

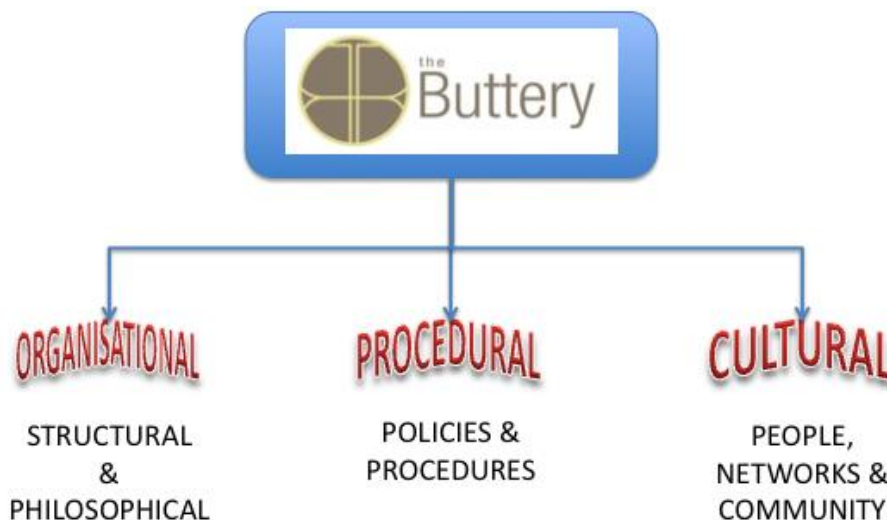


The Buttery Inc is an independent community based charitable organisation operating on a not for profit basis in the Northern Rivers region of rural New South Wales. Originating as a youth refuge and drop-in-centre in 1973, The Buttery received its first government grant in 1975, with its first constitution introduced in 1979. Over the years The Buttery has evolved into the largest provider of drug and alcohol and gambling services based in the Northern Rivers Region. Today The Buttery Inc consists of 3 distinct services:

- a residential drug and alcohol rehabilitation centre operating as a **therapeutic community**;
- an **outpatient/outreach** drug counselling and education service; and
- an **outreach/outpatient gambling** counselling and education service.

## PROJECT OVERVIEW

The Improved Services Initiative Project at The Buttery is managed and directed by Amos Hee, an organisational consultant with postgraduate qualifications in Medical Anthropology. Amos was responsible for developing the project plan and developing the strategic focus of the project along 3 domains:



### **Systematic Organisational Review**

- DDCAT Audit – All services
- Staff Capability Audit – TC
- TC Program Review

- Philosophy
- Rules & Guidelines
- Program Structure
- Establishing Quality Improvement Cycles

### ***Review, Revision and Rewrite Organisational Policies & Procedures***

- Review, Revision & Rewrite
- National guidelines for comorbidity
- Intake and screening procedures
- Use of mental health screening tools
- Referral procedures:
  - Into program (educate referring agencies)
  - While in program (develop protocols)
  - Leaving program (develop protocols)
- Assessment procedures including assessment tools
- Case management plans
- Program resource material
- Supervision
- Health & Safety policies & procedures
- General TC policies & procedures
- Database revised

### ***Cultural Change – People, Networks & Community***

- Staff review and competency assessment using Dual Diagnosis Capability (ATOD Workers) Audit V5.0.2008
- Training Plan developed
- External training identified and commissioned;
- Input sought from staff and residents;
  - Focus groups;
  - In-depth interviews;
  - Team building with staff / participant observation
- Linkages with referral networks examined and required protocols identified;
- Involvement in network meetings and on-line discussion groups;
- Attendance at and participation in conferences and seminars;
- Site visits to other service providers.

### **PROJECT HIGHLIGHTS TO DATE**

Development of collaborative approach to implementing DDCAT review – where an external research institution was invited to collaborate with an internal reviewer to develop parallel rating subsequently integrated into a final score. Details of this collaborative approach were published in a conference poster at APSAD 2008 in Sydney.

- Successful revision of baseline rules and guidelines for the Therapeutic Community leading to more clarity regarding foundations of the program.
- Linking of three previously separate client databases thereby streamlining capture of client data.

- Participation in network meetings for Improved Services Initiative recipients.

### **2010 PROJECT ACTIVITIES**

- Targeted training for staff in assessment and case formulation, CBT and working with the mental health system;
- Trialling a range of psychometric tools including PsyCheck;
- Development of an organisational standard Treatment Manual.

### **CONTACT DETAILS**

To find out more about the Improved Services Initiative Project at The Buttery please contact Amos Hee, project consultant.

**Amos Hee**, *M.Med.Anthro.*

C/- The Buttery

PO Box 42

Bangalow NSW 2479

M: 0417059934

E: [ahee@ozemail.com.au](mailto:ahee@ozemail.com.au)

Website: [www.thebuttery.org.au](http://www.thebuttery.org.au)