2023

Our year in review

360edge.

In the spirit of reconciliation, 360Edge acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We recognise the ongoing impact of colonisation and dispossession. We pay our respect to their Elders past and present, and all Aboriginal and Torres Strait Islander peoples today.

360edge.

2023: A year of new challenges

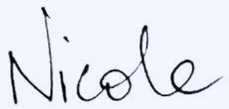
Coming in close on the heels of the pandemic, 2023 threw up a whole set of new challenges, with climbing cost of living pressures becoming a new stress for Australians, especially those most marginalised in the community. Many of those feeling the pressure are clients of the services and practitioners we support.

I'm pleased that, even in a tight fiscal environment for many services, service and workforce development remained important to service providers, ensure clients continue to get the best possible responses. We appreciate that they chose 360Edge as their partner in this challenge.

We love getting to know our service provider, organisational and government clients and their needs deeply, building a true long term partnership to help solve complex problems over time.

This year, we continued to advocate for reform of the alcohol and other drug system through submissions, media, and production of evidence based reports. As always, we don't shy away from tricky topics or complex issues if it means better outcomes for services and the people they support.

I am as always so grateful to be working with a team that are the brains trust of the alcohol and other drugs sector, and who are also absolutely delightful individuals. This year, I personally took on another challenge, stepping into the role of CEO at Hello Sunday Morning after previously serving on the Board of Directors for nearly four years. Even though this was a massive change, the 360Edge team took it in their stride and kept the show on the road with barely a ripple.



Nicole Lee, CEO

Our vision

A community that provides the best policy and practice responses available to people right across the spectrum of alcohol and other drug use

Our mission

Ensuring governments and services have the tools they need to respond effectively and efficiently to people who use alcohol and other drugs

Our values

Doing good

We are driven to make a positive impact in the world. We strongly believe in social justice and human rights, and it drives all of our work. We believe everyone has the right to the opportunities and privileges society has to offer.

Clarity and simplicity

Straightforward, open and clear communication is the key to change. We believe that even the most complex problems can be communicated simply. We are genuine, clear and transparent in everything we do.

Excellence and innovation

We deliver cutting edge because we don’t do ‘good enough’. We strive for excellence in everything we do. We have a ‘can do’ mindset. We problem solve. We learn from our mistakes. We do our best because we love what we do.

Integrity and honesty

We say what we mean and mean what we say. We are guided by the evidence. We are committed to building and maintaining an open and honest relationship with our clients where we work together to achieve common goals.

360edge.

Our founder and CEO

Professor Nicole Lee is an international leader in alcohol and other drug responses, with more than 35 years of experience in clinical practice, academia, teaching, consulting, and policy and practice implementation.

Nicole is Adjunct Professor at the National Drug Research Institute, Curtin University, CEO of Hello Sunday Morning, board member of The Loop Australia, and a member of Australia's key expert advisory council to the Australian Government on drugs, the Australian National Council on Alcohol and other Drugs (ANACAD).

Nicole has published more than 150 academic papers, book chapters and clinical guides and writes regularly for The Conversation, translating research to the general community, with over four million readers of her work.

She has provided advice to Australian, state and territory governments as well as international governments in Southeast Asia, New Zealand and the Pacific Islands. She has worked on alcohol and other drug policy with major international organisations such as the World Health Organization and the United Nations Office on Drugs and Crime.

360edge.

Our leadership team

Professor Nicole Lee

Chief Executive Officer

Paula Ross

Head of Workforce Development

Dr Richard Cash

Head of Service Development

Devushka Blake

Business and Administration Manager

Tim Hilton

Head of Health Systems Development

360edge.

Our team

Dr Katinka van de Ven

Principal Consultant

Dr Amanda Davies

Senior Consultant

Nicole Dimond

Senior Administration Officer

Suz Stainthorpe

Policy and Communications Officer

Mia Emanuel

Administration Assistant

Rebecca Low

Financial Controller

360edge.

Our associates

Prof Steve Allsop

Prof Nicola Newton

Prof Amanda Baker

Dr Monica Barratt

Dr Moira Junge

Dr Sue O’Neill

Brigid Clancy

Jack Nagle

Linda Jenner

360edge.

Our program areas

Our six program areas enable us to offer a 3600 wrap around service to support sector and organisational development.

Service Development

Our clinical practice experience means our solutions are grounded in the real world. We understand what operating and working in a clinical service is like, so we know how to make sure improvements are implemented sustainably.

Program Evaluation

Our 360 knowledge of alcohol and other drugs and health service systems enables us to undertake program evaluation that is both rigorous and meaningful. Our decades in academia coupled with our clinical expertise ensures robust evaluation.

Health Systems Development

Our deep knowledge of funding structures and systems and our specialist expertise in cost modelling allows us to look at funding allocation, options and outcomes with an eye to both increasing efficiency and cost effectiveness.

Workforce Development

We know what practitioners need to be their best because we've worked on the frontline. Our specialist instructional design and expert facilitation experience means we know how to get the best skills and the right tools into their hands.

WorkEdge™

Our WorkEdge™ program is our state of the art program for industry, specifically designed to address alcohol and other drug issues, and related mental health needs, in the workplace.

Schools of Substance™

Our Schools of Substance™ program helps schools identify and deliver best practice school based drug prevention to give our next generation the best possible start in life.

360edge.

Service Development and Program Evaluation

Our service development and program evaluation supports services to continue better responses to alcohol and other drug issues not only in the specialist alcohol and other drug sector, but also in the mental health, primary care, welfare, justice, and education sectors.

With decades of experience in evaluation, we know the right methodology to deliver powerful insights and the outcomes our clients are seeking.

360edge.

100%

Would engage our services again

100%

Would recommend us to others

360edge.

Optimising local services

We helped Hepatitis ACT secure funding by supporting them with strategic planning and developing a business case and tender submission

Our evaluation of CAAP's Healthy Families program will support ongoing service improvement and assist with ongoing monitoring and quality assurance

We developed guidance for an evidence based model of care to support cohealth with ensuring their new local service aligns with best practice

We worked with QNADA to evaluate their capacity development work to support the delivery of best practice alcohol and other drug treatment responses in primary care

Can’t speak highly enough, everything was done really really well, [we] felt very supported, the 360Edge team were kind and empathetic.

— Hepatitis ACT

Workforce Development

Workforce development is more than just training. It is a holistic approach that understands workforce needs, builds capacity and capability, and sets the workforce up for the future. The result is a workforce that is seamlessly aligned to current and future service demands.

Our approach to workforce development goes beyond education and training to a whole system approach to building capacity and sustainability.

360edge.

Our clinical practice workshops

Each year, we deliver a diverse range of open clinical practice workshops, both in person and online, for practitioners in the alcohol and other drug and mental health sectors across Australia.

19

Workshops delivered

230+

Participants

52.3%

Average increase in knowledge

63.5%

Average increase in skills

56.4%

Average increase in confidence

8.8/10

Average satisfaction rating

91%

Participants would recommend

360edge.

The best training I've been to for a very long time. It was well delivered and well paced with lots a great ideas that I fully intend to steal for my own practice. Many thanks.

— Superskills for Supervisors participant

360edge.

Tailored training for workforces

Throughout 2023, we delivered more than 16 commissioned training programs to over 160 participants from services and organisations across Australia.

Cairns and Hinterland Hospital and Health Service

MISSION AUSTRALIA

ST. VINCENT DE PAUL HELPS PEOPLE

MOOGJI ABORIGINAL COUNCIL

THE SALVATION ARMY

CountyCourt VICTORIA

Sonder Better Care Better Health

ODYSSEY HOUSE VICTORIA

Family Drug Support

THE UNIVERSITY OF SYDNEY Matilda Centre

Judicial College of Victoria

ATODA Alcohol Tobacco & Other Drug Association ACT

RSL Victoria

Government of South Australia SA Health

360edge.

Health Systems Development

Health services are complex, and planning the most effective use of limited resources requires evidence based system design.

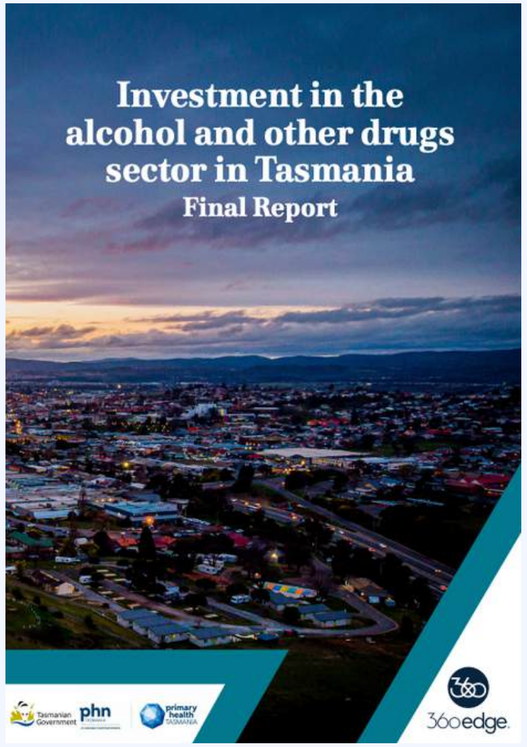
360Edge delivers specialist expertise in healthcare planning, with a key focus on working within budgetary constraints and ensuring service needs are met as efficiently as possible. We utilise best practice approaches to complex logistics and health systems analysis.

Understanding the alcohol and other drug sector in Tasmania

Mapping funding investment, analysing treatment demand, and understanding sector experiences

The Tasmanian alcohol and other drugs sector is undergoing significant reform guided by the Reform Agenda for the Alcohol and Other Drug Sector in Tasmania (2020). To support the objectives of the Reform Agenda, Primary Health Tasmania and the Department of Health Tasmania commissioned 360Edge to review and update a 2017 analysis of the alcohol and other drugs service system in Tasmania.

We analysed funding and demand data, reviewed published literature, consulted with service users and providers, and reviewed service pathways to develop a comprehensive report to support Tasmania's Reform Agenda. This work provides crucial insights and information to support Tasmania's alcohol and other drug sector reform so that Tasmanians can access timely, effective and quality services when they need them.



Access the full report here

Tasmanian Government | Department of Health

primary health TASMANIA

360edge.

WorkEdge™ provides a full suite of advisory services specifically designed to address alcohol and other drugs and mental health issues in the workplace.

WorkEdge™

Supporting evidence based alcohol and other drug responses in the workplace

This year, we partnered with workplaces to:

- Undertake evidence checks on drug policy best practice in specific industries
- Review and revise existing alcohol and other drug policies
- Consult with key stakeholder groups to understand workforce perspectives
- Develop tailored and evidence based alcohol and other drug policies

BHP

CME

essential energy

360edge.

360 schools of substance.

Our Schools of Substance™ program helps schools identify and deliver best practice school based drug prevention to give our next generation the best possible start in life.

360 edge.

Schools of Substance™

Supporting evidence based alcohol and other drug responses in schools

This year, our partners at the Matilda Centre and OurFutures Institute joined us to deliver a webinar on what works in school based drug education and how schools can provide meaningful alcohol, tobacco, vaping and other drug education with our Schools of Substance™ program.

Watch the webinar here

Advocacy and thought leadership

At 360Edge, we are committed to public dissemination of the evidence to inform alcohol and other drug policy and practice, including advocacy in the media on the big issues impacting the health sector. We provide support for, and direct advocacy on behalf of, the alcohol and other drug sector, continuing our tradition of thought leadership and advocacy for best practice in practice and policy.

CEO Professor Nicole Lee published seven articles in The Conversation and was a finalist for Curtin University's Research and Engagement Awards

We made over 300 posts on Facebook, X and LinkedIn

We featured in more than 20 media stories on alcohol and other drugs

360edge.

Submissions to parliamentary inquiries

When it comes to alcohol and other drugs, we are passionate about evidence based policy because we think we should do what is effective. We frequently make public submissions to inquiries into measures to respond to alcohol and other drug issues.

We made five submissions to parliamentary inquiries and public consultations and appeared at four committee hearings to give evidence

Inquiry into e-cigarette regulation and compliance in NSW

Inquiry into the challenges and opportunities for law enforcement in addressing Australia's illicit drug problem

Legalising Cannabis Bill 2023

Proposed reforms to the regulation of nicotine vaping products

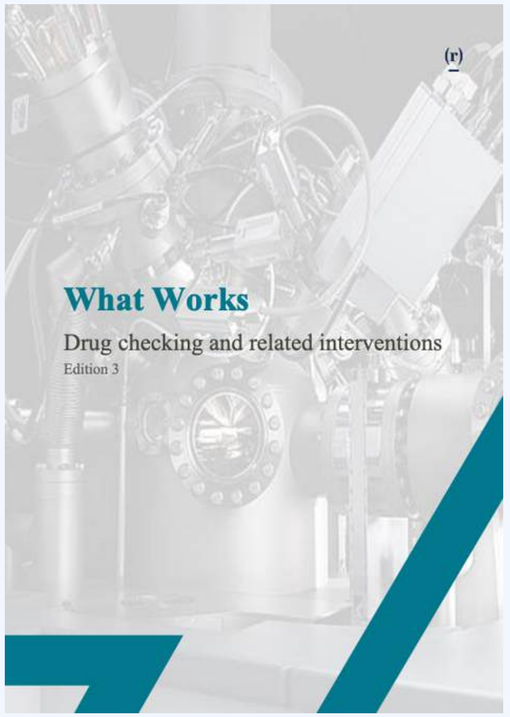
2023-24 pre-budget submission

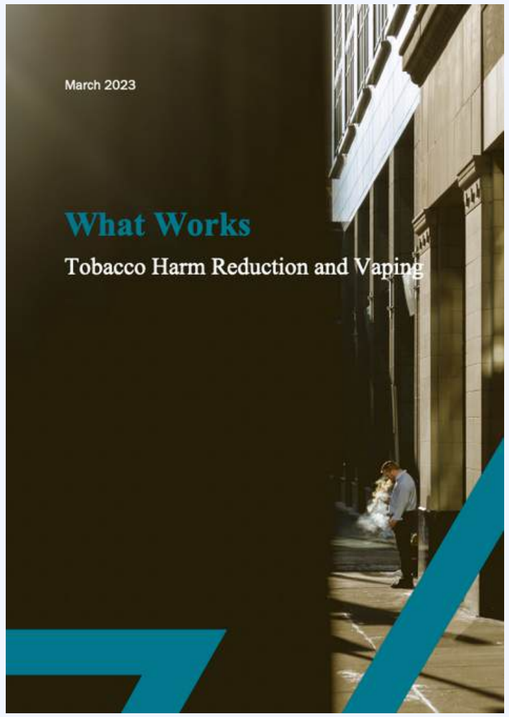
360edge.

What Works

Our What Works series of evidence checks is designed to assist services, governments, and funders to keep up to date with the latest evidence in alcohol, tobacco and other drug responses. This year, we published two new What Works reports.

Access our What Works reports here





360edge.

Stay connected

@360Edge

@360Edge

@the360edge

360edge.com.au

hello@360edge.com.au

1300 988 184

360edge.