



Lives **Lived** Well



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Enhancing Consumer Experience through Digital Innovation

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Disclosure of Interests:

The authors declare no competing interests



Acknowledgement of Country

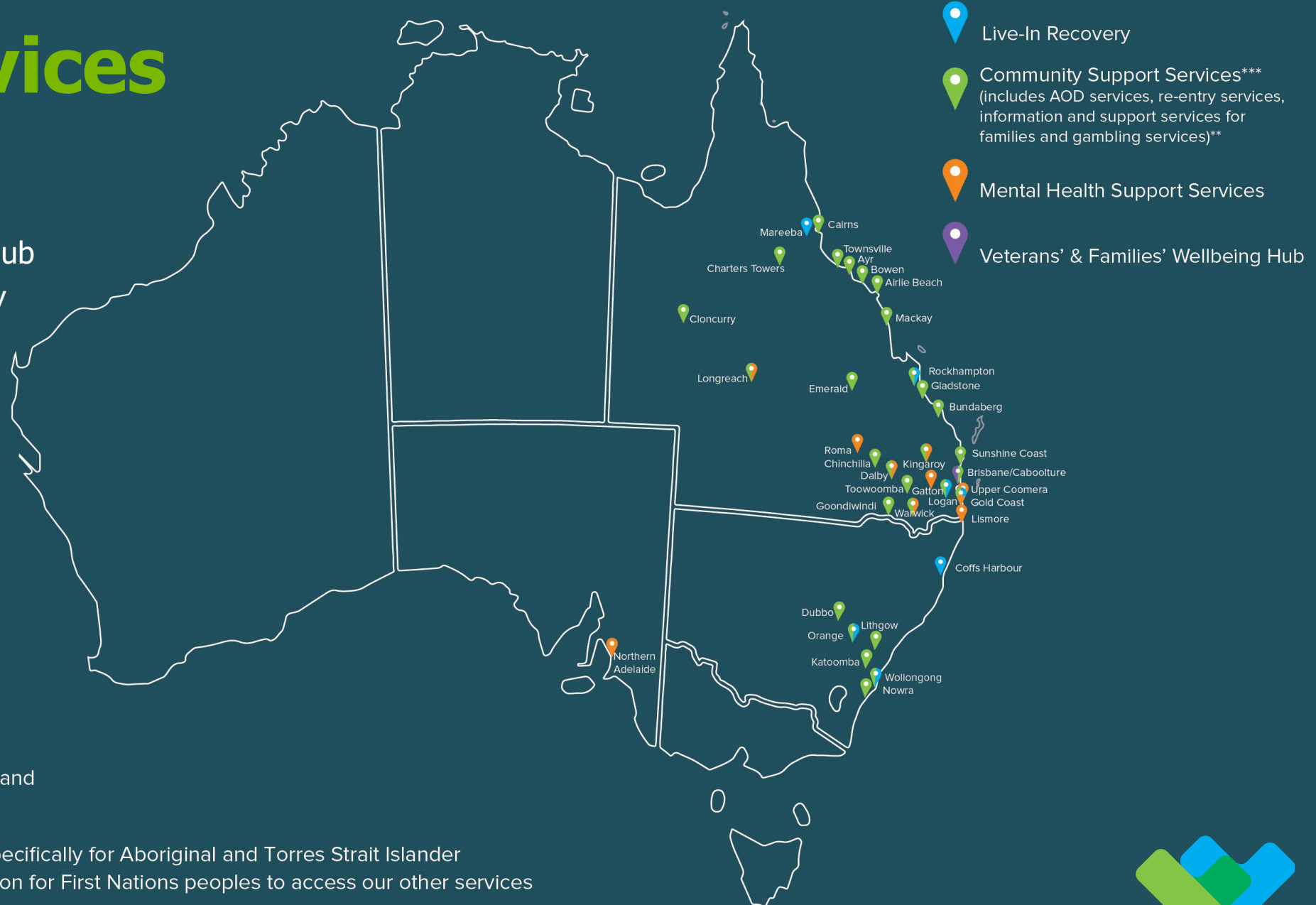
Lives Lived Well recognises Aboriginal and Torres Strait Islander peoples as the original inhabitants of the land now known as Australia and their continuing connection to land, air and sea. We acknowledge the traditional custodians of the lands across which we work and live, and pay our respects to elders, past and present.

Lives Lived Well is proud to work in partnership with local Aboriginal and Torres Strait Islander communities. We are committed to reconciliation through our day-to-day work and our Reconciliation Action Plan.



Map of services

This map displays our service hub locations across Australia. Many hubs also offer outreach to surrounding areas.



*Locations as of November 2023 and not inclusive of all outreach areas

** Lives Lived Well operates re-entry services and gambling services in Queensland only

*** Lives Lived Well offers tailored programs specifically for Aboriginal and Torres Strait Islander people while also extending a warm invitation for First Nations peoples to access our other services





Become



Counselling Online



iCan Quit



Pivot Point



Crystal Clear



Health Zone



QuitCoach

*Online Program Delivery,
Substance Use and Addictive Behaviours*

Why Digital?

OUR COMMITMENT TO FUTURE-PROOFING CLINICAL SERVICES

- Blends traditional and digital care pathways
- Expanding client reach through digital platforms
- Improving early engagement and clinical intervention
- Meet clients at all stages of change and engagement
- Build trust and help-seeking confidence through familiarity with LLW
- Federal Budget Announcement- National Platform arriving 2026



Collaborative Design



Client Advisory Group aiding in the direction and design from the early stages

Our CAG is made up of past and current clients and carers with a range of lived experiences (LGBTQIA+, justice system involvement, co-occurring mental health and AOD, homelessness, geographic isolation).

Monthly Workshops and Ad-hoc Testing sessions covering a range of topics:

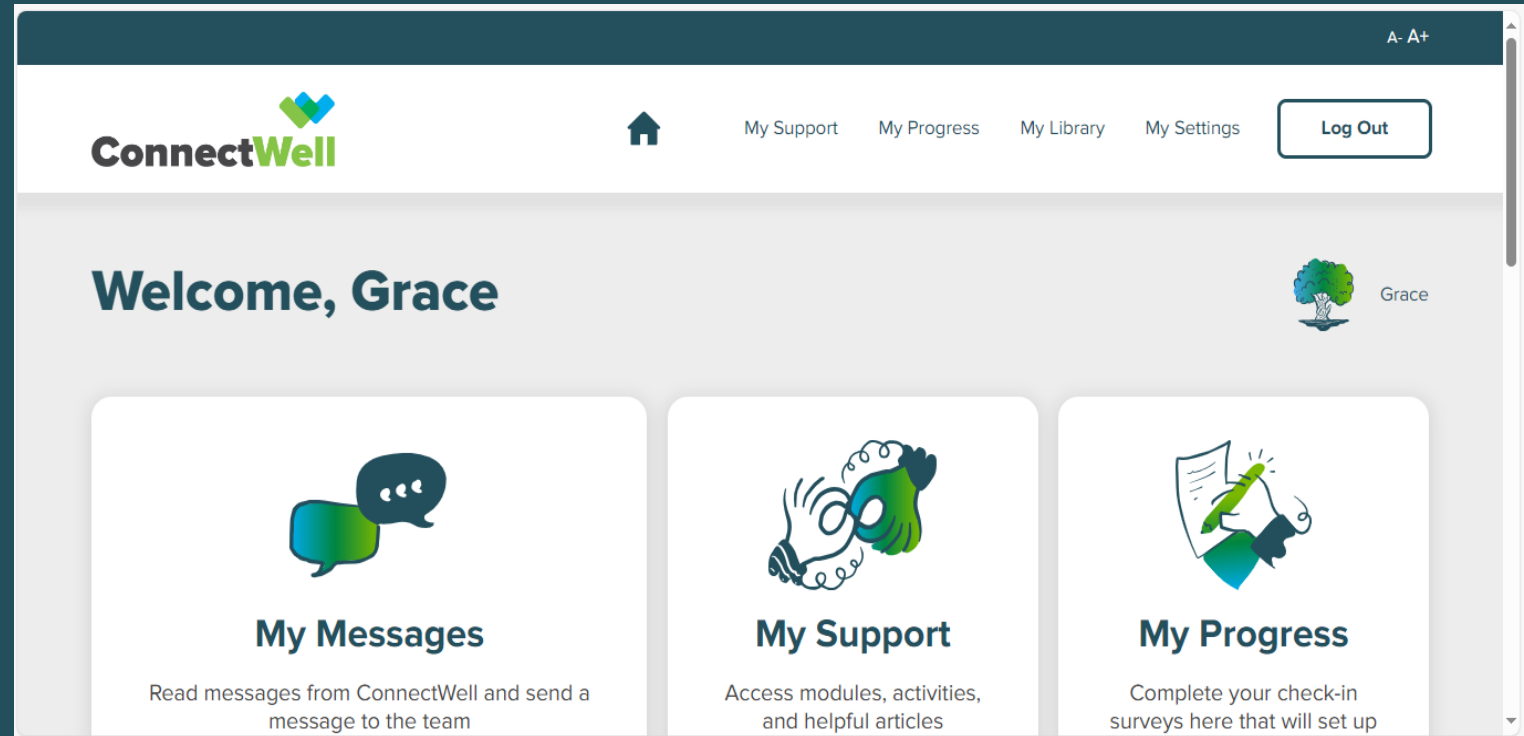
- Design concepts
- Clinical Modules
- Service Finder
- Language
- Reviews of existing digital platforms
- Scenario testing (chatbot, website usability)

<https://conne-finder/?q=alco>

- Are things c
- If not, why
- What woul
- Do you hav
- see first in y
- Is there any
- than helpfu

ConnectWell

- 'Program-Agnostic Front Door' - single entry point for various programs (MH, AOD + Specialist Support)
- Self-service **Outcome Measures**
- Interactive, personalised content based on baseline assessment (MH, AOD, ++)
 - Content library
 - Suite of digital clinical modules
 - **Virtual 'Waiting Room'** for referral through to face-to-face services
- Clinician Chat / Leave a Message
- Support from Digital Counsellor and Peer Support
- Tools for appointment management
- Client profile and progress connected to CRM



Thank you, we've received your check-in survey. Take a look in 'My Support' and the tools and reading personalised for you will become available soon.
- The ConnectWell Team

Pilot

LAUNCHING SOON

- 50 clients to gauge support levels needed/desired
- Clients who enquire with LLW services but do not enrol in a program
- Waitlist management for our most in-demand services
- Staffing profile includes Digital Counsellor + 2x Digital Peer Support Workers
- Track user metrics in system for continual improvement:
 - Engagement
 - Frequency/length of use
 - Completion of Outcome Measures
 - Completion of Clinical Modules
 - + Direct Client feedback





Lives Lived Well

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