



ENRICHING LIVES SINCE 1973

ANNUAL REPORT

2022 - 2023



THE BUTTERY

2022 – 2023

VISION

At The Buttery we believe that everybody should have the opportunity to live their best possible life.

MISSION

We support people to improve their lives through timely and effective services, concentrating on the person's individual needs. We specialise in the care and support of people with mental health and alcohol and other drug conditions.



First Nations Acknowledgment

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



Diversity Acknowledgement

Safe Haven staff are committed to embracing diversity and eliminating all forms of discrimination in the provision of health and other services. We welcome all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.



THE BUTTERY

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Our Patron

David Helfgott OAM and his late wife Gillian, who sadly passed away in 2022, have been The Buttery’s Patrons since 2006.

David is a renowned Australian pianist whose life was chronicled in the Academy Award-winning movie, Shine.

The Buttery expresses its heartfelt gratitude to David and Gillian for their unwavering support of The Buttery. David’s continuing involvement and belief in the organisation’s mission means the world to The Buttery’s staff, Board and participants. We are honoured to have David Helfgott as The Buttery’s Patron.



About The Buttery



In 2023, The Buttery celebrated 50 years of service to the community. Founded in 1973, The Buttery has provided services to over 10,000 participants in its residential programs and 20,000 participants in its outreach programs.

We deliver evidence-based long and short-term residential rehabilitation and outreach programs to support people living with alcohol and substance misuse and mental health conditions to achieve recovery and rebuild their lives. The organisation also provides a unique counselling support program for families and carers.

As a charity, The Buttery relies on the generous donations from the community, donors, several foundations philanthropists, trusts, families and individuals. The Buttery gratefully acknowledges the financial support it receives from the NSW State and Commonwealth Governments: NSW Health, and Department of Health (Commonwealth).



Areas We Serve

The Buttery has services on the lands of Bundjalung, Gumbaynggirr, Biripi, Yaegl and Dunghutti peoples. Our head office is in Binna Burra. The footprint of The Buttery covers Tweed Heads in the north to the Hunter Valley in the south and Kyogle to the west.



Our Journey So Far



Chairman's Report

2023 was another year of considerable activity and growth at The Buttery.

We transitioned out of COVID-19 restrictions and continued to provide residential and outreach services throughout our network of offices across NSW. During the pandemic, health regulations meant the organisation was forced to limit residential numbers and put strict quarantine and isolation procedures in place. This was challenging as the demand for services was higher than usual. Many staff worked from home and outreach services were delivered virtually. Despite these changes and several COVID outbreaks at the Binna Burra and Buttery Private facilities, I am pleased to report we cared compassionately and adequately for all residents and staff.

The Buttery procured several new contracts, some of which will become operational in 2024. Despite higher costs, the organisation finished the year in surplus and is well-placed to fund the new initiatives.

Considerable effort was expended on planning The Buttery's 50th anniversary celebrations, culminating in a staff conference and 50th-anniversary dinner in September 2023 after year-end.

Operationally, almost all programs exceeded their targets, which was an exceptional result given the challenges of the pandemic. I'd like to especially acknowledge the Safe Haven and Redress programs, which opened their doors early in the financial year. While slightly outside the organisation's traditional business, these programs participant numbers were much higher than anticipated.

During the year, the Board and management team signed off on a new strategic plan for The



Buttery, reflecting demand for new services and a refinement of our approach.

Infrastructure progress was made on projects at Binna Burra, which is critical to the ongoing operations at the head office site. In January 2023, The Buttery was connected to the main water supply for the first time in its long history, ending the need to rely on rainwater tanks. Approval was granted to connect the site to the main sewage facility in Bangalow, with construction commencing in 2024. A grant was received to undertake these works, which will meet some costs of this expensive but vitally important project.

I must thank the organisation's supporters, with whose help The Buttery functions more effectively. To donors and volunteers, thank you for your financial support and time. While fundraising was lower last year, the contributions were essential to The Buttery's work and programs.

To the staff, a heartfelt thanks for your tireless efforts, whether working from one of our many locations or home. Thanks to CEO, Leone Crayden, for her leadership, hard work, and enthusiasm under challenging circumstances.

Finally, to my colleagues on the Board, all of whom offer their services on a pro bono basis, thank you for your time and invaluable contributions.

Sandy Lockhart
Chairman

CEO's Report

In 2023, The Buttery celebrated its 50th anniversary. To mark the celebration, we developed a podcast To Their Door, which honors the mention of The Buttery in the iconic song To Her Door, written and sung by one of Australia's most beloved Australian performers, Paul Kelly. We thank Paul and his manager for allowing The Buttery to use the song throughout the podcast. To Their Door is an excellent podcast that documents the history of The Buttery, features participant stories past and present, and points to the organisation's future.

The Buttery expanded again in the last 12 months. Due to the new strategic direction of our major partners, Healthy North Coast and the NSW Ministry of Health, we reformed programs we provide. These program changes were somewhat challenging, although our staff and the leadership team ensured smooth transitions occurred for participants. I congratulate all staff on their ability to adapt to change and care for our participants positively.

I want to thank The Buttery's staff for their professionalism and dedication. We employ 112 full-time staff, including general practitioners, clinical psychologists, registered nurses, counsellors, clinicians, social workers, case workers, peer workers, and dedicated First Nations and lived experience roles. While these staff are on the coal face, they work alongside the Corporate Services team, which consists of human resources, finance, asset management, IT and administration and communications and fundraising. All staff demonstrated resilience following the catastrophic floods in the Northern Rivers in 2022, which resulted in Safe Havens opening to support the mental health needs of the Northern Rivers communities. Post flooding, we have yet to see participant numbers decrease as anticipated. Still, the number of people attending Safe Havens has increased,



demonstrating the validity of the mental health support drop-in model, which helps alleviate loneliness and provides connections to services. I'm pleased to report that Safe Haven participant data evidences reduced emergency department visits.

In 2023, as The Buttery's representative, I was elected Chairperson of the Network of Alcohol and other Drugs Agencies (NADA). This incredible honour is an excellent opportunity for our organisation as we invest input into government policies that directly influence and affect our sector's role. Hopefully, as Chairperson of NADA, I can advocate for the AOD sector's work and funding in our residential rehabilitation services. Sadly, supply for our services continues to outstrip demand. Post-pandemic lockdowns, we are at total occupancy rates and, once again have extensive wait times for people seeking longer-term residential treatment.

During the 2022 2023 financial year, we welcomed new Board member Cathy Hillard, a highly regarded Bundjalung woman in the Aboriginal Community Justice sector. Cathy's skills and expertise will support our Directors to ensure The Buttery's Board continues to offer high-quality strategic direction. I appreciate the Board's guidance and the support, mentorship, and leadership of The Buttery's Chairman, Sandy Lockhart.

Leone Crayden
CEO

Our Supporters and Partners

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 are instrumental in supporting The Buttery in achieving key successes through our respective partnerships.



Donors and Volunteers

Our donors play an integral role in enabling The Buttery to positively impact the community. The Buttery's donor commitment has helped to sustain the organisation over 50 years.

We thank The Buttery's Chairman Sandy Lockhart for his generous financial and practical support.

A very special thanks to Brian and Peggy Flannery for their continuing invaluable support through the Flannery Foundation.

During the year, several other foundations and trusts supported specific projects of The Buttery. These include the R & L Uechtritz Foundation, Northern Rivers Community Foundation, Washington H Soul Pattinson and Company, Bruce and Joanne Swift, the Beam Foundation and Portland House Foundation.

The Buttery sincerely thanks its donors for their kindness and generosity. Your support is a beacon of hope for The Buttery and the brave people we serve.

Volunteers

We acknowledge the selfless efforts of volunteers who support The Buttery's work. We sincerely thank our volunteers for their generosity of time and spirit and contribution to the organisation.



Board of Directors

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



Sandy Lockhart
Chairman

Mr Sandy Lockhart is a partner at Next Capital, a Sydney based private equity firm. Before setting up Next Capital in 2005, Sandy was a director of Macquarie Bank Limited, where he was responsible for the bank's direct investment activities from 1987 to 2004. He is a graduate of Harvard University and attended Harvard Business School.



Kara Goodsell
Company Secretary

Ms Kara Goodsell is a lawyer with a long-standing relationship with The Buttery. She taught yoga at the Buttery in 2006 and was Executive Secretary on the Board of Directors from 2007 to 2009. She later resumed a Directorship in 2015 when she returned to live in the Northern Rivers. Kara is currently involved in RTO (education) management and recently completed her first novel.



Jonathan Dunlop
Board Member

Mr Jonathan Dunlop is a Managing Director at GreenMount, a trans-Tasman advisory and private capital investment firm. Before joining GreenMount, Jonathan spent several years working with early stage technology companies. Before that, he was a Senior Partner at KPMG for over 20 years, working with clients on their M&A activities. Jonathan joined The Buttery Board as a Director in 2017 and is Chair of the Finance and Audit Committee.



Ian McKay
Board Member

Mr Ian McKay is the principal of Byron Legal solicitors. After completing a Bachelor of Laws at the Qld University of Technology, Ian was admitted as a Barrister in 1995 and has worked as a Judge's Associate for the Aboriginal Legal Service, the Prisoner's Legal Service and the private bar. In 2000, Ian moved to the Northern Rivers and has worked as a solicitor in private practice since 2003. Ian has been a Buttery Director since 2014.



Rosemary Warnock
Board Member

Rosemary Warnock is a Principal of The Adelante Group, an executive mentoring partnership with participant's based in Australia, New Zealand and Singapore. Formerly CEO of Castrol Asia Pacific based in Singapore, Rosemary enjoyed a 23-year career with BP to global leadership level, in Australia, London & Singapore. Upon returning to Australia, she completed a six-month assignment as Interim CEO of the Clean Energy Council in 2008, followed by an appointment as a panel member for the independent review of the Environment Protection & Biodiversity Conservation (EPBC) Act. Rosemary is an Independent Director of Steel & Tube Holdings New Zealand.



Jenna Bateman
Board Member

Ms Jenna Bateman has worked in the mental health sector for 25 years and is a passionate advocate for mental health reform. Jenna has co-authored documents on social inclusion, trauma informed care and recovery-oriented practice and has driven accredited training qualifications and supported the Mental Health Peer Work qualification development. She was appointed to the NSW Mental Health Commission task force and helped develop the NSW Strategic Plan. Jenna was a founding member of Community Mental Health Australia (CMHA). She is the former CEO of the Mental Health Coordinating Council (MHCC), which she also held from 2000-2017. Jenna is a qualified Mental Health Nurse and has a Bachelor of Arts Master's Degree in Community Management.



Jane Enter
Board Member

Jane Enter is a senior psychologist and psychotherapist at First Light Healthcare in Byron Bay. From 2001-2004, Jane was the Team Leader at The Buttery's Residential Therapeutic Community. Jane has her own private practice, teaches for the Australian Association of Buddhist Counsellors and Psychotherapists, is a consultant to several organisations and supervises clinicians in individual and group contexts. She is also the resident psychologist on Bay FM radio's Above the Fray show with Fern Freitas.



Riley O'Hanlon
Board Member

Riley O'Hanlon is the Culturability Accreditation Program Manager at Multicultural Australia and leads the operations of their accreditation product, which aims to create welcoming spaces for culturally diverse individuals. Before this role, Riley was the National Manager for QIP Consulting, a health and community services consulting firm specialising in quality and compliance. Riley maintains a strong contractor relationship with QIP Consulting and now runs her own consulting firm, Soteria, which specialises in similar areas of interest in the health and community space.



Catherine Hillard
Board Member

Cathy is a proud Bundjalung and South Sea Islander woman. Cathy's education has come from lived experience and through the Western education system. Cathy has a Bachelor of Social Science, a Bachelor of Social Work, and a Master of Arts by thesis. Cathy's research involved a comparative study between the Yolgnu people in Yirrkala, Arnhem Land and the Bundjalung people within the Bundjalung Nation in NSW. Cathy currently works as a Justice advocate, working with people with cognitive impairments who are involved with the police and criminal justice system. Cathy has worked as a therapeutic specialist with children in out-of-home care and their biological or foster families.



Leone Crayden
Chief Executive Officer

Leone Crayden has experience in senior management level roles across the Health, Community Services and Disability sectors. Roles include Executive Director of Q Shelter, a peak housing and homeless organisation, and On Track Community Programs CEO.

Leone is Chair of the Network of Alcohol and other Drugs Agencies (NADA).

She has held positions as the Co-Chair of the Mental Health Network for the Agency for Clinical Innovation (ACI) from 2015 to 2020 and Chairperson of the Mental Health Coordinating Council, NSW, for six years. Leone has also been a Board member of the Northern NSW Local Health District 2007–2015 and the Director of the Lady Musgrave Trust.

She has presented several papers on housing and homelessness, mental health, support services and the importance of the interface between clinical, psychosocial support and tenancy sustainment.

Leone has a background in nursing, social science, leadership and governance.

Governance and Funding

The Buttery is a company limited by guarantee. The organisation is governed by volunteer Board of Directors who receive no remuneration for their invaluable services.

The Buttery relies on government funding and philanthropic support to fulfill its life-changing mission.

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’s primary purpose is to oversee and ensure the quality, safety and effectiveness of clinical care and services provided to participants. The Clinical Governance Committee advises the Chief Executive Officer (CEO) and senior clinical staff on clinical issues to ensure The Buttery’s programs are consistent with current best practice.

The composition of the Clinical Governance Committee includes external healthcare professionals and member of The Buttery’s Leadership team.

Ms Frances Pidcock
Internal Committee Member

The Buttery Clinical Operations Manager, BSC Psychology, BA Nursing; Masters in Mental Health Nursing.

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.

Ms Larissa McClelland
Internal Committee Member

The Buttery Therapeutic Community Coordinator, Registered Nurse – psychiatric credentials and Diploma of Community Services.

Sam Booker
Internal Committee Member

The Buttery Intake and Assessment Team and Redress Support Service Manager, BPsychSc (Hons); Master Clinical Psychology.

Ms Corinne Maynard
Internal Committee Member

Service Manager Richmond Clarence Alcohol and Other Drugs. Nursing, Masters in Counselling, Graduate Diploma in Health Service Management.

Dr Ian Hayes
External Committee Member

Consultant Psychiatrist FRANZCP BM, MRC Psych, Fellow of the Royal Australian and New Zealand College of Psychiatrists.

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.

PARTICIPANT STORY

A Return to Self

39-year Marcus recently completed the four-week Buttery Private program.

Marcus, a fleet management systems specialist, attended the Buttery Private following the demise of a dysfunctional and detrimental relationship, which led Marcus to self-medicate with excessive alcohol consumption.

Sadly, Marcus’s health was compromised to the point where he attempted to take his own life.

A close family member, who supported Marcus over a challenging two-year period while his alcohol use spiralled, recommended that he attend the Buttery Private.

The Buttery Private is a four-week user pays residential program nestled in the Tweed Valley Hinterland. The program uses best practice, evidence-based psychological techniques to bring about lasting change.

Before entering the Buttery Private, Marcus completed a detox program to ensure he was in a safe place.

Marcus found the Buttery Private’s approach to treating substance misuse and underlying issues simultaneously to be a beneficial aspect of the program.

“I looked at several other facilities and programs, although after speaking to The Buttery’s Intake team, I had confidence in the program. Treating the addiction and emotional conditions for why I was self medicating was important. The Buttery Private helped me to look at fundamental issues and put things into perspective.”

Working for a world-leading resources company for seven years, Marcus needs to perform at a level that requires him to be physically and mentally on his game.



“I provide overarching technical support for a fleet management system which is the all-encompassing. Performing at this level involves a lot of daily pressure. The Buttery Private program helped me to look at ongoing triggers I might experience on returning to a normal routine. To better understand my mind, I drilled down to the root cause of things.”

Marcus was initially nervous about being triggered on returning to the workforce and a high-pressured job.

“I was initially nervous and anxious about returning to the work environment, although being equipped with the tools and skills I learned at the Buttery Private.

I also had a lot of support from work colleagues, which I’m grateful for.”

Marcus is now happily enjoying life without self-medicating.

“The program is excellent for anyone who finds themselves in a compromised situation and self-medicates. For someone in a vulnerable state of mind, I felt welcomed the minute I walked through the door. The entire team – from the chef to the counsellors – is an extremely caring group.”

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

Highlights

SAFE HAVENS Open in Northern Rivers

In July 2022, four Safe Havens were launched across the Northern Rivers region by Minister Bronnie Taylor. Located in Lismore, Murwillumbah, Mullumbimby and Woodburn, Safe Haven hubs offer a free, drop-in service for anyone seeking mental health support, information and referrals.

Established and funded by Healthy North Coast through the New South Wales Government Northern NSW Flood Recovery Program, the Safe Havens are open 7 days a week, from 12–6pm.

Safe Haven North Coast services are delivered by Buttery staff and peer workers.

Drug and Alcohol Treatment Program.

In March 2023, The Buttery was awarded the contract to implement the Drug and Alcohol Treatment (DAT) Program. The DAT program was established by Healthy North Coast and is delivered by The Buttery.

The DAT Program supports improved health and social outcomes for individuals, families and communities at risk of, or currently affected by substance misuse in the North Coast region. DAT partners with participants, families, carers, other supports and broader mental health and health and social services.



(L-R) Leone Crayden, CEO The Buttery; Bronnie Taylor, Minister for Women, Regional Health and Mental Health; Mayor Robert Mustow of Richmond Valley Council; Julie Sturgess, CEO Healthy North Coast; Dee Robinson, Director Mental Health and Alcohol and Other Drugs at Northern NSW Local Health District.

Reconciliation Action Plan Launched

The Buttery’s Reconciliation Action Plan Working Group devised its Reconciliation Action Plan (RAP) over two years.

The RAP was officially launched in November 2022 at The Buttery’s Annual General Meeting with staff, participants, Board members, and RAP committee members in attendance.

Artist, Kaiden Powell unveiled an artwork he created for the RAP document. Kaiden, a proud Wiradjuri man, presented the painting to The Buttery’s Chairman, Sandy Lockhart and CEO, Leone Crayden.

The artwork is a truth-telling piece representing Kaiden’s story as a former resident of The Buttery and every Australian person’s story.



Top – Artist Kaiden Powell with the RAP artwork.
Middle – Buttery Chairman Sandy Lockhart with CEO Leone Crayden and Kaiden Powell.
Right – Buttery Chairman Sandy Lockhart with RAP Committee Member Ruth Langford, RAP Chair Elke Wooderson and Kaiden Powell.

REDRESS Program Launched

In January 2023, the REDRESS program was launched.

The Buttery’s Redress Support Service provides support to people who experienced institutional child sexual abuse.

To Their Door Podcast Launched

As part of its 50th anniversary celebrations, The Buttery launched a six-part podcast, To Their Door. Hosted by podcasters, Mandy Nolan and Dr George Catsi, To Their Door chronicles The Buttery’s 50-year history. Mandy and George worked extensively over 12 months to research and document The Buttery’s story from its humble beginning in 1973 to its evolution as one of Australia’s most iconic and longest-running drug and alcohol and mental health rehabilitation services. Current and former staff, participants, supporters, and key industry figures were interviewed for the compelling podcast.

To Their Door is available for download: www.thebuttery50th.podbean.com



Outcomes Of Our Support



STATISTICS KEY

● Number of Participants

● Number of Participants identifying as Indigenous

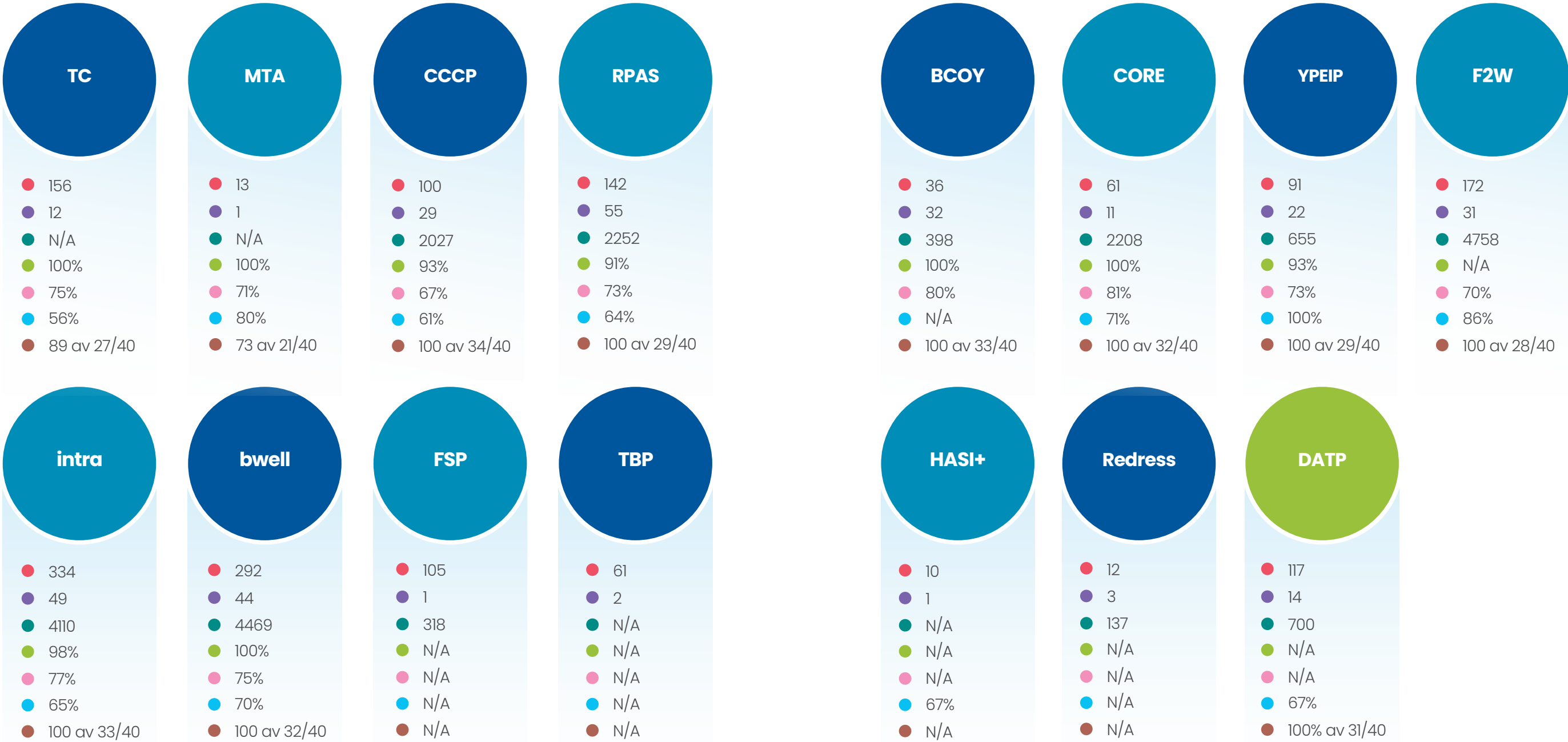
● Occasions of Service

● AOD Improvements

● MH Improvements

● Psychosocial Improvements

● Satisfaction Rates



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.

● **Number of Participants identifying as Indigenous:** The number of Indigenous 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).

● **MH Improvements:** 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 Improvements:** The percent of participants who showed a significant improvement in their substance use (frequency and amount) as measured by the ATOPs.

● **Psychosocial Improvements:** 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 Rates:** Percentage of participants who reported satisfaction with the service provided as measured by the TPQ.

Consumer Outcomes and Satisfaction Measures

Sample Evidence

Residential rehabilitation program:

- 91.5% of participants have improved their Australian Treatment Outcomes Profile (ATOP).
 - 84.8% have improved their mental health scores per the Kessler-10 (K10).
 - 74.2% have shown a psychosocial improvement as per the World Health Organisation Quality of Life (WHO-QoL8).
 - 96% of consumers are highly satisfied with the services provided, particularly staff expertise and therapeutic intervention.
- We use our expertise in data management and program logics to evaluate programs, ensuring we adapt, as necessary, in collaboration with our funders and participants. Hence, our service continually achieves program objectives and KPIs, and meets the needs of the people we serve.

The Buttery’s models of care include formal and informal partnerships, linkages and consortia arrangements.

We recognise the need to provide a tailored approach that ensures a ‘no wrong door approach’ to service delivery. We adopt ongoing supports and service navigation with an integrated approach to enable holistic, collaborative case management.

The Buttery’s approach to ensuring staff can appropriately respond to the needs of priority and vulnerable cohorts includes the following training and cultural strategies.

LGBTQIA+:

The Buttery has invested in training via PRIDE in diversity and upskilled all arms of the organisation, assuring inclusivity remains at the heart of our organisation. This ensures staff knows how to ask clients/families about their needs and how they wish to be engaged with and addressed (i.e. pronouns request). The Buttery’s Rainbow Committee is made up LGBTQIA+ staff and allies and meets monthly to provide advice that ensures Buttery services are safe and inclusive for LGBTQIA+ and other vulnerable communities.

First Nations Peoples:

In 2016, The Buttery integrated the National Cultural Respect Framework to build a culturally respectful health approach and provide a collaborative, culturally sensitive, strengths-based, family-inclusive treatment approach. For example, we train our staff to ensure sessions are at an appropriate length with time to develop rapport and ensure the environment is suited to Aboriginal culture (e.g., sessions at AMS). When appropriate, we provide an

Aboriginal support person, communicate before tasks, and leverage culturally specific materials. First Nations identified roles within the WRS offer an Aboriginal staff member as an initial point of contact. We support family and extended Kin, as defined by the consumer, to align Aboriginal people. For the WRS, we will align our service delivery with the Qld Health Cultural Capability Framework 2010–2033.

People from culturally and linguistically diverse communities (CALD)

We use evidence-based tools and the Framework for Mental Health in Multicultural Australia (MHIMA) to support reintegration. We provide culturally sensitive materials that are respectful of religious practices (such as prayer time, Ramadan, The Jewish Sabbath, and dietary requirements), language services, collaborate with bilingual staff; recruit culturally competent staff; engage with peak bodies for external referrals; and engage with specialty services.

Pregnant women and mothers

The Buttery recognises the foundational need for a stable future for mother and child, focusing on supporting health and wellbeing.

This approach will integrate relationship/parenting/life skills as key, including pre/peri/post-natal healthcare access. The Reintegration Workers build relationships with social supports/peer networks for connection to mentorship programs and mother-to-mother support groups.

Consideration of referrals to the mid-level intensive parents’ support. Screening will be provided for Foetal Alcohol Spectrum Disorders (FASD) for mothers and children, with psychoeducation and referrals to treatment provided where required.

Young people (18+)

Referrals for people 25yrs and under are catered for as an at-risk cohort. To successfully engage, increased preparatory work with these individuals will be undertaken with a motivational interviewing approach to enhance engagement. This may include a flexible amount of individual counselling sessions pre-release, developing rapport/commitment to change. Given the complex needs of incarcerated young people, psychosocial support and care coordination will be pivotal to support them.

Acquired Brain Injury & People with Low Literacy:

We assess participant literacy to ensure materials are set at appropriate literacy levels. Our conversational format of assessments and our no-forms policy removes program commencement barriers. Prepare for Release Group facilitators check women’s understanding of materials and adjust as necessary (e.g., graphics). Screening for Alcohol Related Brain Damage (ARBD) is undertaken, as a lack of identification of these deficits may prevent good engagement – with support modified as appropriate.

People with a Disability:

The employment of an Occupational Therapist with the ability to provide functional assessments and support the staff and WRS women to make applications to the NDIS to ensure the provision of appropriate disability supports are available. Staff are trained in the National Standards for Disability Services and the NDIS Practice Standards and Quality Indicators (Quality and Safeguards Commission) to ensure competency in service provision to people with disabilities. The Buttery’s policies, procedures and documentation are aligned with these standards.

Our Programs

1. Therapeutic Community (TC)

Longer term alcohol and other drugs residential rehabilitation for people aged 18+. Utilises the Community as Method model to support people with substance misuse to find lasting recovery.

2. Maintenance to Abstinence (MTA)

Mid-term opiate replacement withdrawal residential rehabilitation for people aged 18+. Utilises the Community as Method model and medical supervision to support people with opiate misuse to find lasting recovery.

3. The Buttery Private (TBP)

Social enterprise, providing compassionate-focused, holistic residential treatment for those with alcohol and substance misuse, mental health and behavioral addictions.

4. Continuing Coordinated Care Program (CCCP)

Provides case management to coordinate care for people aged 18+ experiencing alcohol and other drug (AOD) and other significant health and social issues that cannot be addressed by their AOD treatment alone.

5. Drug and Alcohol Treatment Program (DATP)

Provides stepped care for people aged 12+ experiencing alcohol and other drug concerns. This includes brief interventions, case management, counselling (individual and group), day rehabilitation and withdrawal management.

6. Family Support Program (FSP)

Provides support for family members who are impacted by their loved one's alcohol and/or drug use.

7. Safe Haven (SH)

Provides 7 days a week mental health and suicide prevention supports for all members of the community in 4 drop-in centres. Supports include counselling and group activities.

8. Redress

Provides support to people who experienced institutional child sexual abuse, through assisting with applications to the National Redress Scheme and counselling.

9. Buttery Community Outreach Youth (BCOY)

Provides individual and group counselling and activity support to young people aged 10-19 with focus on those who identify as Aboriginal and/or Torres Strait Islander and involved with Justice Health.

10. Intra

Provides support to people aged 12+ experiencing alcohol and other drug concerns through individual counselling, group counselling and activities.

11. Bwell

Provides support to people aged 12+ experiencing alcohol and other drug and mental health concerns through individual counselling, group counselling and activities.

12. Young Peoples Early Intervention Project (YPEIP)

Provides support to people aged 12-24 year olds experiencing alcohol and other drug concerns through early intervention, education, individual counselling, group counselling and activities.

13. Community rehabilitation (CORE)

Provides mid-level intensive day rehabilitation to those aged 18+ experiencing drug and alcohol concerns.

14. Housing Accommodation and Support Initiative Plus (HASI+)

Provides high intensity psychosocial transition program for people aged 18+ with severe mental illness and significant difficulties managing day to day living.

15. Footprints 2 Wellbeing (F2W)

Provides case management support to people aged 12+ experiencing mental health concerns and psychosocial stressors.



THE BUTTERY PRIVATE

The Buttery Private is a 26-day residential rehabilitation program designed to treat individuals who have alcohol and substance use disorder, mental health concerns and behavioural addictions.

The intensive residential program has been expertly crafted to support holistic recovery. The program includes one-on-one counselling sessions with a dedicated counsellor and group sessions. Participants engage in art therapy, yoga, meditation, personal training, breathwork, mindfulness, exercise, massage, pilates and nutrition classes.

After completing the residential component of the program, participants have access to three months of aftercare via phone or video.

During 2022 to 2023, The Buttery Private assisted 61 participants over 11, 26-day programs with 54 participants completing the program. 70 participants engaged in 3 months of aftercare.



The Drug and Alcohol Treatment (DAT) Program areas of support

Brief Intervention:

Supports include 1-2 online or phone sessions for participants with identified substance misuse issues.

Youth & Adult Program:

12-month community-based supports for participants aged 12-24 with substance misuse and who may also be experiencing mental health conditions. Supports include psychoeducation, case management and individual and group counselling.

Day Rehabilitation Program:

A 4 to 6-week online and face-to-face community-based mid-level intensive rehab for participants aged 18 years and over. Suitable for people with substance misuse, both with and without mental health conditions.

Withdrawal Management Program:

Community-based withdrawal management for participants aged 16+ with substance misuse, both with and without mental health conditions in collaboration with a General Practitioner.



Safe Haven



Healthy North Coast and The Buttery have successfully implemented the Safe Haven program in Woodburn, Lismore, Mullumbimby and Murwillumbah.

Barriers to access were identified, addressed and reviewed for long-term efficacy. Targeted stakeholders feel that Safe Havens are serving a community need, meeting service delivery expectations, and would recommend the service to others. The community reports many strengths in the Safe Haven program. Key stakeholders (mental health services, suicide prevention collaborative and recovery support services) have indicated they believe Safe Haven meets the community's needs and expectations and would also recommend the service.

Safe Haven supports identified gaps through networking and consistent communication with stakeholders regarding the Safe Haven program's aims and objectives, including its service delivery scope.



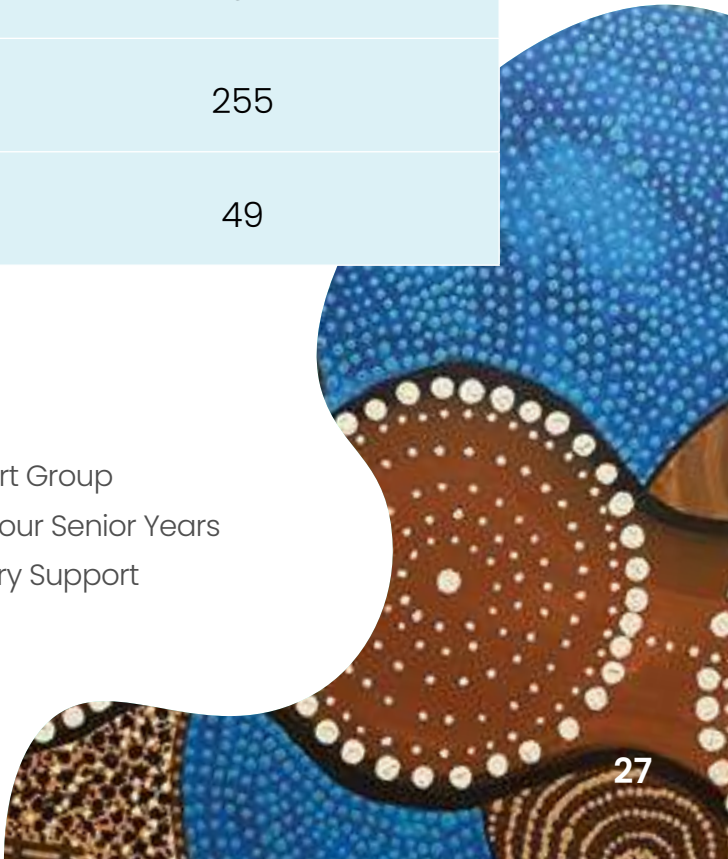
Safe Haven Data

Interventions	Sessions Provide
Drop-in Social Connection Sessions	3069
Individual Counselling Sessions	3453
Post Discharge Sessions	131
Group Counselling Sessions	500

Demographics	Number of Participants
Male	3914
Female	2770
Identifies as LGBTQIA	31
Identifies as Aboriginal	255
Identifies as Culturally and Linguistically Diverse (CALD)	49

Group Provided

- Womens Art Connection
- Blokes Breakfast
- Narcotics Anonymous
- Community BBQ's
- Meditation Towards Wellness
- Art Therapy
- Family Support Group
- Preparing for our Senior Years
- Flood Recovery Support
- GROW



Events

During the 2022–2023 financial year, The Buttery’s staff attended partner events and presented at industry conferences and symposiums.



Byron Bay Lighthouse Run

In May 2023, The Buttery was chosen as one of the Byron Bay Lighthouse Run 2023 charities and participated. The Buttery’s staff were thrilled to participate in the event which in the event which helped fundraise for The Buttery’s vital work.



NSW Mental Health Commissioner visits Safe Havens

The NSW Mental Health Commissioner Catherine Lourey dropped into Lismore and Woodburn Safe Haven’s in May 2023. Commissioner Lourey met with The Buttery’s CEO Leone Crayden and Safe Haven Staff to discuss supporting mental health across the region.



Indigenous Wellbeing Conference

Reconciliation Action Plan (RAP) Committee Members, Karen Farrell, Alinta Carpenter and Katrina Dart attended the online two-day Aboriginal Wellbeing Conference in October 2022.



Veteran Health & Support Expo

In support of the Department of Veterans’ Affairs Health Week activities, in October 2022, The Buttery hosted a stand at the Veteran Health & Support Services Expo.

Anglicare Australia National Conference

Leone Crayden and Fran Pidcock attended the Anglicare conference in Hobart in September 2022 and presented on the Veterans COPE Recovery Program.



Member For Lismore Meets With Buttery CEO At Murwillumbah Safe Haven

Janelle Saffin – Member for Lismore dropped into the Murwillumbah Safe Haven in August 2022 to show her support. Ms Saffin met with Buttery CEO Leone Crayden to discuss the need for further coordination of the mental health support available in the community and more collaboration between services.



iCare Mental Health Forum

Karen Farrell, Richelle Faulkner and Fran Pidcock attended the iCare Mental Health Forum at Ballina in October 2022. Staff engaged with local businesses about The Buttery’s services.



Rotary Mental Health Symposium

Stuart Nunan and Fran Pidcock (pictured holding microphone) attended the Rotary Mental Health Symposium in Ballina in August 2022.



Splendour in the Grass

The Buttery’s INTRA team attended Splendour in the Grass in July 2022. The team provided 2000 Physical pamphlets on a variety of drugs that young people encounter at festivals plus information on the law and driving under the influence. Over 1000 condoms and party smart USB sticks were given away. The Buttery replenished young people by providing 500 fruit nutrition snacks and 2500 water bottles.

Marketing, Media and Partnership updates

Marketing

New marketing assets were created to promote The Buttery’s 50th anniversary with the tagline, ‘Enriching lives since 1973’ and were introduced across the organisation in January 2023. Updated marketing assets included email signatures, social media banners, the website, letterheads and media releases. Buttery branding will revert to normal in 2024.

Media

ABC Radio North Coast

From July 2022 – December 2022, The Buttery participated in a weekly interview slot with ABC Radio North Coast. CEO Leone Crayden and members of the Leadership Team participated in a total of 18 interviews. Interview topics were Buttery and industry-related, some of which included:

1. The increase in need for The Buttery’s services due to the pandemic and natural disasters.

2. Overview of The Buttery’s Outreach programs.

3. CORE, F2W, MTA, CDAT, Redress and The Buttery Private programs.

4. Safe Havens launch.
5. Special Commission of Inquiry in the Drug Ice.

6. The Regional Health Ministerial Advisory Panel.

7. The Importance of diversity inclusion in the workplace.

8. Infrastructure and facilities update for The Buttery.

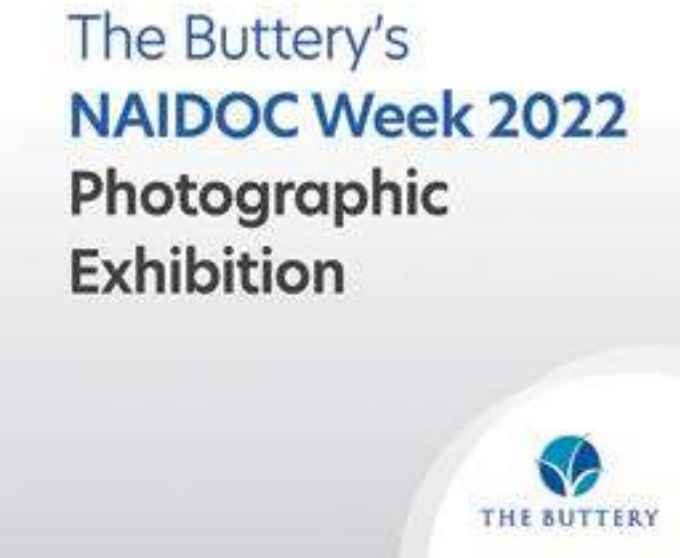


50th Anniversary Celebration Videos

To support The Buttery’s 50th Anniversary celebrations in 2023, celebrities, industry identities and former and current staff provided a video to wish The Buttery a happy anniversary. Actor Bryan Brown was the first to send the organisation a video congratulating the organisation on 50 years of supporting the community.

NAIDOC Week Photographic Exhibition

Seven feature interviews with First Nations peoples were conducted for The Buttery’s 2022 NAIDOC Week Photographic Exhibition. Interviews were conducted with Dian Edwards, manager of Namatjira Haven, artist Kaiden Powell, Elke Wooderson, Alinta Carpenter, Tonia Ryan and Tara Anderson.



Partnerships

The Buttery partnered with Lismore Theatre Company to support its production, Hungry Ghosts. The play explored the life of inner-city Sydney women living on the fringe in the lead-up to the 2000 Olympics and was directed by Junia Wulf.

Fundraising

We sincerely thank all donors for contributing to our fundraising campaigns throughout the year. Thank you for helping to make a positive impact on our work and we look forward to updating you on our progress.



Work, Health & Safety Update

Our staff's Work, Health and safety is continually at the forefront of everything we do at The Buttery. Our Work Health Safety Committee continues to promote a safety culture focusing on reporting hazards and implementing corrective actions to prevent safety and clinical incidents.

Implementing a systematic approach to recording improvement processes throughout The Buttery continues to drive improvements in participants' and staff's physical and psychological safety. A focus on psychological safety ensures that the wellbeing of staff and participants remains a priority, especially their safety when working at and/or visiting other sites.

Underpinning these improvements is reviewing and updating the Work, Health and Safety Policy and supporting documents to ensure that our practices and improvements are implemented and communicated to all staff.

Development of Donesafe, an electronic incident and hazard reporting system, has commenced. This system will remove the need for paper forms and provide improved reporting capabilities. The implementation of Donesafe and training and support for staff and participants, is planned in the upcoming financial year.

Quality Assurance Update

With the increase in requirements to improve Quality Assurance in meeting and achieving accreditation to national standards, The Buttery employed a full-time Quality Assurance Manager in January 2023.

The QA Manager is responsible for improving the quality management system to ensure requirements to national standards and business activities are continually being reviewed and implemented. Implementing auditing activities to identify process improvements will continue to support improving the quality management system.

The engagement of staff and other stakeholders in improving the processes has been critical to

System Update

The Buttery has experienced significant changes in its programs modality, nature and reporting requirements over the last year and has successfully adapted its client management system database to accommodate these changes.

Most staff now use entirely cloud-based systems, providing a flexible, stable, accessible, and consistent daily work experience.

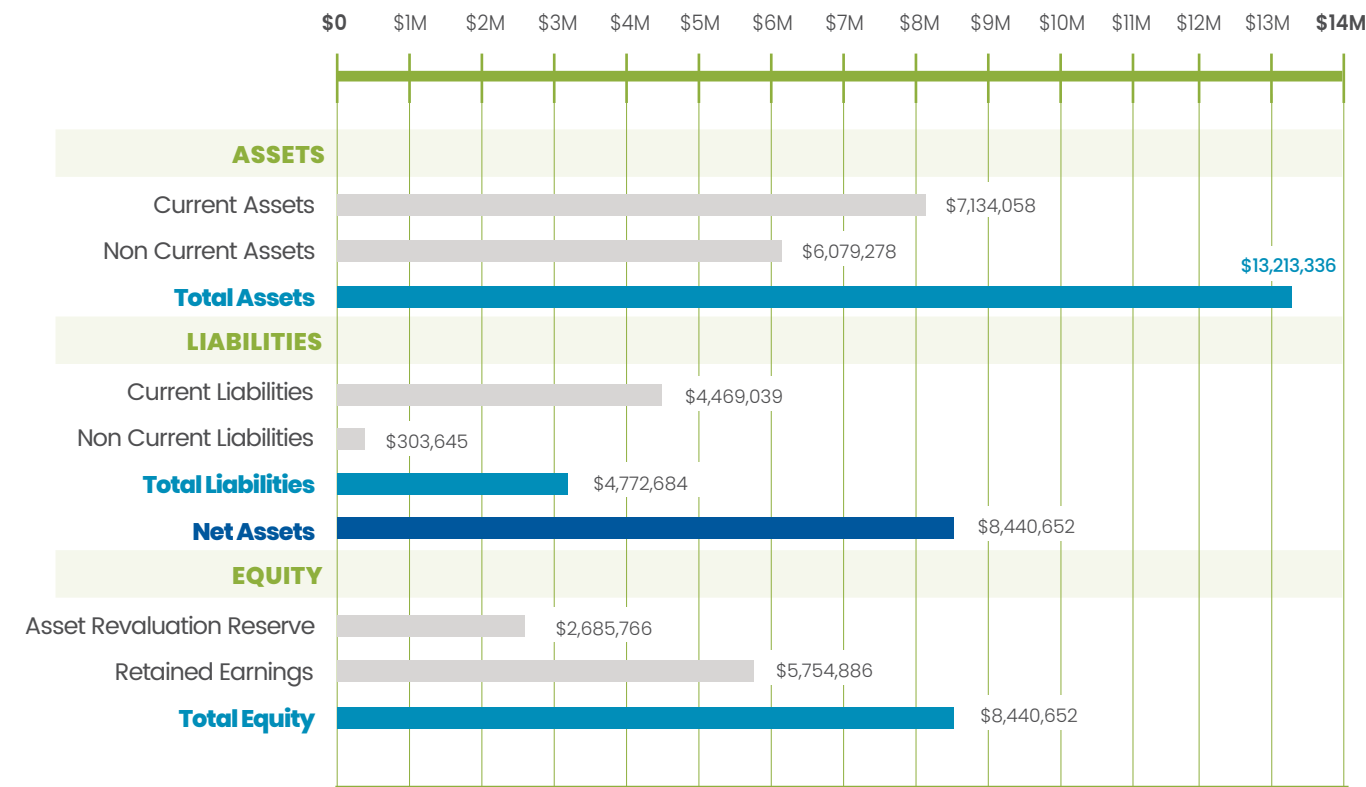
We are in the early stages of introducing and integrating new HR and WHS systems, which show great promise in simplifying and automating many processes.

The IT Team was also pleased to welcome staff member Sam McKnight as an IT Support Officer, giving the team greater capacity to service The Buttery's growing staff.

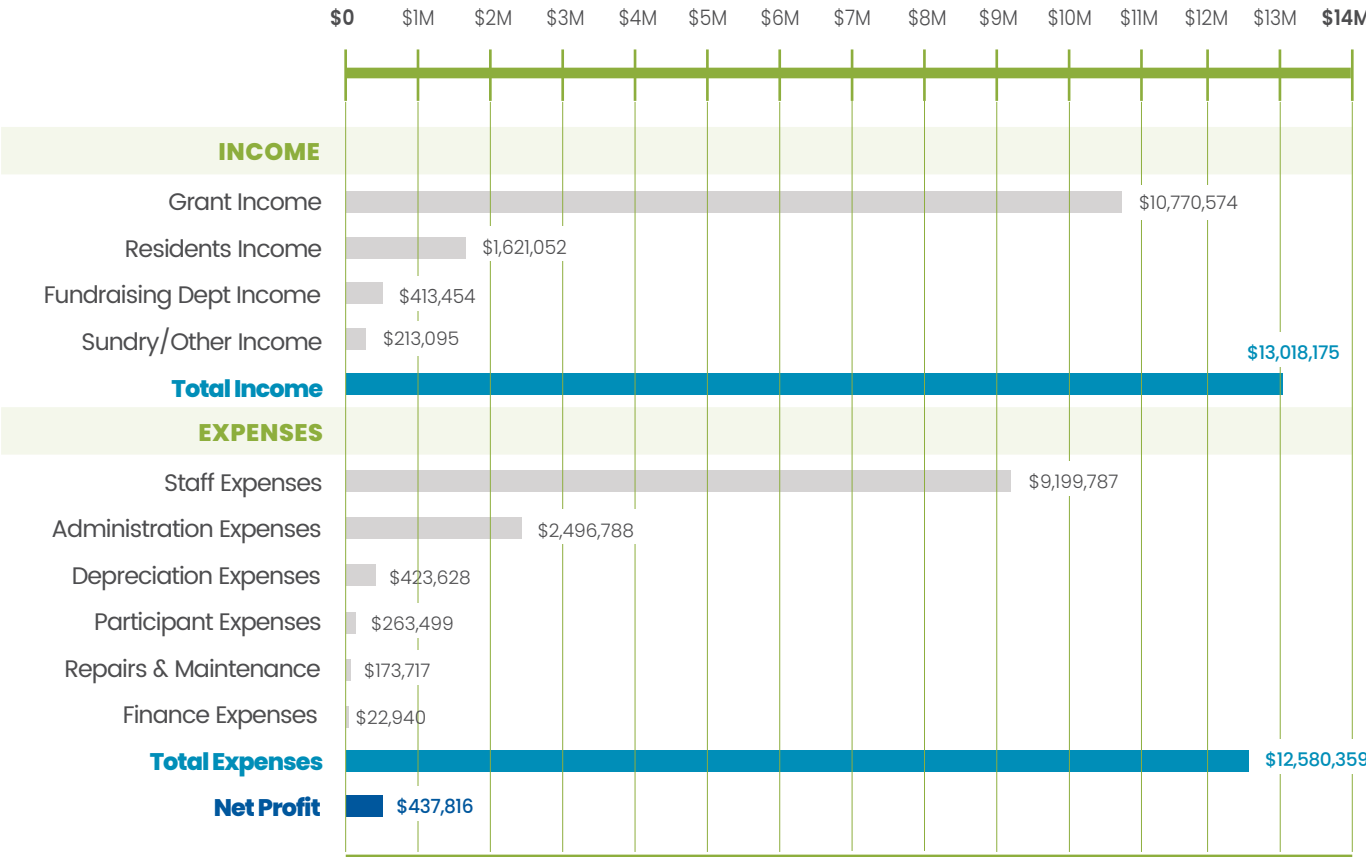


2022 – 2023 Financial Report

Balance Sheet
as at 30 June 2023



Profit or Loss Statement
for the year ended 30 June 2023



For the full financial report visit www.buttery.org.au



Thank You.

On behalf of The Buttery's Board, staff and the many participants we've helped this year, we sincerely thank you for the bottom of our hearts.

02 6687 1111

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