



THE BUTTERY



ANNUAL REPORT 2019-20

DOING REHAB IN THE SAFETY OF HOME DURING COVID-19



Because The Buttery's CORE "day-hab" program is held on weekdays and during school hours, it is ideal for parents, particularly mothers who want to seek recovery from addiction while being available for their children.

Crystal, 34 is the mother of two children aged six and 12.

She took part in the first CORE program that was held on-line in response to the Covid-19 pandemic.

"I had to address my issues with alcohol. I'd been at The Buttery residential program four months when Covid-19 hit. Due to the pandemic and new social isolation rules, I was facing the prospect of not having any visits from my children for the foreseeable future.

I was using the time at The Buttery to address my drinking and things were going well. However, I weighed it all up and decided to leave the program."

Crystal was given the option of undertaking the CORE program.

"I wanted to continue on my journey to recovery

with my children. For many people, it is good to do a residential rehab. But in my case, I felt ready to return to the wider world and continue recovery from home.

Before I joined the CORE program, I had weekly on-line sessions with my case-worker, Geoffrey Carthy. He was great in helping me focus my mind on what I needed to do to prepare myself for the program.

I felt that I was back in the real world facing the daily challenges of life and bringing up children."

Crystal said doing the CORE program on-line was easier than she thought it would be. She interacted with other participants and the counsellors in the safety and comfort of her own home.

She received help to create her own personal non-relapse plan. This involved creating strategies to avoid the situations and triggers that can result in returning to alcoholism. This is working well for her.

Crystal wants to undertake further study and plans to enrol in a TAFE course in Drug and Alcohol Counselling so she can help other people find recovery.

Continuum of care

The Buttery provides continuous pathways of care

People can be supported at every stage of their recovery: from their decision to seek treatment; during detoxification to treatment and aftercare. There is support for families and support to avoid relapse or to minimise the harm of addictive behaviours.

The Buttery is unique because of the range, scale and integration of what it offers. Participants in mental health, substance use or gambling

treatment can “step up” or “step down” to a range of programs, depending on their individual needs.

All programs are evidence-based and subject to rigorous quality assurance.

The Buttery now conducts three residential programs and a wide range of integrated community programs covering a vast geographical area. Last year more than 2,141 people took part in a Buttery program.



EMILY IS NOW ON HER WAY TO RECOVERY

Emily*, 26 is being supported in her recovery from dependence on drugs and alcohol in The Buttery's residential therapeutic community. This is after attending several other rehabs and taking part in Buttery programs in the community.

“Being in the Buttery is the best so far. I intend completing the full program. I discovered residential treatment is what I need after taking part in The Buttery's community-based programs.

I used to go to counselling at Byron Bay Hospital every week and I took part in The Buttery's INTRA groups. But I still kept on using methamphetamine and alcohol and this led to serious health issues. I tried to get into the CORE program but there were no places at the time.

Most people in this residential program are on the same page. Everyone wants to recover and most have some personal experience of trauma in their lives. So we develop a bond. We all work to help each other.”

HIGHLIGHTS



Systems Coordinator, John Kerr was integral to the roll-out of MIMASO and implementing on-line programs in response to Covid-19



The Web-based Recovery App will be available free of charge and help people who have made the courageous decision to seek recovery.



Lawyer, City Councillor and Buttery Director, Eddie Lloyd gave evidence at the enquiry.

The Buttery quickly rose to the challenges created by the pandemic. To meet an increasing demand for services from people affected by Covid-19, we moved programs on-line and modified residential programs to be Covid-Safe. Technological innovation was at the forefront.

NEW CLIENT MANAGEMENT SYSTEM IMPROVES TREATMENT

A new data base client treatment system is improving treatment for participants in both community-based and residential programs. The new system will help integrate treatment especially for people who undertake one or more Buttery programs, result in a more efficient use of staff resources and support The Buttery's commitment to quality improvement.

DEVELOPMENT OF A LEARNING MANAGEMENT SYSTEM

Working with, Pace Optimisation, The Buttery developed a learning management system to support recovery from substance dependence and to help people manage mental health symptoms such as anxiety or depression. It is for people who have completed a program and for those seeking treatment who have not yet joined a program.

The Buttery gratefully acknowledges the support of Healthy North Coast through the North Coast PHN program and the Newcastle Permanent Charitable Foundation for their contribution to development costs.

PARTICIPATION IN THE INQUIRY INTO CRYSTAL METHAMPHETAMINE

CEO of The Buttery, Leone Crayden and Board member, lawyer and Lismore City Councillor, Eddie Lloyd gave evidence to the special commission of inquiry into crystal methamphetamine. The enquiry was told that politicians and the public need to stop labelling meth users as "drug addicts" and recognise users have a medical condition, specifically a "substance use disorder".

THE BUTTERY BOARD



Inset: Rosemary Warnock, Tim Limbert (Treasurer), Jonathan Dunlop. ***Standing:*** Sandy Lockhart (Chairman), Leone Crayden (CEO). ***Seated:*** Fr. Matthew Smedley, Ian Murray, Ian McKay, Kara Goodsell (Company Secretary).

The Buttery Board of Directors are all volunteers who receive no remuneration for their service. The Board comprises community representatives, people with lived experience of recovery and experts drawn from a range of backgrounds including business, accounting, law and mental health administration.



THE BUTTERY FOUNDATION COMMITTEE

The Buttery Foundation Committee helps raise the profile of The Buttery and assists with fundraising.

From left: Graeme Martin, Paula Nassif, Adrian Slater, Rita Uechtritz, Richard Herlihy OAM, Sandy Lockhart (Chair), Kevin Eley, Graham Cowley, Justin Herlihy, Adriana Cecere, Chris Benaud (The Buttery)

CLINICAL GOVERNANCE COMMITTEE

The Buttery's Clinical Governance Committee provides invaluable advice about maintaining The Buttery's clinical standards. It comprises external experts from mental health and members of The Buttery Leadership Team with specific qualifications in this area.

CHAIRPERSON: DR BRONWYN HUDSON
MBBS (Hons), DCH, MLLR, BCom (Hons)

EXTERNAL MEMBER: DR IAN HAYES
Consultant Psychiatrist FRANZCP BM,
MRC Psych

EXTERNAL MEMBER: MR MATT PARRY
Registered Nurse

INTERNAL MEMBER: MR TRENT REES
BA Psychology, Masters Psychology; Cert IV
Training and Assessment

INTERNAL MEMBER: MS FRANCES PIDCOCK
BSC Psychology, BA Nursing; Masters in Mental Health
Nursing; Currently enrolled in MBA

INTERNAL MEMBER: MS LARISSA McCLELLAND
Registered Nurse – psychiatric credentials, Diploma
of Community Services

INTERNAL MEMBER: MS LEONE CRAYDEN
Nursing BA Social Science, Post Graduate Diploma Social
Science (research); BA Leadership, Graduate Certificate
Governance; MBA

REPORT FROM THE CHAIRMAN



The 2020 financial year was one of considerable activity, even before issues linked to the Covid-19 pandemic became a factor. During the year the organisation focussed on key initiatives to both streamline existing services and move into new areas.

Areas of focus included:

- Updating the Buttery's strategic plan following sessions involving the board and management team
- Completion and subsequent rollout of MIMASO, a new data base for managing participants in residential and outreach programs
- Review and updating of policies and procedures to ensure compliance with best practices and reaccreditation with ASES
- The pursuit of selected new growth opportunities in the areas of mental health and PTSD management
- Maximising efforts in fund raising in anticipation of reduced support from government and greater competition for charitable donations

It is good to report that we continued to make progress on all fronts. New systems and policies are allowing management to manage more effectively a range of services across an increased geographic footprint. Post year-end the Buttery had its quality accreditation status renewed.

We were successful in having all government contracts extended. With four years being the longest and our community-based program

contracts renewed for two more years. Additionally we won a HASI+ tender to provide residential mental health support in Kempsey. This will further strengthen our operations in that area. Prior to year-end we were also advised that of the award of a grant by The Department of Communities and Justice to run a pilot program for veterans with PTSD and Substance Use Disorder

Although the organisation had good momentum during the year, it was challenged by Covid-19 and its related health protocols. This impacted admissions for the residential programs and forced outreach programs to operate on a remote digital basis. Staff also worked from home as required by lock-down protocols. Despite the additional challenges and the increased demand for services during this period of upheaval, Buttery staff responded with compassion and a high degree of professionalism.

The financial year will be remembered for Covid-19 as well as its many other operating challenges. Notwithstanding these tests, fund raising was again successful, contracts were renewed and the organisation completed the period with another surplus.

The Buttery's resilience and success would not happen without the dedication and hard work of the many people involved. I thank the board for their on-going support, as well as the management team under the guidance and leadership of Leone Crayden. I also acknowledge the involvement of The Buttery Foundation Committee whose involvement in fund raising and profile building is very valuable. To all donors, a heartfelt thanks for your generosity. Finally to the staff who have almost certainly been more challenged than in normal years. Thank you for your efforts and your positive approach.

Sandy Lockhart
CHAIRMAN

REPORT FROM THE CEO



Leone Crayden Far R with members of The Buttery team, from L, Shaun Duff, Sam Booker, Chris Benaud, Trent Rees.

I imagine we will hear the words “unprecedented times” for many years to come, but when I reflect on 2019-20, the words that come to mind in relation to The Buttery are “innovation”, “adaptable” and “transformation”.

We have achieved a great many things at The Buttery in the last 12 months. We purchased our first community housing property for the purpose of providing affordable accommodation for participants of the HASI Plus program. This program sees The Buttery partner with the NSW Ministry of Health, the Mid North Coast Local Health District and Community Housing Limited to deliver a twenty-four-hour supported housing site for people with mental health conditions. The property will be totally renovated and we have embarked on a co-design process to ensure consumers and carers can have input into the renovations.

We were successful in gaining a number of new programs and the extension of others such as an increase in our footprint for the CORE program. To do these things despite managing services throughout a pandemic is incredible and a testament to the organisation and its people.

We formed a highly productive Quality Assurance Committee which reviewed old policies, and supporting documents and wrote new ones to better reflect the suite of services and programs we offer. This was in preparation for our reaccreditation against the Australian Service Excellence Standards through QIP. I would like to thank the very hard working committee members for all of their work. This was truly a team effort.

A number of new Governance structures were introduced and we bedded down some others to The Buttery which included a WHS representative from the Therapeutic Community and the continuation of our Clinical Governance Committee. We have a working party who are developing our new Reconciliation Action Plan

and we have commenced another working party to ensure we will update practices so that we can be more engaged with the LGBTQI community. This will be achieved through staff undertaking Pride training and ensuring policies are updated.

We have begun the process of developing of a Strategic Asset Management Plan and we will be introducing a new position of Asset Manager to The Buttery so another addition to the corporate team.

I would like to especially thank our Board of Directors for their stewardship of this amazing organisation and our Chair Sandy Lockhart, who does so much work behind the scenes to ensure we can continue the work we do. To the best group of professionals I have ever had the privilege of working with, your dedication and commitment to participants in all programs is inspiring and I thank for all the work you do and your continued diligence to a positive workplace culture.

I look forward to the implementation of new programs in 2021 especially in the areas of complex mental health conditions and working alongside veterans affected by PTSD and Substance Use Disorder.

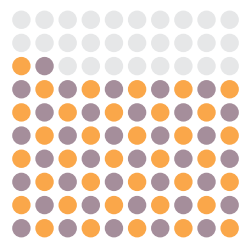
Leone Crayden
CEO

OUTCOMES OF OUR CARE

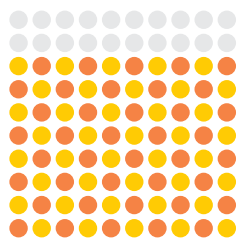
Residential Programs

% of Participants Whose Mental Health Improved *

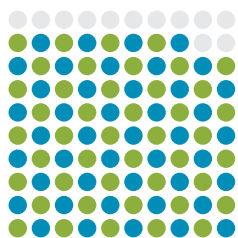
**THERAPEUTIC
COMMUNITY 72%**



**MAINTENANCE TO
ABSTINENCE 80%**



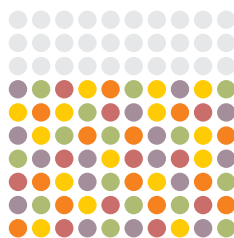
**THE BUTTERY
PRIVATE 88%**



* Based on DASS self-reported surveys of clients

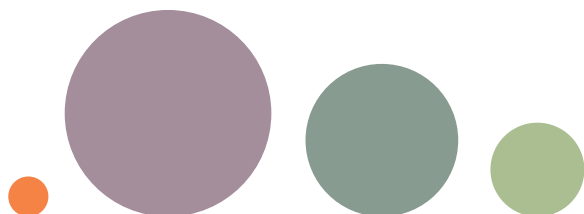
Community Outreach Programs (COP)

COP 70%

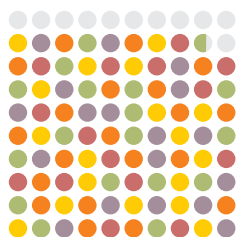


* Based on Kessler10 self-reported surveys of clients

WHO WE HELPED All Programs



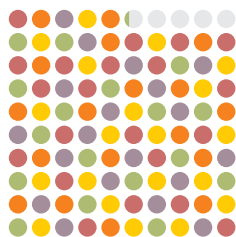
Non-Indigenous clients: 84% Male: 1325 Non-binary clients: 0.05%
Indigenous clients: 16.25% Female: 815



**Overall
Participant
Satisfaction**

**88.75% reported
Very High Satisfaction**

97.5% reported Satisfied



**Overall
Family & Carer
Satisfaction**

**95.25% reported
Extremely Satisfied**

99% reported Satisfied

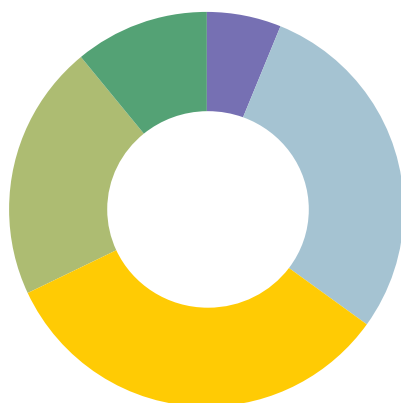
PRINCIPAL DRUG OF CONCERN

THERAPEUTIC COMMUNITY



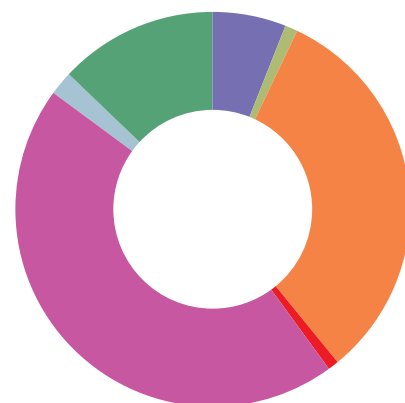
Alcohol 47%
Amphetamines /
Methamphetamines 19%
Heroin 14%
Other 9%
Cannabis 8%
Cocaine 3%
Opiate Replacement nil
Opiates nil

MAINTENANCE TO ABSTINENCE



Heroin 33%
Opiate Replacement 29%
Other 21%
Methamphetamines 11%
Amphetamines /
Opiates 6%
Cocaine nil
Alcohol nil
Cannabis nil

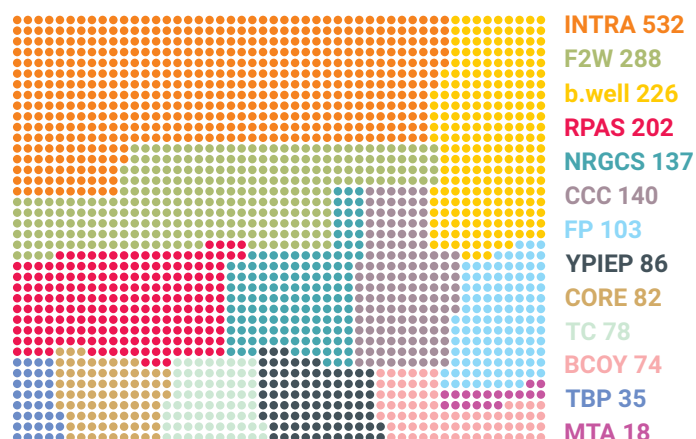
COMMUNITY OUTREACH PROGRAMS



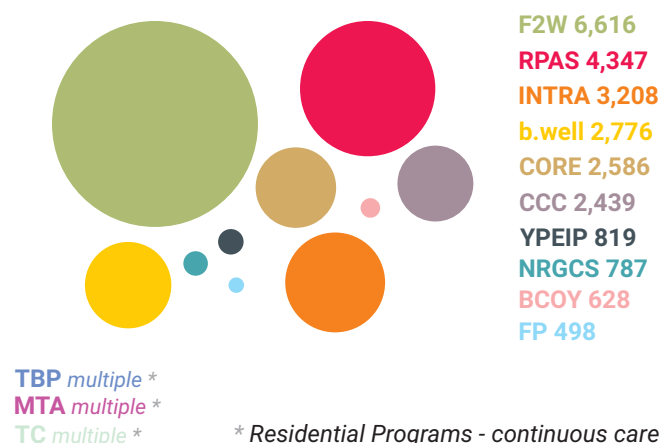
Alcohol 45%
Cannabis 32%
Amphetamines /
Methamphetamines 13%
Opiate Replacement 2%
Opiates 6%
Cocaine 1%
Other 1%
Heroin nil

Opiates incl. organic derivatives; Methamphetamine incl. Speed, Ice; Alcohol incl. Ethanol

OUR PARTICIPANTS BY PROGRAM



PARTICIPANTS: 2,141
EPIISODES OF CARE: 27,143*



THE AREA WE SERVE



Buttery programs assist people across a wide area from the NSW Mid North Coast to the Far North Coast Regions. People come from all over Australia to participate in Buttery residential programs.



INTRA: (Outreach), **F2W:** Footprints 2 Wellbeing, **b.well:** (Outreach), **RPAS:** Relapse Prevention Aftercare Service, **TC:** Therapeutic Community, **NRGCS:** Northern Rivers Gambling Counselling Service, **CCC:** Continuing Coordinated Care, **FP:** Family Program, **TBP:** The Buttery Private, **BCOY:** (Outreach), **YPIEP:** Young People's Early Intervention Project, **CORE:** Community Based Rehab, **MTA:** Maintenance to Abstinence

THE BUTTERY CONDUCTS THREE RESIDENTIAL

Programs are delivered across a wide area

RESIDENTIAL PROGRAMS

RESIDENTIAL THERAPEUTIC COMMUNITY

The Residential Therapeutic Community (TC) is a long-term rehab for adults addicted to drugs, alcohol or both.

It is evidence-based, best-practice and informed by the latest research into addiction treatment.

HIGHLIGHTS

- Community & Staff Camp to Evans Head in November.
- Created Acting Case Worker back-fill positions to cover scheduled and unscheduled leave. This provided opportunities for increased experience for the successful candidates who were recruited internally.
- A Resident Representative re-commenced working with the Workplace Health and Safety Committee to promote a safer, healthier environment in the Residential Community.
- Developed a Covid-Safe plan.

MAINTENANCE TO ABSTINENCE PROGRAM (MTA)

The Buttery's MTA Program, is for people who wish to withdraw from an opiate maintenance program (Methadone or Buprenorphine) to pursue an abstinence-based lifestyle. Modelled on the Therapeutic Community, MTA provides a safe, residential program which allows residents to reduce and adjust to continuing abstinence over a three-month period.

- Program Coordinator presented at ATCA Conference in Adelaide

THE BUTTERY PRIVATE

The Buttery Private is a user-pays program near Murwillumbah. As a social enterprise, surplus funds are applied to The Buttery's charitable programs. In 2019-20 The Buttery Private hosted eight residential four-week wellbeing intensives, providing evidence-based interventions for more than 35 clients.

In addition to the program's three-month aftercare counselling, the majority of participants engaged in family sessions during the residential component. Facilitated by counsellors, these sessions were highly valued by participants who used them to consolidate their wellbeing goals and provide support to their loved ones.

HIGHLIGHTS

- Development and implementation of Covid-19 protocols and procedures to support a safer facilitation of the program.
- Utilisation of technology to facilitate remote program delivery when needed
- Increased uptake by participants of our transition week to allow for preparation for group programs or to facilitate remaining for further treatment

LOOKING FORWARD

- Introduction of a fortnightly virtual 'day group' to the aftercare program later in 2020. This will be facilitated by the aftercare counsellor and allow participants to build social networks, to access peer support and to consolidate their wellbeing goals.

JULY '19

FOR FIRST NATIONS PEOPLE

RPAS and CCC commenced working with the Aboriginal Medical Service in Kempsey by creating a Women's Circle. The Buttery now has a number of programs specifically for First Nation people. Representatives from The Buttery took part in the Special Enquiry into the Drug "Ice".

AUG '19

HELP FOR THE HOMELESS

Program Manager, Paul Arnott developed a program with local churches to provide lunches and accommodation for homeless people in winter 2020. INTRA and b.well facilitated a Wellness Day for Students at Nimbin Central School. Footprints2Wellbeing for people with mental health challenges and unmet social needs began.

SEP'19

IMPROVED STAFF SAFETY

To ensure the safety of Outreach Program staff who sometimes work in isolation with clients, Safe-T cards were introduced. In an emergency, staff can use the cards to notify emergency services. YPEIP youth program formed a partnership with the mental health organisation, Headspace.

AL AND 12 COMMUNITY-BASED PROGRAMS

in the NSW Mid and Far North Coast Regions

COMMUNITY OUTREACH PROGRAMS

In keeping with The Buttery's holistic "Continuum of Care", teenagers and adults living in the community can access free treatment from 12 separate but interconnected community outreach programs.

NORTHERN RIVERS GAMBLING COUNSELLING SERVICE

Free counselling for people 18 plus who consider gambling is causing them harm. Support is also offered for family members of people affected.

Group interventions were rolled out this year with the first peer-led support group in Tweed Heads. There are plans to replicate this in other locations.

CORE

This six-week day rehabilitation program, held during school hours, is for those identifying with alcohol and/or other drug challenges. Emphasis is on those stepping up from participation in a community support program and who are unable to attend residential programs.

Individual work and group work focused on: safety and responsibility; belonging and connection; support networks, emotional history, family of origin; boundaries, relationships, family of creation; vision, purpose; endings, integration, death/destiny, purpose.

In response to the Pandemic, a four-week on-line program was created and expanded to include participants in Casino and Grafton.

FREE FAMILY COUNSELLING PROGRAM

Counselling for families and carers who have loved ones with an alcohol or other drugs challenge.

Formulated a new six-week trauma group for family members.

It has been extremely helpful and supportive in dealing with a family member with addiction issues. And has supported me to look after my own needs to be able to support my son in a healthy way.

CORE programs were quickly moved on-line in response to the pandemic.



From L: Brendan Monson, Tanya Magnay and Geoffrey Carthy

OCT '19

PROMOTING OUR PROGRAMS

Held information evenings for health professionals in Kingscliff and Ballina to keep them informed of the wide range of programs available for teenagers and adults who may have mental health, substance use or gambling issues.

NOV '19

CORE FULLY SUBSCRIBED

The CORE Program is held at several locations and on-line. As a non-residential program held during school hours, it is ideal for parents with carer responsibilities and for people who cannot attend a residential program due to work commitments. During the year, four Core programs took place. All were fully subscribed.

DEC'19

IMPROVED CLIENT DATA

After a detailed design and testing phase, the MIMASO client data base was fully operational. This will allow The Buttery to better serve clients by measuring their progress and stream-lining the referral process.

THE BUTTERY CONDUCTS THREE RESIDENTIAL

Programs are delivered across a wide area

COMMUNITY OUTREACH PROGRAMS

IN 2019-20 some 2,010 young people and adults took part in a Buttery community-based program

b.well

Counselling for those aged 12 and over with dual diagnosis (mental health and alcohol and other drug challenges). Clients work with trained peer-workers who are in recovery, in addition to trained counsellors. Emphasis in the program is on lived-experience.

Group interventions include: *b.strolling*, *b.connected*, *b.supported*, *DRUMBEAT*, *parents under pressure (PUP)*, *Footprints relapse prevention* in collaboration with NSW Health, mindfulness, meditation and art therapy and *MERIT* groups.

Continued remote work in Nimbin, Casino, Kyogle and Tabulam. A Hearing Voices Group was formed for those experiencing auditory hallucinations

BCOY

Counselling and early intervention for 10-19 year-olds with alcohol and other drug challenges.

Emphasis is on those identifying as Indigenous and those in the Juvenile Justice system.

Group interventions include: ACMENA group cultural, art, mental health and alcohol and other drugs components.

Undertook collaborative work with the Aboriginal Land Council in Tabulam and the re-implementation and development of a fish farm and community garden to promote food production, employment, health and nutrition.

INTRA

Free counselling and group programs for people 12 and over who have alcohol and other drug challenges

Group interventions include: Footprints relapse preventions in collaboration with NSW Health, mindfulness, meditation and art therapy, process group, SMART Recovery, Minds Under Design (MUD) and a support group for people undergoing detox at Riverlands, Lismore.

A camp for young people who take part in the Mixed Martial Arts program was held. A new Art Therapy Group was formed.



Part of the INTRA team; during the year INTRA provided 532 adults and young people with 3,208 episodes of care.

From L: James Arnott, Lisa Phillips, Ben Lilley, Lily Schmelzle, Ruth Langford, David Laing, Neshko Garch

JAN '20

NEW INTAKE BETTER FOR ALL

A new centralised Intake and Assessment system becomes fully operational. People in need of help can now seek information about Buttery programs and be directed to the residential or community-based program that addresses their needs.

FEB '20

NEW SCHOOLS PROGRAM

Schools across The Buttery's service area introduced MUD, a Cognitive Behaviour Therapy program presented by INTRA counsellor, Alex Draper. Counsellor Paul Philips lodged an extract with the peak body, NADA about The Buttery's very successful Therapeutic Martial Arts Program for youth at risk.

MAR '20

COVID-SAFETY PLAN

The Buttery responded swiftly to the Pandemic by developing a Covid Business Continuity Plan, working closely with NSW Health and the Healthy North Coast (PHN). Most community-based programs went on-line and social distancing and increased hygiene protocols were introduced at residential programs and administration offices.

AL AND 12 COMMUNITY-BASED PROGRAMS

in the NSW Mid and Far North Coast Regions

COMMUNITY OUTREACH PROGRAMS

YOUNG PEOPLE'S EARLY INTERVENTION PROGRAM (YPEIP)

For 12-24 year-olds who identify with alcohol and other drug challenges. There is a focus on prevention and early intervention

Group interventions include: *Save-a-Mate*, *Friends of Frappa*, *SMART Recovery*, School Support Groups

Provided ongoing support at local music festivals, working with emergency services and other organisations to achieve a harm minimisation approach to safety at festivals

RELAPSE PREVENTION AFTERCARE SERVICES (RPAS) & CONTINUING COORDINATED CARE (CCC)

Both programs are for young people 18 and over who identify with alcohol and other drugs challenges and who have significant unmet psychosocial needs.

Step-up and step-down alcohol and other drug intervention including counselling, rehab and detox. Providing cultural support including help with family reunification, legal support, housing, education and employment.

“This is the best service and support I have ever encountered.”

FOOTPRINTS 2 WELLBEING

This new program gives psychosocial support for people with moderate to severe and/or episodic mental illness.

Group work includes: philosophy group, process group, shark cage, cooking and nutrition and art therapy.



Community Outreach Manager, Frances Pidcock
and Stuart Nunan, Manager Footprints2Wellbeing

“This service is amazing. I have been abstinent now for 2 years.”

“My worker is amazing. Changed my life. Gave me a chance to do things I didn't think I could. There should be more people like her.”

APR '20

APP SUPPORTS RECOVERY

Commenced development of a web-based wellbeing learning management system to support recovery from dependence on substances. It will also help people manage anxiety or depression.

MAY '20

SECURE TWO-YEAR FUNDING

All Government contracts for Community-based programs are extended for a further two years. This funding certainty allows The Buttery to plan the delivery of programs and gives Buttery clients a sense of security in knowing they will continue receiving the services they need for the medium term.

JUN '20

QUALITY CARE ASSURED

Completed a new suite of Buttery Policies and Procedures in preparation for the quality reaccreditation audit by Australian Service Excellence Standards (ASES). The Buttery's Management and Clinical Standards are subject to stringent QA standards to ensure clients receive the best possible care.



THANK YOU VERY MUCH!

The Buttery relies on generous donors, volunteers and the Commonwealth and State Governments to help people who may have substance use, mental health or gambling issues. On behalf of The Buttery Board, Sydney Foundation Committee, staff and the more than 2,100 people we helped last year, thank you.

We especially appreciate your support in the era of Covid-19.

DONORS

We are very grateful to everyone who is part of delivering The Buttery's life-changing mission through their generous donations.

Special thanks to Brian and Peggy Flannery for their continuing support through the Flannery Foundation. During the year a number of other foundations and trusts supported specific projects of The Buttery. These include: Angel Fund, The R & L Uechtritz Foundation, The Northern Rivers Community Foundation, The Milton Corporation Foundation, Bruce and Joanne Swift, the Portland House Foundation and the Newcastle Permanent Charitable Foundation. Special thanks also to, Chairman, Sandy Lockhart for his very generous financial and practical support.

Many other individuals also give year in year out to ensure The Buttery can continue helping people. This loyal support is very encouraging to the staff of The Buttery.



RECOVERY CIRCLE DONORS



Recovery Circle member David Dalton, read David's story on The Buttery Blog: www.buttery.org.au/blog/david-is-passionate-about-helping/

The Recovery Circle is a special group of generous people who make a regular donation in support of The Buttery. Membership is growing and it is open to anyone willing to give as little as \$10 a month. In 2019-20 Recovery Circle donors contributed to improvements in buildings and amenities for residents of The Buttery's Therapeutic Community.

FOR DETAILS ABOUT JOINING



[www.buttery.org.au/
join-the-buttery-recovery-circle/](http://www.buttery.org.au/join-the-buttery-recovery-circle/)



Because of their age and wooden construction, residential buildings at The Buttery require on-going maintenance. ***This work is supported by generous donations.***

THE BUTTERY FOUNDATION COMMITTEE

The Committee meets regularly in Sydney in the board room of Next Capital, whose founder, Sandy Lockhart is also Chairman of The Buttery Board. The Committee helps raise the profile of The Buttery among influential people and helps raise funds. The Committee also holds Talk Events during the year to help raise the profile of The Buttery.

CLINICAL GOVERNANCE COMMITTEE



Dr Bronwyn Hudson chairperson of the committee and internal member Trent Rees

The Clinical Governance Committee ensures clinical oversight of Buttery programs and that recommendations and advice from a clinical perspective are made to the CEO and Board to ensure best-practice. The Buttery is most grateful for their volunteer service.

VOLUNTEERS

The Buttery is supported by 70 or more volunteers who help by driving Buttery residents to NA and AA fellowship meetings. All Board and Committee members are volunteers and receive no remuneration for the hours and hours of service they give.

GOVERNMENT PARTNERS

The Buttery acknowledges the support for the Therapeutic Community by NSW Health through the Northern NSW Local Health District; the Magistrates Early Release Into Treatment Program and the Medical Students Placement Program of the University Centre for Rural Health, North Coast. The Maintenance to Abstinence Program is funded by the NSW Health Alcohol and Other Drugs Centre for Population Health. The INTRA program and b.well are funded by the Department of Health (Commonwealth). BCOY and AODCCC (and HASI+ in 2020) are funded by NSW Health. CORE and the Young People's Early Intervention Project, RPAS are funded by Healthy North Coast through the North Coast PHN program. The Northern Rivers Gambling Counselling Service is funded by the Responsible Gambling Fund managed by the NSW Department of Industry. Partners in Recovery (July-August 2019 only) and NPSCOS (September '19-June '20) was funded by Mission Australia as the lead agency funded by the Department of Health (Commonwealth).



Health
Northern NSW
Local Health District



Australian Government
Department of Health

AFTERCARE IS AS LIFE-CHANGING AS TREATMENT

The Relapse Prevention Aftercare Service (RPAS) is a key component of The Buttery's Continuum of Care which supports people in their recovery journey from treatment to aftercare and relapse prevention.

Mandy Pickett, a Support Facilitator with RPAS, knows very well that without adequate housing and social support, it can be very difficult for people to remain free from the negative effects of substance misuse. Her client, Bev has used RPAS to help her on her journey to lasting recovery.*



"Mandy's like a best friend" said homeless woman, Bev of Mandy Pickett (pictured above) who is her Support Facilitator with the Relapse Prevention Aftercare Service.

"Mandy's been a great help. She's like a best friend. She's passionate about her job. A true loving soul. She's a good listener and that's what I miss about seeing her," said Bev, 56.

Mandy has been working with Bev for more than a year-and-a-half.

RPAS gives people with a history of problematic drug and/or alcohol use support to find psychological counselling, medical treatment and help to find housing and to undertake training and education.

With Covid-19, restricting face-to-face contact when the pandemic hit, Mandy's only contact with Bev for more than three months was by phone. And that has proved difficult for both Bev and Mandy.

"Since the onset of Covid, it has been very difficult to encourage Bev to attend meetings with agencies to do with housing and other things that I may have been able to help her with had I been there in person. We've had to make do with phone contact," said Mandy

Bev first started seeing Mandy when she moved from Grafton to a farm near Casino. The move was at the suggestion of her daughter, as Bev said "to get away from the pubs."

Things didn't work out for Bev on the farm due to family conflict and alcohol issues. She moved to Casino. The neighbourhood was not safe for Bev and she fell foul of some of the local people which resulted in several assaults and a broken arm.

With Mandy's support, Bev undertook a stay at the Riverlands detox centre and was introduced to a drug and alcohol counsellor.

Bev moved to Grafton where she was homeless initially. Mandy has found Bev temporary accommodation in a caravan park.

Life in the caravan park was especially distressing for Bev as it meant she was separated from her beloved eight-year-old tan dog, Misty who couldn't stay there.

"She's such a lovely dog. Friendly and happy. I really miss her."

Mandy arranged temporary accommodation for Misty in a shelter and Bev is able to phone weekly to check on Misty's well-being.

Mandy is working with Housing NSW to find a permanent home for Bev, where she and Misty can be reunited.

"I was crying yesterday because I miss Misty and she thinks I'm not coming back."

Bev loves animals and dreams of learning more about their care. If there is a course available, Mandy said she would be very pleased to help Bev develop her interest.

RPAS is supported by funding from Healthy North Coast, through the North Coast Primary Health Network through the Australian Government.

**Name changed*

Vision

Connected Communities, Valued People, Collaborative Partnerships

Mission

To enrich people's lives and connect communities through a continuum of support for people affected by substance use disorders, mental health issues and addictions

The Buttery's residential and community programs are evidence-based and represent the latest in trauma-informed and client-centred care.

All of The Buttery's programs and management and governance systems are accredited under Australian Service Excellence Standards (ASES) and are audited by Quality Innovative Performance (QIP).

The Buttery is an independent community organisation not aligned with any political or religious group. People are treated equally and without discrimination.

As a member of the Australasian Therapeutic Communities Association (ATCA), The Buttery's Therapeutic Community (TC) and Maintenance to Abstinence (MTA) programs adhere to the principles and standards.



Some of The Buttery's dedicated Community Outreach Team

NEW MEANING, NEW LIFE



“As a kid I just wanted to fit in, to be cool. To be popular I used drugs and started dealing,” said former Buttery resident, Wade.

This led to a life of crime, prison and eventually, at the age of 40, successful completion of The Buttery's residential program.

“Had I been sent into treatment instead of prison as an impressionable 23-year-old, my life would have been so different. Until I completed The Buttery program I had no sense of who I really am. Now I am kind to people. I give back by helping others who are in recovery. I have started a TAFE course in the hope of becoming a drug and alcohol counsellor.”

“But the best thing I've achieved is my new relationship with my Dad and my family. I have not had such a relationship since I was a child.”

TONY'S LEGACY LIVES ON



A Ewingsdale man, R.A.J. Hart, whose family has a long history in the Byron area, left a generous bequest to support The Buttery's youth programs.

Mr Hart had an enduring passion for supporting underprivileged children.



This bequest, one of a number he made to charities will be used to support The Buttery's Therapeutic MMA for youth at risk (*pictured above*), and a youth project in the Jubullum Aboriginal Community.

To learn more about leaving a life giving bequest, please contact the Buttery's CEO, or the Development Manager, in confidence 02 6687 1111.

BRENDAN KEEPS GIVING



For Brendan Monson, former Buttery resident turned Buttery Counsellor and Recovery Circle donor, giving back to The Buttery, is a vital part of his recovery.

“The Buttery taught me to do the opposite to what I had done for most of my life. I now know the huge payoff that comes from being of service to others.

I came from a dysfunctional family home and at 13 quickly found drugs were the answer. They really reduced my discomfort

When I joined the Therapeutic Community the facilitators showed me the power of connection with others and connection to self. I learnt to give. Not actually expecting anything in return was part of recovery.

I don't have a lot of money. But I donate just a bit every month. It means a lot to me. It is all about the connection and honouring that connection. It's the gift that keeps giving.”



THANK YOU FOR SUPPORTING THE LIFE-CHANGING WORK OF THE BUTTERY

The Buttery acknowledges the many generous individuals, foundations, organisations and companies whose support enables The Buttery to help so many people.

A number of Buttery programs are supported by funding from Healthy North Coast through the Australian Government's PHN Program. The Buttery gratefully acknowledges this support.

HEALTHY
NORTH COAST

phn
NORTH COAST
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The Buttery acknowledges funding it receives from the NSW Ministry of Health under the NSW Government's Drug and Alcohol Package.

The Northern Rivers Gambling Counselling Service is funded by the responsible Gambling Fund.

gambling HELP
PHONE • FACE TO FACE • ONLINE
1800 858 858
www.gamblinghelp.nsw.gov.au

The Buttery helps teenagers and adults who have drug and alcohol misuse, gambling and mental health issues.

The Buttery relies on the generosity of the community to continue its life-changing work.

The full range of Buttery programs provides a continuum of care: education, residential and non-residential treatment, aftercare and relapse prevention.

Donations to The Buttery are fully tax-deductible.

The Buttery gratefully acknowledges the financial support it receives from generous donors and the NSW State and Commonwealth Governments: NSW Health, Department of Health (Commonwealth), NSW Responsible Gambling Fund.

Donations to The Buttery are tax-deductible. To donate:
www.buttery.org.au/make-a-donation

02 6687 1111 info@buttery.org.au

www.buttery.org.au

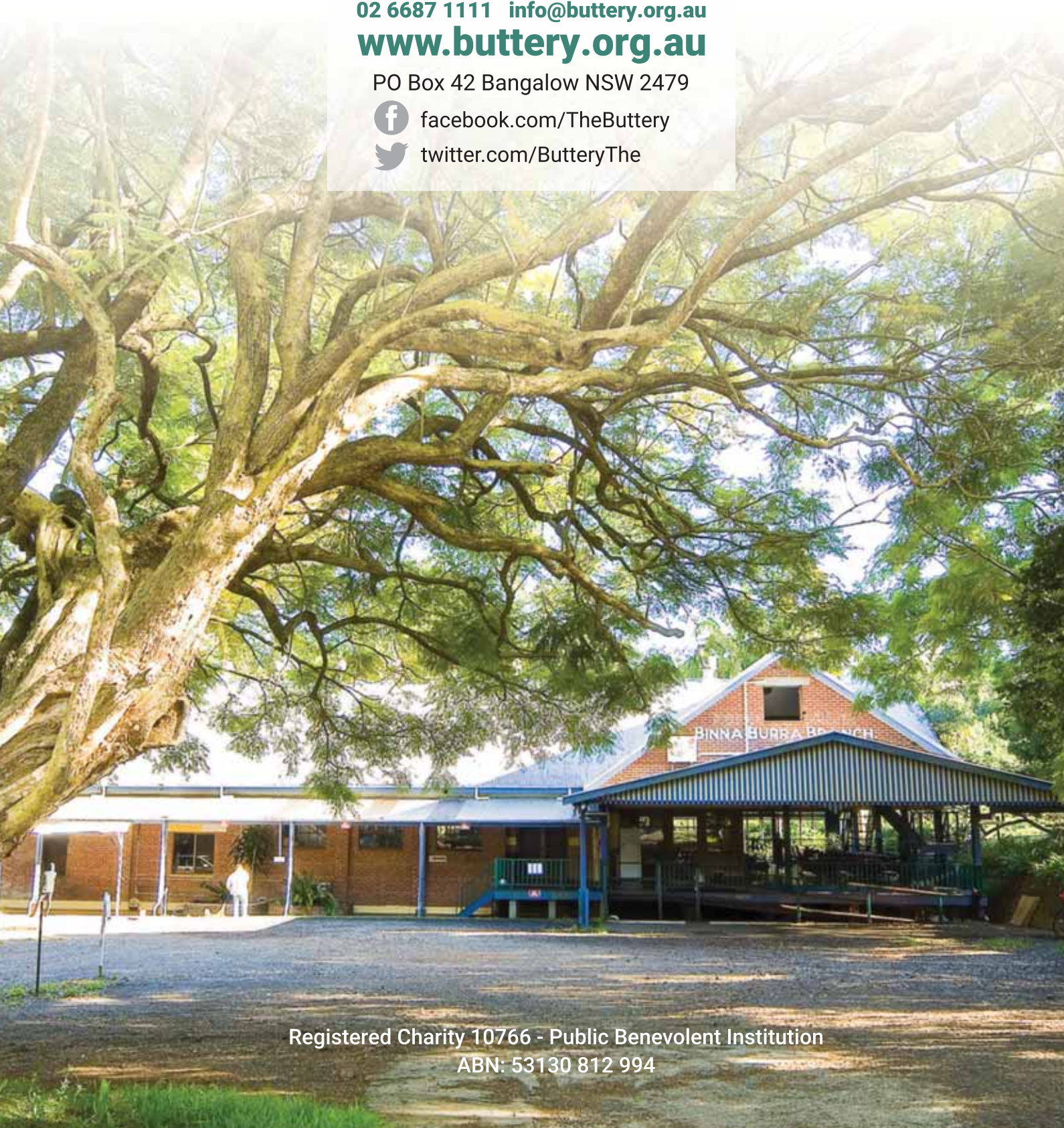
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