



Lives Lived Well



we are humble, human and full of hope



we ask why not and what's next

we show up and share



we leave a positive wake



About LLW

What we do:

We provide support for people in:

- Alcohol and Other Drugs
- Mental health
- Gambling
- Community re-entry



25,519

We supported a total of 25,519 clients, up 15% on previous year.



182

Programs were delivered across 52 locations, including outreach in QLD and NSW.



we are **humble, human, and full of hope**



Our journey

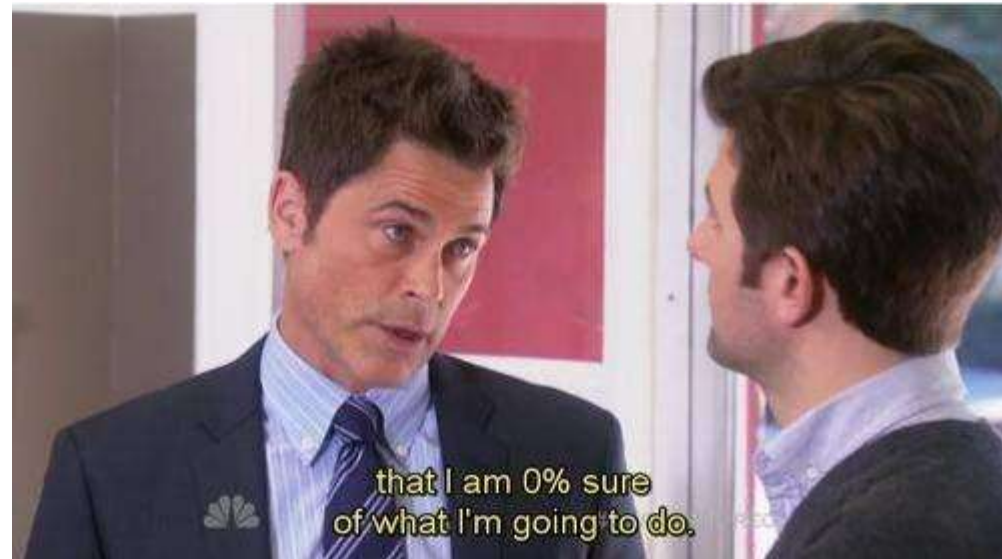
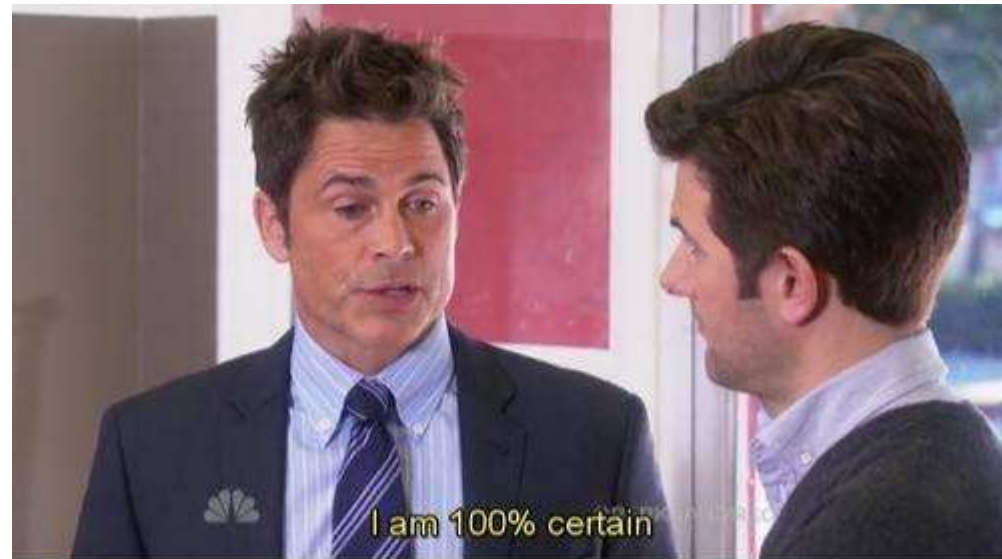


What do you think?

**“Culture eats strategy
for breakfast”**

- Peter Drucker

True or **False**?

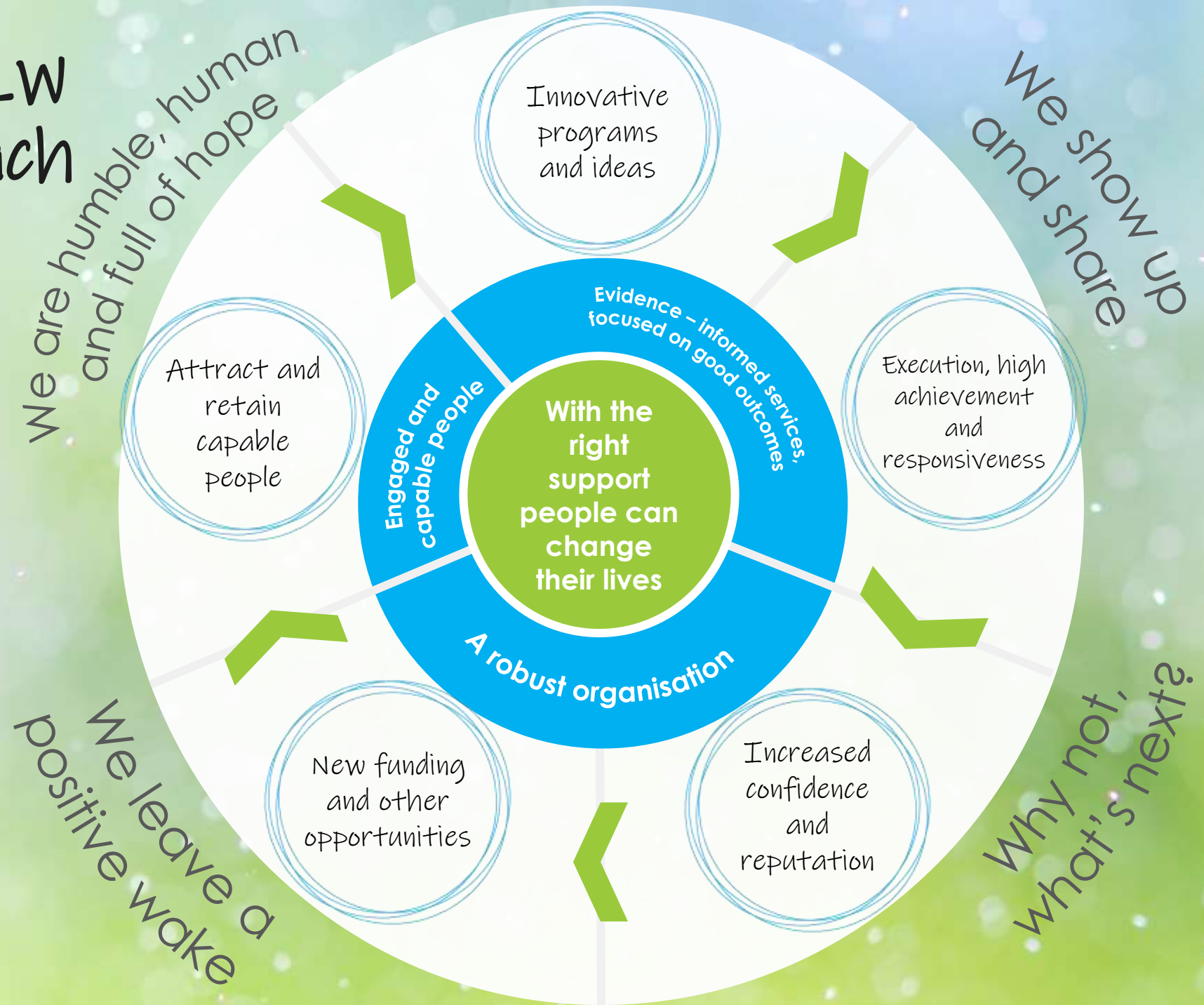


“Decision Making”

we ask **why not** and **what's next?**



The LLW Approach



Culture



strategy



wellbeing

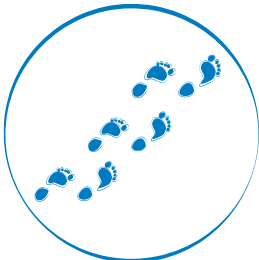


connection

Alignment



we **leave a positive wake**



The People Strategy outlines the elements and actions to support people working with LLW to thrive

LLW PURPOSE We believe with the right support people can change their lives

LLW STRATEGIC ANCHOR – engaged and capable people

LLW FLYWHEEL – attract and retain right people

Building a world class organisation through our people.

**THRIVING
ORGANISATION**

Others seek to work for us.

THRIVING WORKFORCE

Our collective skills and aligned efforts mean we achieve what we set out to do.

THRIVING INDIVIDUAL

People are skilled, confident and supported.



Experience



Governance



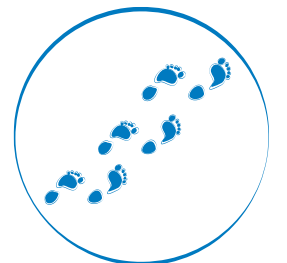
Capability

Experience		Governance		Capability	
Purpose and Meaning	Wellbeing	Systems and Data	Policy and Compliance	Development	Right People
Achievement and Recognition	Communication	Workplaces that Work	Pay and Benefits	Leadership	Now and Future Workforce
Purpose & Meaning Jobs designed for purpose, autonomy and mastery with strong connection to team and organisation	Wellbeing Look after ourselves whilst we look after others by investing in physical, mental, financial, social and spiritual selves	Systems and Data Systems are fit for purpose and workforce decisions are informed by accurate data and relevant information	Policy/Compliance Systems, processes and practices assure workforce management meets legislative and industrial requirements	Development Continuous learning that builds functional and behavioural skills and maximises contribution	Right People We only engage and retain people in the organisation who are the right fit, and we reflect the communities we work with
Achievement & Recognition Set clear standards and guide towards success through robust conversations and meaningful acknowledgement	Communication Authentically inform, connect and inspire contribution and enable people to be heard	Workplaces that Work Welcoming and fit for purpose workplaces and safe work practices	Pay and Benefits Pay is well positioned in the sector with internal parity and complemented by benefits valued by staff	Leadership We build leaders who inspire and motivate others to deliver results and who have the insight, courage and skill to grow themselves, others and LLW	Now and Future Workforce LLW understands and creates the workforce it needs – now and for the future

What have we focused on?



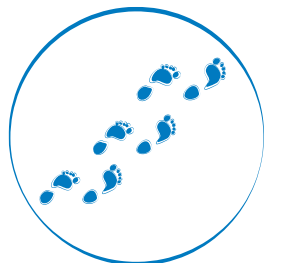
we **leave a positive wake**



What have we focused on



we **leave a positive wake**



Communication and connection:



Communication



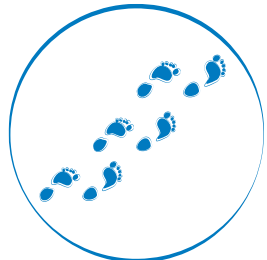
Up/down



Connection/Visibility



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Wellbeing... important every day



Dancing up a storm in Toowoomba

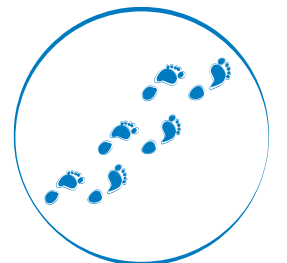


Relaxing by the beach in Wollongong



Blending smoothies at the Gold Coast

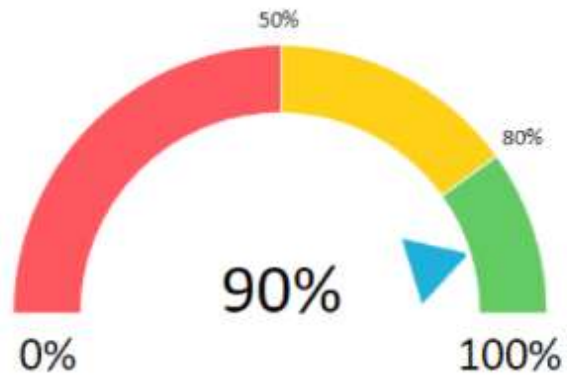
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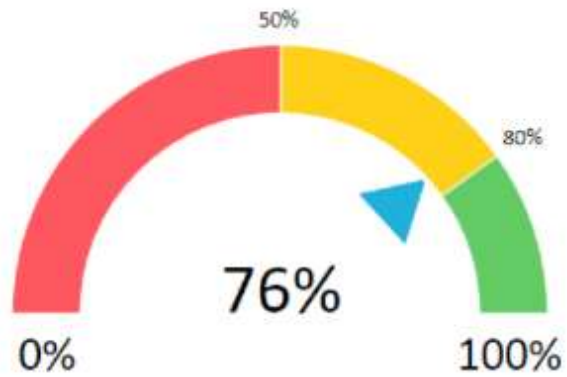
People Survey results - 2021



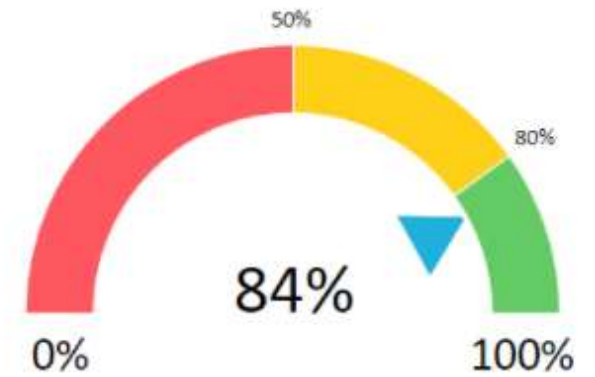
Engagement



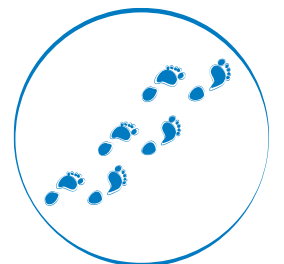
Wellbeing



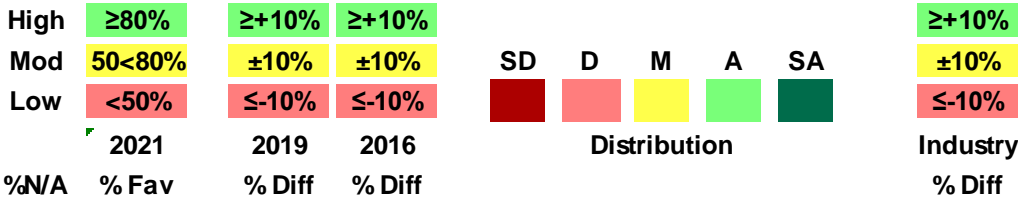
Progress



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Leadership Perceptions



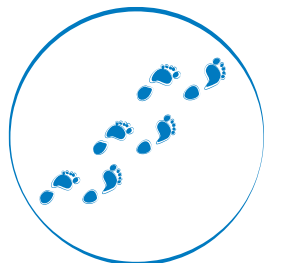
52 The Executive Management Group listens to other staff	8%	82%	+11%	+16%						+19%
59 My leader gives me help and support	0%	90%	+3%	+3%						+7%
62 Knowledge and information are shared throughout LLW	1%	76%	+13%	+21%						+19%

Surviving COVID

Guided by the principles of:



we **leave a positive wake**

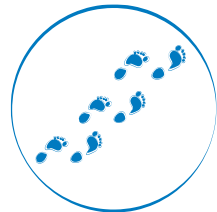


What worked for us

- Detailed written guidance
- Demand management
- Fatigue management
- Need for explicit permission – time, boundaries, leave, pace, breaks, volume
- Don't assume people know how to work differently
- Simple gestures made a big difference
- Executive visibility
- Communicate... and communicate again
- Local leadership and team connection
- Adapting response



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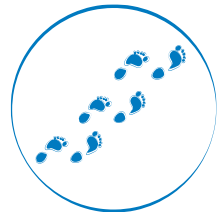


Top tips for dispersed workforce

- Start as you mean to go on
- Shared purpose and sense of contribution
- Use mechanisms for visibility, to remove filters and harness ideas
- Close the feedback loop
- Communication and connection across organisation
- Cross-team mechanisms
- Embrace the power of virtual
- Upskill and align leadership
- Empower leader led communication
- Clarity in local communication expectations
- Team connectedness
- Have more fun



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Why choose to work for Lives Lived Well?

Well, it's about **people, purpose, impact and growth.**

Here, you'll love working with talented people who are humble, human and full of hope. We're dedicated to helping others, no matter how difficult or complex the challenge.

But it's more than that.

You'll join a curious team that thinks differently and seeks new ways. We look to the evidence. We explore new ideas. And when we reach 'better', we ask, "What's next?".

That's why we're growing fast, and building a reputation as a trusted, innovative provider, focused on clinical excellence.

And while change isn't always easy, we embrace it, and support each other through thick and thin.

Search LLW Careers.   


Lives Lived Well
Passionate about the possibilities



Thanks for
listening!

