



THE BUTTERY



**Annual Report**

2021-2022



2021-2022

## VISION

Connected Communities  
Valued People  
Collaborative Partnerships

## MISSION

To enrich people's lives and connect communities through coordinated support for people affected by substance misuse, mental health conditions and addictions.



To donate visit

[buttery.org.au/make-a-donation](https://buttery.org.au/make-a-donation)

Donations to The Buttery are tax-deductible.



### Acknowledgment To Country.

The Buttery acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples



Registered Charity 10766. Public Benevolent Institution. ABN: 53 130 812 994



THE BUTTERY

# Table of Contents

Vision and Mission.....	2
Our Patrons.....	4
About The Buttery .....	5
Areas We Serve.....	6
Our Journey So Far .....	7
Chairman's Report .....	8
CEO Report.....	9
Our Supporters and Partners .....	10
Our Donors and Volunteers.....	11
Board of Directors.....	12
Governance and Funding.....	13
Major Achievements.....	14
Participant Story: Reflection & Recovery.....	16
Outcomes of Support .....	18
Our Programs .....	20
Our Programs for Young People .....	24
Communications, Marketing & Partnerships.....	26
Our Events.....	27
Data Systems, WH&S & Quality Assurance.....	28
Participant Story: Making Positive Choices for Family.....	29
2021-2022 Financial Report.....	30



# Our Patrons

**Very sadly, The Buttery's Patron Mrs Gillian Helfgott passed away in August, aged 90.**

Since 2006, Gillian and her husband, David Helfgott, have been The Buttery's Patrons.

Gillian and David attended The Buttery's main headquarters at Binna Burra many times - as David performed, Gillian would always be at his side smiling, laughing, and enjoying his performance.

As a great supporter of The Buttery's work, Gillian encouraged our program participants to continue their recovery journey and to remember to let their light shine. Gillian truly touched the lives of so many people with her enthusiasm for music, charitable work, and can-do attitude.

Gillian was a wonderful woman who many, especially her Buttery family, will miss. Our sincerest condolences are with David Helfgott and the Helfgott family.



Photo: (L-R) Gillian and David Helfgott.

# About The Buttery



**The Buttery is an independent, community-based not-for-profit organisation with its head office located at Binna Burra near Bangalow in Northern NSW, Australia. The Buttery was established in 1973.**

The purpose of The Buttery is to support stronger and healthier communities through assisting people living with substance use and mental health conditions to achieve recovery and rebuild their lives. The organisation provides counselling, family support, rehabilitation, early intervention and many unique programs and services to meet the needs of people seeking support including children, young people and adults.

The Buttery is committed to providing access to responsive, integrated and quality substance use rehabilitation and mental health services for regional and rural NSW residents.

Currently, The Buttery delivers evidence-based long and short-term residential rehabilitation and outreach programs, which are developed within relevant organisational, legislative and contractual frameworks.

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

As a member of the Australasian Therapeutic Communities Association (ATCA), The Buttery's residential programs comply with ATCA's standards for best practice.

Corporate governance structures, including a Board of Directors and CEO, are supported by formal policies and procedures. Effective policies are written within relevant organisational, legislative, and contractual frameworks based on data to assist with organisational decision-making.

Clinical Governance is overseen by a committee comprising of external and internal stakeholders who ensure The Buttery's clinical programs are consistent with current best practice.





# Areas We Serve

The Buttery programs assist people across a wide area from the New South Wales Mid North Coast to the Far North Coast regions.



# Our Journey So Far

Since 1973, The Buttery has been delivering its programs and initiatives.



# Chairman's Report



**2022 saw continuing challenges in The Buttery's core business and several new opportunities that became available through a competitive tender process. I am pleased that our staff once again rose to the occasion managing existing operations while winning two significant new contracts.**

Demand for residential and outreach services reached unparalleled levels during the year, reflecting COVID-19 related issues. These were further compounded by severe flooding in the Northern Rivers area, particularly in Lismore, where the town was evacuated several times. The continuing occurrence of COVID-19 meant that many services had to be delivered virtually, and residential services operated with additional health and safety requirements.

Despite a challenging environment, The Buttery's staff continued to work effectively and compassionately. Almost all services outperformed their KPIs, which was very pleasing, given the circumstances. The Buttery's longstanding services operating from Binna Burra saw increased occupancy rates, as did the Buttery Private. Kempsey's new HASI-Plus program enjoyed its first full year of operation with growing numbers. Revenues on a full-year basis were up slightly from the previous year, though they will grow substantially in the current year (2022-2023) with the implementation of the Redress and Safe Haven Programs, which commenced post-year end.

Organic growth of existing programs, and the award of new programs, will need careful management. As a result of increased income, careful management of costs, and improved fundraising, The Buttery is well-placed to deal with these programs and much-needed infrastructure improvements.

With staff numbers approaching 100 and branches operating from 15 different locations, The Buttery now offers a broad range of services from drug and alcohol addiction to mental health and related issues. The organisation's footprint extends from Tweed Heads in the north to Port Macquarie in the south. While the traditional services draw principally on people from NSW, the Buttery Private and the Veterans program have attracted participants from other states.

In early 2022, two new programs commenced including a trial residential program for people experiencing PTSD; we hope to run more of these programs in the future. With an increasing number of people needing these services, we will continue to look for new initiatives and services that align with our strategic plan.

As always, I would like to extend my thanks to The Buttery's supporters, without which the valuable work The Buttery does would not be possible. First, I would like to thank people who donated time and money to the organisation. Fundraising reached record levels last year when COVID-19 pressures were felt widely. Without this support, we could not work effectively. Secondly, I would like to thank the staff of The Buttery, who continue to work tirelessly, whether from different offices or remotely. Your efforts continue to be appreciated.

I want to acknowledge The Buttery's CEO Leone Crayden for her leadership during a challenging year. Finally, a special thanks to the Board, who continue to offer their time and expertise on a pro bono basis during difficult times.

**Sandy Lockhart**  
Chairman

# CEO's Report



**In 2023, The Buttery turns 50 years old. The Buttery was formed in 1973 when an influx of young people attending the Aquarius Festival in the Northern Rivers initiated a need for youth services. The Aquarius Festival promoted alternative thinking and living.**

The Buttery founder, Captain McKnight, started a ministry and an outreach service in Nimbin, Mullumbimby, and Lismore to assist itinerant youth.

Since 1973, The Buttery has grown significantly. In 2021-2022, we increased support to people experiencing substance use disorders and mental health conditions to include additional youth programs, Veterans, and people impacted by natural disasters.

The Buttery exists to enrich lives – in the last twelve months amidst great uncertainty with COVID-19, natural disasters, and funding insecurity we enriched many lives. Alongside our peers and colleagues in the community services sector, we remained flexible to adapt to changes in how we deliver our services.

Our achievements wouldn't have occurred without the commitment of the most dedicated team of people I've worked with. The Buttery staff are hard-working, compassionate, and kind to the participants and communities we serve and each other. I thank all staff, particularly our Leadership team, who provided staff guidance and modelled the organisation's values through hard work and dedication.

Connection is the key to good mental health. In 2021-2022, The Buttery recommenced promoting its services and the remarkable outcomes we've achieved by presenting at conferences and symposiums, which we missed participating in during COVID-19.

During the year, we became adept at working online. However, this year's Strategic Planning session with the Directors and the Leadership team demonstrated how well we work face-to-face.

We also focused on corporate and clinical governance. The Buttery revised its constitution, which is in line with the Corporation's Act and is now a contemporary document.

The new contracts won in 2021-2022 will be established during 2022-2023 and require further consolidation of corporate and clinical governance, and investment in professional development for staff.

A vigorous review of The Buttery's clinical governance was undertaken. This included reviewing policies, processes, forms and documents to comply with The National Safety and Quality Health Service Standards (NSQHS) to provide a nationally consistent statement of the level of care participants can expect. While this is a significant undertaking, accreditation against these standards will ensure that the highest possible clinical governance frameworks are achieved.

The Buttery's data collection continues to improve, and our commitment to evidence-based practice is demonstrated by following up with participants post-discharge from programs. This leads to further evaluation and research on the effectiveness of The Buttery's programs and services. We've overcome the heterogeneity between residential and outreach programs by using the same set of psychometrics for all programs, which provides conclusive evidence about what treatment approaches are working and where we should focus our attention.

We are in the final stages of developing a post-treatment app, Four Great Mates. The app was devised through a co-design process with participants, ensuring we utilise participant expertise in designing and implementing programs.

The governance and program expansion improvements could only be accomplished with our Board of Directors guidance and stewardship. I want to thank The Buttery's Chairman, Sandy Lockhart and the Directors for their continued support and leadership.

On reflection, while we've certainly experienced challenges, it's been an extremely successful year which will prepare us for more success as The Buttery enters its fiftieth year.

I commend the achievements demonstrated in the 2021-22 Annual Report to The Buttery's staff and Board of Directors; you should all be incredibly proud of your work.

**Leone Crayden**  
CEO



# Our Supporters and Partners

## Our Government Supporters

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



## Our Partners

Thank you to our partners who support The Buttery and its participants.



# Our Donors

**In 2021-2022, despite the uncertainty created by the pandemic, donations exceeded our expectations and the previous year's total donations.**

The outstanding generosity of our supporters resulted in our fundraising income increasing by 23.4% compared to the prior year.

We are particularly grateful to Brian and Peggy Flannery for their continuing support through the Flannery Foundation.

A special thank you to The Buttery's Chairman, Sandy Lockhart, for his continued support.

The Buttery is also grateful to receive donations for specific projects from the Gosling Foundation, Portland House, R & L Uechtritz Foundation, Northern Rivers Community Foundation, Jeremy Davis, Angel Fund, Australian Philanthropic Service, Milton Corporation, Bruce and Joanne Swift and the Beam Foundation.

We offer our heartfelt and humble thanks to the Rouse family and their friends for contributing donations to The Buttery in honour of their late and dearly missed son, Simon.

The Buttery acknowledges the generosity of the R.A.J. Hart Estate in bequeathing a donation to the organisation.

We are very thankful to organisations assisting The Buttery with grants including:

- Northern Rivers Community Foundation Flood Relief Grant
- CommBank Flood Grant
- Services NSW Flood Disaster Grants
- Lismore Workers Club
- Cancer Council NSW

As a charity, The Buttery relies on donations from foundations, philanthropists, trusts, families and individuals. The Buttery is exceptionally grateful for the support it receives from generous donors.

**Thank you.**



## Volunteers

The Buttery sincerely thanks its volunteers who tirelessly assist the organisation in many ways including driving Buttery participants to Alcoholics Anonymous and Narcotics Anonymous fellowship meetings.



# Board of Directors

The Buttery is governed by volunteer directors who receive no remuneration for their invaluable services.

The Board of Directors comprises people with lived experience of recovery, community representatives and experts from a range of professional backgrounds, including finance, law, mental health administration and business.



**Sandy Lockhart**  
Chairman



**Kara Goodsell**  
Company Secretary



**Jonathan Dunlop**  
Board Member



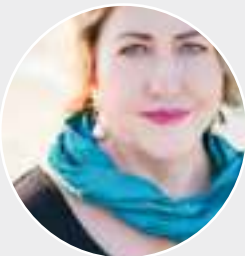
**Rosemary Warnock**  
Board Member



**Ian Mckay**  
Board Member



**Jenna Bateman**  
Board Member



**Jane Enter**  
Board Member



**Leone Crayden**  
Chief Executive Officer



# Governance and Funding

A non-discriminatory organisation, not affiliated with any political or religious group, The Buttery serves people according to their need. The Buttery is a company limited by guarantee.

As a Deductible Gift Recipient, donations to The Buttery are fully tax deductible. As well as acknowledging the generous philanthropic support of donors, The Buttery gratefully acknowledges the continuing financial support it receives from generous donors, the NSW State and Commonwealth Governments, and NSW Health Department of Health (Commonwealth).

## Clinical Governance Committee

The Clinical Governance Committee provides advice on clinical issues to the Chief Executive Officer (CEO) and senior clinical staff to ensure that The Buttery's clinical programs are consistent with current best practice and deliver outcomes.

In providing guidance and advice, the Clinical Governance Committee ensures that a clinical perspective is considered by the CEO so that decisions, investments and innovations are participant-centered, cost-effective, regionally relevant, aligned to local care expectations and appropriately prioritised.

The Buttery's Clinical Governance Committee comprises external experts from mental health and The Buttery's Leadership Team members with relevant qualifications.

**Ms Frances Pidcock**  
Internal Committee Member.  
The Buttery Clinical Operations Manager, BSC Psychology, BA Nursing; Masters in Mental Health Nursing. Currently enrolled in MBA.

**Ms Larissa McClelland**  
Internal Committee Member.  
The Buttery Therapeutic Community Coordinator, Registered Nurse – psychiatric credentials and Diploma of Community Services.

**Ms Leone Crayden**  
Internal Committee Member.  
The Buttery CEO, BA Nursing, BA Social Science, Post Graduate Diploma Social Science (Research); Psychology (Hons), Graduate Certificate Governance, MBA.

**Dr Bronwyn Hudson, Chairperson**  
External Committee Member.  
MBBS (Hons), DCH, MLLR, BCom (Hons).  
Chairperson of the Byron Shire Medical Council, a Fellow of the Royal Australian College of General Practitioners and an Advanced Trainee with the Royal Australasian College of Physicians, Chapter of Addiction Medicine.

**Dr Ian Hayes**  
External Committee Member.  
Consultant Psychiatrist FRANZCP BM, MRC Psych, Fellow of the Royal Australian and New Zealand College of Psychiatrists.

**Ms Corinne Maynard**  
External Committee Member.  
Service Manager Richmond Clarence Alcohol and Other Drugs. Nursing, Masters in Counselling, Graduate Diploma in Health Service Management.

**Ms Sam Booker**  
Internal Committee Member.  
Manager Intake and Assessment Team, Redress Support Program and Family Counselling Service. BPsychSc (Hons), Masters Clinical Psychology.



# Major Achievements

## Veterans

In 2022, the Buttery launched its pilot program using the Comorbid Prolonged Exposure (COPE) model with the aim of reducing symptom severity of substance use disorder (SUD) and post-traumatic stress disorder (PTSD) for veterans.

The Veterans COPE Recovery Program (VCRP) was in development for over four years. This began with research on the COPE model, liaising with researchers and developers of COPE to understand its efficacy and how it could be adapted to a residential setting.

Psychologists from the University of South Carolina trained Buttery staff and private clinical psychologists on COPE and this formed our private/public partnership.

COPE treats both SUD and PTSD concurrently using prolonged exposure therapy in twelve 90-minute individual sessions. These sessions include education/skills development around trauma and substance use and discussion and processing of traumatic memories. Outside of the sessions the participants engaged in group activities including exercise, meditation, and group therapy.

Veterans from various defence services lived on site for six weeks and undertook all aspects of the program. There was 100% completion rates and good preliminary results. VCRP will receive a further 12-month evaluation.

Veterans from various defence services undertook all aspects of the program. There was 100% completion rates and good preliminary results.

## Major Achievements

**Constitution:** The Buttery's constitution was approved by the ATO.

**Capability Statement:** The Capability Statement was redeveloped and updated for tenders, politicians and stakeholders.

**National Safety & Quality Standards:** The Buttery commenced a National Safety and Quality Standards (NSQHS) compliance review. This commenced with our policies, procedures, and forms. To support The Buttery with compliance and capability, we engaged QIP Consulting.

**Redress:** Contract awarded May 2022 Redress assists survivors of institutional child sexual abuse to connect with responsible institutions to receive counselling.

**Safe Haven:** Contract awarded July 2022 to commence service provision in July 2022. Safe Havens provide immediate support to improve mental distress and reduce suicidal thoughts and behaviours.

**Fundraising:** Increase in fundraising by 23.4%.

**Website upgrade:** The Buttery launched its new website in 2022.

**Donation platform:** The Buttery upgraded and launched its new donation platform in February 2022.

**Co-location:** The Buttery's Tweed office commenced a co-location with the Bugalwena General Practice.

## Strategic Planning Day

The Leadership team and Board of Directors (picture far right) participated in a second Strategic Planning Day to develop the 2022-2024 Strategic Plan for The Buttery.



PARTICIPANT STORY

# Reflection and Recovery

**48-year-old Jason was in the Royal Australian Navy for ten years, joining the service when he was 15. It was during a time when bullying and assault were part of the culture which Jason says he experienced.**

Betrayal has been a big theme in Jason's life. He experienced physical and mental abuse growing up and witnessed many deaths during six assignments to the Persian Gulf.

Jason says the Post Traumatic Stress Disorder (PTSD) he experiences is due to an underpinning war-like cultural trauma he experienced during his career and childhood trauma.

He is currently on a disability pension and has been diagnosed with Major Depressive Disorder and PTSD.

Before completing The Buttery's inaugural Veterans COPE Recovery Program (VCRP) in February 2022, Jason drank up to a bottle and a half of scotch daily. At the time, he was experiencing family issues and broken relationships and was desperate to find a program to assist him.

Since completing the program, Jason says it has lifted a weight off him.

"I feel like a big burden has been lifted from me. I've been able to talk about a lot of things and will continue using Harry, the psychologist from the program. Reimagining the trauma helped break it down and left me feeling lighter and unburdened from a lot of hate. There's a lot of work to do, and I'll need to continue doing it. Although now I feel like I've got a framework to deal with, which is excellent.

The VCRP helped Jason acknowledge his disorders, which he was previously scared to do.

"I was kind of in denial before. The program helped me to face the truth. It isn't easy because you go through a lot of shame and guilt, but you also learn that what's happened is in the past. If you keep punishing yourself, you'll keep harming yourself with abusive behaviour and substance abuse. You learn how to counteract negative thoughts by having early warning signs and a damage control plan for when you get triggered. Instead, I know to go for a walk, listen to music, take deep breaths, or be by myself. The program has helped me to learn these practices.

Jason is particularly grateful for the rural and private setting that the program is facilitated in.



**"Since completing the program, I've had some wake-up calls and put everything into perspective."**

"The location is healing – it's like an oasis in the middle of a volcano – I had some epiphanies while being isolated in a beautiful setting. I spent a lot of time sitting outside in nature and surrendering to the process around re-imaginative theory. I took some beautiful photos of sunrises and sunsets and spent a lot of time crying but also being happy about the journey."

"The other thing the program did is it made me fall in love with myself again. I hated myself. I was remorseful about the broken relationships and things I've done when substance using. Since completing the program, I've had some wake-up calls and put everything into perspective."

\*Name changed for privacy. Photo is for illustrative purposes only.





# Outcomes Of Our Support



## STATISTICS KEY

- Number of participants
- Occasions of service
- Occupancy rates
- Mental health results
- AOD results
- Psychosocial results
- Satisfaction results

### INTRA Individual Counselling

- 473
- 5,189
- 90.3%
- 93.5%
- 72%
- 97%

### Relapse Prevention Aftercare Service (RPAS)

- 234
- 4,116
- 90.3%
- 93.5%
- 72%
- 97%

### Buttery Communality Outreach for Youth (BCOY)

- 43
- 229
- 90.3%
- 93.5%
- 72%
- 97%

### Family Support Programs

- 90
- 35
- 90.3%
- 93.5%
- 72%
- 97%

### Community- Based Rehabilitation CORE

- 132
- 5,548
- 87.5%
- 100%
- 87.5%
- 97%

### Veterans COPE Recovery Program (VRCP)

- 6
- 100%
- 83%
- 100%
- 100%
- 100%

### Residential Rehabilitation (Maintenance to Abstinence, The Therapeutic Community, Merit)

- 87
- 82.4%
- 90%
- 100%
- 100%
- 98%

### Footprints to Wellbeing (F2W)

- 258
- 10,578
- 90.3%
- 93.5%
- 72%
- 97%

### Young People's Early Intervention Programs (YPEIP)

- 130
- 1,398
- 90.3%
- 93.5%
- 72%
- 97%

### AOD Continuing Coordinated Care (CCC)

- 132
- 2,498
- 90.3%
- 93.5%
- 72%
- 97%

### B.Well Counselling and Group Programs

- 195
- 3,531
- 90.3%
- 93.5%
- 72%
- 97%

### HASI-Plus

- 6
- 46.4%

### Transition House

- 19
- 49.4%

### The Buttery Private

- 40
- 67.9%



### Community Drug Action Team (CDAT)

**Active CDATS:** Bellingen, Coffs Community Village, Garlambarla (Coffs Aboriginal Youth), Valla Beach, Nambucca, Hastings (Port Macquarie), Macleay Valley (Kempsey), Armidale, Gunnedah, Richmond Valley, Tweed Valley, Glen Innes, Kyogle, Nimbin, Byron, Tenterfield, Grafton, Moree, Inverell.

**CDATS that Grants were awarded to:** Bellingen, Macleay Valley, Armidale, Valla Beach, Hastings, Nimbin, Tenterfield, Byron, Richmond Valley, Tweed Valley, Glen Innes, Kyogle.

**Examples of Activities from Grant:** Local Drug Forums, Awareness Campaign for young people and families of FASD, Driver Education Courses with AOD awareness, Afterschool activities, Young women's martial arts course, Research Competitions, Resource Development, Yarning Circles.

- Number of participants:** the number of individual participants enrolled in each program in the last financial year.
- Occasions of service:** the number of each service delivery session provided in each program in the last financial year. This could be a group intervention (counselling, activity, support, case review or psychoeducation), individual intervention (counselling, support, assessment, review, care planning, discharge planning).
- Mental health results:** the percent of participants who showed a significant improvement in their mental health through a reduction in distress level as measured by the K10/K5.
- AOD results:** the percent of participants who showed a significant improvement in their substance use (frequency and amount) as measured by the ATOPs.
- Psychosocial results:** The percent of participants who showed a significant improvement in their psychosocial recovery (including but not limited to achievements in safe housing, employment, family reunification, cultural connection, connection to community, legal and financial) as measured by the WHOQoL8 and RASDS.
- Satisfaction results:** percentage of participants who reported satisfaction with the service provided as measured by the TPQ.



# Our Programs

## Psychosocial Capacity Building Programs

### 1. Footprints2Wellbeing

Footprints to Wellbeing (F2W) focuses on building psychosocial capacity in people with mental ill health. It is short to medium support (up to 3 months), is person centred, trauma-informed and recovery focused. F2W is a consortium with Wellways, with The Buttery as the lead.

### 2. Continued Coordinating Care (CCC) + Relapse Prevention Aftercare Service (RPAS)

CCC and RPAS provide support for people 18 – 64 years and 9 months who have identified AOD conditions and who have unmet psychosocial needs. To be eligible people need to reside in the North Coast Primary Health Footprint and have recently engaged in AOD Treatment. CCC and RPAS focuses on building psychosocial capacity in people with AOD conditions. CCC and RPAS provides support for 6 – 12 months and is person centred, client led and recovery focused.

## Counselling Programs

### 1. B.Well

B.Well provides individual and group counselling support for people 12 years and over who live with mental ill-health conditions and concerns with addiction to alcohol and other drugs. B.Well also provides support for families and carers of people experiencing mental health and AOD conditions.

### 2. Intra (Insight Treatment Referral Axis)

INTRA is a flexible and responsive outreach counselling program designed to minimise alcohol and other drug use related harms to individuals, families, and the local community. INTRA offers both group and individual counselling interventions. Operates in the Northern Rivers region for those aged 12 years old and above.

### 3. YPEIP (Young Person's Early Intervention Project)

YPEIP offers early individual and group intervention, prevention and treatment for alcohol and AOD use for people aged 12-24 years. YPEIP also provides support for families and carers of people experiencing these substance misuse concerns who access this service. YPEIP supports people working with young people with AOD conditions. This program services the Clarence Valley and Mid-North Coast.

### 4. BCOY (Buttery Community Outreach Youth)

BCOY provides support for people 10-19 years of age who are experiencing moderate to severe substance use, live in rural or regional locations, are experiencing mental ill-health, homelessness, are of Aboriginal and Torres Strait Islander descent, and/or who have been involved with the justice system. To be eligible people need to reside in the Grafton area of the NNSW Local Health District, and between Tweed Heads and Coffs Harbour Local Government Area of the Mid North Coast Local Health District.

### 5. Family Support Service (FSS)

FSS provides individual counselling to anyone who has a loved one struggling with substance use. This includes parents, children, partners, friends, carers or anyone who is concerned. It is open to Buttery participants and to those outside of The Buttery Programs.



### B.Well

The B.Well program expanded from the North Coast to the Mid North Coast, providing support throughout the footprint. Different groups include One Wave (a Non-Government Organisation) in Yamba, B.strolling and Drama Monarchs in Grafton.

## Community Engagement Programs

### 1. Community Drug Action Team (CDAT)

Consortia with Billa Muuji, Karalika and The Buttery with Odyssey House as the lead. Community Drug Action Teams (CDATs) aim to make their local communities safer, healthier and stronger by reducing the harms associated with the use of alcohol and other drugs.

Since 1999, CDAT volunteer groups made up of community members, staff from Local Health Districts and representatives from other government and non-government agencies, have been organising activities and developing resources aimed at strengthening their communities. In 2021 there are more than 70 CDATs across NSW.

### 2. Safe Haven Program

Community Mental Health and Wellbeing drop-in centres operating from Woodburn, Lismore, Mullumbimby and Murwillumbah, provide counselling, support and connection to all members of the community. Program implementation commenced in July 2022.

## AOD Continuing Coordinated Care (CCC)

Case management and coordinated care for people receiving alcohol and other drug treatment. Supports people in recovery to connect with others, focus on their strengths, maintain a healthy lifestyle and lead a fulfilling life. This includes assistance with obtaining housing, education, training and employment.

## Day Rehabilitation Program

### 1. Community Rehabilitation (CORE)

The CORE program is a community-based drug and alcohol rehabilitation program offering a mid-level intensive program either six weeks face-to-face or four weeks online for people experiencing substance misuse issues. To be eligible the following must apply:

- Participants need to be over 18 years of age.
- Remain abstinent from alcohol and drug use for the duration of the program.
- Participants need stable accommodation for the six-week program face-to-face or four-week program online and reside in NSW.
- If participants are currently struggling with their mental health, we may need to talk to their doctor/mental health worker about whether the program is right for them and what additional supports they may need.
- Participants may remain on pharmacotherapy and or prescribed medication, however no changes to the dose of medication can be made during their admission.

Digging for  
Pippis painting  
by Dunghutti  
Nation  
woman and  
Buttery CORE  
Facilitator, Elke  
Wooderson





## Residential Programs

### 1. Therapeutic Community (TC)

The Buttery Therapeutic Community (TC) is a long-term abstinent residential drug and alcohol rehabilitation program. It has 24 beds + 2 MERIT (Magistrate Early Referral Into Treatment Program) beds. The modality of treatment is based on the Community as Method model. It is recovery orientated with a focus on social, psychological and behavioural dimensions of substance use. As well as individual and group therapy sessions, participants and staff work together to heal individuals emotionally, and support the development of behaviours, attitudes, and values of healthy living. Eligibility criteria includes: must be 18+ years of age, have a history of substance use, or have dealt with legal issues prior to entry and are eligible for a Centrelink benefit or able to self-fund.

### 2. Maintenance to Abstinence (MTA)

The Buttery Maintenance to Abstinence Program (MTA) is for people aged 18 years and older who wish to withdraw from an opioid treatment program (OTP) to pursue an abstinence-based lifestyle with foundations in a residential therapeutic setting. The MTA Program is modelled on the therapeutic community method whereby it provides a safe, medium term residential program allowing participants to reduce and adjust to an abstinence-based lifestyle over a three-month period.

Participation in the MTA program will provide opportunities for personal change, the acquisition of living skills, and the coping skills to deal with life without drugs or alcohol. For MTA participants who wish to extend their time in treatment, there will be an opportunity to participate in The Buttery's abstinence based therapeutic community once the reduction is complete. MTA participants are inspired to continue with further Buttery programs through association with abstinent participants.

### Therapeutic Community & Maintenance to Abstinence

- With COVID restrictions easing, participant numbers for the Therapeutic Community and Maintenance to Abstinence returned to full capacity this financial year.
- A peer worker commenced working at The Buttery to support participants across their continuum of care from entry to discharge and aftercare.

### 3. The Buttery Private (TBP)

The Buttery Private is a unique social enterprise of The Buttery that has assisted 47 participants over nine programs during 2021-2022.

The Buttery Private Wellbeing program was developed in 2017 to meet an increasing need for a brief, yet intensive psychological program to address emerging mental health conditions associated with anxiety, depression, workplace stress, substance misuse or dependency, behavioural addictions, and trauma. This four-week closed residential program uses Compassion Focussed Therapy to address the physical, social, mental, emotional and spiritual barriers to wellbeing.

The program embraces best-practice psychological techniques to bring about lasting change in a small group environment, embracing connection and belonging.

As well as regular one-on-one counselling with a dedicated counsellor and group sessions, participants enjoy a range of other therapies, including yoga, massage, reflexology, art, meditation, mindfulness training, exercise, pilates, a spa circuit, nutritional cooking classes and weekend outings.

Surplus funds from this program are applied to The Buttery's charitable works for teenagers and adults who may have alcohol and substance use disorders and mental health conditions.



### 4. Housing and Accommodation Support Initiative Plus (HASI-Plus)

Kempsey's Housing and Accommodation Support Initiative Plus (HASI-Plus) provides a transitional rehabilitation and recovery program integrating clinical support and high intensity psychosocial support with stable community-based fit-for-purpose accommodation.

#### Service Model:

- Coordinated multidisciplinary mental and physical health clinical support.
- Stable community based and fit-for-purpose accommodation.
- Flexible high intensity accommodation support services.
- Flexible high intensity psychosocial support services.

### 5. The Buttery Transition House

The Buttery Transition House is designed to assist participants who have completed the full Buttery long-term rehab program in making a slow transition back to full independent living. It is recognised as an important stage of recovery and is supported by a House Coordinator (usually one of the current counsellors at The Buttery Program).

The Transition House is structured to support participants in moving out of the highly structured environment into one that is beginning to rely on the participant's self-responsibility and accountability. This is the stage in recovery where the participant begins to really put into practice the learning they have developed as part of the Residential Program.

The program still contains overarching rules and guidelines, as would be found in any Recovery House, but participants are encouraged to support each other in navigating the challenges they may encounter throughout their time together and especially as part of the weekly house meeting.

The core objective of the Transition Houses is to provide participants with a safe and supportive environment to practice the tools and skills they have learned through their time in the Residential Program while developing a framework to take with them when they eventually exit the Transition House.

By the time participants exit, it's hoped they are actively participating in a plan that will support their physical, emotional, mental and spiritual self-care.



# Our Programs for Young People

## Young People's Early Intervention Programs (YPEIP)

### Groups: Vaping Support Educational Group ran for four weeks:

This program ran for four weeks on Wednesdays over two periods. Twelve young women in Years 9 and 10 started the program. The program was able to take place because Bellingen High School (BHS) was open and supportive of the program and wanted to provide options to its students.

Week 1: Introduction to vapes, basic information. Vaping habits.

Week 2: Myth busting, health conditions related to vaping. Addiction and the brain.

Week 3: Standing strong, peer pressure and addiction.

Week 4: Coping strategies. Quit plan. Takeaway messages

Every week, the students were given opportunities to share how things were going for them with open discussion around their mental wellbeing, friendships and school engagement.

Participants played games to share information in a fun way and finished with a TikTok challenge where the girls had to make a TikTok to encourage others to quit vaping.

### Pre-Program Survey Results:

41% of students wanted to learn how to quit vaping. 50% wanted more information on vaping. 50% of students had no support for their issue. 65% said they had an adult they would go to for support in the school. 57% said they did not feel supported.

### Post-Program Survey Results:

80% of students felt supported at BHS. 90% stated they have an adult they would go to for support in the school. 100% said they will make better choices due to what they learnt. 100% learnt new things to support the wellbeing of their peers. 100% would participate in another wellbeing program. 100% would recommend the program to other students.

### Anecdotal feedback from students:

"Kim was really nice and friendly and gave us lots of helpful information."

"I have cut down on my vaping in the past three weeks. At first the anxiety was high but then I realised it was because I stopped, and now it is easier and I'm not as anxious anymore."

## Buttery Communnality Outreach for Youth (BCOY)

New Groups: after school homework sessions, Baryugil School, Womens Circle.

### INTRA:

#### Ongoing Groups:

- Footprints, SMART Recovery, Byron and Lismore therapy groups, Qi Gong.
- New groups: Acupuncture and tea ceremony in Lismore.
- Youth Community Engagement presented at CDAT Nimbin Forum and CDAT State Forum.
- Harm Prevention and Education hosted the Party SMART stall at Splendour in the Grass.

"I have cut down on my vaping in the past three weeks. At first the anxiety was high but then I realised it was because I stopped, and now it is easier and I'm not as anxious anymore."



# Communications, Marketing, Partnerships and Events

## New Website Launched

The Buttery's new website launched in 2022. The revamped user-friendly website is easy to navigate for people wishing to learn about The Buttery's programs and services.



## New Fundraising Platform Launched

The new donation platform, ThankQ, launched in February 2022. ThankQ launched with a new Buttery e-Newsletter, which is distributed electronically to donors and Buttery newsletter subscribers.



## Marketing

New Marketing assets were created to promote The Buttery's Residential, Outreach, Youth and Buttery Private programs. These brochures are web and mobile-friendly.



## Partnerships & Events

The Buttery partnered with Mental Health Australia to promote World Mental Health Day and Cancer Council Australia's Tackling Tobacco program and World No Tobacco Day.

The Buttery sponsored and attended the Australian & New Zealand Addiction Conference, among other events including the Clarence Valley Youth Week, Kempsey & MacLeay Clinical Social Event, and Alstonville High School Wellbeing Day.



## Presentations

In November 2021, The Buttery's CEO, Leone Crayden, presented on Adapting to the Changing Times at the Third Sector Live conference.



## Community Drug Action Team (CDAT)

CDAT held its two-day State Conference in Sydney, launched by Daniel Madeddu. The conference brought together Odyssey House, The Buttery, Bila Muuji Aboriginal Corporation Health Service and Karralika Programs. Julie Babineau, CEO of Odyssey House, highlighted the past year's achievements.

Guest speakers included Cherie Johnson empowering people to connect with our Aboriginal and Torres Strait Island history. INTRA Youth Counsellor Paul Phillips shared innovative ways to engage young people and John Haydock spoke on Liquor Licensing, Alcohol Policy and how CDATs can affect change and support communities.



### From top to bottom:

Guest presenter with INTRA Youth Counsellor **Paul Phillips** and **Tanya Magnay**, The Buttery's CDAT Program Manager.

**Tina Bishop** (right) presenting an award to her CDAT team in the Hastings Valley.

**Josh Seage**, Community Development officer for The Buttery North Coast.



# Data Systems, WH&S and Quality Assurance

## Data Systems Update

The MIMASO database has expanded to include the new Safe Havens program, Tackling Tobacco initiative, and continually evolved to improve functionality and reporting.

Report preparation times have reduced overall, and the Therapeutic Community detail has been enhanced to highlight individual stages.

An email and security group rebuild has greatly reduced the overhead of system changes.

Document migration from the onsite server to SharePoint is near completion, giving program staff a more straightforward, flexible, stable, and consistent experience.

The introduction and continued implementation of a new remote Helpdesk solution has greatly enhanced Helpdesk speed and efficiency.

## Workplace Health & Safety Update

The wellbeing and safety of our staff is supported by initiatives implemented by the Work Health Safety Committee, including a transition to a new app-based lone worker alarm system, Work Safe Guardian.

The app is used by all clinical staff, along with a discreet blue tooth device, meaning that users can activate a safety or medical alert without touching their phone if required, or by shaking their phone in an emergency.

We continue to promote a safety culture at The Buttery, focusing on consistent hazard identification and follow-up rectification actions to prevent safety and clinical incidents. The Quality Assurance Committee has developed and implemented an enhanced and systematic approach

to recording improvement processes throughout the organisation, underpinning the physical and psychological safety of our participants and staff.

## QA Achievements

The Buttery engaged Quality Innovation Performance Ltd (QIP), an approved accreditation agency, to undertake a review, gap analysis, support and accreditation for the National Safety Quality and Health Services Standards (NSQHS) developed and governed by the Australian Commission on Safety and Quality in Health Care (the Commission or ACSQHC).

The NSQHS Standards provide a nationally consistent statement about the level of care consumers can expect from health service organisations across Australia. The standards are:

- Clinical Governance
- Partnering with Consumers
- Preventing and Controlling Health Care – Associated Infection
- Medication Safety
- Comprehensive Care
- Communication for Safety
- Blood Management
- Recognising and Responding to Acute Deterioration

We are undertaking gap analyses with QIP of current policies, manuals, forms and procedures. In the upcoming FY 2022-2023, an onsite three day workshop with QIP is planned that will cement a plan and time frame moving towards accreditation.

## PARTICIPANT STORY

# Making Positive Choices for Family



**31-year-old Melissa\* grew up in with financial wealth in Sydney's Eastern Suburbs and went to an all-girls private school. Melissa was presented with every opportunity that money could buy – from a material perspective, Melissa had it all but addiction and mental illness struck her family.**

Melissa's world was lacking because she grew up in a volatile environment where she says her emotional needs as a child were secondary to her mother's needs. Sadly, Melissa's mother was an alcoholic and suffered from mental illness.

"Because of mum's mental health and addiction issues, my needs got swept under the rug for a while. From a young age, I struggled with drug use and self-harm. I also suffered from an eating disorder from age 12, which went right through my adolescence and into my 20s. Money doesn't make any difference – addiction and mental illness doesn't discriminate – my family were impacted by both."

Melissa first experimented with prescription pills at the age of 10 and tried alcohol for the first time when she was 12.

By 17, Melissa was a black-out drinker, had developed pancreatitis, and experienced psychosis. Her seventeenth year was spent in and out of hospital getting treatment.

Even though it seemed like the odds were stacked against Melissa, from a young age, she knew that she wanted a different life from addiction. Melissa had the foresight to admit herself into a private detox clinic in Sydney's Northern Beaches at age 18. While Melissa was still using drugs, through the experience, she learned that she had experienced trauma and began to understand what this meant.

Melissa's drug and alcohol consumption continued to increase for the next two decades during stints living in Europe and the United States.

"Over time, mum deteriorated, and my drug use increased. I lived in London for a while when I was 18 and increased my drug use and partying. Much later, I moved to America and joined the superyacht industry in Miami. My drug use increased again and I got mixed up with some bad people."

Unbeknownst to Melissa at the time, she was being groomed to become a drug mule. It was a dire situation that Melissa needed to extricate herself from. With the support of Melissa's then-boss, she returned to Australia to complete several residential detox programs.

In 2017, Melissa completed The Buttery's Therapeutic Community (TC) program and lived in a Buttery transition house before moving out into her own home in the Byron Bay region. The experience assisted Melissa in stopping using drugs and to manage her eating disorder.

These days, drug use is a black and white matter for Melissa. Melissa has not used drugs or alcohol in four years since completing the Buttery's TC program.

"I want to one day in the future start a family and become a mum. I also don't ever want my children to go through what I did as a child. Drug use is black and white for me now."

"Someone once told me that using is just one piece of the pie. I would not have that one piece of the pie if it meant I had to forego the rest! Recovery has given me everything that life has on offer and more. I wouldn't give that up for anything!"

Melissa's future looks exceptionally bright. She is currently running her own business and works part-time in financial planning. Melissa also works at several detox centres as a chef carer.

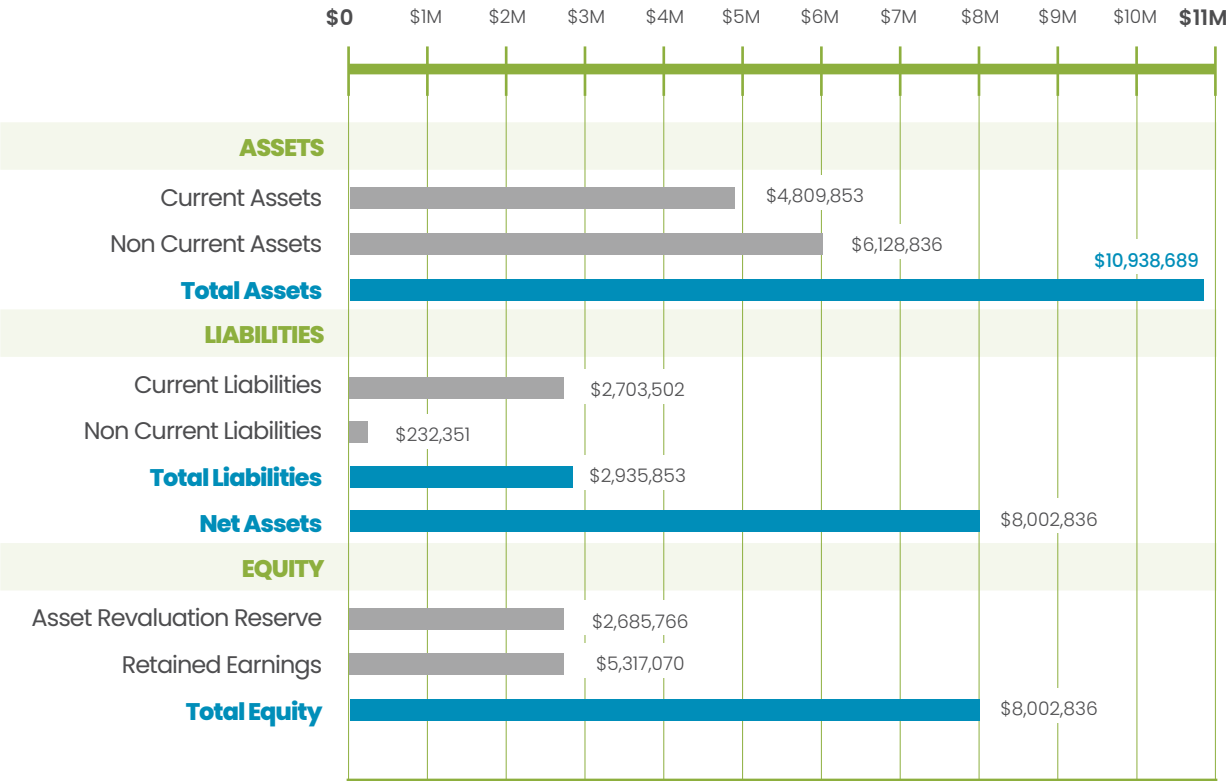
"My experience at The Buttery was completely life-changing. I am so grateful for the expertise and care I received during my time there. I encourage anyone struggling with addiction or mental health issues to reach out to The Buttery."

\*Name changed for privacy. Photo is for illustrative purposes only.



# 2021-2022 Financial Report

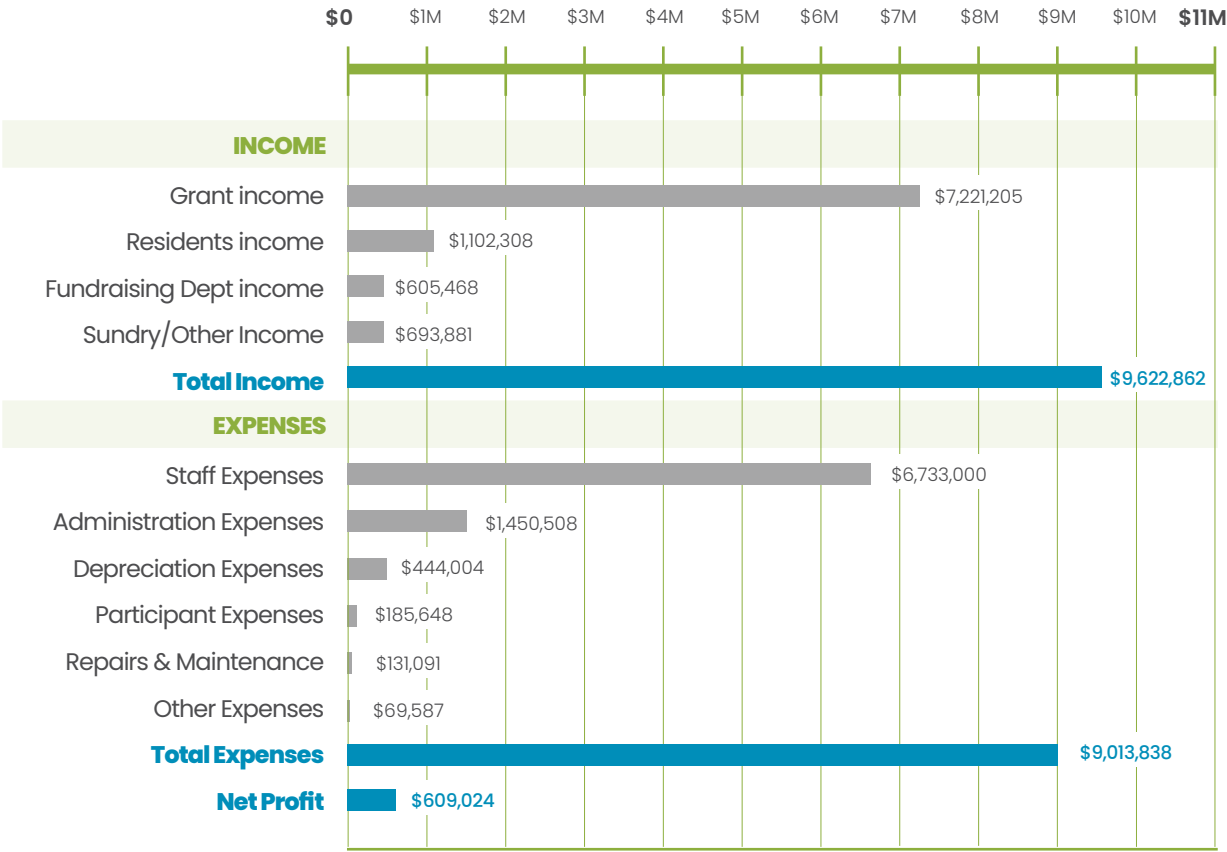
## Balance Sheet as at 30 June 2022



For the full financial report visit [www.buttery.org.au](http://www.buttery.org.au)

# 2021-2022 Financial Report

## Profit or Loss Statement for the year ended 30 June 2022





## In Memory of Simon Rouse



3 August 1997 – 8 March 2022

**"The hardest thing in this world is to live in it. Be brave."**

*Joss Whedon*

If you are experiencing emotional distress, help is available.  
Lifeline provides compassionate support for people in crisis.

**Call 13 11 14**



THE BUTTERY

[buttery.org.au](https://buttery.org.au)