



THE BUTTERY
ANNUAL REPORT
2020-2021



THE BUTTERY

VISION

Connected Communities
Valued People
Collaborative Partnerships

MISSION

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

02 6687 1111 • info@buttery.org.au • intake@buttery.org.au
PO Box 42, Bangalow, NSW 2479



facebook.com/TheButtery



twitter.com/TheButteryAust



buttery.org.au/make-a-donation/

CONTENTS

Patrons	4
About Us	5
Chairperson’s Report	6
CEO Report	8
Government Supporters	10
Partners	10
Donors and Volunteers	11
Governance	12-15
- The Board and CEO	13
- The Clinical Governance Committee	14-15
Highlights	16-19
Alisha’s Story	20-21
Outcomes of Our Support	22-25
- Staff Innovation	26
- The Area We Serve	28
The Buttery Programs	29-37
- CORE	30-31
- Footprints to Wellbeing	32-33
- CDAT.....	34
- HASI-Plus	35
- COPE	36
- The Buttery Private	37
Dan’s Story	38-39
Media	40-41
The Buttery Foundation Committee	42
Systems Report	44
WHS and QA Achievements	45
Finance	46-47



PATRONS

“ We are both extremely honoured to be Patrons of such an outstanding facility as The Buttery. We have watched with great admiration the expansion of facilities and the healing and new life paths that are being achieved by residents through the dedication and inspiration of the staff. ”

David and Gillian Helfgott

The Buttery is most grateful to David and Gillian Helfgott, who have supported The Buttery as its Patrons since 2006.

Maestro David, whose life was portrayed in the Academy award-winning film, *Shine*, has enjoyed a musical career spanning 50 years. While he continues to maintain a busy schedule, David managed to squeeze in another visit to The Buttery in 2021 with his wife Gillian.

The residents and staff were delighted to hear David play and enjoyed meeting him in person.



Gillian and David Helfgott with CEO, Leone Crayden at The Buttery.



ABOUT US

The Buttery is a not-for-profit charitable organisation established in 1973. The purpose of The Buttery is to support stronger and healthier communities through assisting people living with substance use disorders and mental health challenges to achieve recovery and rebuild their lives. The organisation also provides a unique counselling support program for families and carers.

The Buttery is committed to providing access to responsive, integrated and quality substance misuse 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.

CHAIRPERSON'S REPORT



While 2021 was another challenging year for The Buttery, I'm pleased to say that our competent staff rose to all of the challenges presented.

Demand for both residential and outreach services was consistently higher and driven by COVID-19-related issues. COVID-19 further complicated the need for many services to be delivered virtually and for residential services to comply with additional health and safety requirements.

Notwithstanding these challenges, our staff responded well, with almost all services outperforming their KPIs. Revenues on a full-year basis were up just under 30%, reflecting additional grant income, more robust performance by the Buttery Private, and better than expected fundraising results.

Because of increased income and careful management of costs, The Buttery is well placed to address much-needed capital works at Binna Burra and to explore new treatment opportunities.

With over 90 staff operating from 15 separate locations, The Buttery has evolved into a complex and wide-reaching organisation offering a range of services from drug and alcohol addiction to mental health and related issues.

The footprint of The Buttery covers Tweed Heads in the north to Port Macquarie in the south. The social enterprise, The Buttery Private and the Veterans program, have participants from Australian cities including Brisbane, Sydney and Melbourne.

As we move into 2022, I am pleased to report that we will be commencing new programs. The HASI-Plus building in Kempsey, which offers residential support for mental health, has been refurbished and is in the process of admitting its first patients.

A residential trial program for people affected by PTSD will also take place shortly.

We continue to look at new initiatives and opportunities to grow our services and lower waiting lists.

I want to thank the staff of The Buttery, who, under the guidance and leadership of Leone Crayden, continue to provide caring and compassionate assistance to our participants. Your efforts are noticed and much appreciated.

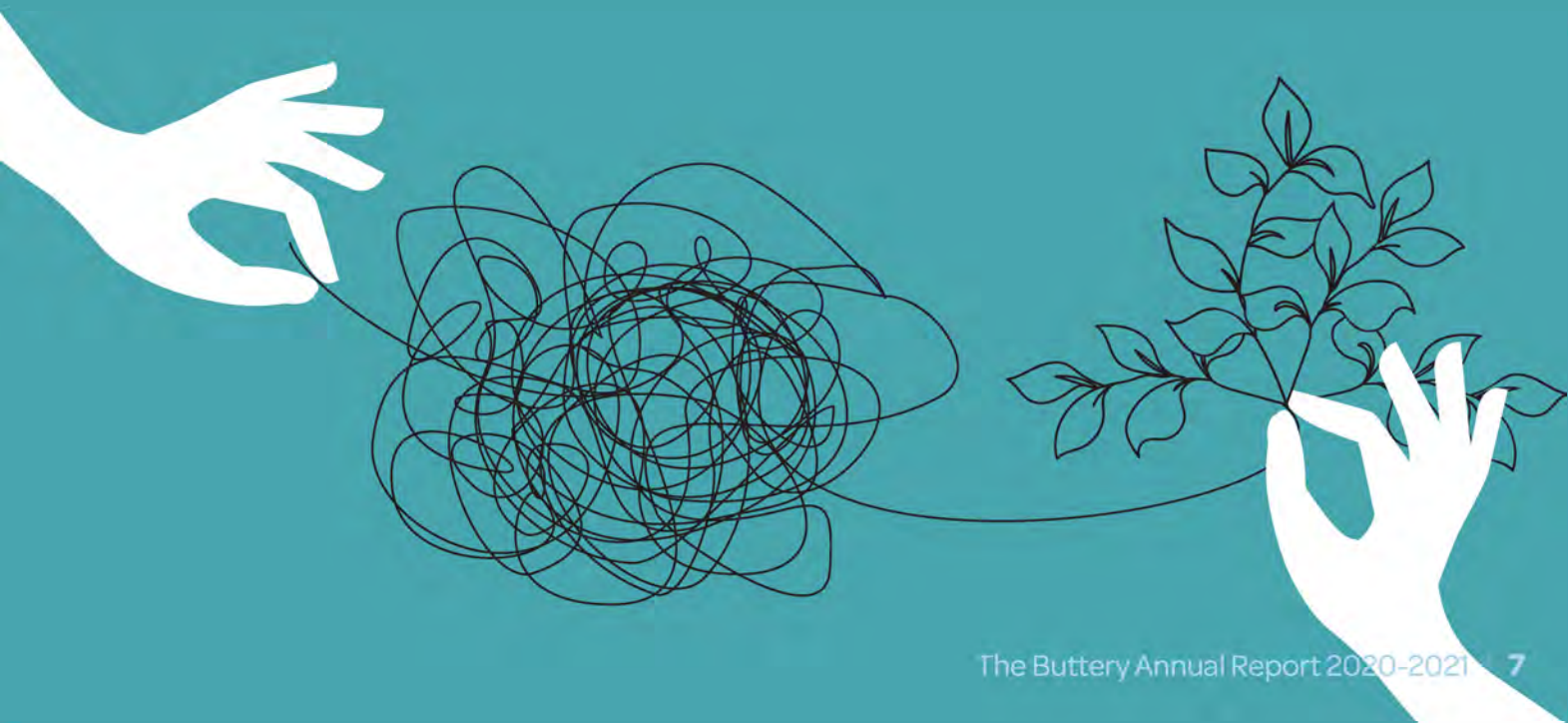
I would also like to acknowledge the fundraising and profile-raising work undertaken by the Sydney Foundation Committee. Fundraising achieved a record result, despite the inability to host its usual Buttery Talks events due to social distancing restrictions.

Finally, my heartfelt thanks go to the Board, whose support and dedication are much appreciated.

The road is long, and the challenges are many. We do, however, agree that the rewards of helping people far outweigh the burdens.

SANDY LOCKHART, CHAIRPERSON

“ I now live by The Buttery's motto, Community as Method. After leaving the program, I've continued to live by the ethos of giving back to the community in general and the NA community. This type of behaviour sets you up for life. ”
Dan



CEO REPORT



It has been a year of challenges and recalibrating how The Buttery operates. It's also been a year of innovation and outstanding achievements at The Buttery.

The development and finalisation of our Reconciliation Action Plan (RAP) is a significant achievement for the organisation.

We worked hard to ensure that the RAP was developed with Aboriginal and Torres Strait Islander peoples. This included First Nations staff members and other Aboriginal people in the community who have a relationship with The Buttery.

I thank the RAP Committee, its inaugural Chairperson Lisa Hopwood and the Aboriginal and Torres Strait Islander Elders who advised, mentored and shared their wisdom with us. None of us imagined the impact that COVID-19 would have on our lives. We implemented COVID-19 Safety Plans for the wellbeing of Buttery staff and participants. This included implementing new admission protocols that required isolation strategies plus online counselling and treatment options.

I am incredibly grateful for the skills, expertise and commitment of staff during the pandemic. I make special mention of Trent Rees and Fran Pidcock for their strong leadership during these turbulent times. Both have quiet demeanours but can lead by example with a great sense of calmness and sensible authority, which I greatly admire.

I want to thank Chris Benaud for increasing our fundraising revenue and capacity without the benefit of our usual Buttery Talks events.

The Buttery managed to increase its fundraising revenue from \$300,000 to \$450,000 per annum during a pandemic, which is an excellent achievement.

We held several excellent online events and heard from sporting legends about the effects of alcohol and drug misuse on their lives and how they overcame conditions to thrive in their professions.

We partnered with ARLI Health, a start-up tech company, to trial a wellbeing app for people contemplating recovery. We trialled a second relapse prevention app for people exiting treatment. This partnership saw The Buttery embrace technology as a new form of treatment and innovation.

In 2020-2021, we entered into a consortia partnership with other providers of drug and alcohol treatment and support services to provide the Community Drug Action Team (CDAT) initiative. I am grateful for this partnership with Odyssey House (NSW), Karralika Program Incorporated and Bila Muuji Corporation Health Service.

We revised and implemented a new policy suite for The Buttery, which meets the Australian Excellence Standards, the National Regulatory Framework for Community Housing and NDIA Safety and Quality Standards. Thank you to the hard-working QA Committee for working to ensure that our policies are compliant with current legislation and best practice.

I thank all staff for their resilience, commitment and adaptability to an ever-changing environment over the past year. The Buttery's team has done so with empathy, compassion and humour - showcasing the best of humanity - to remind me why I continue to take so much pleasure working in the not-for-profit sector.

A heartfelt thank you to Patrons David and Gillian Helfgott, who have supported The Buttery since 2006. We are most grateful for your contribution to the organisation.

I warmly thank our partners, sponsors and donors for their ongoing commitment to The Buttery. Without your support, we couldn't provide much-needed programs for people struggling with alcohol and substance misuse and mental health conditions.

LEONE CRAYDEN, CEO



☺☺ To Larissa, David & the Team,
Thank you for watching over me
for this last 7½ months. The
way you do things here is just
what's needed at this point in
my journey. I appreciate every
challenge + encouragement
along the way knowing it's from
a place of compassion, wisdom
and integrity. ☺☺

♡ Alana



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.





DONORS & VOLUNTEERS

The Buttery relies on generous donations from several foundations, philanthropists, trusts, families and individuals.

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

Special thanks to Brian and Peggy Flannery for their continuing support through the Flannery Foundation.

During the year a number of other foundations and trusts supported specific projects of The Buttery. These include the R & L Uechtritz Foundation, Northern Rivers Community Foundation, Milton Corporation Foundation, Bruce and Joanne Swift, the Beam Foundation and Portland House Foundation.

Special thanks also to, Chairperson, Sandy Lockhart for his generous financial and practical support.

We acknowledge R.A.J. Hart for the generous gesture of leaving a bequest to The Buttery.

The Recovery Circle is a special group of generous people who make a regular donation in support of The Buttery. Membership is growing and is open to anyone willing to give as little as \$10 a month. In 2020-21 Recovery Circle donors contributed to improvements in buildings and amenities for residents of The Buttery's Therapeutic Community.



SCAN TO LEARN MORE
or visit
www.buttery.org.au/join-the-buttery-recovery-circle/



VOLUNTEERS

The Buttery is supported by volunteers who provide their support in many ways including driving Buttery residents to NA and AA fellowship meetings.

THANK YOU!

GOVERNANCE



GOVERNANCE



THE BUTTERY BOARD & CEO

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.



CEO, Leone Crayden

Pictured from top left to right:

Sandy Lockhart, *Chairperson*,
Kara Goodsell, *Company Secretary*,
Jenna Bateman, Jonathan Dunlop,
Eddie Lloyd, Ian McKay, Rosemary Warnock

GOVERNANCE



THE 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 client-centered, cost-effective, regionally relevant, aligned to local care expectations and appropriately prioritised.

The Clinical Governance Committee is responsible for:

- ~ Providing advice and support about The Buttery's programs to the CEO and Leadership Team.
- ~ Providing advice and support about the appropriateness and effectiveness of programs to the Board and its delegate, the CEO.
- ~ Advising emerging issues and innovative practices in substance misuse rehabilitation and mental health services.
- ~ Assisting in the development of KPIs that will evaluate the effectiveness of services and health.
- ~ Advising on current best practice residential rehabilitation and outreach services policy and procedure.
- ~ Informing relevant documentation for health services.
- ~ Advising on strategies for integrating into the health services network to improve health outcomes.
- ~ Advising on priority areas for organisational improvement and setting milestones.
- ~ Collaborating with GPs, primary health stakeholders, and acute care providers to identify needs and address local and regional service gaps.
- ~ Guiding appropriate service delivery methods.
- ~ The development of content and presentation for clinical programs.

The Buttery is grateful that the Clinical Governance Committee's experts freely give their time, expertise and support to the organisation.

GOVERNANCE



THE CLINICAL GOVERNANCE COMMITTEE

The Buttery's Clinical Governance Committee comprises external experts from mental health and The Buttery's Leadership Team members with relevant qualifications. The Clinical Governance Committee provides invaluable advice about maintaining The Buttery's clinical standards.

Internal Committee Members

Ms Frances Pidcock

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

Ms Larissa McClelland

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

Ms Leone Crayden

The Buttery CEO, BA Nursing, BA Social Science, Post Graduate Diploma Social Science (Research); Psychology (Hons), Graduate Certificate Governance, MBA.

Mr Trent Rees

Former The Buttery Residential Services Manager, BA Psychology, Masters Psychology, Cert IV Training and Assessment.

External Committee Members

Dr Bronwyn Hudson *Chairperson*

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

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

Lisa Hopwood

The Buttery coordinator for the CCC, RPAS and CDAT Programs. Diploma of Social Welfare and Graduate Certificate Indigenous Trauma and Recovery Practice.

Jenny McGee

BA Social Science; BA Education; Grad Dip Psychology; Cert IV Alcohol and Other Drugs; Cert IV Training and Assessment. Former Clinical Director, The Buttery Private.

Ms Corinne Maynard

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

HIGHLIGHTS

WEBINAR



FRANCES PIDCOCK



DR BRONWYN HUDSON



LEONE CRAYDEN

MANAGING MENTAL WELLBEING, SUBSTANCE USE AND GAMBLING DURING THE PANDEMIC

In November 2020, The Buttery held a free online webinar featuring a panel of health experts.

Many people have found it challenging to maintain their mental health and wellbeing during COVID-19. There has been an increase in people self-medicating with drugs and alcohol, and for some, gambling provided temporary relief.

The webinar included practical information about managing one's mental health and substance use and a Q & A with the panel of experts.

Panellists included: Leone Crayden, The Buttery CEO, Dr Bronwyn Hudson, Addiction Treatment Physician, and Frances Pidcock, The Buttery's Community Outreach Manager with The Buttery Board Chairperson Sandy Lockhart, Board Member Eddie Lloyd, and Chris Benaud as moderator.



SANDY LOCKHART



EDDIE LLOYD



CHRIS BENAUD

HIGHLIGHTS

FREE SPORTING EVENT



THE BUTTERY



A SPORTING PERSPECTIVE:

Managing Mental health and Substance Use in an Uncertain World

➤➤ In March 2021, The Buttery held a free virtual sporting event to address mental health and substance use challenges faced by elite sports stars. The live webinar provided a rare insight into the challenges sports people often encounter.

◀◀ The webinar panel included sports psychologist Grant Brecht, league legend Phil Gould, gold medallist netball star and Collingwood AFLW player, Sharni Layton and Wallaby, Warwick Waugh.



HIGHLIGHTS

SoBIG MMA



NADA Conference Buttery delegates led by CEO, Leone Crayden. From L to R: Sam Nest, Leone Crayden, Paul Phillips, Tina Bishop, Lisa Hopwood

The Buttery's therapeutic SoBIG Mixed Martial Arts Youth Group provides a safe and supportive place for at-risk young people to harness their energy. The program's therapeutically constructed conditions help young people to develop discipline, boundaries, and direction.



Over the last year, SoBIG MMA has enjoyed several successes.

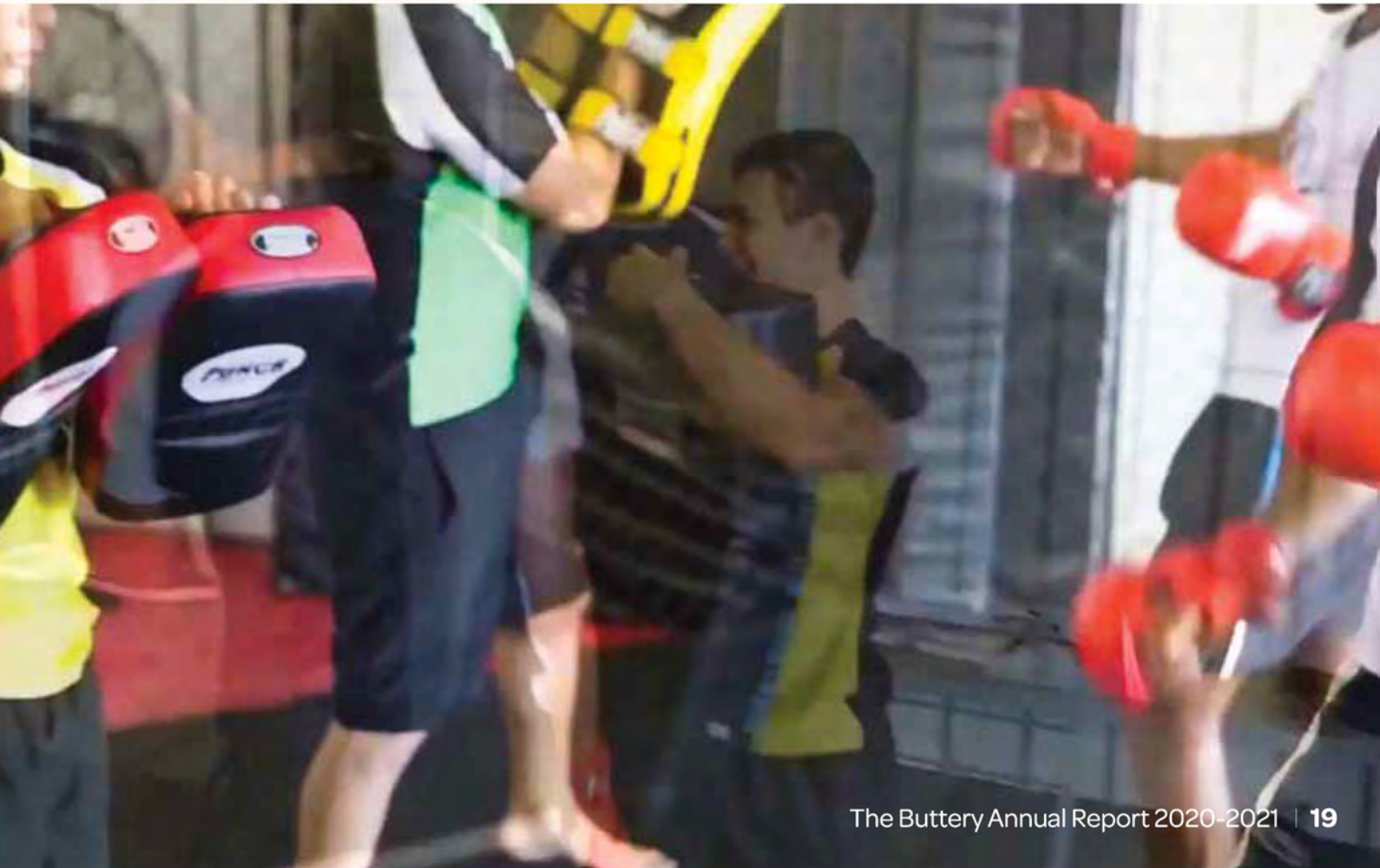
In June, SoBIG MMA coach, Sam Nest and counsellor, Paul Phillips, participated in a presentation and Q & A session about the program at NADA's annual conference in Sydney. The presentation received overwhelmingly positive reviews and was an excellent experience for staff.

Another highlight included female participant's outnumbering male participants in Casino for several weeks. The program is currently focusing on growing its female audience and encouraging new schools to come on board.

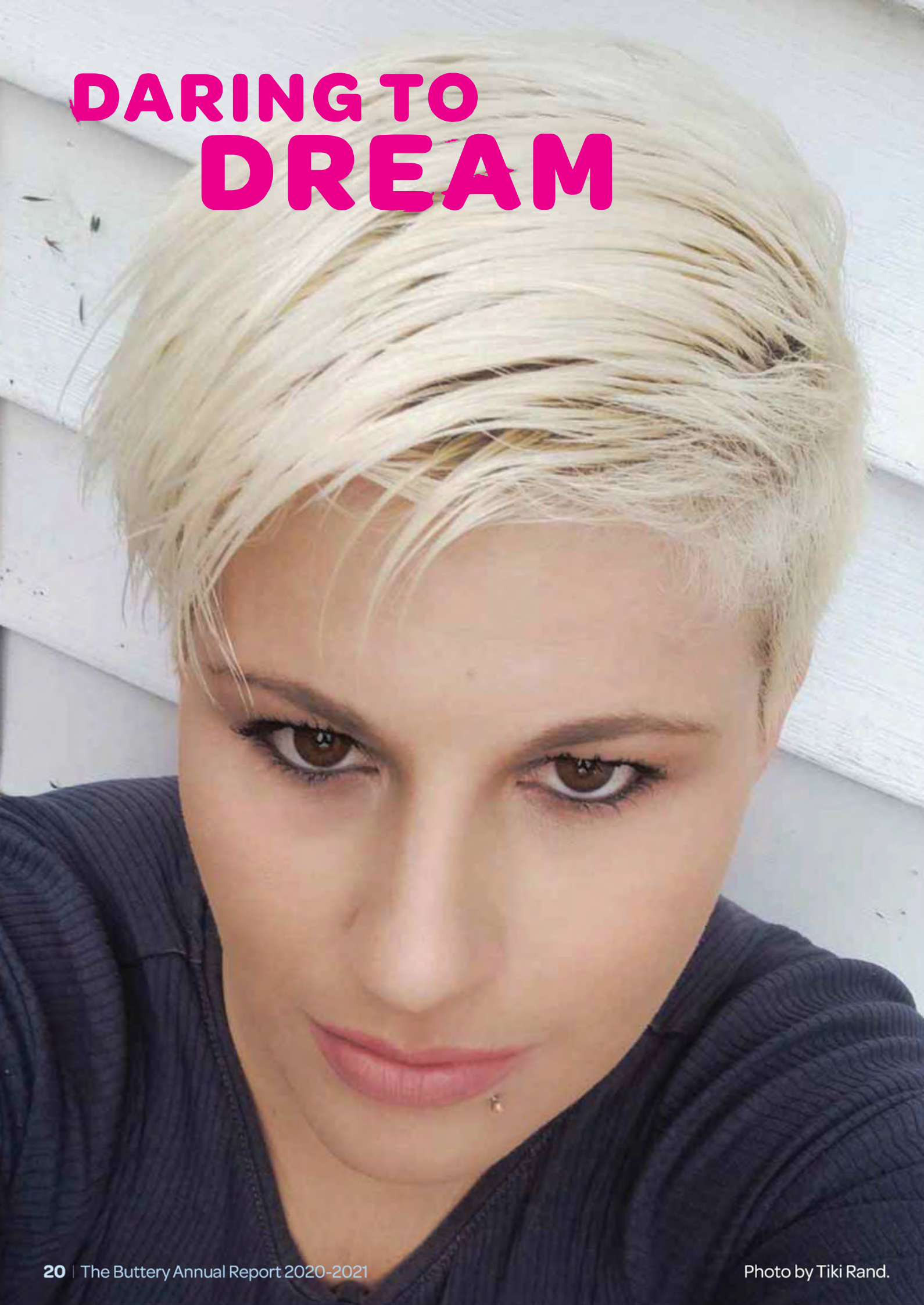
Options are also being explored to facilitate SoBIG MMA across NSW as part of a workshop and training package that acts as an early intervention program for at-risk youth.

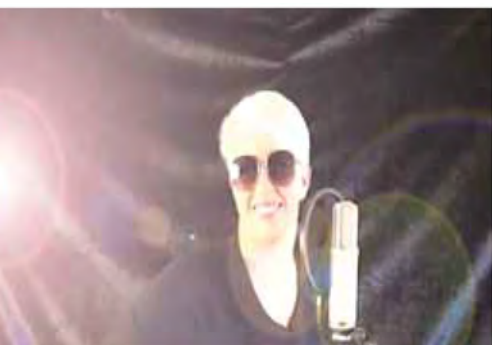


MIXED MARTIAL ARTS



DARING TO DREAM





A story of
determination,
resilience,
enormous heart
and daring
to dream.

Alisha, 29, started using drugs in her 20s.

At the time, Alisha didn't understand that she was using drugs to suppress the trauma she experienced in her childhood.

As a mother to four children aged five, six, nine and 11, full-time rehabilitation wasn't an option for Alisha.

While Alisha knew that she wanted to stop using drugs, she needed to find a rehabilitation program that would work with her commitments as a mother.

Alisha came across CORE – The Buttery's community rehab program for alcohol and other drugs. CORE is offered during school hours from 9 am – 1 pm as a six-week face-to-face program or online over four weeks.

CORE provides participants with group and individual therapy and addresses family and relationship issues. The program also examines neurosciences and the addicted brain and offers skills to manage distressing feelings and emotions. Furthermore, participants reduce social isolation and reconnect to a sense of belonging and purpose in their life.

Alisha says that the benefits of the program quickly flowed into every aspect of her life:

"There is not a part of my life that the program hasn't changed. I had a severe lack of trust coming into the program, but the programs facilitators, Tanya and Geoff, showed me to trust in relationships. They taught me that it's OK for me to be myself."

Participating in CORE helped Alisha to improve her relationships with her four children and family. She also took the brave step of pursuing a lifelong dream of becoming a singer.

In the past 12 months, Alisha has won a singing competition, secured a 12-month recording contract through an independent production company, and will release her first music single and film clip. She is also undertaking an online business and medical administration course.

Alisha attributes the support and skills she received as a CORE participant for helping her to get to where she is today.

"When you have a lifetime of people letting you down, the people from CORE came into my life and made a difference. They never dropped the ball on being there for me. Even when the program finished, I could call at any time and they were there for me. My whole life has improved and my relationship with my kids is amazing."

Alisha is enjoying fulfilling a dream to make and share music.

"Music was a massive part of my life. Growing up, my love of music was the one thing that my abuser could never take from me. I want to keep making and sharing music.

Alisha also has other aspirations to also establish a detox support centre for parents in the future.

"I'd also like to set up a support centre for parents detoxing from drugs. One of the biggest problems I had is that I didn't have anyone to support my kids. I want to set up a place where mums and dads can come and know that their kids are being looked after when they are detoxing from drugs.

"These sorts of programs are needed. This way, people can heal in the recovery process and detox can take place while children are safe."



OUTCOMES OF OUR SUPPORT

HASI-Plus



Finalised renovations and refurbishments in June 2021. First participant admitted August 2021.



THE BUTTERY PRIVATE



While COVID-19 impacted occupancy, The Buttery and Buttery Private remained open as a service.



MAINTENANCE TO ABSTINENCE



Maintenance to Abstinence and the Therapeutic Community are residential services of The Buttery.



THERAPEUTIC COMMUNITY



COMMUNITY DRUG ACTION TEAM CDAT

Inaugural year, in consortia with Odyssey House, Karralika and Bila Muuji Aboriginal Corporation.



Improved mental health

Participants

Individualised support program

GROUPS



YOUTH AOD COUNSELLING PROGRAMS



230



Mixed-Martial-Arts, Gestalt-Therapy, Rock-and-Water, Book Clubs, Drama Clubs, Art-as-Therapy, Save-a-Mate, Cultural Groups.



ADULT AOD COUNSELLING PROGRAMS

662



Meditation, Therapy/Process Groups, QiGong, Footprints, SMART Recovery.



DUAL DIAGNOSIS COUNSELLING PROGRAMS

181



b.strolling, b.connected, b.supported, Footprints, Hearing Voices.



COMMUNITY REHABILITATION CORE (NORTH COAST)

89



4 week online and 6 week F2F programs.



FOOTPRINTS TO WELLBEING

793



Shark Cage, AOD Recovery, Optimal Health, Therapy Groups, SMART Recovery, Rhythms-to-Recovery.



AOD AFTERCARE PROGRAMS

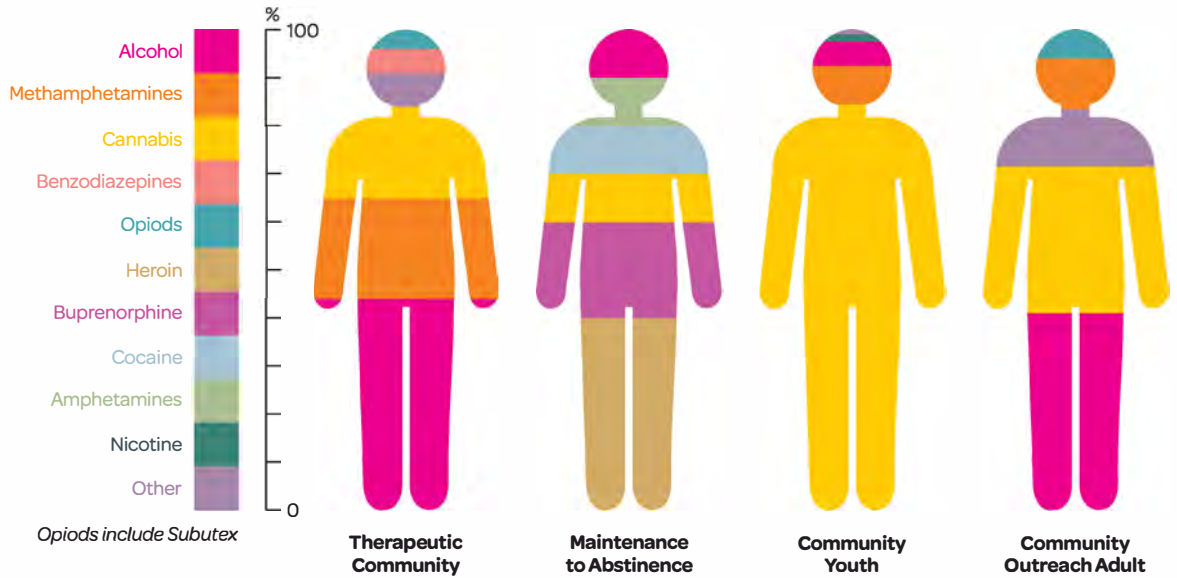
348



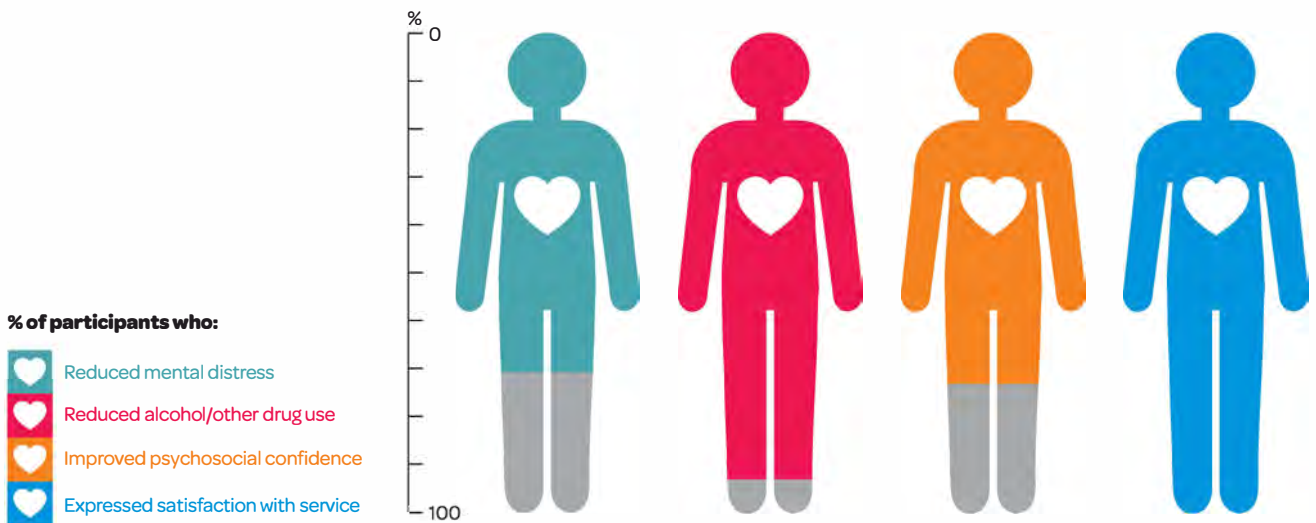


OUTCOMES OF OUR SUPPORT

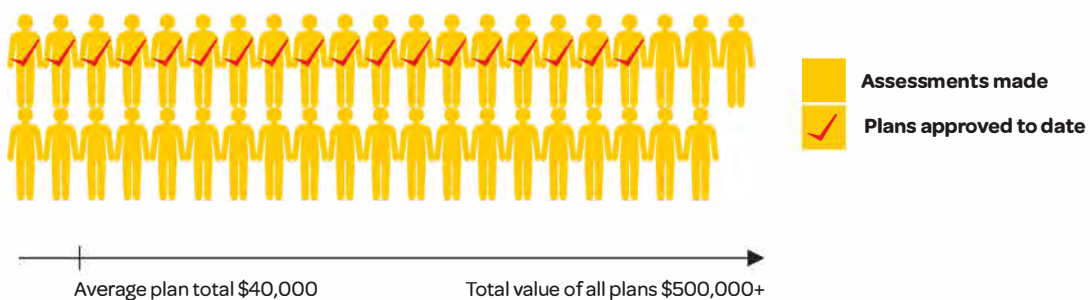
PRINCIPAL SUBSTANCE OF CONCERN



OUTCOMES FOR COMMUNITY & RESIDENTIAL PROGRAMS



NDIS APPLICATIONS FOOTPRINTS2WELLBEING





OUTCOMES OF OUR SUPPORT





STAFF INNOVATION

PRESENTATIONS

- **Presentation “Down by the River – Recovery in Regional Aboriginal Communities”**. Support facilitation for people who identify with AOD challenges and psychosocial unmet needs. Meeting indigenous participants in community and working with them to achieve their recovery goals including: cultural support, family reunification, housing, education and health care.
 - **Experiential Workshop at NADA Conference** on working with young people, prevention and early intervention with a focus on indigenous community members: SoBIG (So Bad I'm Good). Mixed Martial Arts with Gestalt Therapy and Rock and Water principles.
-

PARTICIPATION

- Suicide Prevention Collaborative Membership.
 - In-services for TAFE students.
 - Placements for TAFE and University students from Diploma to Masters level.
 - Mental Health Partnership attendance.
 - Headspace and Anglicare Clinical Governance Committees.
 - Australia and New Zealand Addictions Conference.
 - NADA Women's Clinical Community of Practice.
 - **Participation on the following Panels:**
 - The Buttery Wellbeing Panel.
 - NADA Rural and Regional Forum Panel Member (Transport and AOD in Rural settings).
 - School of Medicine, Sydney University Panel Member (Aboriginal & Torres Strait Islander health and Alcohol and other drugs).
-

ACHIEVEMENTS

- Commencement of Reconciliation Action Plan – RAP Steering Committee and the formation of the Reflect RAP.
 - Commitment to continuous improvement through Buttery's Clinical Governance Committee and Buttery QA Committee.
 - Selected for NADA Consumer Participation Audit.
 - **Youth Rural Project work in Tabulam** – working with local youth, Gonyah Land Council and Aunties to implement projects for community providing jobs, training, sustainability and cultural activities:
 - Silver Perch Farm - \$10,000 donation spent on reinvigorating the farm including 1ha dams-combination of commercial business and community use, hydroponics, fingerlings and tanks. Volunteer expert provided knowledge to the locals.
 - Community Gardens - \$10,000 bequeathment spent on planting native trees and fencing.
 - Bush Fire Fund - \$5,000 St Vincent De Paul grant for irrigation works completed.
-



“ My expectations were exceeded and I gained so much more than a road to sobriety. I gained myself. The accommodation did not disappoint and the food was magnificent. I encountered a great deal more group sessions than I had expected and was satisfied with the hours spent in one-on-one counseling. ”

Buttery Private participant



THE AREA WE SERVE



FIRST NATIONS MAP

Buttery programs assist people across a wide area from the NSW Mid North Coast to the far North Coast Regions.

THE BUTTERY'S PROGRAMS



CORE

COMMUNITY-BASED REHAB



The Community Rehab program (CORE) is an evidence-based model of intensive rehabilitation which has revolutionised the practice of addiction treatment. The program was initially facilitated as a face-to-face six-week program and transferred to an online four-week program due to COVID-19. The free online program has been offered in Macksville, Nambucca Heads, Nambucca Valley and Bowraville.

CORE provides participants with group and individual therapy and addresses family and relationship issues. The program examines neurosciences and

the addicted brain and offers skills to manage distressing feelings and emotions. Participants reduce social isolation and reconnect to a sense of belonging and purpose in life.

CORE is delivered online during school hours from 9.15 am to 1.00 pm from Monday to Thursday over four weeks.

The program provided two successful six-week face-to-face programs in Ballina and Lismore.

CORE was granted funding through the PHN to extend the program to the Mid North Coast during the pandemic.

The introduction of a First Nations designated Community Engagement worker has seen a vast increase in First Nations participants. There has



been a 50% increase in Aboriginal and Torres Strait Islander participants accessing community rehabilitation in the MNC CORE program.

The positive relationship between CORE and First Nations services and community services is at the forefront of this program. CORE takes immense pride in its commitment to engaging and collaborating with Aboriginal and Torres Strait Islander participants, services, and stakeholders.

The program offers appropriate and culturally safe drug and alcohol treatment in the community.



Tanya Magnay, CORE Coordinator

**MNC & NC CORE
programs provided**

5323

episodes of support

FOOTPRINTS TO WELLBEING



Footprints2Wellbeing (F2W) is a unique program that provides short-term psychosocial capacity building to people with moderate to severe and episodic mental illness.

F2W provides culturally safe support delivered by Rekindling the Spirit based in Lismore. The program has local Aboriginal workers based in Kempsey and Port Macquarie.

Anyone aged 12 and over who is not already registered for the National Disability Insurance Scheme (NDIS) and has intermittent moderate to severe mental illness and reduced psychosocial functioning can participate. Signs of reduced psychosocial functioning can include experiencing difficulty maintaining personal or family relationships, housing, employment, or other daily tasks due to poor mental health.

The F2W program provides support to participants to test their eligibility for the NDIS and supports the application process. The program offers information, guidance, and assistance to collect medical evidence, and Occupational Therapy Functional Capacity Assessments and reports that can be used as supporting evidence for the NDIS application. This assistance has resulted in significant NDIS packages for participants.

The F2W program also provides a mental health Occupational Therapist to assist with NDIS applications.

One of these participants was an Aboriginal woman who had experienced long-term homelessness and domestic and family violence. The participant received assistance to find stable accommodation through social housing, however, she was unable

to maintain the property due to her physical and psychosocial disability. The participant was socially isolated, unable to manage the rent or utilities, maintain the garden, or plan and prepare adequate meals for herself. F2W supported the participants goals and needs, conducted an occupational therapy functional capacity assessment and liaised with other health and support services to develop a strong NDIS application.

Through this support, the participant received a substantial life-changing NDIS package that was delivered in a culturally appropriate manner.



THE COMMUNITY DRUG ACTION TEAM



In 2021, The Buttery embarked on a new way of supporting the communities within our footprint. The Community Drug Action Team (CDAT) program speaks to the heart of The Buttery's work – supporting people who seek our services to have healthy and meaningful lives.

As part of the CDAT Program, The Buttery is in consortia with Odyssey House (Lead Agency) – a leading drug and alcohol service, Bila Muuji – an Aboriginal controlled and managed health service, and Karralika – a residential drug and alcohol service. The program's motto is, “We're stronger together” and supports local CDATs in developing and implementing activities with a focus on primary prevention and reducing the harms associated with alcohol and other drugs.

Although The Buttery has long advocated for primary prevention, community development and community consultation within its footprint, the CDAT program allows us to increase our focus in this area.

We are assisting CDATs in bringing activities to their communities by presenting forums with local CDATs and providing access to evidence-based research in the area of primary prevention and alcohol and other drugs.

The program's staff have years of relevant experience and vast knowledge of the issues experienced by those impacted by drugs and alcohol.

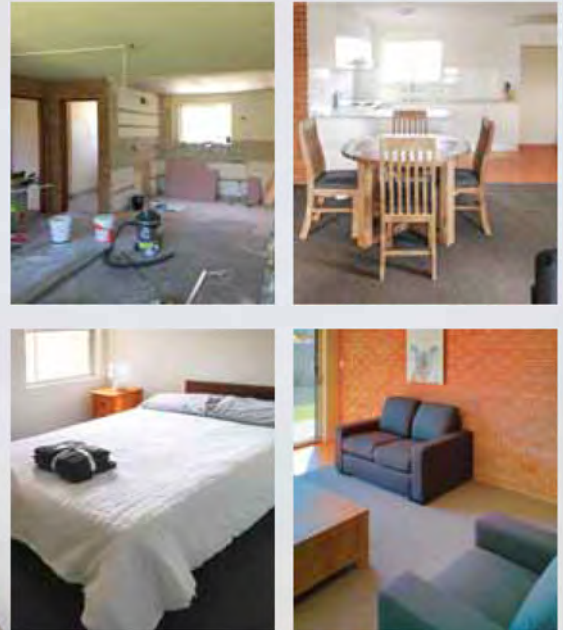
The CDAT program provides us with the opportunity to support our communities in a much broader way, to focus on communities as a whole and not just the individual, which increases the impact that The Buttery has across its footprint.

We are incredibly excited to be a part of the consortia for the CDAT Program.





HASI-PLUS



HASI-Plus Kempsey

In June 2020, The Buttery purchased six two-bedroom units in Kempsey, NSW. This property was purchased in anticipation of renovations and to establish a fit-for-purpose tenancy model supported by frontline staff clinical, behavioural, and psychosocial support.

HASI-Plus Kempsey is funded by the NSW Ministry of Health and delivered by The Buttery in collaboration with Mid North Coast Local Health District.

The HASI-Plus program aims to assist people who have been in long-term institutions, such as mental health facilities, correctional facilities or long-term care in hospitals.

Kempsey was subject to the worst floods in living history during renovations, with two storms deemed once in 50-year events. This led to a six month delay in commencing the program. Renovations were completed in June, 2021 and the property is now fully furnished.

HASI-Plus is staffed 24 hours a day, 365 days per year. The team is made up of support staff and a team leader who provide psychosocial and

diversional therapy supports to participants. Two Clinical Leads work in collaboration with the HASI-Plus team to provide a range of holistic and clinical support for participants.

One Clinical Lead is employed by The Buttery and a second Clinical Lead is employed by the Mid North Coast Local Health District.

This clinical and psychosocial model is supported by an accommodation model which is based on an award-winning framework that was established over a decade ago.

The HASI-Plus site also provides therapeutic support including exercise equipment, a games room, garden areas, and a BBQ community area.

Images from top left: Frankie the assistance dog, before and after renovations.

COPE

VETERANS RECOVERY PROGRAM



COPE is a six-week live-in program to reduce the impact of Post-Traumatic Stress Disorder (PTSD) and Substance Use Disorder (SUD) for Veterans.

COPE stands for Concurrent Treatment of PTSD and Substance Use Disorders using Prolonged Exposure. COPE is evidence-based and modelled on the principles of Cognitive Behaviour Therapy (CBT) and relapse prevention. Under the COPE treatment model, PTSD and substance use disorder are treated simultaneously rather than as separate issues.

The developers of the COPE program, the Department of Psychiatry and Behavioural Sciences at the Medical University of South Carolina, have trained the psychologists delivering the program.

The Buttery is experienced in delivering trauma-informed treatments in a therapeutic community where participants support each other in their recovery.

The residential part of the program is held at a comfortable retreat on a peaceful acreage near Murwillumbah, NSW.

The program provides:

- ~ Structured daily living.
- ~ Support on physical and psychological safety.
- ~ Acceptance and encouragement for every participant and support for nutritional values and a healthy lifestyle.

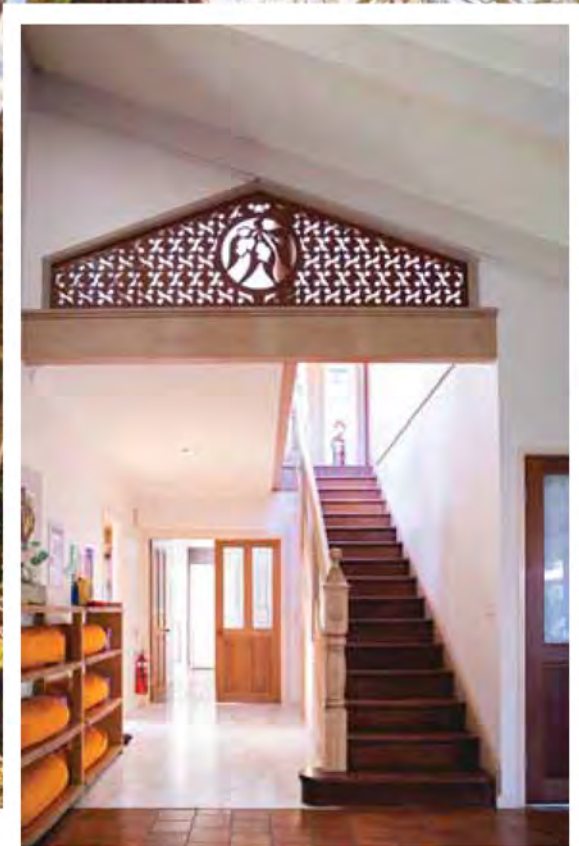
Elements of the program include group therapy, psycho-education, meditation, yoga, pilates, massage, exercise, good nutrition and other activities to promote holistic recovery.

The six-week residential program is followed by three months of aftercare conducted by phone or video conferencing.

COPE is free of charge to veterans who meet eligibility criteria.

The inaugural COPE program commences on 21 February 2022.

THE BUTTERY PRIVATE



The Buttery Private is a unique social enterprise of The Buttery that has assisted 46 participants over 10 programs during 2020-2021.

The program embraces best-practice psychological techniques to bring about lasting change.

As well as regular one-on-one counselling with a dedicated counsellor and group sessions, participants can choose from a range of other therapies including yoga, meditation, mindfulness training, exercise, massage, pilates, a spa circuit, and nutrition.

The Buttery Private is evidenced-based, utilising current research on the neuroscience of stress responses, anxiety, depression, trauma, behavioural and substance addictions.

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





Meet DAN

A man who lives by
The Buttery's motto:
Community as Method

Aged 47, Dan started using drugs at age 18 and operated in the world as a high-functioning addict for many years.

Dan's addiction issues were impacted further by a head injury and several dramatic life experiences. During his many travels and growing up overseas, Dan found himself in the throes of several natural disasters, including tropical cyclones while living the South Pacific in 1986, major earthquakes in Christchurch, New Zealand in 2011, and riots in Vanuatu in 1986.

While Dan managed to hold down high-profile jobs, held positions on boards and travelled

extensively, he knew that he needed to make significant changes to how he was living.

In 2019, Dan entered The Buttery's Residential Therapeutic Community (TC) – a long-term rehabilitation program for adults addicted to drugs and alcohol.

"I got to a point where I needed to break the cycle and work out what was going on for me. I'd heard about The Buttery through the local community in Byron Bay and knew it was a long-term rehab program, which I felt I needed to break down and get to the centre of the issues."

Dan completed a seven-month residential

program and subsequently moved to a transition house for six months, where he eased back into work in a part-time capacity.

"I transitioned to working three days per week for approximately five months so that I didn't overwhelm myself. The length and breadth of The Buttery's Residential Therapeutic Community program and transition house allow you to transition back into society in a manner that is gentle in its journey and sets you up for a long and sustainable life without drugs."

Participating in The Buttery's Residential Therapeutic Community program completely redefined the way Dan lives.

Dan is currently a volunteer driver for The Buttery and helps to fundraise money for different Buttery programs. He is also significantly involved with fellowship and holds a service position to facilitate a weekly NA meeting.

"I'm actively involved with The Buttery in many ways. I go to the Monday night meeting at Bangalow to meet with the participants, who get to know me through my volunteer work as a bus driver. It's about keeping in touch with The Buttery so that I can give back."

Dan used his community contacts to help raise funds for the Therapeutic Community's annual camp. His fundraising efforts also extend to collaborating with his employer to donate a BBQ valued at \$1500 for The Buttery's Outreach programs.

Participating in The Buttery's Residential Therapeutic Community program completely redefined the way Dan lives.

"The residential program is a small incubator

of the wider community. You're challenged to own your behaviour and to consider how you relate and communicate with people. While addiction is isolating, the residential program teaches you to connect to people and situations again and allows you to stop and look at certain behaviours."

"I now live by The Buttery's motto, Community as Method. After leaving the program, I've continued to live by the ethos of giving back to the community in general and the NA community. This type of behaviour sets you up for life."

In the future, Dan plans to become a professional therapist to help other people experiencing mental health and alcohol and other substance use disorders.

MEDIA



The Buttery has enjoyed increased exposure with media generated across all platforms including TV, print, radio, online and social media.

Media interviews have been conducted with program managers and key staff to generate interest in The Buttery's programs and increase donor interest.

PRINT



Mid Coast Observer
Cover story

Published: 5 May 2021

Circulation: 19,200



Nambucca Valley
News of the Area

CORE, a Free Online Program to Assist Nambucca Valley Residents with Drug and Alcohol Problems.

Published: 14 May 2021

NAMBUCCA COMMUNITY NEWS

Free alcohol and other drug addiction treatment in Macksville, Nambucca Heads, Bowraville and Nambucca Valley areas.

Issue 4, May 2021



The Macleay Argus

The Buttery's online program to help overcome drug and alcohol problems.

Published: 30 April 2021

Bellingen Online News

The Buttery's online program to help overcome drug and alcohol problems.

Published: 30 April 2021



Healthy North Coast

Free alcohol and other drug addiction treatment in Macksville, Nambucca Heads, Bowraville and Nambucca Valley areas.

Published: 29 April 2021

TELEVISION

Prime7 News North Coast



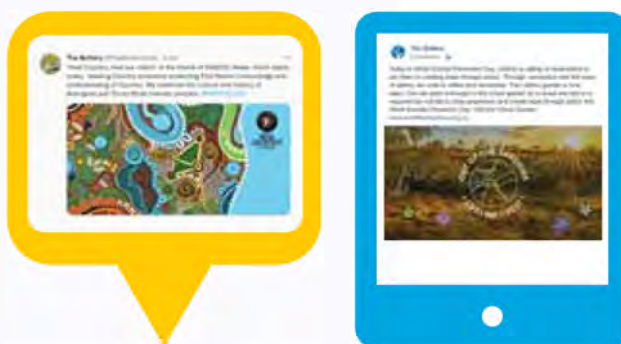
Promoting the positive benefits of the CORE program, the story referenced The Buttery's important work, particularly during COVID-19. Interviews were conducted with a CORE Mid North Coast participant and CEO, Leone Crayden.

Aired on 6 June 2021

 <https://bit.ly/2Y24fmT>


ONLINE

Social Media



Video



World Mental Health Day message from CEO, Leone Crayden  <https://bit.ly/3jRbs0J>

RADIO



Interview with Frances Pidcock, Clinical Operations Manager and 2NVR presenter Ceri Wrobel. Live to air on 7 May 2021.



Interview with Tanya Magnay, CORE Program Coordinator and presenter, Cameron Marshall. Live to air on 15 May 2021.



Interview with The Buttery CEO, Leone Crayden and ABC presenter Bronwyn Herbert.

The interview discussed a new report from the Australian Institute of Health and Welfare which indicated that alcohol remains the number one reason people require publically funded specialty treatment.



Interview with Breakfast Presenter, Peter Rasmussen and CORE Coordinator, Tanya Magnay. Live to air on 9 August 2021.

THE SYDNEY FOUNDATION COMMITTEE

The Sydney Committee was initiated in 2010 by two families whose children had been participants of the original Therapeutic Community Residential Program at The Buttery. One family generously contributed to the part-time Appeals Manager role for approximately two years.

The Committee's original role was to act as a Fundraising Committee for a capital appeal to build a new Buttery. The intention was to follow a proven capital appeal methodology - to form a Committee of individuals who make significant donations - to seek major contributions from peers or others identified as having substantial funds to support The Buttery.

Subsequently, The Committee focussed on strategic thinking, assisted the Board of Directors with fundraising ideas and concepts, and worked on strategies to raise The Buttery's profile. The Committee had enormous success in raising The Buttery's profile through its connections to attract high-calibre speakers to Buttery Talk Events.

Buttery Talk Events featured guest speakers including former NSW Governor, Professor Marie Bashir, former Premier of Victoria and Chairperson of Beyond Blue, Mr Jeff Kennett, broadcaster Geraldine Doogue, former AFL CEO, Andrew Demetriou and actor, Brian Brown.

The Buttery Talks were generously hosted and catered by King Wood and Mallesons (KWM) Lawyers at their Sydney offices. Paula Nassif, Committee member and Senior Associate with KWM, facilitated the events. In 2018, the Sydney Committee's name was

changed to the Foundation Committee and refocused on fundraising events.

In 2020, the COVID-19 pandemic forced the Committee to defer to online meetings and focus on hosting webinars.

The first webinar - *Managing Mental Wellbeing, Substance Use and Gambling During the Pandemic* - was held in November 2020. The webinar focused on the COVID-19 pandemic and mental health responses. The panel included CEO Leone Crayden, Community Outreach Manager Fran Pidcock, Buttery Board member Eddie Lloyd, Buttery Chairperson, Sandy Lockhart and Buttery Clinical Governance Committee Chairperson, Dr Bronwyn Hudson. Chris Benaud performed the role of moderator.

A well-received second webinar - *A Sporting Perspective: Managing Mental Health and Substance Use in an Uncertain World* - was held in March 2021. The live webinar panel included: psychologist Grant Brecht, league legend Phil Gould, gold medallist netball star and Collingwood AFLW player, Shami Layton and Wallaby, Warwick Waugh.

In 2021, The Buttery's Directors reduced the Foundation Committee's activities due to increasing difficulties to plan, execute and develop any concept of the Committee.

The Buttery's Directors, staff and participants are incredibly grateful for the work and dedication of the Committee.

We hope that with restrictions easing that the Foundation Committee will be resurrected to develop a strategic fundraising plan for implementation over the coming years.



SYSTEMS REPORT

Data Systems Update

Since MIMASO's implementation in 2019, the program has been expanded for use in the new HASI-Plus program. The accessibility of data for reporting purposes has dramatically improved both internally and for the benefit of external stakeholders. Over the last 12 months, staff have become more familiar with the system and John Kerr, Systems Coordinator, has developed modifications that have substantially improved its functionality, saving countless hours of administration time.

WHS & QA Summary

The last financial year has been one of change in the safety and quality assurance areas. Coming off the back of the 2019-2020 ASIS accreditation, many systems were improved.

Our approach has been to create seamless and invisible systems that have greater remote autonomy.

Many processes have been made electronic, simpler and more efficient. Staff involvement in processes has ranged from hazard notifications to maintenance requests, which has helped create a proactive shift in The Buttery's cultural safety journey.

Outreach and Residential systems have been combined into generic systems and forms. This has helped to simplify processes for end-users and allows greater ease for staff transitioning within the organisation.

WHS Achievements 2020-2021

- Redesign and implementation of the way incident and hazard data is collected, reported and acted upon.
- Binna Burra fire compliance to BCA report.
- Redesign of monthly safety report.
- All sites fire audits, compliance and drills completed.
- Vehicle telematics GPS tracking system implementation.
- Scope for intranet redesign achieved.
- Risk management training for coordinators.
- Successful implementation of all controls from incident, hazard and risk assessment data.
- For the 1st time ever (July 2021) lead indicators (hazard reports) were higher than lag indicators (incident reports). This indicates that safety cultural awareness is on the up.
- Integration of server based network drive with SharePoint (trialled with critical documents).
- Updated SIRA, ICARE and RTW process.
- Implementation of monthly participant involvement in hazard inspections and WHS meeting.
- SafeT Card review.
- Water Quality Action Plan successfully submitted to NSW Health.

QA Achievements 2020 - 2021

- Implementation of Continuous, Quality Improvement (CQI) System.
- Implementation of regular Quality Assurance meetings.
- Implementation of standard meeting agenda and minutes.
- Nearly 100 QA documents were reviewed, updated and created during the 2020-21 financial year.
- Achieved accreditation against the National Regulatory System Community Housing Standards.
- Commenced accreditation of the National Disability Insurance Schemes Quality and Safeguards Commission.
- Developed a COVID-19 Safety Plan for all programs and services with regular updates in response to changing legislation, as required.
- Commenced work towards accreditation against the National Safety and Quality Health Service (NSQHS) Standards.

FINANCE

During the 2020-2021 period, The Buttery significantly reduced its costs which contributed to achieving a surplus in equity.

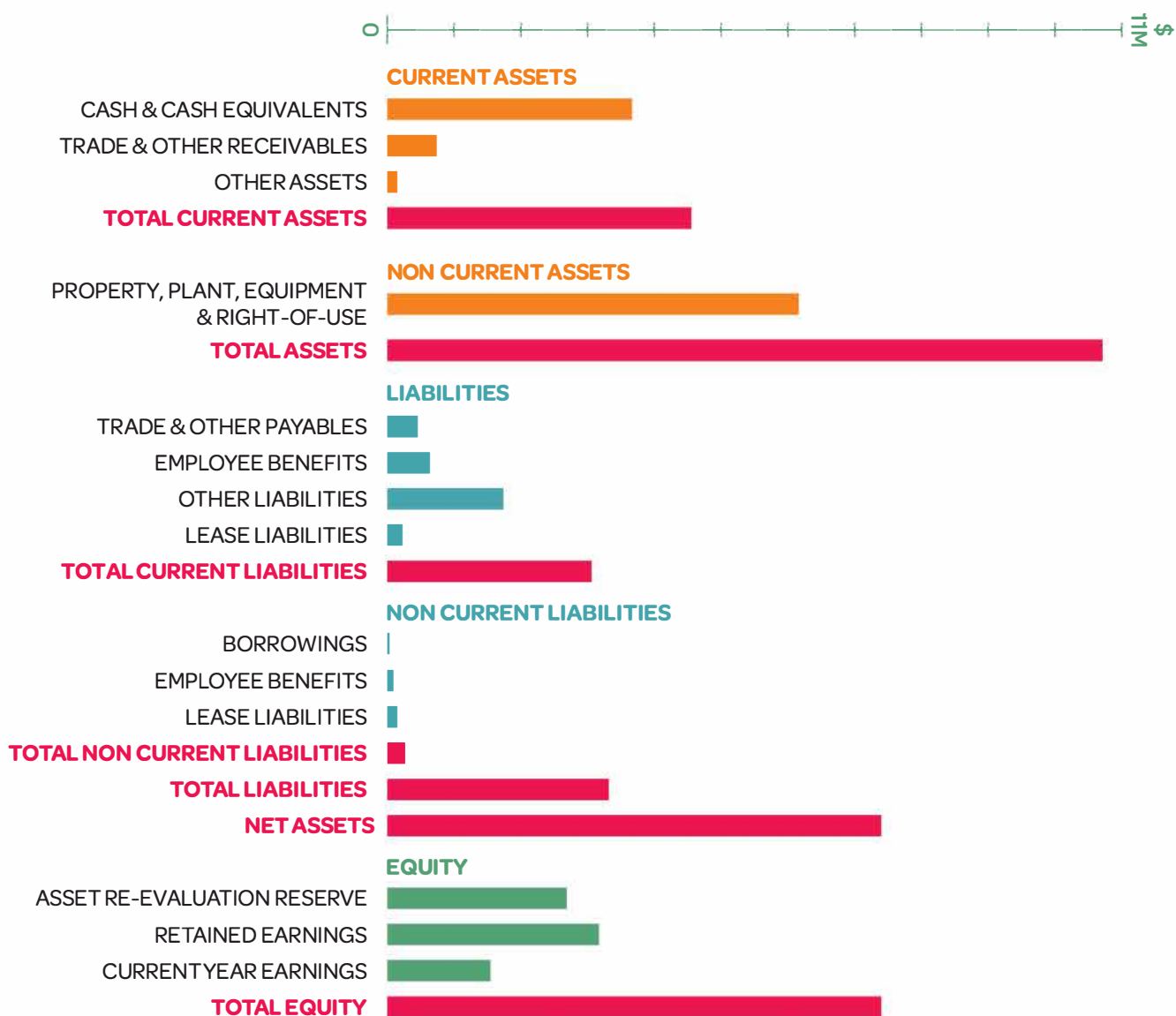
The Buttery maintained all staffing levels during the pandemic and adapted service delivery to respond to changing restrictions and the needs of staff and participants during lockdown periods.

The employment subsidy assisted in maintaining employment to pre-COVID-19 levels during

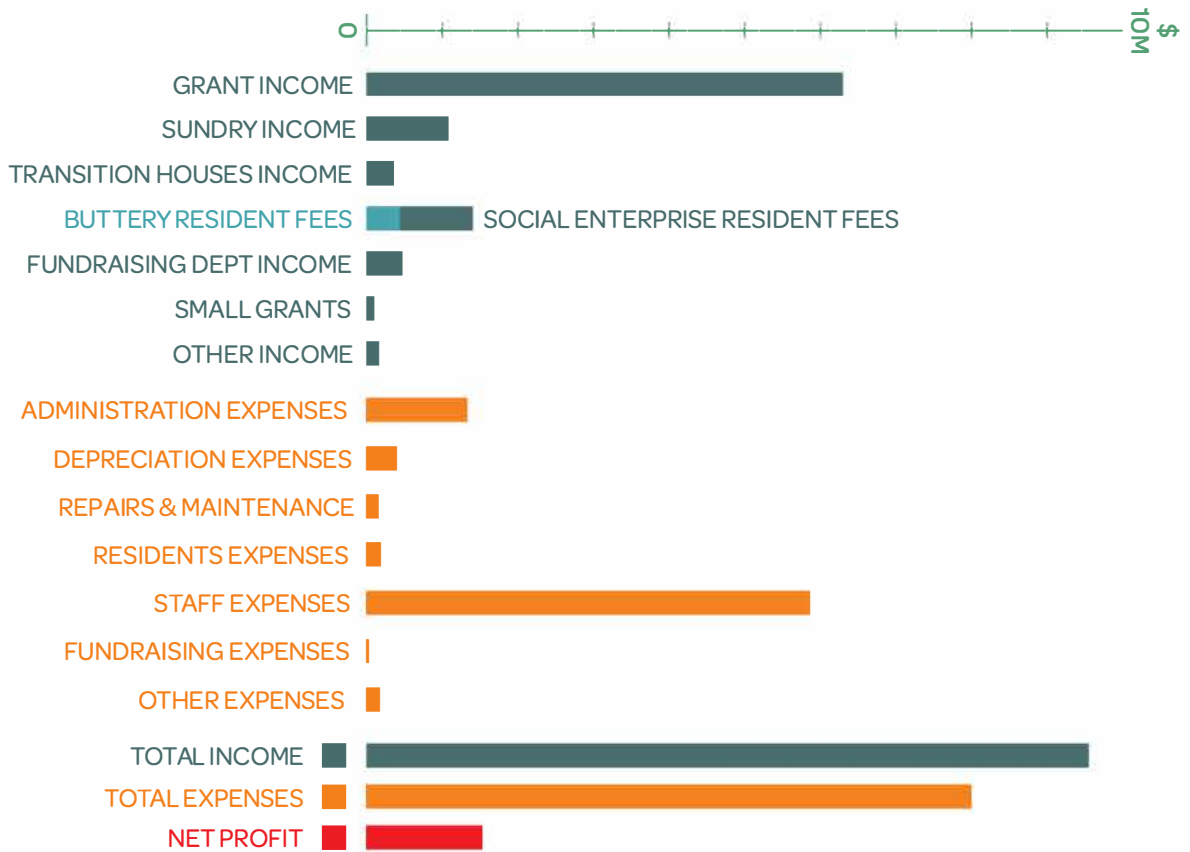
a complex period and a transition to remote service delivery for the organisation.

The gain in surplus will ensure that The Buttery can continue to run its programs. Notably, the surplus will allow The Buttery to adopt a much-needed asset management plan to nurture, conserve and improve the iconic Binna Burra site.

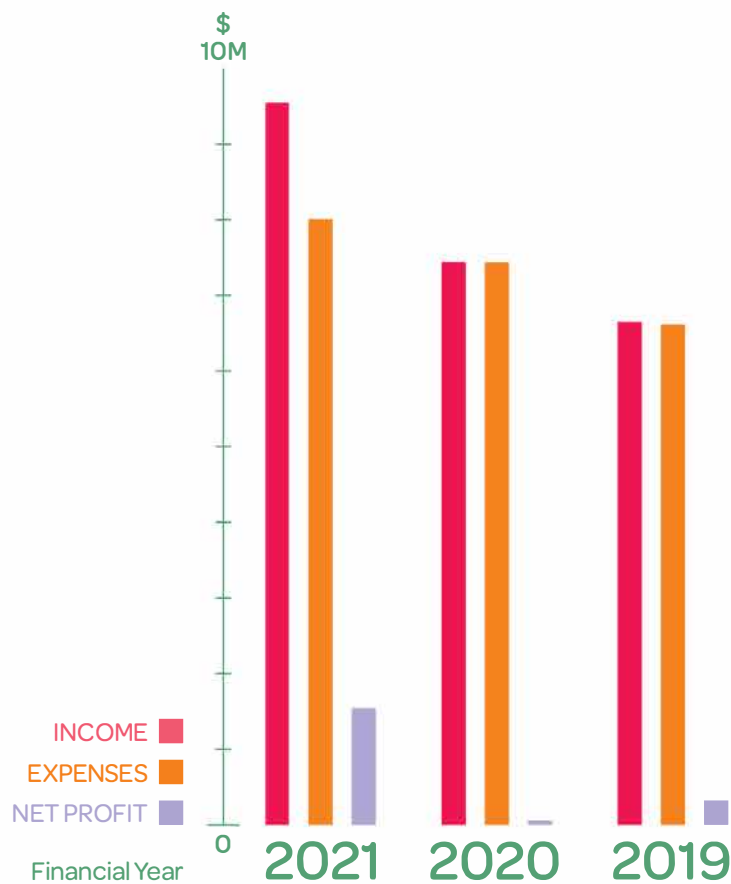
These graphs illustrate a growth period for The Buttery during 2019-2021.



BALANCE SHEET 2020-2021 FINANCIAL YEAR



PROFIT & LOSS STATEMENT 2020-2021 FINANCIAL YEAR



NET PROFIT 2019-2021 FINANCIAL YEARS

For the full Financial Report go to www.buttery.org.au/fin-2021



THANK YOU

On behalf of The Buttery's Board, staff and the participants we've helped this year, thank you.

We are especially grateful for your support during the pandemic.



SCAN TO DONATE NOW



 facebook.com/TheButtery

 twitter.com/TheButteryAust

 **DONATIONS**
buttery.org.au/make-a-donation/



02 6687 1111



info@buttery.org.au



buttery.org.au

Donations to The Buttery are tax-deductible

Registered Charity 10766 - Public Benevolent Institution ABN: 53130 812 994