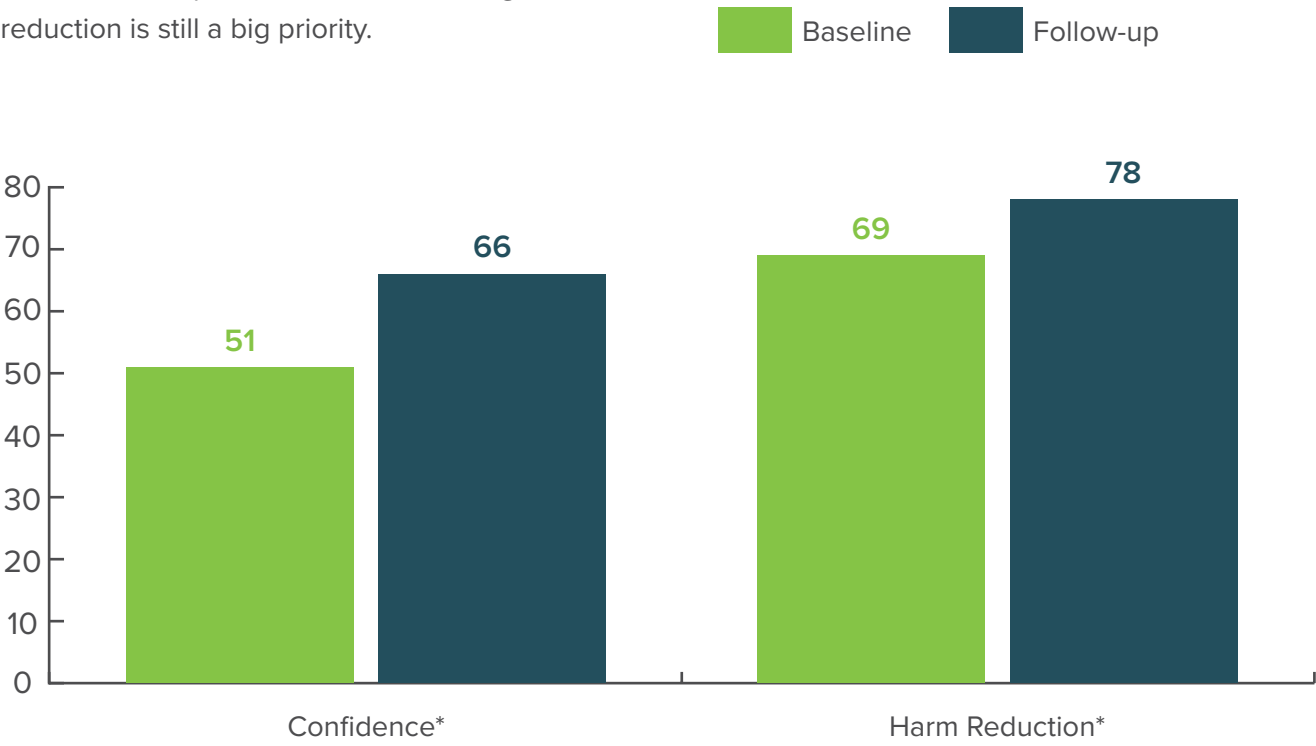
As our service grows, so do our ways of measuring treatment effectiveness. Collecting outcome measure feedback not only helps our clients to track their progress, but also allows clinicians to tailor their sessions to their client’s needs. The service supports clients to report on their symptoms of depression, anxiety, distress, psychosis and trauma, as well their experiences with substance use and gambling.

## CONFIDENCE AND HARM REDUCTION

Self-confidence throughout treatment is something we aim to continually improve. Even if abstinence is the goal, making sure clients are able to keep themselves safe through harm reduction is still a big priority.

**In 2022-2023, our clients completed 13,427 baseline outcome measures.**  
With such a large response, we’ve been able to really target the trends and concerns unique to the year that’s been.

On a scale of 0 (poor) - 100 (good), clients rate their confidence to manage their substance use.

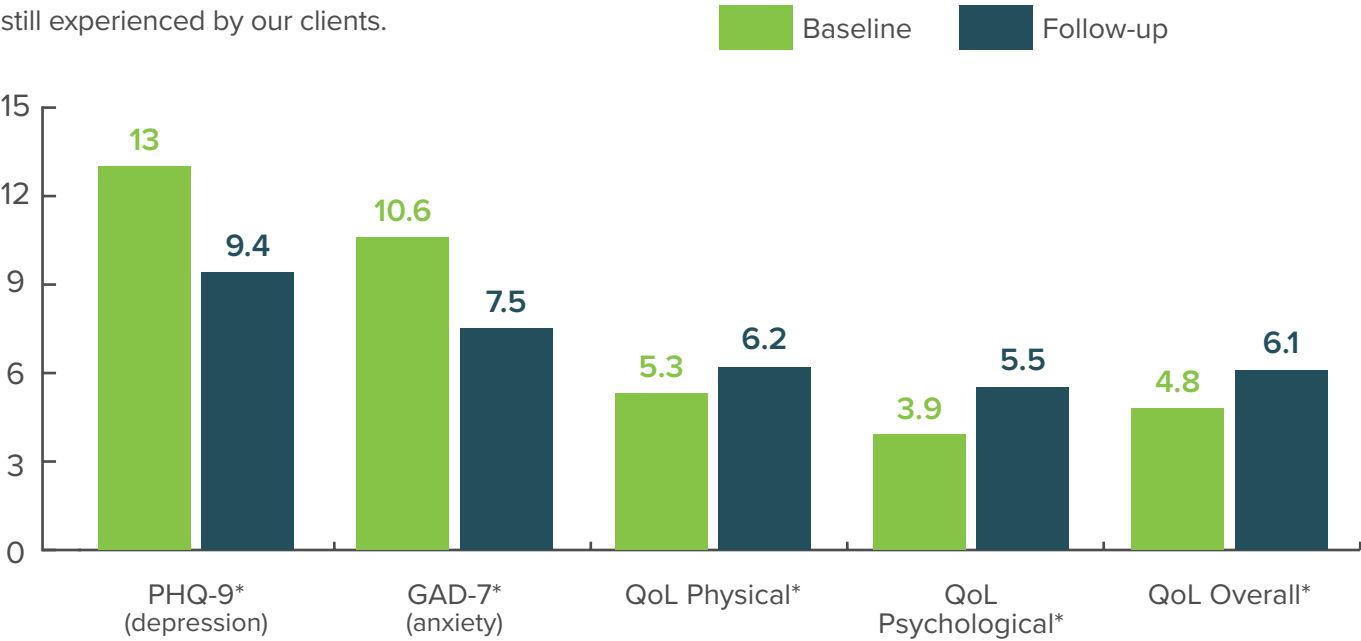


\* indicates results were significant at p <.001 (N = 3126)

## MENTAL HEALTH AND QUALITY OF LIFE

Receiving treatment for problematic substance use can be really challenging, especially when use has helped a person to cope in the past. Despite this, reductions in depression and anxiety symptoms and improvements in quality of life are still experienced by our clients.

Client change in average scores measuring mood and quality of life.

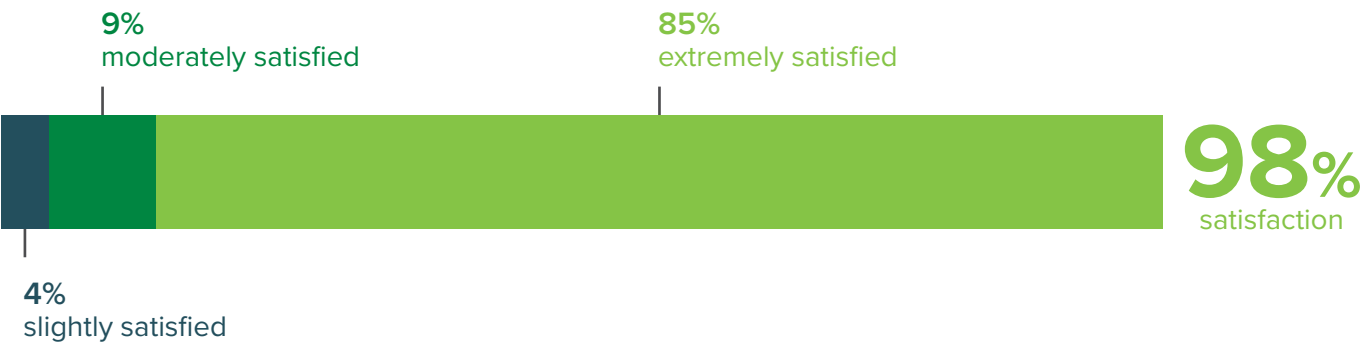


\* indicates results were significant at p <.001 (N = 3126)

## THE CLIENT EXPERIENCE

AOD clients are offered the opportunity to provide feedback on their experience with Lives Lived Well. The Patient Experience Questionnaire (PEQ) assesses satisfaction across six key domains as well as asking for an overall satisfaction rating.

A total of 6366 clients completed the PEQ at either one or three months from entry, leading to a total of 98% satisfaction as set out below.



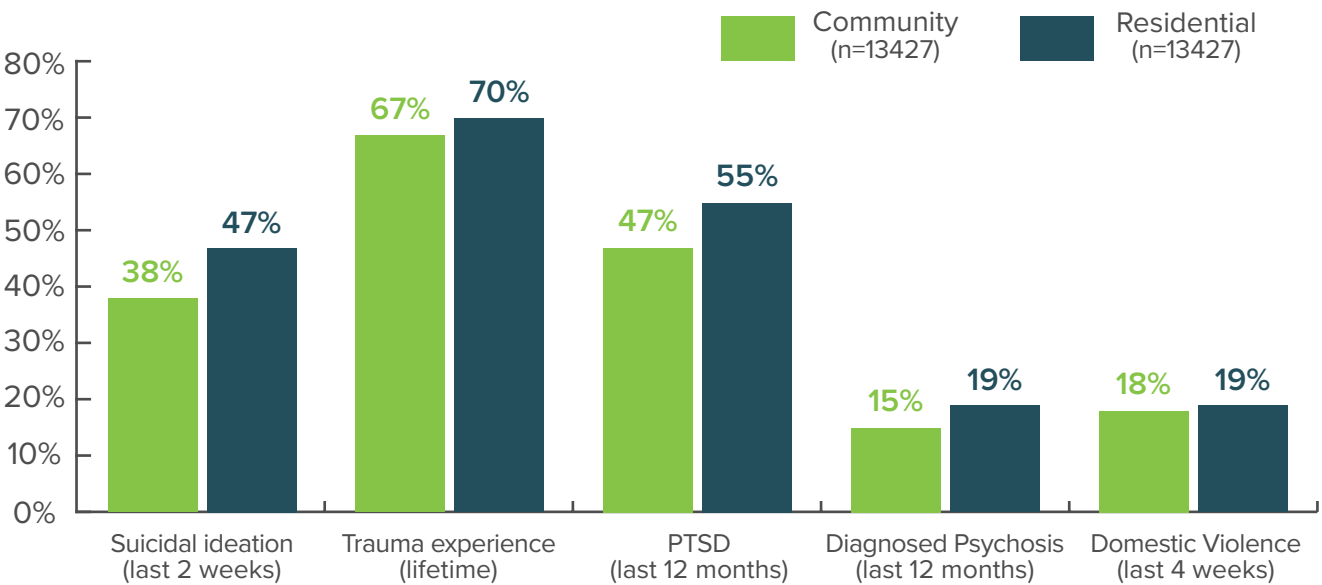


UNDERSTANDING CLIENT COMPLEXITY

The variation of risks and challenges our clients face mean versatility as a service is important. In the past year 15% of clients reported being at risk of eviction and 17% had experienced homelessness in the four weeks leading up to treatment. 17% were screened as having challenges with gambling, 38% were living with chronic pain and 100% of clients sadly reported experiencing some degree of loneliness in their lives.

We also recognise that clients enrolled in our residential programs experience a greater level of risk and complexity. In response, our residential activities are highly wholistic incorporating upskilling around accommodation, vocational engagement, positive relationships, nutrition and self-care.

Percentage of clients in community and residential treatment experiencing clinical risk.



CLIENT FEEDBACK



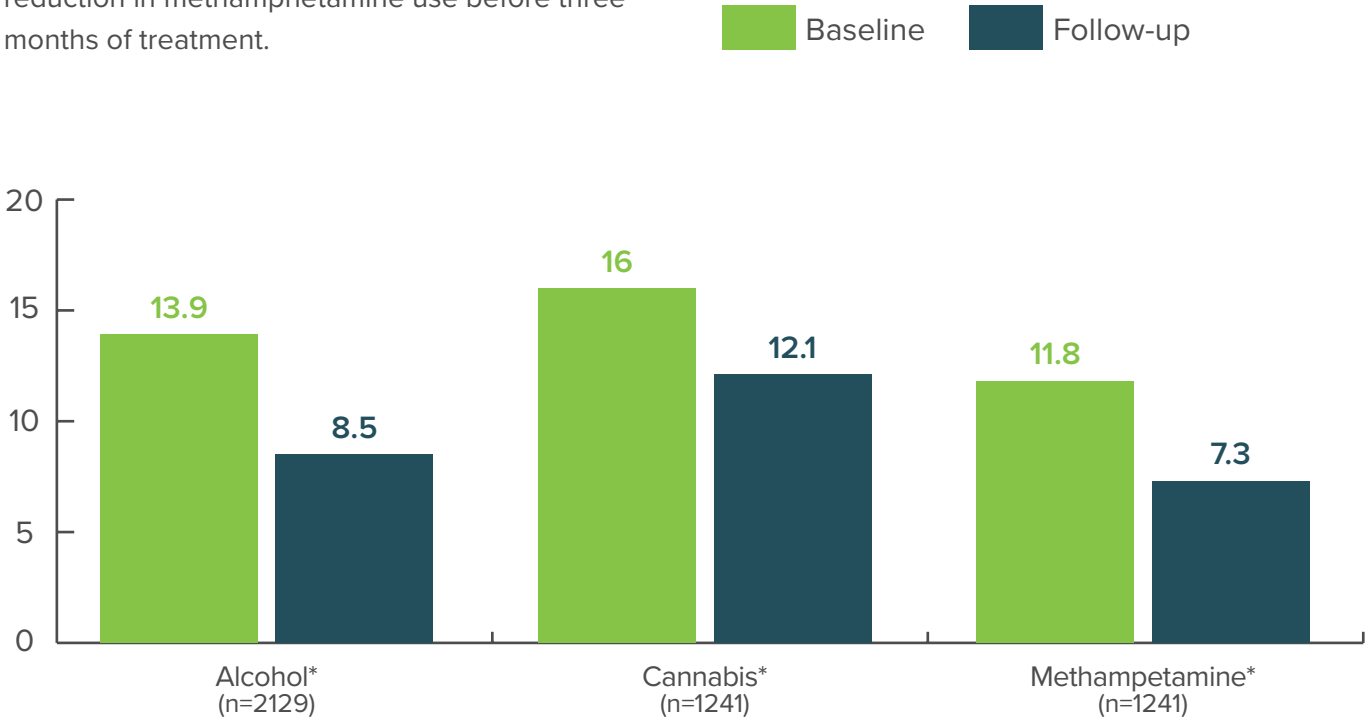
Since engaging with the Watershed Program, I realised the importance of being honest with myself and those who support me. I found the value in sobriety. Very quickly I found I no longer wanted to use because I didn't want to lie to my group at the weekly check in. I felt supported, cared for, and never judged. The program gave me a safe space to recover, people to share my successes with, and support when things felt tough. I appreciate and highly value my experience here, and plan to use the skills I have learnt to uplift my future. My story is only just the beginning, but I am determined to have a success story and thanks to Lives Lived Well I believe that is definitely possible."

– Excerpt of a review by a client who attended Lives Lived Well's Wollongong Day Program, received via Care Opinion in 2022-2023

REDUCTION IN SUBSTANCE USE

Clients arrive to treatment with concerns across a broad range of substances. Focusing on the top three reported substances of concern we were able to see the impact of the treatment we provide. Clients were able to successfully achieve a 39% reduction in the number of days they used alcohol, a 24% reduction in cannabis, and a 38% reduction in methamphetamine use before three months of treatment.

The Australian Treatment Outcomes Profile (ATOP) was used to determine baseline and follow-up changes in the number of days (range = 0-28) a client has used their primary substance.



\* indicates results were significant at p <.001





# QUALITY, RISK AND SAFETY

## QUALITY

For the first time since the original merger, which saw Lives Lived Well formed in 2012, all our services, across various states, are accredited under the same set of quality standards. Following a successful Accreditation Audit in November 2022, which assessed our adherence against the QIC Health and Community Service Standards, quality frameworks across the organisation have been fully aligned. This has substantially streamlined organisational processes and continuous quality improvement.

Broadly, the QIC standards assess against governance, management systems, service delivery, consumer and community engagement, and diversity and cultural appropriateness. The QIC auditors conducted a mix of virtual and in-person visits to our Lives Lived Well sites across Queensland and New South Wales, and they were full of praise for our services and dedicated teams. Notable highlights from the audit included our use of evidence, data and outcome measures to inform clinical practice, the Lives Lived Well values, staff commitment, the promotion of client rights, robust management systems, and our commitment to staff development and career progression. The results included a commendation.



## RISK MANAGEMENT SYSTEM

Lives Lived Well developed and implemented an organisational risk management system that ensures oversight and transparency across our services and functions. This risk framework, in alignment with the risk appetite agreed upon by the Lives Lived Well Board and Executive team, fosters and supports a culture of risk-based decision-making across these 13 key risk areas:

- Strategy and purpose
- People, values, capability
- Reputation
- Project delivery
- Stakeholder experience
- Asset and equipment
- Compliance
- Service delivery
- Financial
- Information management and security
- Safety; Staff, clients and visitors
- Technology and innovation
- Governance.

Our Risk and Safety function actively supports risk owners in identifying, assessing, evaluating, and managing organisational, operational, and strategic risks. This foundational work integrates risk awareness into our daily operations as we continue to expand. The risk management system allows for tracking, reviewing, analysing, and reporting on risk trends. This data assists in the identification of effective management strategies and opportunities for improvement.

# RECONCILIATION

As an organisation, we recognise it is our responsibility to strengthen relationships, understanding and respect between Aboriginal and Torres Strait Islander peoples and the broader Australian community. Through our Reconciliation Action Group, we are working to embed reconciliation in our organisational culture. This past year, our Reconciliation Action Group was highly active and engaged. One standout achievement was the development, endorsement by Reconciliation Australia, and subsequent launch of our 2023-2025 Lives Lived Well Innovate Reconciliation Action Plan. We also made strides in our clinical programs with the successful implementation of Red Dust Healing.

Additionally, there has been an obvious increase across the organisation in activity with Aboriginal and Torres Strait Islander stakeholders and community events, including active participation in National Reconciliation Week and NAIDOC Week.

## DEADLY AWARDS

In 2022, we introduced the inaugural Lives Lived Well Deadly Awards, which celebrate the outstanding efforts of individuals and teams within our organisation who are dedicated to advancing Reconciliation and Closing the Gap. To select the awardees, an assessment panel, comprising



Deadly Awards - Clinical Delivery:  
South West Queensland AOD team



Smoking ceremony at Wyla

of members of our Reconciliation Action Group and the CEO of Reconciliation Queensland, Erin Lang, thoughtfully reviewed over 30 nominations and provided recommendations. The panel was deeply impressed by the extensive and profound contributions highlighted in the nominations.



Deadly Awards - Leadership Excellence:  
Leanne Lawrence



# PROFESSIONAL DEVELOPMENT

In 2022-2023, Lives Lived Well employed more than 550 people across Queensland, New South Wales and South Australia. Contractors, students and volunteers complement our professional staff, making a significant difference to the lives of our clients.

We continuously prioritise the growth of our team through various avenues, including face-to-face learning, e-learning, on-the-job training, and peer-to-peer mentoring.



In 2022-2023, our staff dedicated a remarkable 14,392 hours to training, strengthening their expertise.

“

The First Step training was super easy to follow along with. There was enough relevant and useful information provided, allowing me to get straight into it. The resources and handbook provided were particularly helpful. I also learned a great deal once putting First Step into practice. The frequent First Step team huddles were invaluable for me to express real examples of barriers and specific client stories.

I have found that First Step has been a seamless framework to weave into my current practice. I was already providing

this type of support in many ways to my clients; however, First Step really brought it all together for me and complemented my clinical skills. It provided structure to work with, a process to follow, and kept me more accountable and aware of a more targeted and purposeful way of supporting my clients. Since utilising First Step with my clients, I am now having richer and insightful discussions with them. I feel like I am providing AOD treatment sooner than I have in the past.”

- Feedback from a Lives Lived Well team member on First Step





# LIVES LIVED WELL BOARD



OUR BOARD MEMBERS DRAW ON THEIR EXTENSIVE CLINICAL, MANAGEMENT, AND OPERATIONAL EXPERIENCE AND KNOWLEDGE TO SHAPE AND GUIDE LIVES LIVED WELL.



**Damian Wright**  
Chair

Damian is a Chartered Accountant and Audit Partner with BDO Chartered Accountants. He has been working in the accounting profession for more than 25 years and provides services for a wide range of businesses in various industries.



**Cheryl Herbert**  
Deputy Chair

Cheryl has extensive experience in executive management in the health and community sectors. Cheryl was CEO of three organisations spanning over 20 years and is currently Non-Executive Director of several not-for-profit boards. She has undertaken a wide range of quality management system surveys over the past 14 years and led the establishment of Queensland's first healthcare standards.



**David Tapsall**  
Treasurer

David has worked in senior management with Qantas for more than 33 years. He brings diverse experience to the Board in human resources, industrial relations and finance.



**Ray Brownhill**

Ray is an inspector of police with over 30 years of experience in the Queensland Police Service, including operational, investigative, training and legal positions. Ray is a Barrister of Law and is the Deputy Chair of QBANK.



**Stuart Althaus**

Stuart is an experienced CEO, Senior Executive, Engineer and Company Director specialising in Information Communications Technology (ICT), telecoms engineering and strategy. His career commenced as an Army Officer and continues after 40 years as an active Army Reservist. He was previously the CEO of SME Gateway.



**Stuart MacKinnon**

A registered Nurse with qualifications in General and Psychiatric Nursing, Stuart also has significant nursing and hospital management experience. Stuart has demonstrated expertise in health management as an Accreditation Assessor with the Australian Council on Healthcare Standards.



**Donald Martin\***

Donald is a consultant in natural resource management and an active community member on several other boards and service organisations. Don's interests are in community improvement programs.



**John Murray**

John was previously Deputy Mayor of Shellharbour City Council and worked for some 33 years as a senior manager in the NSW Public Service, most recently with the Department of Education and Training. Before working in the public sector, John managed the Wollongong Crisis Centre (Watershed) and served as a Board member from 2018 to 2020.



**Jo Osborne**

Jo has been at Rowland for over 18 years, providing corporate communication, stakeholder engagement, issues management, and research support to clients of the public and private sectors.



**Lisa Fawcett**

Lisa is a registered nurse who has worked in clinical and senior leadership positions in Public Sector health and mental health for over 40 years. She has experience in surveying related to quality and safety improvement. Her interests include supporting practice that assists vulnerable groups within the community.

\*Donald Martin tendered his resignation from our Board in November 2023. We express our sincere gratitude for his valuable contributions.



# OUR FUNDERS, SUB-CONTRACTORS AND CONSORTIUM PARTNERS



## OUR FUNDERS

- Adelaide PHN
- Australian Government Department of Health and Aged Care
- Australian Government Department of Social Services
- Australian Government Department of Veterans' Affairs
- Brisbane North PHN
- Brisbane South PHN
- CCQ Country to Coast QLD PHN
- Coordinare-South Eastern NSW PHN
- Darling Downs and West Moreton PHN
- Gold Coast PHN
- headspace National Youth Mental Health Foundation
- Healthy North Coast PHN
- National Indigenous Australians Agency
- Nepean Blue Mountains PHN
- North Queensland PHN
- NSW Ministry of Health
- NSW Ministry of Health- Illawarra Shoalhaven Local Health District
- NSW Ministry of Health- Western NSW Local Health District
- Queensland Corrective Services
- Queensland Government Department of Child Safety, Seniors and Disability Services
- Queensland Government Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
- Queensland Health
- Queensland Government Department of Housing
- South Eastern NSW PHN
- The Royal Australian and New Zealand College of Psychiatrists
- Western NSW PHN
- Western Queensland PHN

## OUR SUB-CONTRACTORS AND CONSORTIUM PARTNERS

- Benevolent Society
- Drug Arm
- headspace Early Psychosis partners – Stride and GCHHS
- 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, Kalwun Health Services, Multicultural Communities Council Gold Coast, Queensland Police Service, Youth Advisory Council Youth Representative/s, Peer Support Representative/s
- Neami National
- Psychiatric Registrar Vocational Training Placement - Gold Coast Hospital and Health Service
- Wesley Mission Brisbane



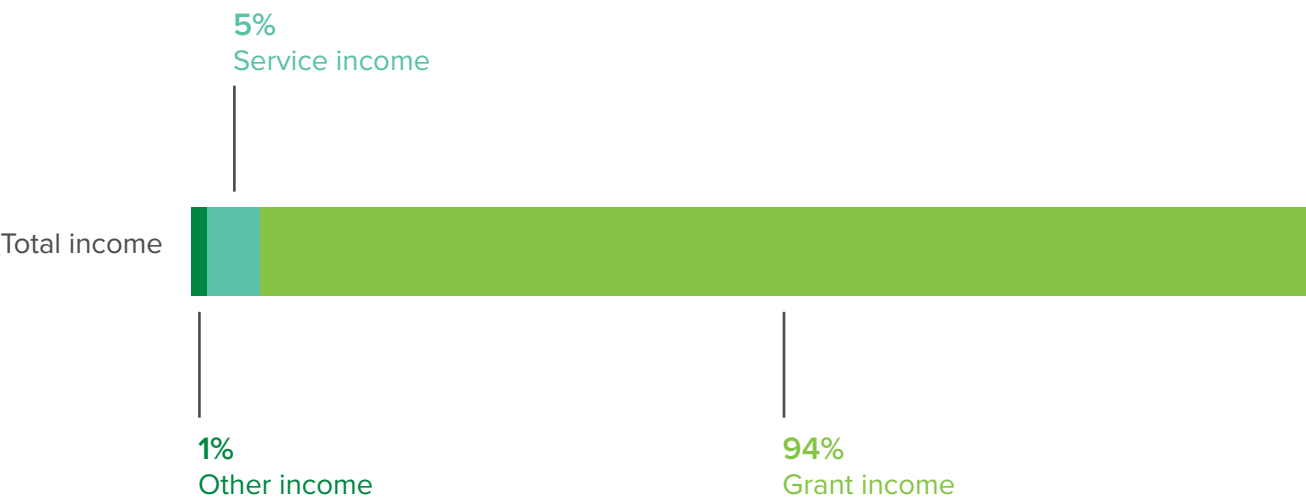
# FINANCIALS 2022-2023



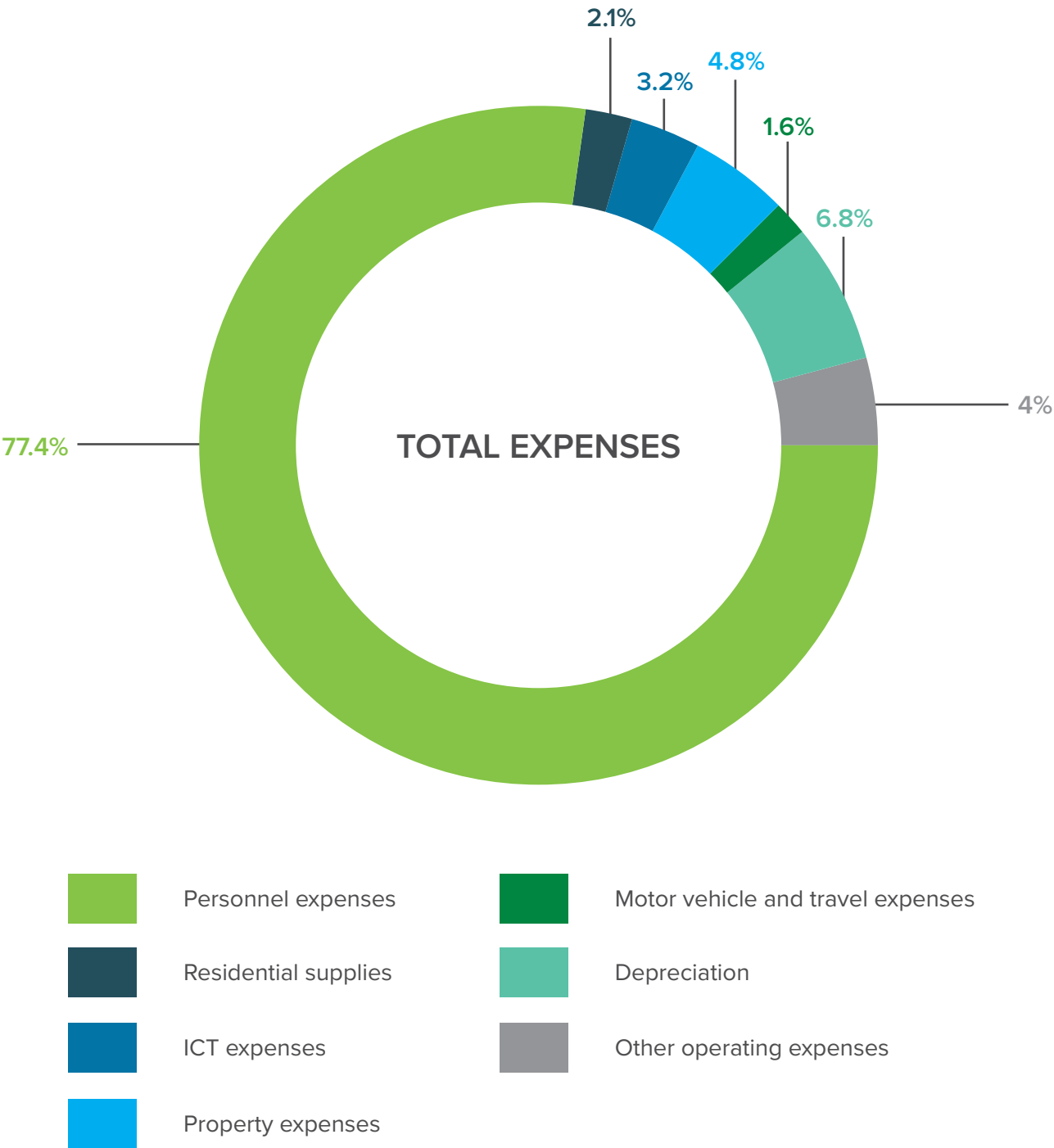
## FINANCIAL POSITION



## TOTAL INCOME



## REVENUE ALLOCATION



Lives Lived Well diligently compiles and reports its annual information to the Australian Charities and Not-for-profits Commission (ACNC) to maintain transparency and accountability in our operations. For more information, please visit the ACNC website.





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