



Annual Report 2018 - 2019




KARRALIKA

programs to help you choose a better life

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Report from the Chair

On behalf of the Board of Karralika Programs, I acknowledge the professionalism and quality of the services that our team provides to the community across the ACT and surrounding NSW region, be they clinical or administrative in nature. Karralika clients, their families and many communities place considerable trust in our team to provide support when clients are most vulnerable, often-experiencing significant trauma, chaos, stigma and discrimination. We are so fortunate to have a team undertaking this without judgement, significant care and always with the client and family at the centre. Karralika Programs has added to our standing as a highly respected and professional drug and alcohol service for regional NSW with the recent rollout of services in western and south eastern NSW.

Throughout the year we have seen major changes in government arrangements, relationships with the community sector, and concerns regarding future funding for critical frontline services. Despite this, Karralika has remained steadfast in their focus on the needs of clients and the community, led by our CEO, Sharon Tuffin, and the team, working hard to maintain continuity of services, and showcasing the impact of treatment to influence policy and funding decisions and reducing the gap between demand and service capacity.

Of special mention for this year has been the establishment of the Karralika Programs Consumer Advisory Group with active participation and engagement from past clients and carers. The Board looks forward to enhancing Karralika's standing through the important contribution of the Advisory Group.

On behalf of the Board, I would like to acknowledge the former ACT Minister for Health, Meegan Fitzharris, who worked hard to improve the cohesiveness and delivery of ACT Health services, and we thank her for her strong advocacy for Karralika Programs services.

I would like to thank the Board for their support and commitment to the vision and purpose of Karralika and for so ably executing their governance responsibilities. May I also recognise the positive contribution made by William (Benny) Hodges during his time on the Board and thank him for continuing support of Karralika Programs.

I commend this report to you.



David Templeman
Chairman

Report from the Chief Executive Officer

Over the past 12 months, Karralika Programs has supported adults and families from a wide range of backgrounds, experiences and locations and it is a privilege to play albeit a small part in their journey. This is made possible through the outstanding commitment, skill and empathy of our team and each year I am in awe at the calibre of the services they deliver. I am inspired and moved by the courage of our clients and families, and the positive impact that our programs are having in the community. We thank our clients, families and supporters for your continued faith in us, and for your continual advocacy for an increase in the availability of programs such as ours so that we can close the gap between demand and service capacity.

Resilience has been a key theme for the organisation this year given the continued pressure on services, funding uncertainty, a particularly challenging winter flu season, and some important business system changes. Throughout these disruptions, our team has stayed true to our vision and purpose, supported our clients and each other, delivered some magnificent results, and established new and improved programs and services that together confirm why Karralika Programs is a leader in our field.

In addition to delivering quality services, this year we have played an important role in raising awareness of the needs of adults, children and families across our region to policy makers, businesses and community agencies and to the community at large. The experience and expertise of our team brings forward evidence of what works and amplifies the voices of those we serve in order to help shape policy making and resource allocation, address stereotypes and champion inclusion.

I would like to thank the Karralika Programs Board for their continued support, guidance and commitment to the work of this organisation and those we serve. I also acknowledge the funding we receive from Australian Government agencies, the ACT Government, NSW Government, Primary Health Networks including the Capital Health Network and Murrumbidgee Primary Health Network, and other partner agencies and look forward to further strengthening the work we do together in the service of our clients and our communities.



Sharon Tuffin
Chief Executive Officer

Our Vision and Values

Karralika Programs has a proud history in serving the ACT and NSW community for over 40 years. As a specialist alcohol and other drug treatment service, we are client-centred and holistic in our approach to supporting adults, families and young people in the ACT and surrounding NSW region with recovery from problematic drug and alcohol use. We continue to incorporate the best of new approaches and evidence, build partnerships and work collaboratively with other providers and sectors, and invest strongly in our workforce to create opportunities for change and positive outcomes for clients.

Our vision is “empowering change and creating new futures for optimal quality of life”, where the goals of our clients and families are at the heart of everything we do. Our purpose is to provide people with the best and most appropriate treatment programs and support to help them: achieve their own goals; promote and support health and wellbeing and resilience; and address the underlying reasons for their alcohol and other drug use.

Our work is underpinned by the following values:

Trust and Integrity

Trust and integrity form the foundation of all our dealings. We will be professional, forthright and accessible ensuring our actions are fully transparent, accountable and congruent with our mission and total value system

Respect and Dignity

We believe in the self-worth and dignity of all people. Our relationships are non-judgemental, respectful and positive. We act with empathy, accepting and valuing diversity – cultural, religious, gender, disability and in life experience – in those we support and work alongside.

Quality and Accountability

Our services are evidence-based, best practice and of a consistent high quality. We hold ourselves transparently accountable to quality standards in all aspects of our work. We are committed to our staff and their professional resilience, growth and development by investing in continuous professional development, supervision and health and wellbeing programs and services. We use our resources wisely to fulfil the vision and mission of the organisation and the clients we seek to serve.

Agility and Responsiveness

We work from a person-centred approach that is agile and responsive to changing needs and circumstances. We consciously seek to evolve our service model to meet the diverse needs of the communities we support through consultation, research and innovation. We offer a range of approaches and work collaboratively with the individual to create effective solutions that meet their specific needs.

Leadership and Courage

We are accountable and transparent in all our actions and every aspect of our business. We demonstrate strength, vulnerability and commitment; role modelling the process of empowering, enabling and engaging our people and clients to fulfil their potential. We are strategic in our thinking, sharing our knowledge and skills with others to bring about change in a dynamic and ever-changing environment.

Collaboration and Support

We seek and engage in opportunities for collaboration to improve client outcomes in every aspect of our business. We believe collaboration will lead to better coordinated and innovative services, maximising resources to effectively support individuals, families and communities. We will support clients, their families and our staff to identify opportunities for us to acquire new skills, capacity or services through collaboration with other agencies, institutions or providers.

Our Strategic Plan

Our 2017-2020 Strategic Plan identifies five priority areas for us to progress to strengthen, enrich and expand our suite of programs to meet the changing needs of our clients and the community; reinforce our investment in our workforce for the benefit of staff and clients; drive innovation and grow the evidence base for effective treatment; and pursue financial sustainability and growth to increase our capacity to meet the need of the communities we serve.

At the end of our second year of the Strategic Plan, Karralika Programs has performed strongly, meeting key goals, introducing new initiatives and working alongside our clients, their families, other government and non-government agencies. Importantly, feedback from our clients, staff and stakeholders confirms that the quality of what we deliver and the direction we are heading is purposeful and making a real difference in the lives of those who engage with Karralika Programs. This is why we exist and remains our constant focus.

Our Commitment to Reconciliation and Inclusion

Karralika Programs is committed to reconciliation and our journey to understand, act upon and advocate for this integral cultural change in Australian society. Within Karralika Programs, this commitment is felt, honoured and demonstrated across our organisation: workers, leaders and Board. We respect and recognise the culture and contribution of Aboriginal and Torres Strait Islander peoples and the profound effect of colonisation on the cultural, spiritual, psychological and physical health and wellbeing of Australia's First Peoples.

Our Reconciliation Action Plan is a living document that guides our work and is championed by our Reconciliation Action Plan Working Group. Throughout the year, clients and staff participated in many activities and had opportunities to spend time with Elders and families to learn about Aboriginal culture.

This continued learning and connection has been essential to provide a safe place for the increasing number of Aboriginal and/or Torres Strait Islander people accessing our programs over the last few years. This year, Karralika Programs employed two Aboriginal workers (one male and one female) in two identified positions to support the cultural, social and emotional needs of our Aboriginal and/or Torres Strait Islander clients within a mainstream alcohol and other drug service. Feedback from the workers, clients and other staff was very positive, providing good information on role refinement. Karralika Programs has made a commitment to maintain Aboriginal and/or Torres Strait Islander cultural support and liaison roles into the future.



Staff from across the organisation attended NAIDOC and Reconciliation Day events in Wagga Wagga, Moruya and Canberra, with ACT-based staff and residents participating in the Sorry Day Bridge Walk and Reconciliation in the Park during Reconciliation Week.

Karralika Programs was once again a partner in the Community NAIDOC Event with 10 other non-government organisations. The consortium secured a cultural grant and pooled resources showcasing a stunning program of Aboriginal and Torres Strait Islander art, dance, music and other cultural activities with more than 600 people attending including the Minister for Aboriginal and Torres Strait Islander Affairs Ms Rachel Stephen-Smith who opened the day stating “To truly move forward and build a better future together, we need to understand and acknowledge our shared past.”



NAIDOC 2019

In 2018-29, 30 staff from across the organisation participated in cultural education and immersion on the country upon which they live and work, guided by Traditional Elders and descendants.

Through a partnership between Curijo Pty Ltd and Dharwra Tours / Thunderstone, staff from Canberra participated in a 2-day program involving both classroom based education and immersion on Ngunnawal Country.



Bel Kendall, Managing Director of Curijo and some of the Karralika Programs team

We braved the Canberra winter on Ngunnawal country (Mt Majura) learning about traditional uses, scar tree, bush foods and tried our skills at basket weaving with Ronnie Jordan and Tyronne Bell.



Staff were privileged to spend the day on Yuin country with Elders Bunja Smith and Iris White learning about the rich history of the area and the people, their connection to country and the waterways of the south coast and the importance of encouraging young people to connect to their culture.

Our Eurobodalla Child and Youth team have seen the benefits of connection to culture and community in their work with young people in the region.

Consumer Advisory Body Establishment

In 2018, staff and service users conducted a four-month project to research national models and evidence-based approaches to consumer engagement and participation to identify a model that would best fit with Karralika Programs vision, model and values. The project itself was a living example of consumer participation and engagement, driven by a team of passionate staff and consumers working together and learning from each other. The project team consulted widely, undertook research and developed a series of foundation documents including the purpose, terms of reference, Advisory Body Handbook, recruitment strategy and accompanying documents.

The CEO and Karralika Programs Board approved the model and approach in December 2018, with recruitment completed in early 2019, resulting in the appointment of four members to the Consumer Advisory Body including previous clients and carers representing diverse communities such as LGBTIQ and Aboriginal and Torres Strait Islander people.

An extensive orientation process was undertaken along with work in partnership with the Health Care Consumers Association. Since it was formed, the Consumer Advisory Body has met twice and a second round of recruitment undertaken to increase the membership to at least six or a maximum of eight people, bringing a strong voice of experience and knowledge to the fore.

Consumer Advisory Body Statement

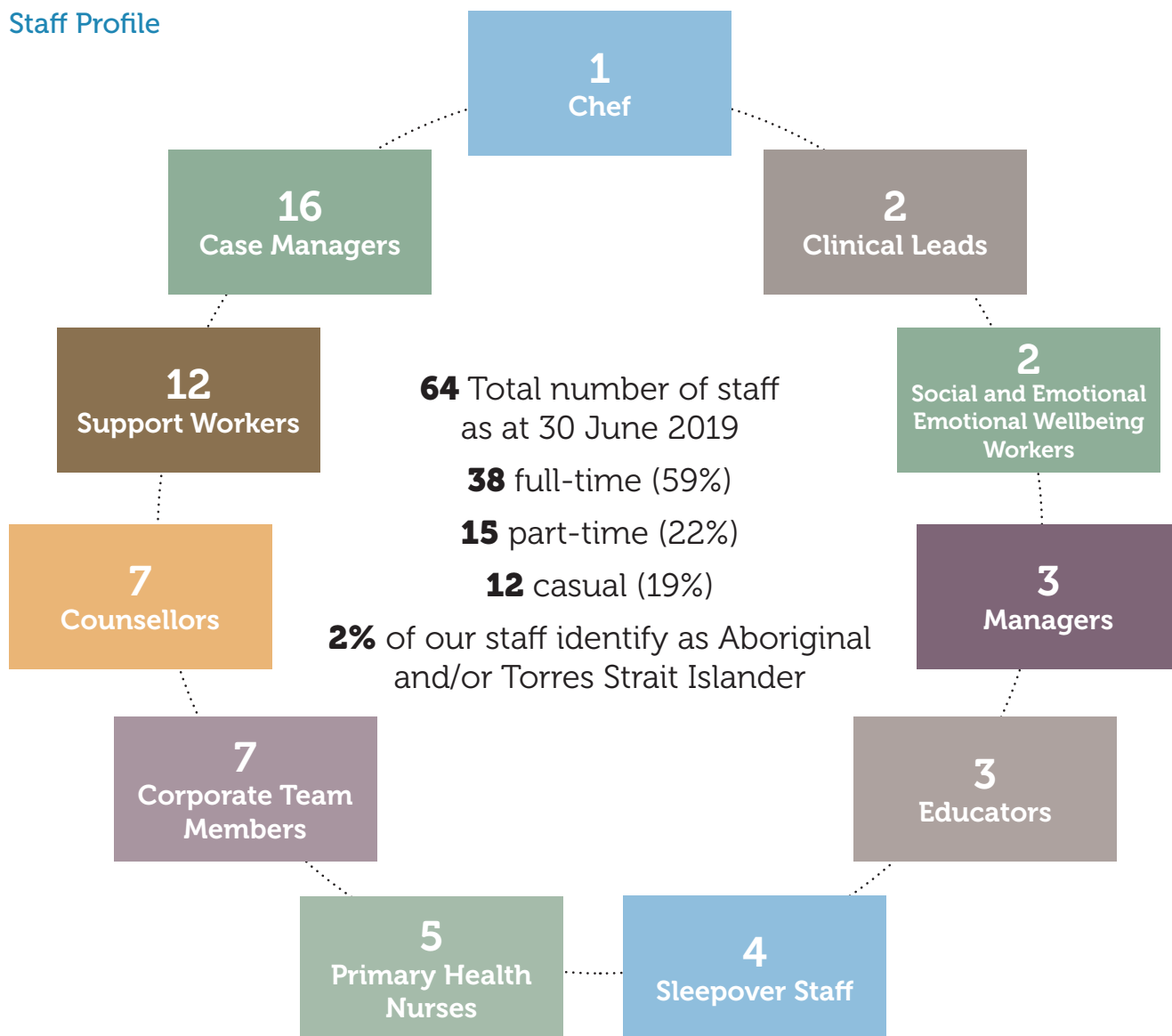
“The inaugural Karralika Consumer Advisory Body convened its first meeting in early March, 2019. We are a group of four ex-clients and carers who feel passionate about Karralika Programs’ mission to improve the lives of people in the community who suffer from addiction to alcohol and other drugs.

We volunteered to join the Body because we each believe that our unique perspectives, not simply as ex-clients, but as a small representative sample of Karralika’s community, will be invaluable to the organisation as a whole. We look forward to expanding the membership of the Body over the next year to become an integral and ongoing forum to help Karralika as it helped us and our loved ones when we needed it most.”

Our Team

Our workforce is made up of people from all walks of life and lived experiences who have a wide variety of skills and qualifications and perform many different roles – but what makes them truly stand out is their passion for the work they do and the people they support.

Staff Profile



In supporting our workforce, Karralika Programs maintains above Award wages, offers a mix of full time and part time roles, invests strongly in training and development both formally and informally, provides access to external clinical supervision, group supervision and practice support and has an Employee Assistance Program in place. “Communities of practice” have been established to bring together peers from different programs to share and learn from each other. Through our commitment to continuous quality improvement, staff are provided with many opportunities to participate in or lead quality improvement initiatives and projects and network with other services.

Staff Satisfaction

Each year Karralika Programs conducts a staff satisfaction survey to take a pulse check on how we are travelling as an organisation in supporting our workforce across a range of areas. These surveys, among other sources of feedback ask about staff satisfaction, engagement in organisational developments and quality improvement initiatives, safety in the workplace, working in teams, and trust. In 2019, approximately 82% of staff completed the staff survey bringing their voice and perspective to the fore, and we couldn't be happier.

When asked “*what three words best describe the culture of Karralika Programs?*” our staff said:



77.5% have tools and systems to effectively perform their role



89.7% understand what is expected of them



97.4% state that their job gives them satisfaction



87% said they feel valued at their workplace



95% are happy to come to work most days



90% say they have job autonomy

92.5% can easily articulate the purpose of the organisation



Our Programs

Karralika Programs specialist alcohol and other drug treatment services are delivered across the ACT and NSW region through residential, community or justice settings to men, women, young people and families.



Our clients and service activity

Our clients come from diverse backgrounds and experiences and have their own needs and goals. Our skilled team works with each individual or family to understand their needs and their goals. Karralika Programs offers a range of different programs and services and has strong networks and knowledge of other services and treatment available for referrals where there may be a better option for the individual.

Overall, **596 people** received a service from Karralika Programs, including an assessment. **61% were female** and **39% male** (not including our male only programs). Of those clients, **26% identified as Aboriginal and/or Torres Strait Islander**. Upon assessment **6% reported they were homeless**, **4% came to us from hospital** and **14% came to us from prison** (Alexander Maconochie Centre) or were in the Solaris Program. There were **9000 client contacts** completed in the year **80 adults and children received nursing support** in the community (not including residential programs). **194 people received counselling** in the community (not including residential programs). During a screen or assessment, people are asked to identify the drug that causes them the greatest concern. Overall respondents identified the following as their primary drug of concern:



41% Stimulants



12% Cannabis



28% Alcohol



11% Opiates

The most recent publicly available data in the ACT (2017-18) from the Australian Institute of Health and Welfare shows a different picture across the Territory when compared with clients presenting to Karralika Programs. In the ACT, 43% of people accessing specialist drug and alcohol treatment in 2017-18 identified Alcohol (43%) followed by Stimulants (24%) as their primary drugs of concern.

Residential Services

Adult Therapeutic Community & Karralika Family Program

The Adult and Family Programs offer residential alcohol and other drug treatment for single adults, couples and parents with children up to the age of 12. Our programs, as modified therapeutic communities utilise the community itself (known as community as method) to heal individuals and support the development of behavior's, attitudes and values of healthy living. Our modified therapeutic approach to treatment is strengths based and incorporates health services, access to specialist external practitioners, work programs, adult, child and family case management and counselling sessions and group therapy.



Key Information

- 69** Adults participated in program through the year

- 15** Children aged between 0 – 12 years accompanied their parent /s in program

- 23%** Of clients identified as Aboriginal and/or Torres Strait Islander

- 140** Days was the average length of stay in the residential service

- 2/3** People completed the 8 week Karuna Program.
Of those:
1/3 went back to their community after completing Karuna
1/3 completed up to 6 months of the TC program
1/3 completed more than 6 months of the TC

Primary drug of concern reported for residential services

Residents of the Therapeutic Community and Family Program reported the following as their primary drug of concern:



42% Stimulants



6% Cannabis



38% Alcohol



14% Opiates

Highlights during 2018-19

1. TC Training

Training specific to therapeutic community (TC) work was offered during September 2018. 12 staff from Karralika Programs participated in the course which comprised of 48 hours of face to face training delivered by facilitators from the Australasian Therapeutic Community Association (ATCA) sharing the history of TC's and essential elements of the therapeutic community model. A 40 hour supervised practicum, 12 hours of self-directed learning and cultural competence training was also completed in order for participants to successfully fulfil the course requirements.

Our staff joined workers from other alcohol and drug treatment services within the ACT, which afforded a valuable networking opportunity and shared learnings. In supporting the TC training, Karralika TC hosted participants from another service to complete their 40 hour practicum requirements with us.

All staff from Karralika Programs successfully completed all course requirements and received their Awards in front of peers.



2. Karralika Programs / Outward Bound Adventure Camp

Through our partnership with Outward Bound, Karralika Programs residents were once again offered the opportunity to participate in a wilderness adventure experience. Fourteen residents and two staff members took on the challenge in February-March 2019 with Outward Bound leaders at what has been dubbed the Karralika Kamp.

The program is designed to reflect the very real demands a person may encounter in life with opportunity for our residents to learn about themselves and recognise their personal assets and abilities and draw on those in the future.

The program evaluation confirmed a positive impact on participants with a very strong 30% increase in self-confidence, a 15% increase in resilience to help overcome future challenges, and a 13% increase in positive social concept. The Kamp was tough but rewarding, and the countryside spectacular.



3. Birth Family Advocacy Support Service

A successful partnership was established between Karralika Programs and the Red Cross Birth Family Advocacy Support Service to deliver workshops for parents in our program who may be involved with ACT Child/Youth Protective Services.

Through the workshops, parents were provided with helpful information about child and youth protective services to better help them understand and navigate the system and to empower birth families to effectively engage and advocate for themselves and their children. Evidence indicates that children benefit when positive

relationships between parents and service staff are established. In addition to the workshop, individual consultation sessions were held with residents to explore their specific areas of concern. Feedback on the sessions from residents was very positive with requests for more to occur in the future.

4. Evaluation of the Family Program

Through the Nous Community Grant program, an evaluation of Karralika Family Program was undertaken including literature review, data analysis and interviews with current and past clients, staff and referring agencies. Overall the evaluation confirmed the profound and positive impact the program has had in the lives of many children and families.

Through the consultation, participants expressed their deep gratitude for the program, agreeing that it had improved their lives in many ways, securely establishing their pathway from addiction, learning to be emotionally available to their children, how to be responsible parents and improving their living skills including budgeting, cooking, shopping and health daily routines. Above all, participants were most reflective and proud of the significant improvement in the relationships they had forged with their children. Of those interviewed, no child had been removed from their parent/s care since their completion of the Family Program up to four years earlier.

In economic terms, with as many as 86% of children attending program with their parent/s linked with the Child Protection system, the financial benefits the Family Program offers to government through a reduction in the notifications and removals has been estimated to be as high as \$60million over a 14 year period.

Feedback from our clients

“ I believe the program provides everything needed to ensure a safe recovery. ”

“ The service provided to me was second to none. I have nothing but praise and gratitude for the Karralika Program. ”

“ I am extremely satisfied with my time at Karralika. The staff are the stand out. Every one of them is brilliant and attentive. ”

“ I'm leaving on great terms and positive with my time here. ”

“ The Family program saved my life. It gave me and my son a chance to have a life, really. Without it, I would probably be in jail or reoffending. Who knows where my son would be. ”

Community Services

The Community Services team provides a range of services to people within the community from first contact screening and assessment through to brief interventions, counselling for individuals and families, non-residential withdrawal services, pharmacotherapy support, referrals and aftercare services in the community. In the ACT, the team manages a step-up step-down program for Men (Nexus) and a Transition Program for adults and families following a period of residential rehabilitation and runs a drink and drug driving education course called REVersed. In NSW, the Community Services team provides a Child and Youth Alcohol and Other Drug outreach program in the Murrumbidgee and Eurobodalla regional areas for children aged 10 to 19 years.



Key information

Nexus

15 Men participated in the Nexus Program

108 Days was the average stay

20% Identified as Aboriginal and/or Torres Strait Islander

Primary drug of concern reported



47% Stimulants



33% Alcohol



20% Opiates

Transition Program

12 Adults participated in the Transition Program

5 Children accompanied their parents

244 Days was the average stay

Primary drug of concern reported



17% Stimulants



8% Cannabis



58% Alcohol



17% Opiates

Non-residential Withdrawal Program

37 People completed the program

30 People discharged to residential rehabilitation services or community-based AOD treatment following the program

16% Identified as Aboriginal and/or Torres Strait Islander

Primary drug of concern reported



32% Stimulants



22% Cannabis



41% Alcohol



5% Opiates

NSW Child and Youth Program

60 Children, young people or family members were seen by counsellors and nurses

44% Identified as Female

56% Identified as Male

44% Identified as Aboriginal and/or Torres Strait Islander

58% Reported a diagnosed mental health condition

Primary drug of concern reported



12% Stimulants



77% Cannabis



8% Alcohol



3% Opiates

REversed Driver Education Program



11 Courses were held during the year

85 People participated in the course

62 People successfully completed

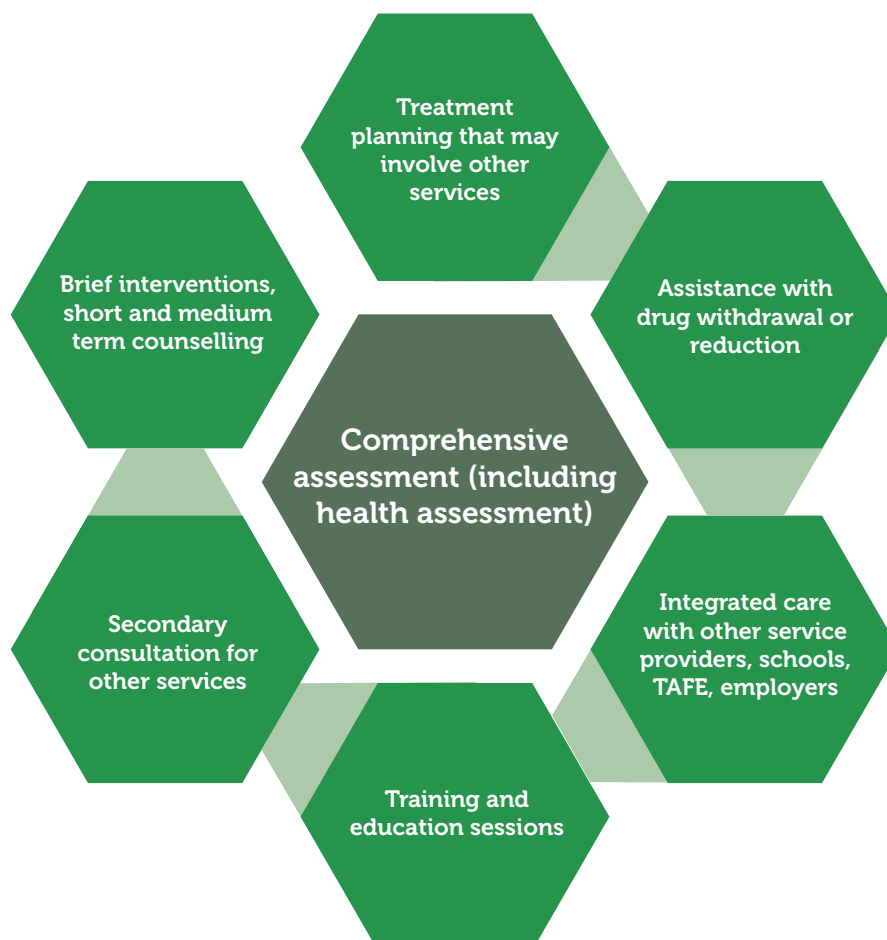
Highlights during 2018-19

1. First anniversary of the NSW Child and Youth Alcohol and other Drug Program

The Child and Youth team had a very positive first year working with young people aged 10-19 years, (and their loved ones) who are experiencing difficulties with alcohol and other drug issues and have complicated psychosocial issues in the Murrumbidgee and Eurobodalla regions of NSW.

The primary aim of the program is to reduce the harms associated with drug use and improve quality of life. The program empowers children, young people and their families to reduce risks, increase positive supports and build or enhance positive connections with their community in which they live. The teams based in Wagga Wagga and Moruya service larger areas in an outreach capacity and have built a strong network of services and supports for the young people they work with. The feedback and engagement of the young people, their families, schools and other services has been overwhelmingly positive and the program continues to evolve.

The Counsellors and Nurses offer:



2. Improved Screening and Assessment Process

Karralika Programs works continuously to improve the services we provide, based on feedback we receive from clients, understanding their changing needs, hearing from staff and other stakeholders and having regard to changing practice. Over the past 18 months, the team have undertaken a comprehensive review of our screening and assessment process to improve our service, ease of access and treatment outcomes. We understand that people contacting us for the first time may be hesitant or anxious as a result of stigma and discrimination they may have endured in the community previously. It is important that they feel safe and heard when contacting us and when our team completes screening and assessment processes. By reviewing and revitalising our initial screening and assessment phase, and involving clients, family members and other stakeholders in this process, our goal was to make the process simple and straightforward for clients, and ensure our staff gather the important information we need to assist the person to achieve their health goals and make changes in their lives that they desire. The intensive work that has occurred through this review will ensure that our service continues to be accessible, provide evidence based clinical tools and an enhanced holistic approach.

3. Review of the REVersed drink and drug driver education program

Karralika Programs has been delivering the REVersed drink/drug driver education program since 2012. This year the team have reviewed the program, updated content to keep the information relevant and up to date, with a focus on alcohol and drug driving education, and taken into consideration feedback from participants and updated teaching and engagement techniques. More REVersed facilitators have been trained to meet the demand for the course and provide greater flexibility for the delivery.

Feedback from our clients

“The course was great and has given me the tools needed to never drive under the influence again.”

“Very appropriate and a good way of being aware of habits and how to change for the change for the better.”

“Great facilitators, made me feel at ease.”

“The course providers are well informed, competent and experienced on the subject of alcohol and drug related costs and risks, therefore teach the participant well. Thank you.”

“Karralika saved my life. Without it I would not be standing here.”

“Thank you so much for your advice and support. I’m so fortunate to have Karralika. Thank you so much.”

“Love the support, great work guys. Thank you so much.”

Justice Services

The Justice Services team delivers services to adults who are linked with the justice system. The Solaris Program is a voluntary program for adult males in the Alexander Maconochie Centre who have alcohol and / or other drug dependency issues, using a therapeutic community approach to treatment and ongoing recovery. Solaris provides a safe and supportive learning environment within which participants can explore the underlying reasons for their use, and the link with criminal activity, and lay the foundations for ongoing recovery and right-living. The program is delivered in partnership with ACT Corrective Services, and is made possible with funding provided to Karralika Programs by the Australian Government Department of Health, which has been extended for a further three years.

The Justice Services Alcohol and Other Drug Counselling Service offers one-on-one counselling for adults linked to the justice system in the ACT, increasing access to services post release from prison and to support those at risk of recidivism or relapse when in the community.

Key information

Solaris



45 Adults participated in the Transition Program

78% Children accompanied their parents

20% Days was the average stay

28 Men received continued support following release from AMC

Primary drug of concern reported



71% Stimulants



7% Cannabis



15% Alcohol



7% Opiates

Justice AOD Counselling Service

92 People engaged in Justice Counselling Program

14 Family members or significant others received counselling

13% Returned to prison whilst still engaged with counselling

21% Identified as Aboriginal and/or Torres Strait Islander

Primary drug of concern reported by Justice Counselling participants



47% Stimulants



12% Cannabis



32% Alcohol



9% Opiates

Highlights

1. Presentation at the 2019 Reintegration Puzzle Conference

The Solaris Program has been operating in the Alexander Maconochie Centre for 10 years, positively impacting the lives of participants, peers and family members and continues to be a leader in the field of corrections-based therapeutic community model. Our commitment has been to share outcomes and learnings with others across the country and this year two of the team presented at the 2019 Reintegration Puzzle Conference through a hands-on workshop of mask-making. This therapeutic tool is used regularly with Solaris participants, bringing meaning to their self-reflection and personal narrative.



2. Justice Services Counselling milestone

In its third year of operation, the Counselling service has supported 259 clients to find solutions from their own resources, access tools and strategies to address thoughts and triggers, high risk situations, goal setting and relapse prevention. This year alone, the service received 134 new referrals for people seeking support.

The individual participants as well as their families and the broader community have benefited from this program in a myriad of ways. One stand out measure is the significant reduction in the return to custody rate of people engaging in the counselling program within 2 years following release of 13% when compared to the recidivism rate of the ACT for the same period following release of more than 44%.

Our Supporters

As a non-government organisation, we are extremely grateful for the support we receive from the community. We would like to acknowledge these wonderful individuals, groups and organisations:

- The individuals who have given donations of \$2632.79 directly or through our JustGiving platform, from the families and individuals in support of their loved ones who wished to remain anonymous, and those purchasing through our link on Shopnate.
- Individual members of the community who have donated children's items such as clothes, prams and books.
- **Good360** for providing access to high quality products we use in our programs and supply to residents
- **David Maxwell, Emma Sckrabei** and the team at Riverview for supporting us in the planning to create a therapeutic garden environment for our Family Program
- **Alcoholics Anonymous and Narcotics Anonymous** for their continued support of our clients across all programs
- **Tuggeranong Church** for their ongoing ministry/pastoral care for clients and support at Christmas time for children (\$500)
- **Storage King Hume** for collecting Christmas gift donations for our families
- **Anytime Fitness Lanyon** for offering access to the gym in 2018/19 at a much reduced rate to support our residents' health and wellbeing.
- **Nous' Community Partnership Scheme** for the grant and evaluation of our Family Program.
- **Sharon Winks, Mel Kettle, Zoe Routh, Naomi Knight** and **RSM** who have offered advice and support pro bono throughout the year.

We value the partnerships we have with a range of organisations across health and community services sectors in the ACT and across NSW in the support and co-delivery of services for our clients and families. Our priority is for collaborative and joined-up services for adults and families impacted by problematic alcohol and drug use, to address their needs holistically for improved health and wellbeing.

Karralika Programs acknowledges funding received from the following agencies that make it possible for us to provide high quality specialist alcohol and other drug treatment programs for adults, young people, children and families:

- ACT Government agencies including ACT Health, Canberra Health Services and Community Services Directorate;
- Australian Government Departments of Health, Social Services and Veterans Affairs;
- NSW Ministry of Health;
- Capital Health Network (ACT Primary Health Network);
- Murrumbidgee Primary Health Network;
- Wellways;
- NSW Family and Community Services;
- Charitable Construction Works; and
- Uniting.

