

drug.ARM



TRANSFORMING LIVES TOGETHER

IMPACT REPORT 2022/2023

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ACKNOWLEDGMENT

We acknowledge the Traditional Custodians of the lands where our teams provide alcohol and other drug support. We pay our respects to Elders, past, present and emerging. We work respectfully alongside First Nations’ People to understand the health challenges they face and liaise with Elders and communities towards closing the gap on health inequalities.

GUIDING US EVERY DAY

VISION

Flourishing people and communities living free from the harms of alcohol and other drugs.

MISSION

To deliver the highest standard awareness, rehabilitation and management solutions to address the harms associated with alcohol and other drugs.

VALUES

Drug ARM's values were developed in consultation with staff in 2019. The values represent the qualities our staff admire and respect in their colleagues, and strive for in their practice.

DEDICATION

Committed to generously working above and beyond.

COLLABORATION

Working with individuals, teams and communities to achieve transformations.

LEADERSHIP

Providing positive examples and progression.

OPTIMISIM

Belief in achieving positive outcomes.

COURAGE

Strength to do what is required, not what is easy.

EMPATHY

Cultural connection and individual respect.

CHAIR'S MESSAGE

On behalf of the Board, I'm pleased to present Drug ARM's 2022/2023 Annual Report.

As I reflect on the year just gone, I'm aware of so many arms of support uplifting our mission – to deliver the highest standards of awareness, rehabilitation and management solutions to address the harms associated with alcohol and other drugs. All that we have achieved this past year has come from working together – with clients, families, communities, donors, members, volunteers, students, staff, leaders, board and committee members, funders, government services and other service and health providers.

Thank you, everyone. Because of your contributions, we were able to provide 8,800 alcohol and other drug counselling sessions and ran almost 3400 group sessions throughout the year under review, along with a raft of other early interventions, information, referrals and support.

Each session, be it with an individual or small or large group, made a difference to someone who was willing and ready to make positive change.

Guiding our service delivery was our five-year Strategic Plan (2020-25). Now midway into its execution, we are starting to reap the benefits of the planned focus on our clients' experience, partnerships, policy positions, reach, outcome measurements and diversification of our revenue streams, as well as many more priorities across the areas of our people, innovation, influence and impact. We are also continuing to maximise the use of our assets, facilities and systems and to lay further foundation work to bring the plan to full fruition.

This report, while reflecting on the year's achievements and highlights, also seeks to demonstrate the progress of our robust plans.



HAROLD PEACOCK
BA, GDipAppFinInv, MAICD

On 30 June 2023, we farewelled Drug ARM's Executive Director (ED), Jody Wright, who departed the organisation after joining it in 2009. Jody was the first woman in our 174-year history to hold the ED role, serving in the post for five years. She had also performed in other roles – as Prevention Officer, Prevention Coordinator and later as Executive Officer.

On behalf of the Board, I would like to take this opportunity to thank Jody for her dedication to Drug ARM and for overseeing the delivery of its services these past few years. I commend her contributions as ED in developing and implementing the current strategic plan and in guiding an organisational rebrand and restructure. Under her stewardship, we have seen service expansion, particularly in regional and rural areas and through our family and correctional service programs. Special mention must also be made of the stellar job Jody performed in navigating the organisation through our agile COVID-19 response. Thank you for the enduring legacy you have left behind, from which our organisation can only go from strength to strength.

I also extend my thanks to the full Executive Team and my fellow Board Directors and Committee Members for all their support this year.

EXECUTIVE DIRECTOR'S REPORT

During what was my final year as Executive Director at Drug ARM, I was privileged to see the impact we had at the service, training, research and advocacy levels towards helping reduce alcohol and other drug harms within our communities.

As always, demand for our support remained strong, and in delivering that support, we were inspired by people's extraordinary ability to make positive change. Our compassionate teams of staff and volunteers engaged with thousands of individuals and families, be they in metropolitan or regional communities, in correctional centres or sleeping rough on the streets – sharing in their stories of courage, hope and renewal.

Taking in the entire client journey, we went back to the beginning, aiming to better support those clients placed on waitlists for our programs. In January 2023, we started offering them a suite of pre-service supports, which have received encouraging uptake.

At the other end of the journey, as clients exit, we wanted to better measure program outcomes and worked to capture that feedback. As part of this work, we were pleased to learn that 96% of Creating Options clients who responded to our survey were satisfied-to-very-satisfied with their support.

In new developments, we opened an Op Shop in Capalaba, piloted a school education and awareness program – Eyes and Arms Wide Open, and began supplying Naloxone under the Take Home Naloxone Program.

We also achieved our goal of bringing together all our Ipswich services under roof, offering Drug ARM's full continuum of care through our stepped care model from public health and prevention to high intensity out-client treatment



JODY WRIGHT
BPsySc, MICDA

services. This was accomplished with the leasing of a larger property in Ipswich City Mall in mid-August 2023.

When it came to influencing change, we contributed to the expansion of Queensland's Police Drug Diversion Program, which introduced a new tiered health response to dealing with minor drug possession offences. We support keeping people with a health issue out of the judicial system by providing education and support which in turn helps to reduce further crime.

We also contributed to the Queensland Government's decision to allow pill testing services for the first time as part a commitment to reduce the risks and harms of illicit drug use.

In keeping with our strategic plan, we invested more in our people through providing increased internal training and supervision. In October 2022, our staff finally re-gathered at an all-staff workshop, an annual, team building and information sharing event, which had been cancelled for two years previous due to COVID-19 impacts.

It has been an honour to be part of the Drug ARM team. Thank you to everyone for your support, especially to the rest of the Executive Team and the Board.

ANNUAL HIGHLIGHTS



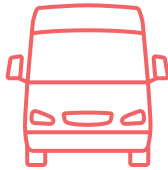
8,800 counselling sessions attended by adults and families



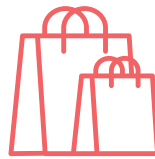
First supplies of overdose reversal drug Naloxone are handed out in April



3,383 groups delivered to adults, families and children



7,298 occasions of support from Street Outreach vans



New Op Shop in Capalaba opens in February



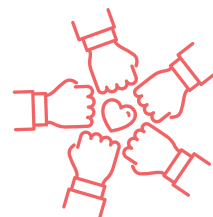
5,183 resources in the Annerley Library



New pre-service support commences in January



Internal Clinical Supervision offers 445 occasions of support to Drug ARM staff



100+ volunteers deliver over 2270 hours of Street Outreach support



Street Outreach Service returns to Fortitude Valley and launches in Maryborough



Eyes and Arms Wide Open school education pilot developed

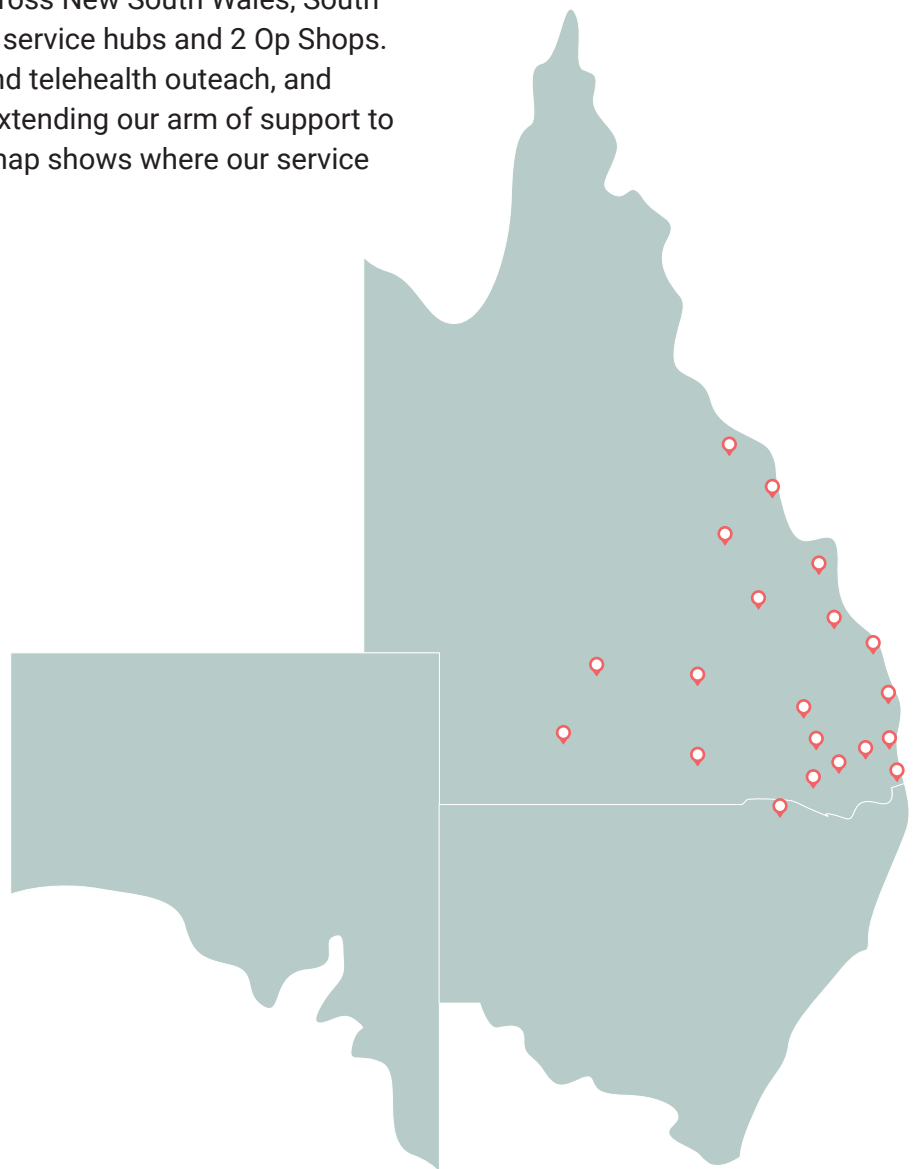


Clients are helped to address methamphetamine (44%), alcohol (34%), cannabis (17%) and other drugs (4%) concerns

REACHING OUT ACROSS OUR COMMUNITIES

Drug ARM delivers alcohol and other drug awareness, rehabilitation and management across New South Wales, South Australia and Queensland from 19 service hubs and 2 Op Shops. Our teams also provided mobile and telehealth outreach, and delivered in correctional centres, extending our arm of support to even more people. The following map shows where our service hub locations in 2022/2023.

- Annerley (National Office)
- Bileola
- Boggabilla
- Bowen
- Bundaberg
- Caboolture
- Capalaba
- Charleville
- Cunnamulla
- Goondiwindi
- Gympie
- Ipswich
- Mackay
- Maryborough
- Moranbah
- Rockhampton
- Roma
- Stanthorpe
- St George
- Toowoomba
- Warwick



We acknowledge the Traditional Custodians of all these lands upon which we work and serve, and pay our respects to their Elders, past, present and emerging.

POSITIVE TRANSFORMATIONS THIS YEAR

Your incredible support enabled us to provide vital care to people and families across the country. Read on to see how you created positive outcomes through innovative new programs this year.

REACHING FURTHER



STREET
OUTREACH
SERVICE

drug-ARM

drug-ARM

85

399 WUH

DAN'S STORY

We first met Dan in 2018, when he was on probation and parole. Aged in his early 40s, Dan had contacted Drug ARM for support for methamphetamine use, but his story began long before that.

He was only 12 when his family moved east from a rural town in Queensland to the city. In a new place and with his parents working a lot, he said he was growing up on the streets, running with the wrong crowd. By the age of 13, he was using heroin.

As a youngster, Dan excelled in skateboarding and at one stage represented Australia and was offered a scholarship in America. He was also talented in football. But given his early dependence on drugs, his life was not going to be dominated by sports. It was going to take a much harder road, one that would take its toll on his physical and mental health and his freedoms.

For decades, Dan says he was in and out of jail for drug-related offences.

"I nearly died in prison," he said. "I was medicated for six months and in isolation for over a year while withdrawing."

Out of prison, he said he went to a number of rehabilitation or support programs, but couldn't respond to their approaches.

"I don't like authority and many programs put that on you, or they judge you if you attend after boozing," he explained. "With Drug ARM, it wasn't like that.

Since reaching out to us in 2018, Dan has completed our Creating Options Program, our Day Rehabilitation Program and has stayed regularly connected to counselling, usually attending once a week. He still turns up regularly to this day.

During his engagement, he was able to swap



out his use of methamphetamines for cannabis. Then finally made the shift away from illicit substances and is now only using medicinal cannabis. He has stayed out of jail, still has the love and support of his parents and is in stable accommodation.

"Without my counsellor, I wouldn't have got as far as I have today," he said. "She's been great."

However, the long-term use, has left him with several serious health issues and it plays heavily on his mind. "The doctor says I won't live a long life," he said.

When asked what advice he has for others who are also dependent on drugs, it is apparent he knows the consequences too well.

"You have a choice, you can pull your head in and live longer and healthier... or die," he said.

"Do drugs only if you want to lose everything and go to jail.

"You won't get sober overnight. Staying off drugs is a challenge, a challenge I face every day."

Dan knows that his body now couldn't handle going through withdrawal again. "That haunts me all the time," he said. "It's always haunting me..."

Your support helped him to make healthier choices and gave Dan the tools, strength and belief in himself to stop using illicit drugs.

SERVING HOPE IN MARYBOROUGH AND FORTITUDE VALLEY

For more than a decade, our Street Outreach Service (SOS) vans have parked outside boarding houses in Brisbane’s inner city, greeted by eager groups of tenants looking forward to the weekly support and social connection from our volunteers.

Over the years this support included medical check ups in Spring Hill in conjunction with Anglicare, and a weekly barbeque in conjunction with Beddown at the Big Bird Backpackers.

However, this financial year that all changed as rental pressures brought about the closure of these budget-style hostels, leading to a mass displacement of their vulnerable tenants.

As the tenants moved on, so did our support, and in March 2023, our SOS patrol made a return to the Fortitude Valley, our first time back in that area in five years. We also added a site in the Brisbane suburb of Yeronga.

This wouldn’t be possible without the ongoing

support of our generous donors, supporters and community partners.

We were incredibly grateful for the staff at the Brisbane Housing Complex and Wesley Mission at Fortitude Valley, as well as Brisbane City Council’s Liaison Officers who work with rough sleepers.

Where we deliver our support is constantly under review as we allocate our limited number of SOS vans and volunteers to sites where there is not only need but also gaps in support.

As well as the responsive changes in Brisbane, this year we also prepared to shift our SOS patrol from Bundaberg to Maryborough.

The relocation to Maryborough marked the arrival of our SOS van in that town for the first time in our service’s 34-year history. A newly recruited team of volunteers conducted their first Maryborough night patrol just after this reporting period on 17 July 2023.

At the end of the financial year, SOS also saw a move in their Brisbane home base, shifting the storage of its vans and supplies from Taringa to our new Capalaba-based Op Shop.

Pictured: Maryborough SOS volunteers prepare for a night of outreach



PREVENTING DRUG OVERDOSE

In April 2023, Drug ARM was approved to supply free doses of Naloxone without a prescription to at-risk clients and their significant others.

Naloxone is a medication that can temporarily reverse the effects of an opioid overdose, such as a heroin overdose.

Drug ARM clinical staff were trained in how to supply and administer Naloxone, ensuring recipients are provided essential information before taking it away.

Anyone who is at risk of experiencing an overdose or witnessing one is eligible to receive the medication.



Pictured: Naloxone is supplied to families

CONNECTION FROM THE FIRST CALL

Due to demand often outstripping supply in many of our service regions, clients cannot always commence a Drug ARM program straight away. Wait times vary from region to region, with higher wait times in major metropolitan areas.

To ensure clients are not left unsupported or feeling disconnected while awaiting entry into treatment, our program staff teamed up with consumer representatives to design innovative solutions to this issue.

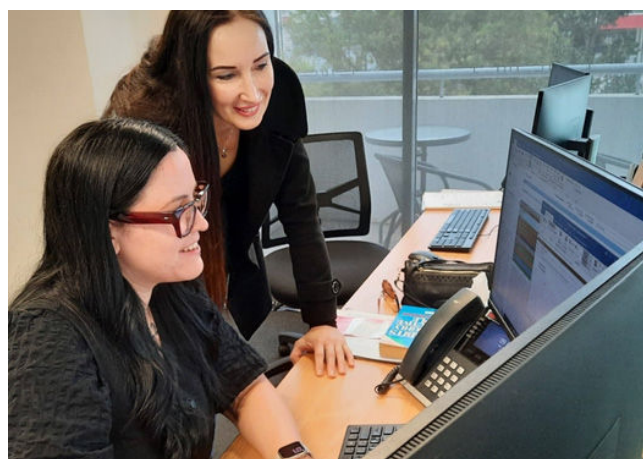
The co-design process resulted in a new suite of optional, pre-service supports that were made available to clients at the end of January 2023.

Preliminary data from early evaluations of our pre-service program showed that 80% of clients waiting on treatment between February and May 2023, opted in for at least one of the new supports.

During the four months from February to May, our Central Intake Team provided 69 phone check-ins, sent 165 SMS updates, 202 resource packs and 56 group referrals.

Supports include:

- Phone check-ins (every 2 or 4 weeks)
- SMS updates (every 2 or 4 weeks)
- Resource Pack (posted or emailed)
- Groups referrals
- Online resources (launched in August 2023).



Pictured: Intake Officers Renae and Jess provide pre-service support to people awaiting entry into treatment

EYES AND ARMS WIDE OPEN

For Sunshine Coast mother, Julie-Ann Pook, our new Eyes and Arms Wide Open program is more than just an alcohol and other drug education and awareness program.

Following the tragic loss of her son, Josiah, at 24 to drug dependence, Julie-Ann was moved to share her heart with her community by reaching out to other parents and young people.

Wanting to see more alcohol and other drug education in schools, Julie-Ann partnered with Drug ARM and a local school to fundraise for development of an education and awareness program.

As part of the program, three workshops were created, tailored for different target groups, including students, parents and teachers. The workshops focus on providing information, strategies and tools that could be applied in practical settings when alcohol or drug use is encountered at home or at school.



A pilot of the Eyes and Arms Wide Open program was delivered by Drug ARM facilitator, Richard Norman, with assistant facilitators, Sharon Majerovic and Nicky Warren, at the Suncoast Christian College on 8 August 2023. Each workshop was well received, with as many as 60 attending the parent session.

Videos were also produced to explain the program to other schools, which may be interested in hosting the program. One video featured an interview with Julie-Ann, telling her story in the hope of highlighting the importance of alcohol and drug education and to help breakdown stereotypes.

Drug ARM is grateful to the family, school and community donors for their contributions in support of the program's development.



Have conversations with your children and grandchildren when they are young enough to understand the harms of drugs, but not yet in the full grip of peer group pressure.

When you are in the car travelling to a sports game or sitting at the dining table, these conversations could make a difference in the future.

Most importantly, listen to your gut instinct and when you feel uneasy, ask for help.

Pictured: Julie-Ann with a photo of her son Josiah



SHOPPORTUNITY KNOCKS IN THE REDLANDS

We excitedly oversaw the establishment of a new Drug ARM Op Shop in Capalaba, with volunteers flinging open the doors to the public on Saturday 11 February 2023.

Drug ARM's then Executive Director, Jody Wright, attended, cutting the ribbon at the official event. She was joined at the celebration by Drug ARM staff, volunteers and local community members, including Redland City Councillor Tracey Huges.

The new volunteer-run Op Shop has since been trading 6 days per week, Tuesday to Sunday, reaching expected targets on raising valued funds for our Street Outreach Services and other community programs.

Drug ARM thanks everyone in the Redlands community for their support of the new store, in particular the local volunteers who have been giving up their time to assist in store.

RETIRING OUR REEDGE STORE

After five years of trading, a decision was made to wind up our second Toowoomba Op Shop at the Red Edge Shopping Centre due to financial reasons. The shop was closed in December, 2022. Drug ARM sincerely thanks everyone who supported the op shop over the years, whether that was through contributing donations, working as a volunteer or shopping in store – all in support of Drug ARM programs and services.

REDUCING DRINK DRIVING

This financial year, Drug ARM was pleased to be appointed by the Queensland Government as the approved training provider of a repeat drinking driving course, entitled, Plan.Drive.Survive. Comprehensive. We commenced delivering the course late in the reporting period in June 2023.

Pictured: Drug ARM Executive Director Jody Wright launches the new Capalaba Op Shop



ALICE'S STORY

Since January this year, Alice, aged in her 60s, has been spending her nights bunkered down beneath a tarp slung over a picnic table in a north Brisbane park. A carer to her adult son, the two souls found themselves on the streets after their rental lease was not renewed.

When they first engaged with Drug ARM's Street Outreach Service in August 2023, they had already been living rough in a Chermside park for about seven months and were struggling through what was a bitter Brisbane winter.

When we talked to her, she explained that their life had been turned upside down after being evicted from their north Brisbane rental unit.

She had been living there with Adam, caring for him after he was injured. However, there were complications accessing his Centrelink benefits which meant he hadn't received any pay for several months. It saw them fall behind in their rent. Despite paying all the rent back once their payments came through, when it was time for the lease to be renewed, they were evicted.

"We were living in a car for about three months until someone ran up the back of us in a car accident," she said. "We then stayed with my sister but she only has a small unit and then she became unwell. We moved out... and then we were on the streets."

For this vulnerable older woman and son, this run of bad luck, meant lying in sleeping bags under a tarp which had been flung over a picnic table. "We shivered to death like you wouldn't believe," she said, recalling the chilly winter weeks.

When asked what was sustaining her, she said it was the support from services, the camaraderie found among the many other people also experiencing homelessness and her relationship with God and her faith.



Pictured: Jason fires up the BBQ on Street Outreach

She said the weekly barbeques meant a lot to her and Adam and it was nice to have something to look forward to each week.

"They are marvellous," she said of Drug ARM's street outreach volunteers. "They need a medal and to be knighted for the work they do. They are really, really fantastic community members – I can't fault them!"

What is astonishing about Alice, is that despite her hardship, her disposition remains cheerful. She tells of her dire situation with a smile in her voice, ever hopeful that she will be re-homed. In fact, she seems more worried about others than herself.

"My heart goes out to all the homeless people – they are all good people – they don't deserve to be homeless," she said.

"You can understand why they may drink or do drugs. And truly, they would be lost without the help of these services. I hope these supports are ongoing for all eternity.

Thanks to you, people who are experiencing or at risk of homelessness can receive regular support and check-ins from our Street Outreach Services team.

LIVES TRANSFORMED, THANKS TO YOU

Our supporters, funders, volunteers and staff make change possible. Read on to see how your valued contribution translated into many forms of assistance for people this year.

PROGRAMS AND SERVICES



STREET OUTREACH SERVICE

KEY STATISTICS

7,295	occasions of support delivered from the Street Outreach Service teams
100+	volunteers offered their time and talents to the Outreach team
2270	hours of Street Outreach delivered throughout the year

This year you supported our volunteer outreach team, who gave generously of their time and effort, to ensure people doing it tough or sleeping rough were offered a compassionate conversation and check-in over a hot cuppa or other refreshment.

For those with substance use or mental health issues, our teams provided them with crisis or service support information.

During 2022/2023, SOS provided almost 7,300 occasions of this kind of support to patrons. About 37% of the metropolitan-based patrons were assisted by MOSHPIT – our Mobile Outreach Support and Health Program by Integrated Teams, which involved additional health check-ups.

Drawing on a pool of about 100+ volunteers and students, teams took vans out on to the streets for day and night patrols, spending over 2270 hours throughout the year at multiple sites, including locations in Brisbane, Bundaberg, Ipswich and Toowoomba.

This year, our night teams were met by large numbers of patrons at Brisbane's Roma Street Parklands, with queues of up to 50 or more.

Without the generous support of volunteers and donors, this service wouldn't be able to provide these regular patrols.

Patrons anticipate our teams' arrival and often wait for them at the site in any kind of weather.

Your support means they do not wait in vain.



A SAFE PLACE FOR PEOPLE TO SHARE

A new volunteer, Joseph is really enjoying the role which involves checking in with people doing it tough.

“People are willing and feel safe to talk to you because they know you’re listening and not judging. It’s surprising how much our patrons share. They tell you when they’re cold and need a blanket, when they last ate...”

Joseph, Volunteer



TRANSFORMING LIVES TAKES TIME

“I went in with an idealistic view, thinking we could transform lives overnight, but it isn’t about that. I now see it is more about giving people something consistent and stable to rely on. We help keep them connected to the wider community.

I enjoy the human connection with the patrons and the other volunteers. The people who volunteer are kind, caring and fun to be around.”

Scott, Volunteer



SMALL CAN MEAN A BIG DIFFERENCE

“Not everyone is in a fortunate enough position to donate money, but many can give up some time.

I like the stops where you can spend more time with people. It’s nice when regulars get to know you, and you them.

If you are able to give up some time as a volunteer, I encourage anyone to consider it. You could make a big difference in small ways.”

Pudd, Volunteer

ALCOHOL AND OTHER DRUG TREATMENT

KEY STATISTICS

5,152	counselling sessions delivered to adults and families
435	groups delivered through our Creating Options and Day Programs
96%	of clients reported they were satisfied with their treatment

INDIVIDUAL COUNSELLING

Over the past year, you delivered a total of 5,152 individual counselling sessions to about 890 adult clients in community throughout the past financial year.

About 40% of those sessions were delivered through our Community and Family Support Service (CAFSS) in Brisbane South and Ipswich.

CAFSS also supported significant others who were concerned about a family member's substance use.

The other 60% were delivered through our comprehensive treatment service, Creating Options, which supported people experiencing severe and complex issues related to substance use in 18 locations throughout Queensland.

GROUP PROGRAMS

We held 435 group sessions for adults seeking alcohol and other drug support during the year.

These were delivered through our Day Program at Ipswich which ran 316 group sessions and Creating Options which ran 119.

FEEDBACK

Clients participating in Creating Options provided positive feedback about the program with 96% of those who responded to our survey indicating they were satisfied-to-very-satisfied with the treatment they had received.

CLIENT FEEDBACK

“My counsellor is a true professional, she is kind, compassionate and direct and balances these attributes well. She helped with referrals when needed and set me on the right track. Before I saw her at Drug ARM, I did not know where to start, but she helped with all that and took that major stress away.”

“My counsellor is accommodating, caring, empathetic and not judgemental at all. I appreciate everything she is helping me through, and the patience for my constant family, animal, or legal issues delaying or rescheduling our sessions regularly.”

“My counsellor is just awesome. Great listener, genuinely cares and does what she can to assist with long term growth and change.”

“I would like to thank Drug ARM and more importantly my counsellor. At that point of my life I was at a very low place and I’ve learnt new techniques and distraction methods to not only help with stress but also giving up marijuana... and intravenous drug use which was a big part of my life... It’s a long journey but it’s a journey that I would recommend to anyone.”

DEMOGRAPHICS

Gender

Creating Options clients mostly identified as male (55.5%), while 44.3% identified as female and 0.2% identified as neither male or female, or did not provide a gender response.

Age

Creating Options is an adult treatment service receiving referrals for people aged 18 years and over. The age breakdown among clients by gender was as follows:

Of our male clients, there was an almost equal spread of client numbers aged between 19-30, 31-40 and 41-50 – about 27.5% in each age category. This was followed by 12.5% being aged 51-60, 3% being over 61 years and 1.7% being aged between 0-18.

Of our female clients, the vast majority (40%) were aged 31 to 40 years. This was followed by 25.5% aged 19 to 30 years, 20.6% aged 41 to 50 years, 11.4% aged 51 to 60, 2% aged over 61 years and 0.5% aged 0 to 18 years.

Our oldest male client was 82 years old and our oldest female client was 67.

Primary Drug of Concern

The majority of Creating Options clients (44%) named methamphetamine as their primary drug of concern, followed by alcohol (34%), cannabis (17%), cocaine (2%), buprenorphine (1%) and other drugs (2%).

YOUTH AND FAMILY PROGRAMS

KEY STATISTICS

2000+	families and loved ones supported in the community
242	awareness sessions held across Queensland
100+	breakfast clubs delivered in New South Wales

This year you've connected more than 2000 families and significant others who had concerns around a loved one's use of alcohol or other drugs with support.

Family members connected with one of our three family programs; Breakthrough for Families Queensland (BFFQ), which we delivered broadly across 21 locations in 4 regions, our Community and Family Support Service (CAFSS)* which sees people for their own substance use issues as well as significant others, and our dedicated Toowoomba-based Family Support Program.

In all, a total of 1587 people attended a BFFQ group information session in community with 242 groups being held. While about 430 people and 50 families met with one of our BFFQ team members for individual advice, information and support.

An exciting addition to our BFFQ community information sessions this year was the inclusion of well-attended mocktail workshops. Demonstrations of how to make the colourful drink creations were promoted as healthy and fun alternatives to drinking alcohol. Our BFFQ team also helped by:

- interacting with at-risk groups, in particular people experiencing homelessness
- liaising with local pharmacies to spread the word about the new naloxone program
- and forming partnerships with other service providers, community groups and local councils.

Our Toowoomba-based Family Support Program worked more intensively with about 30 families with children, providing a total of 167 counselling sessions and 22 group sessions.



Pictured L - R : Felicia promotes healthier alternatives to alcohol in Roma, Aunty Thora cooks up johnny cakes for families in Boggabilla, Mark and Terri raise awareness of the harms of drugs in Toowoomba

TARGETED EARLY INTERVENTION PROGRAMS

This year you continued to provide crucial early intervention programs involving individual and group support to young people and their families within the rural communities of Queensland's Goondiwindi and New South Wales' Boggabilla, and Toomelah.

Here, your impact can be seen in the broad smiles on young faces after a cooked breakfast before school, during a fun cultural activity, or on a bus travelling to a school holiday excursion.

For families, support included those small acts of kindness that can make a difference, such as helping family members attend Sorry Business or celebrate Mother's Day. More essential support included providing free grocery packages, hygiene and cleaning supplies, transport to medical appointments, mentoring, information and referrals.

Our teams also ran several support groups, including sessions for men, women and school holiday students. They included groups for yarning, fitness, leadership and school holidays. In all, 43 group sessions were held in the past year.

The school holiday program was held during January/February 2023, which saw many local students enjoying activities such as tenpin bowling in Toowoomba, a colour run, sports, water games, a movie at the cinema, cultural activities and a zoo trip.

Our Targeted Early Intervention (TEI) team commenced running playgroups, which were aimed at bringing parents together with their babies and toddlers for social interaction and support.

Parents who participated enjoyed a yarn while their children were provided with age appropriate playtime activities and healthy refreshments.

Meanwhile, our Winangalabaa team worked closely with school communities to offer those supports which take place "outside the school gate". Key activities included trialling a school-run service, delivering a school breakfast program and providing packed lunches, shoes and stationery, as well as family and event support.

The pilot school-run service was delivered during the first school-term of 2023 and involved transporting children to and from a local pre-school to assist them in accessing early learning. Feedback from the parents was positive and the school reported a significantly higher incidence of attendance.

The breakfast program involved offering a cooked breakfast to pupils at school, before classes commenced, two times per week in Boggabilla and once a week in Toomelah.

All these services and groups provided opportunities for connection with young families, where our teams offered timely alcohol and other drug early intervention and check-ins in support of setting up young people and their families for healthier and happier lives.

CORRECTIVE SERVICES

KEY STATISTICS

1772	groups delivered in correctional centres
869	groups delivered in community corrections hubs
2741	counselling sessions delivered to people on probation or parole

INDIVIDUAL COUNSELLING

This year you've helped us be there for people who were in Queensland Correctional Centres, or on probation or parole, due to drug offences. A key aim of our support was to ensure that when they returned to community, they had the information, tools, strategies and support networks they needed to rebuild their lives and go on to make positive choices around their health and wellbeing. We remained the only service provider of psycho-education in Queensland correctional centres from Rockhampton to the New South Wales border.

A total of 2641 alcohol and other drug information and support groups were held, with 67% of those held in correctional centres and 33% in community. Each group had on average between 3 and 15 people attending.

In community, 2741 one-to-one counselling sessions were attended by those referred to us by Community Corrections. This counselling was provided across 17 sites in Queensland. The service successfully shifted to mostly a telehealth model, with some online and in-person appointments delivered. The improved accessibility has received positive client feedback, especially from those living long distances from their nearest service, as they had found the cost of travelling to appointments prohibitive.

We thank the following correctional centres for their assistance throughout the year; Southern Queensland, Wolston, Arthur Gorrie, Brisbane, Brisbane Women's, Woodford, Numinbah, Palen Creek, Maryborough and Capricornia.

FAR FROM TYPICAL IS WHERE TRANSFORMATION HAPPENS

For some Drug ARM Case Workers, their workplace is far from typical. For them, going to work means walking into a correctional centre somewhere in Queensland.

While these settings can be daunting for our first-timers, once they begin delivering the psychoeducation sessions to groups, they find the experience rewarding as it is generally well received, and needed.

Talking with Kirsti, who heads up our Queensland Correctional Services program, she says the group information sessions have a lot of value on the ground.

Queensland Correction Services will assess the needs and allocate participants into the appropriate program, short, moderate or high intervention courses – but no matter which course they do, they will all receive the same foundational information.

“We do get good reports on progress coming out of the program,” she says. “Sadly, we will see some people multiple times.”

And while there are those who have heard it all before, having done similar courses, she said despite their knowledge and the tools they have gained, they may just not be ready for change. “But when they are, they’ll have a lot to draw from,” she said.

Drug ARM started delivering alcohol and other drug education programs in Queensland correctional centres a few years ago. “When we began, we were just going into six centres, now we go into 10.”



Kirsti Insch, Senior Project Officer

We also deliver individual counselling and group support in community for those engaging with QCS Case Managers through Community Corrections.

Kirsti said although our community counsellors could experience some resistance, it was an important part of our offerings, being provided at a crucial time.

“Just after release, people are at higher risk of overdose as their tolerance levels have decreased,” Kirsti said. “We focus on helping them with relapse prevention and harm reduction.”

Given the environment, the job may not be for everyone, but Kirsti said she tended to see that the counsellors who delivered the program would become better counsellors. Among other factors, she said the program reinforced their own knowledge through the education of others.

EDUCATION

KEY STATISTICS

5183	resources located in our physical library at Annerley
100+	participants in World Hepatitis Day activities
533	requests for resources and information filled

TRAINING

This year you helped Drug ARM partner with Queensland schools and other government and non-government agencies to help raise awareness and understanding of alcohol and other drug use and associated harm reduction strategies through delivery of specialist training.

Our training initiatives included delivering four half-day workshops on “Working with people who use substances” to staff at Aboriginal and Torres Strait Islander Community Health Service (ATICHS) in Brisbane and Logan. Positive feedback was received from the participants. We thank the ATICHS team for participating and look forward to strengthening our relationship with them in the future.

We also delivered alcohol and other drug awareness training to the Queensland Prison Chaplaincy and to several high schools including the Suncoast Christian College, BUSY schools and Parklands Christian College.

The school presentations provide Drug ARM with an opportunity to apply prevention and early intervention strategies.

We also continued to offer to work with schools on comprehensive alcohol and other drug prevention strategies, such as policy development, teacher training, parent awareness sessions and program recommendations.



Pictured L - R : Sharon, Richard and Nicky delivered a pilot drug education program at the Sunshine Coast, Librarian Debbie delivered hundreds of resources throughout the year, promoting better liver health on World Hepatitis Day

LIBRARY

Over the past year, you have continued to provide a vast range of specialist resources relating to alcohol and other drug related issues, including the latest in substance use treatment and practice, through our Annerley-based library, which this year contained 5183 resources.

In all, during the year under review, we processed 533 requests for information and managed 145 loans.

A highlight for our library members and supporters was the holding of a Library Lovers' Day Morning Tea, which was hosted by Drug ARM's then Executive Director, Jody Wright, on Valentines Day. The well attended event shone a spotlight on the valuable resources we have on offer and celebrated how libraries enrich our lives in big and small ways. In particular, it highlighted the dedicated work of our librarian, Debbie Fuller, who constantly supports our members, staff and volunteers in their search for information.

Members of the public and the alcohol and other drug sector can join our library as a member for free. Drug ARM staff and volunteers also have additional access to high quality academic journals and e-books. They also receive a daily AOD and Mental Health E-news.

LOVE YOUR LIVER, LOVE YOUR LIFE

In the lead up to World Hepatitis Day on Thursday 28 July 2022, Drug ARM's Library, with support from Hepatitis Queensland, rolled out a health promotion campaign, which encouraged people to 'Love your Liver, Love your Life'.

Alcohol and other drug use, as well as associated riskier choices, can put people at risk of contracting viral hepatitis and other liver complaints.

The campaign was focused on making resources available to our Drug ARM team and talking with people about how they could make healthier choices to prevent these health issues. It also provided information around local treatment services, harm reduction strategies and myth busting, while asking people to reflect on systems and self-stigma that could hamper help-seeking. Our team got behind the campaign, wearing 'Love Your Liver, Love Your Life' T-shirts, which on the back featured some simple tips on how to love your liver.

We also acknowledge former Drug ARM staff, program co-ordinator, Ruth Edwards and prevention officer Kundie Gongga, for their support of this awareness raising campaign.

BRINGING COMPASSIONATE PEOPLE TOGETHER TO TRANSFORM LIVES

Our people are at the core of what we do, acting as beacons of hope and safety for the individuals, families and communities we serve. Read on to learn how you've helped transform lives by supporting crucial volunteer and staff programs.

OUR PEOPLE

Drug ARM's Annual Staff Workshop



OUR PEOPLE

CELEBRATING OUR PEOPLE

Our people are at the heart of our organisation. Each day over the past year, whether they directly supported clients, or worked to support staff who did, they brought to the workplace a high level of dedication, skill and compassion.

As at 30 June 2023, Drug ARM had 119 staff. The majority (59) worked part-time, while there were 28 full-time and 32 casual staff. Almost 80% of our staff identified as female, 20% male. Our workforce tends to be more mature with about 45% aged over 50 years and about 20% over 40 years. Around 27% were younger than 30 years.

During the year, staff benefited from an improvement in our human resource processes thanks to the introduction of a new platform, Subscribe HR.

HOW VOLUNTEERS AND STUDENTS SHAPE DRUG ARM

Drug ARM once again welcomed student placements through our Community and Family Support Service (CAFSS) based at Annerley and Ipswich. During the past financial year, we had 45 students complete, or as of 30 June 2023 were still progressing, their placements with us.

The top four tertiary institutions from which our students were sourced in the past year were as follows: Australian College of Applied Professionals - ACAP (14), Griffith University (10), University of Queensland (6), the Australian Institute of Professional Counsellors - AIPC (6) and other (9).

VOLUNTEERS AT THE HEART

A valued part of the Drug ARM team were our amazing volunteers who this year supported our Street Outreach Service and Op Shops – about 120 in total. We also had volunteers who attended the 2022 Schoolies Week event on the Gold Coast, providing welfare check-ins and handing out about 18,000 cups of water to school leavers.

CLINICAL SUPERVISION, SUPPORT AND TRAINING

In 2022/2023, our clinical staff had access to internal, external and group supervision, with 95 internal sessions provided by 23 supervisees and 115 group sessions delivered.

Staff also had access to our Clinical Lead for more immediate secondary consultations if they required on-the-job advice. During the reporting year, 235 secondary consultations were provided.

All new clinical staff attended induction training as part of our onboarding process, with 45 induction sessions held throughout the past financial year.

Staff's wellbeing was also supported through the offering of an Employment Assistance Program. This year we introduced a new provider which provides speciality connection lines.

Staff also were able to access other internal training opportunities, including a package prepared in relation to the dual diagnosis of substance use and eating disorders.

KELSEY'S STORY

"I volunteered in the CAFSS program at the Ipswich office for almost a year, starting December 2021.

My time volunteering in CAFSS is invaluable to me. As a caseworker, I got to build on theoretical knowledge acquired in my psychology degree and hone my skills as a counsellor.

The office environment was always supportive and welcoming, which was incredibly important for my professional development. This atmosphere made it safe for me to voice my uncertainties or speak up when I didn't know something - there was always an opportunity to improve and grow.

We were supported through learning the program and fine-tuning our approaches to counselling and knowledge of evidence-based interventions, which fostered critical thinking and meaningful case management skills in the team.

Volunteering in CAFSS has given me invaluable professional skills, which I now bring to my research as a PhD candidate and research assistant.



My PhD project included conducting qualitative interviews with members of disadvantaged groups - volunteering with CAFSS gave me crucial transferable skills for this phase of my data collection, and will continue to help me toward my future as a justice researcher and advocate."

KEY PLACEMENT HIGHLIGHTS



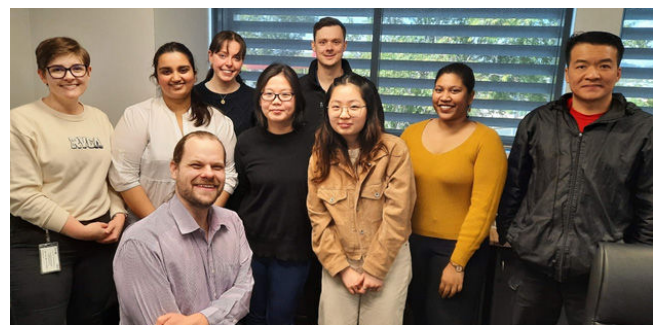
45 students completed placement at our Brisbane and Ipswich offices



100% of students felt they had the opportunity to implement their university learnings in the program



100% of students feel the program enhanced preparedness for their future careers



Pictured: Student volunteers in Brisbane and Ipswich

ALL STAFF WORKSHOP

In October 2022, we were pleased to gather again as a staff group in Redcliffe for one of the biggest events in the Drug ARM calendar, our All Staff Workshop.

Our theme this year was Connections, as the event presented an opportunity for our teams to reconnect after COVID-19 restrictions and concerns saw the previous years' event cancelled. The workshop allowed for targeted staff training as well as some team building activities, with many staff travelling long distances to attend.

Staff kicked off the event by creating team mascots out of Lego. When invited to share what inspired their choice of mascot, staff told stories of hope and care that drive them every day.

Highlights from our program included special presentations on ethical practice and professional boundaries, intentional peer support, take-home naloxone, psychedelic therapies, working with mandated clients, emerging trends, self care and the circular economy.



“Thank you – was an uplifting day and a great way to meet and understand the Drug ARM wider organisation” Staff feedback



We acknowledge and congratulate the following staff who were recognised at the 2022 All Staff Workshop for their length of service

Bronze Award - 5 Years

- Harpreet Bains
- Liam Cavanough
- Lane Dennison
- Sarah-Jean Dickers
- Jason Durnan
- Fatima Memic
- Aunty Thora Wightman



Silver Award - 10 Years

- Kate Bugden
- Katie Farmer
- Sharon Majerovic
- Reg McGrady



Gold Award - 20 Years

- Dana Kinderis

We also recognise the long service of Montana Durkin, Geneve Gangemi and Debbie Fuller who were absent from the 2022 All Staff Workshop, and the long service of Janene Clemence who will be recognised at the 2023 All Staff Workshop.



SUPPORTERS AT THE HEART

Every positive outcome is only possible thanks to the generosity of our supporters. Whether you donate, fund or sponsor a program, shop in an Op Shop, attend an event or support in other ways, you are positively impacting the lives of thousands of people and families every year.

COMMUNITY

Capalaba Op Shop Volunteer Peter



IT TAKES A VILLAGE

KEY STATISTICS

5360	volunteer hours donated in our Op Shops
700+	donors to our Op Shops
\$400K+	raised through Children and Family Extravaganza events and Matters of Substance

Positive social change takes a village. We could not do what we do without the support we receive from donors, sponsors, funders, volunteers, partners, Op Shop donors and customers and other community supporters.

This support is the reason why Drug ARM can meet the needs of people and families in our community and offer them the hope of positive transformation.

GOVERNMENT FUNDING AND COMMUNITY PARTNERSHIPS

We acknowledge and sincerely thank our funders and sector partners. This year, we received funding support from Queensland Health, Queensland Corrective Services, Queensland Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts, New South Wales Department of Communities and Justice, the National Indigenous Australians Agency and the Australian Government through the Brisbane South and Central Queensland, Wide Bay, Sunshine Coast and Western Queensland, Primary Health Networks. We also partnered with Churches of Christ Qld and Lives Lived Well to deliver specialist alcohol and other drug family and diversion services.

In community, our teams are constantly supported by other service providers and agencies, as well as local councils, schools and other government services. We thank everyone for connecting and working alongside us to support people in reducing alcohol and drug related harms, helping them to make healthier choices for themselves and families.



Pictured: Alex collects a generous donation from Ryan McCann and First National Real Estate Cleveland

CHILDREN AND FAMILY EXTRAVAGANZA EVENTS

Thanks to the support of our generous sponsors, we were able to send thousands of children and families experiencing disadvantage for a day of respite, fun and memory making. Events were held throughout the year at cinemas, zoos and circuses in Queensland, New South Wales and South Australia all to raise funds for our community mental health or alcohol and other drug programs.

We were also grateful to be the beneficiary of the annual Rotary Club of Toowongs Movie Day in support of our Street Outreach Services.

MATTERS OF SUBSTANCE

This year our generous sponsors sent copies of the Matters of Substance drug education booklet in to schools across Queensland, New South Wales and South Australia. These booklets were used in libraries and school classrooms, informing young people and families. Funds raised from the Matters of Substance are reinvested in to other awareness and outreach projects at Drug ARM.

DONORS AND SPONSORS

Once again, support from donors and sponsors directly funded our Street Outreach Service patrols in which provided much needed assistance to people experiencing homelessness and alcohol and other drug issues. Donors and sponsors also provide crucial support of our counselling programs and our library and we thank everyone for their continued support, as do our patrons and clients who often pass on their gratitude for the regular support they receive.

We would like to especially thank our Monthly Giving Champions for their significant impact, providing a stable source of funding to deliver programs and services in our community.



Pictured: Jason collects noodles and soups from Calamvale Lions Annual Soup Drive



Pictured: Many gather for an afternoon of music at Opera in the Gardens in support of Brisbane charities

FUNDRAISING EVENTS

We were honoured to be beneficiaries of some of Brisbane’s most popular fundraising events this year receiving \$3,500 from Rotary’s Opera in the Gardens and \$21,500 from The Lord Mayor’s Charitable Trust BrisSizzle and Sounds. We are proud to be supported by these highly successful community events and thank everyone who attended.

Opera in the Gardens is presented by the Rotary Clubs of Brookfield, Karna Bellbowrie and Toowong in partnership with Drug ARM. Hundreds attended this year’s event held at Mt Coot-tha Botanic Gardens on Sunday 7 May.



Pictured: Toowong Rotary President Henry Huppert presents Alex Davis with a Paul Harris Fellow

PAUL HARRIS FELLOWSHIP AWARDED

On 23 June 2023, Toowong Rotary acknowledged Communications and Relationships Manager, Alex Davis, by naming her a Paul Harris Fellow. She was recognised for her support of Rotary Opera in the Gardens, as well as the annual movie day fundraiser and Bardon/Toowong Community Carols. In receiving the award, Alex acknowledged Drug ARM for their support and encouragement, as well as Toowong Rotary for their partnership and friendship to Drug ARM over the past 20+ years.



Pictured: Drug ARM thanks supporters of the BrisSizzle and Sounds fundraiser

OUR OP SHOP COMMUNITY

The success of our Toowoomba and Capalaba Op Shops is only possible due to the support of the communities in which they operate.

To those communities, we say thank you for your custom, donations or volunteer support.

We are especially grateful this year as our long-running Toowoomba store, located at Centenary Heights, on June 30, 2023, reported its highest yearly earnings to date.

This outstanding result has provided a much-needed boost to funds for our Street Outreach Service and other community programs.

This significant trade is also a stark reminder of the importance of our stores in providing pre-loved items to communities, particularly in a year impacted by steep rises in inflation and the cost of living.

This result would not have happened without the more than 700 people (on average around 62 people per month) who donated quality clothing, in particular women's clothing, and goods to our stores during 2022/2023.

We also thank the 18 dedicated volunteers who gave up a combined total of 5360 hours during the year to stock, sort, display and sell items. Our volunteers are the backbone of our Op Shops and are passionate about giving to their communities – we are grateful for all that they do.

There were a number of local businesses who also supported our Op Shops this year. We would like to thank Rod and April Cassidy from TREKKA Imports, DGS Imports, The T-Shirt Mill, Adrift and The Athlete's Foot as well as our other donors.

Unfortunately, Drug ARM made the difficult decision in December to close our second Op Shop in Toowoomba at the Red Edge Centre due to financial reasons. We would like to thank our long-term volunteers, donors and customers of the shop for their support over many years.

Drug ARM spent the latter part of the financial year investigating options to establish a third Op Shop in Brisbane.



Pictured L - R: Volunteer Lynne serves HR Manager Jon, Volunteer Helen helps on Capalaba Opening Day



BOB AND SUE ARE LEAVING A LASTING LEGACY OF KINDNESS

“Much like you we value the work of Drug ARM and the impacts they have been able to make in the lives of more than 6,000 individuals and their families every year.

I would like to share with you what has led us to leave a substantial gift to Drug ARM now, rather than in our Will.

We came across Drug ARM in 1997, and through the years with our own three beautiful children and now six grandchildren we know how important it is to share the message on the harms of alcohol and other drugs.

Family is incredibly important and the awareness Drug ARM delivers across our communities and especially for our youth helps saves lives.

Having made adequate provision for our children and family, we recently wanted to do something more. We decided that instead of leaving a gift in our Wills, we wanted to make a substantial living gift during our lifetime.

This has been a rewarding experience to understand how the gift is assisting Drug ARM through their Street Outreach Programs being an largely unfunded initiative.

The program supports the homeless and those on the fringe of homelessness towards rehabilitation. Every time a mobile vehicle and volunteer team go into the community it costs Drug ARM \$500 and our donation is helping reach more people through health checks, education, hospitality and most importantly with a service that arrives week after week with consistency.

This is so very important for a vulnerable community that can be easily forgotten.

We are so proud to be able to support Drug ARM as a donor, and enjoy the feeling knowing we've made a difference.”

Join Bob and Sue in leaving a lasting legacy of transformation through a gift in your will or a legacy gift during your lifetime. A legacy gift is a special way to ensure your stories, values, beliefs and passion for a cause lives on.

FINANCIAL HIGHLIGHTS

A huge thank you to our funders and supporters who continued to reach out and improve the lives of people impacted by alcohol and other drugs.

Our genuine and heartfelt gratitude goes to those who left a gift to Drug ARM in their will. This support is crucial, enabling us to continue providing vital care for people and families in our community.

We continue to invest in the four key pillars of our 2020 - 2025 Strategic Plan as we strive towards our vision of flourishing people and communities living free from the harms of alcohol and other drugs, and other related issues such as mental health. Our key areas of investment are:

- Our People
- Our Programs
- Our Influence
- Our Impact

We are committed to investing your resources wisely to achieve our mission of delivering the highest standard of awareness, rehabilitation and management solutions to address the harms associated with alcohol and other drugs, including related issues such as mental health. Thank you for your trust in Drug ARM.

WHERE FUNDING FOR DRUG ARM'S PROGRAMS CAME FROM IN 2022/2023

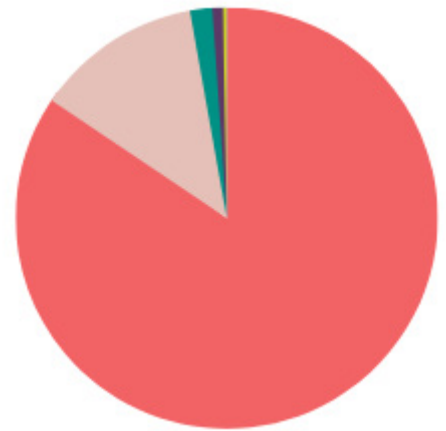
84.5% Grants

12.8% Fundraising, Donations and Legacy Gifts

1.7% Resources, Training and Services

0.8% Investments

0.3% Other



HOW YOUR SUPPORT WAS INVESTED IN 2022/2023

76% directly supporting our mission and spreading awareness of our cause

17% for services supporting our cause and making sure we are doing things by the book

7% towards raising our next \$1



FURTHER INFORMATION

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info@drugarm.com.au
facebook.com/DRUGARM

CENTRAL INTAKE

07 3620 8880
intake@drugarm.com.au

OUR PRAYER

Drug ARM has adopted the serenity prayer as its organisational prayer.

“God, grant me the serenity to accept the things I cannot change, the courage to change the things I can, and the wisdom to know the difference.”



drug.ARM

AWARENESS
REHABILITATION
MANAGEMENT

DRUGARM.COM.AU
1300 656 800