



Lives **Lived** Well



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ConnectWell: Digital Stepped Care for People Accessing Residential Treatment

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Disclosure of Interests:

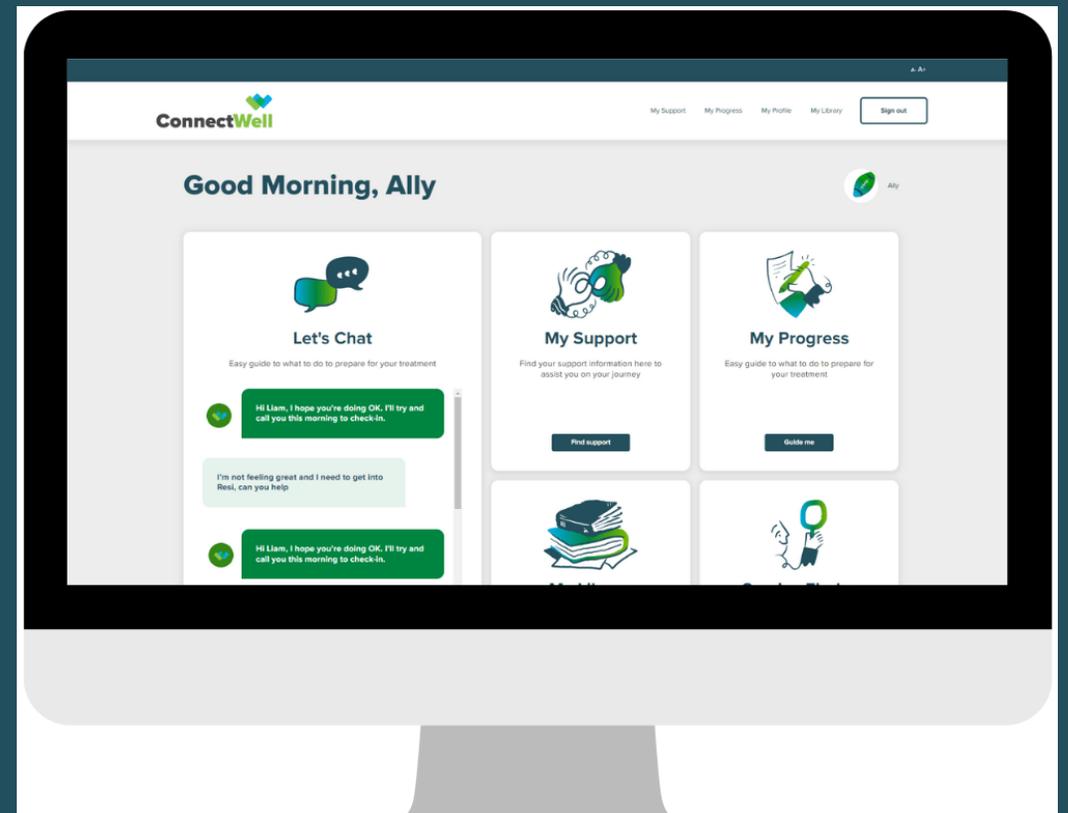
The authors declare no competing interests



ConnectWell

LIVES LIVED WELL'S DIGITAL PLATFORM

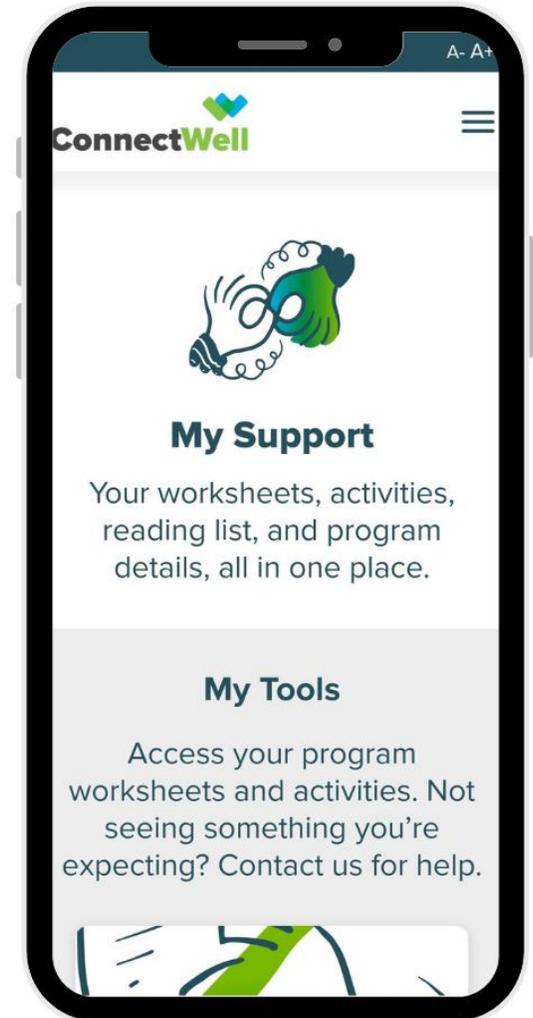
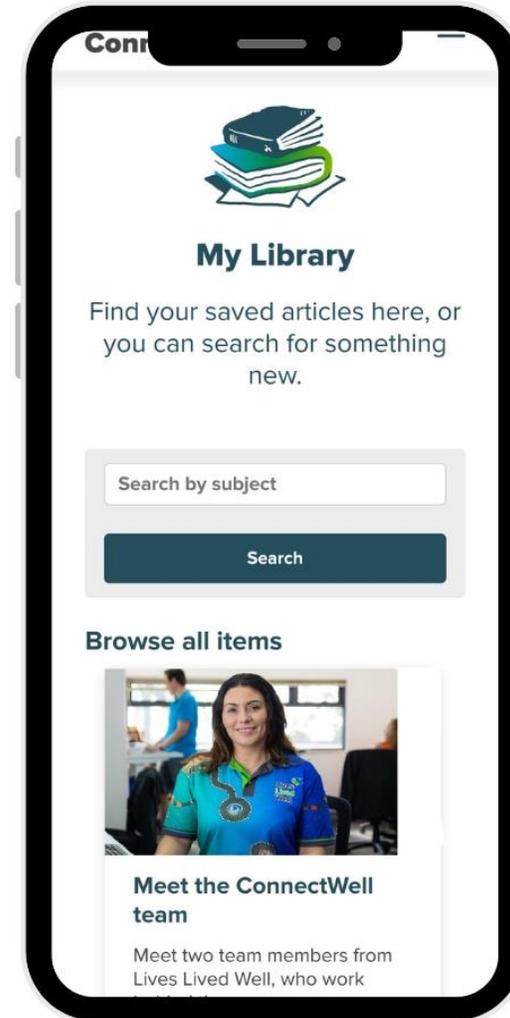
- **'Program-Agnostic Front Door'** - single entry point for various programs
- Self-service **Outcome Measures**
- Interactive, personalised content based on baseline assessment (MH, AOD, ++)
 - Content library
 - Suite of digital clinical modules
- Clinician and Peer Worker Chat
- Tools for appointment management
- Client profile and progress connected to CRM



Pilot

LAUNCHED APRIL 2025

- After an initial invite-only period (EOI on LLW website) we began offering ConnectWell to clients awaiting services in Brisbane North PHN- specifically residential treatment
- Typical wait times for this service can be up to 6 weeks, leaving people vulnerable to disengagement
- People referring for residential services report higher levels of substance use as well as greater psychological, social and physical challenges
- Staffing profile included a Digital Counsellor + Digital Peer Support Worker



Persona: Residential Client

Residential client

Liam, challenged by meth use



"I love our group gratitude sessions and want to stay this connected when I go back to Sydney"



Age

33



Status

Single



Location

Sydney, NSW



Job

Construction Worker

ABOUT ME

- I have been using methamphetamine for the past five years, and my addiction has caused me to lose my job, my partner, and my home
- This is my second time participating in a LLW residential program and I am ready to try again
- I have joined the Wunya residential rehabilitation treatment program to help my drug problems after completing detox
- My friend recommended this program to me as she has previously participated in it

FRUSTRATIONS

- When I first went into the program I had a lot of anxiety around what the in-person experience would look like
- When I exited the program the first time I didn't have the right support so I went back to old habits
- I felt shame around failing after receiving support the first time.

NEEDS

- I want to be able to tell my story without having to relive it
- I need help staying on track during the waiting period
- I want to be able to recall program teachings when I'm having a dark moment
- I need a program that can help me rebuild my self-esteem and teach me new coping skills to manage my cravings and triggers
- I want to be able to give back when I am finished both to Lives Lived Well and to the community

HOW I INTERACT WITH CONNECTWELL

I attend group and 1v1 **connect meetings** when I'm waiting for residential treatment.

I progress through **clinical modules**, before, during and after treatment.

Gamified tools motivate me to stay engaged.

I use **digital tools to support** my journey from treatment to **recovery**.

ConnectWell team use my baseline OMs to triage and assess me.

Post-treatment I join the LLW **community program**.

Post-treatment I access the **aftercare program**.

The **referral program** made it simpler to onboard to the residential program this time.

ENGAGEMENT CHANNELS



SMS



In-person



Website



Phone

Data - Insights so Far



215

invitations



26% conversion rate

55 declined invitations

25% prefer F2F when given the choice



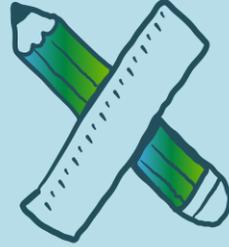
56

members



8 minute average

from Baseline → completing first module



123

clinical modules



50% of engagement occurs outside of business hours



23

self-directed safety plans



Reducing time spent on clinician-led risk management

Who is Engaging with ConnectWell?

Gender: women (55%), men (43%), gender diverse (2%)

Age: Range from 20 to 66

Mean age 36

40% between 30 and 40

DoC: methamphetamine (61%), alcohol (27%) cannabis (9%)

Alerts

Suicide: 23%

Gambling: 30%

PTSD: 36%

DV: 20%



Support Preferences

7% only here for online support

25% online for now

44% want to learn more about F2F services

23% already in contact with LLW for F2F services

Pilot Case Studies

Emma – client led digital risk response



- Completed several modules within 30 mins of signing up
- Completed Safety Plan before Suicide Crisis Information email + SMS
- Used MyMessages to confirm safety and outline proactive safety actions

Leah – wisdom driven digital engagement



- 66 years old
- Completed four modules in one hour
- Sent unprompted feedback email 2 weeks later praising education and insights from written-based engagement, reporting one week abstinent

Amara – preparation focused digital engagement



- Used CW to explore LLW supports and resources
- 12 modules completed over 7 days
- Built familiarity and confidence in LLW from PW engagement before resi enquiry

Noah – digital resi wait bridge



- Registered within 3 hours of warm referral from Wunya
- Completed 7 modules, including safety planning
- Entered resi care 8 days later, completed admission

Next Steps

INTEGRATING CONNECTWELL IN RESIDENTIAL READINESS

- ConnectWell becomes the hub for peer and clinician check ins, harm reduction information and skills-building modules in the pre-residential phase, as well as an option to remain connected post discharge
 - Captures latent demand & bridges waitlists
 - Increases readiness for residential entry
 - Supports safer, data-informed care
 - Extends post-resi support without extra bed days
 - Ready for intentional scale-up across residential sites
- Future developments-
 - Specific resi-ready modules
 - Upload documents/medication summaries
 - Integrate with residential program and keep all work (safety plan, relapse prevention) in the same place





Lives Lived Well

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