

Submission
No 39

**INQUIRY INTO THE PROVISION OF DRUG
REHABILITATION SERVICES IN REGIONAL, RURAL AND
REMOTE NEW SOUTH WALES**

Organisation: The Buttery
Date Received: 26 June 2018

The Buttery Submission

NSW Legislative Council Health & Community Services Committee Inquiry into the provision of Drug Rehabilitation Services in Regional, Rural and Remote NSW

Introduction

The Buttery is a not-for-profit, charitable, community based organisation. It is located at Binna Burra near Bangalow in the Byron Bay hinterland in Northern NSW, Australia. The Buttery specialises in the treatment of alcohol and other drug misuse as well as problem gambling. It is guided by the philosophy – *Addiction is not a consequence of choice: recovery is.*

The Buttery Programs

The Buttery has provided specialist drug and alcohol services to individuals for over 40 years. Today The Buttery has a range of community and residential programs which assist individuals who have a substance use disorder or are in recovery, and their families.

The Buttery Support and Coordinated-Care Programs

Partners in Recovery (PIR)

PIR supports people with severe and persistent mental illness with complex needs who require assistance from multiple agencies, by providing a more coordinated system response to their mental health needs. PIR has been running at The Buttery for over four years and provides coordinated care to clients needing assistance in navigating the welfare and health systems. The PIR program at The Buttery is run in partnership with Mission Australia and a consortia of partners including Anglicare, New Horizons, CHESS employment and Galambila Aboriginal Medical Service.

AOD Continuing Coordinated Care (CCC)

The Buttery is currently in the process of beginning implementation of the AOD CCC Program which has recently been funded by the NSW Ministry of Health. CCC will be delivered across the Northern NSW and Mid-North Coast LHDs and assists people receiving community-based Alcohol and Other Drug (AOD) treatment who require continuing care and intensive support to maintain their engagement with treatment services and to maximise their wellbeing.

The Continuing Coordinated Care (CCC) program will be available to people who:

1. have recently (in the previous month) been assessed by a drug and alcohol clinician as having a substance use disorder; and
2. are actively receiving or have recently received (in the previous month) an AOD treatment intervention; and
3. have a care plan in place that identifies significant additional needs that cannot be addressed by standard AOD treatment and that may jeopardise their engagement with treatment.

The intent of this program is to provide enhanced care coordination and wraparound services for high needs clients who face barriers in accessing or remaining connected to services because of their substance use disorder. Services will include (but not be limited to):

- Maintaining linkages with AOD and primary health services
- Functional living supports
- Support to access medical and community services
- Support to maintain community and family connections
- Access to vocational and educational services.

The program is flexible in roll out and complementary to existing service systems. The program takes a recovery-oriented and client-focused approach and CCC Facilitators develop partnerships at the local level. The Program and CCC Facilitators will bring these sectors, services and supports together to promote collective ownership by all partners to ensure effective and timely access to services and supports required by the client to meet their needs and sustain optimal health and wellbeing. It is expected that the CCC Facilitators will provide approximately 5500 hours of service annually as part of this Program.

The Program Coordinator of this service has been invited to attend the 2018 NADA Conference and present on a panel 'Access and Equity for AOD Treatment' to speak about AOD wraparound and coordinated care services.

The Buttery Community Programs

b.well

b.well is a community outreach service providing support for people with mental health issues who are concerned about the impact of their substance use on their wellbeing. Services include: individual counselling; one-to-one peer support; psychoeducation; activities programs; life skills programs; and educational and therapeutic groups. Services are delivered from Tweed Heads to Ballina and west to Kyogle.

In 2015-16, 202 individuals received services from the b.well program, involving 3211 sessions – 1501 individual counselling and peer sessions and 1710 group sessions. Average scores for b.well clients at engagement and at exit from the program revealed significant improvements in depression, anxiety and stress subscales on the DASS-42

INTRA

INTRA is a community-based service for teenagers and adults in Northern NSW, aiming to minimise the harm from substance use and promote recovery. INTRA offers group programs and individual counselling in Lismore, Byron Bay, Tweed Heads and Ballina. The INTRA Youth Service offers innovative therapeutic group programs and individual counselling to people under the age of 24 years.

In 2016-17, INTRA provided over 4500 therapeutic consultations to 554 clients – a 10% increase in client numbers from the year prior. Evaluations repeatedly show improved outcomes in quality of life, mental health and alcohol and/or drug use for clients of INTRA.

Family Support Program

INTRA runs a free counselling, support and information service for the family members and loved ones affected by someone else's AOD use. This service is supported wholly by donations to The Buttery.

Community Based Rehab (CORE)

CORE, The Buttery's community-based group day program is a six-week, structured program for people who experience problematic substance use. The Program supports holistic recovery in a safe and therapeutic environment and under real life conditions and challenges. In 2017-18, CORE ran in Byron Bay and Lismore, and is currently running in Tweed Heads. CORE has plans to extend across Northern NSW in 2018-19.

Northern Rivers Gambling Counselling Service (NRGCS)

NRGCS provides free counselling and support to people affected by gambling related problems, including their families. The service also provides community education to the general public, and information and support to the gambling industry around responsible gambling strategies.

THE NRCGS provided 521 counselling sessions to 141 clients in 2017-18. In addition, a number of community education and engagement events were organised which received positive feedback.

The Buttery Residential Programs

Therapeutic Community (TC)

Developed over decades, The Buttery's TC is a 26 bed long-term residential treatment program for adults with significant substance use disorders. Located near Bangalow, the program combines psychoeducation, individual and group counselling, and community-as-method approaches with activities including yoga, meditation, music, art, exercise and gardening. Residents can undertake a program of between three and eight months. After completion, some may apply to continue the program at a Buttery half-way house.

In 2017-18 64 participants were engaged in the Program, with 62% of residents successfully completing Phase 1 (3 months) of the program and 33% successfully completing all three phases of the program (7 months). In 2017-18, 78% of residents reported an improvement in depression scores upon exit, and 79% in anxiety scores and 75% in stress scores (as measured by the DASS-42).

Maintenance to Abstinence (MTA)

MTA, co-located with the Buttery TC, is a 7-bed residential program for people currently being prescribed opioid substitution medications, who wish to move to an abstinence-based lifestyle. The three month program includes educational groups, individual and group counselling and stress management practices such as yoga, meditation and stress reduction.

MTA had 24 participants in the program during 2017-18 with 63% of participants successfully completing the full program and 70% of residents successfully reducing off their maintenance medication. Outcome measures for 2017-18 revealed that 81% of residents recorded in improvement in depression upon exit, 74% an improvement in anxiety and 78% an improvement in stress, as scored on the DASS-42. Scores on the Kessler (K-10) showed significant improvement between arrival and exit from the program.

The Buttery Private

The Buttery Private is a four-week closed-group early-intervention residential program near Murwillumbah, followed by a 3-month aftercare counselling program. This program is for people with emerging mental health issues and substance abuse and includes intensive individual and group therapy facilitated by registered psychologists. The Buttery Private provides psychological and integrated support to address underlying issues and establish new behaviours in a small, safe and confidential setting.

The Buttery Private is a fee-paying service and as a social venture, any profits gained from The Buttery Private make it possible for The Buttery to diversify its funding sources to support The Buttery's charitable work.

The Buttery Private Program began in August 2017 and four residential programs have been run to date. Across all closed groups, participants have shown improvements in their general psychological functioning (as measured by the DASS-42), subjective wellbeing (SWLS, WHO-QoL8), self-compassion levels (SCS) and beliefs about themselves and the world around them (YSQ-3) at exit of the program and at 3-month follow-up.

The Buttery is committed to developing and delivering services with a view to meeting clients and participants where they are at in regards to their personal support and/or recovery needs.

Yours sincerely,

Trent Rees
Residential Programs Manager
The Buttery