



**Annual
Report
2020 - 2021**



KARRALIKA

programs to help you choose a better life

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Report from the Chair

To say that 2020/21 has been a difficult year for a professional drug and alcohol service is an understatement.

Karralika Programs has achieved a great deal and performed magnificently over the past 12 months, which has been an outstanding outcome when the community, country, and the world has been impacted by the pandemic. The Board recognises the strength, tenacity, and resilience of our staff, our clients, and our families in staying the course, delivering excellent programs, and committing to their recovery journeys even during these uncertain times.

We have been struck by the solidarity shown by clients in supporting their peers as a community of people where the sharing of their recovery adds power and reassurance to others.

Across all our programs and sites within the ACT and surrounding NSW regions, the challenges of life with COVID-19 have become the new normal. Under the strong and compassionate leadership of the team, Karralika Programs has grown in stature, acknowledged by communities, stakeholders, partners, and funders as a trusted organisation. Through this work, Karralika has not only remained viable but has taken further steps to innovate and grow in depth and footprint, including the establishment of new activities, relationships, and partnerships.

In looking to the future, Karralika Programs remains steadfast in our commitment to meeting the needs of the communities in which we live and work. This requires us to continue to plan and respond quickly and diligently, modifying our approaches to adapt to the changing circumstances and continue to deliver quality drug and alcohol support services.

Finally, I wish to acknowledge the leadership, guidance, and insight provided by Board Directors and members of the Karralika Consumer Advisory Body in support of the work our staff do each day. We are fortunate to have such a highly skilled and professional group who bring such diversity and a solid mix of attributes that makes Karralika the strong and impactful organisation that we are. It is also critical to mention our appreciation and thanks to our funding partners, principally the Federal, ACT and NSW Governments, for with their ongoing commitments to an important service (especially throughout the heightened COVID-19 crises) Karralika has maintained and managed the high demand for its services.

I commend this report to you.



David Templeman
Chairman

Report from the Chief Executive Officer

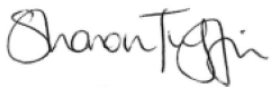
I am certain that 2020-21 has tested our metal, with not many of the past 52 weeks going by without nervous waits for test results, anxiety and worry for ourselves and others as we see the serious impacts in our families and friends, our local community, across the country and around the world. And yet, through it all, we have still found purpose, times of joy and satisfaction and, above all, compassion.

As individuals and as a team at Karralika Programs, we have been weighed, we have been measured and we have not been found wanting. I could not be prouder of the work our team has done across all roles in bringing their best to work each day, supporting each other and providing much needed programs and support for our clients, families, and the community.

It has not been an easy year and has required resilience, creative thinking, flexibility, and stamina. The team spirit and culture of the organisation comes from our deep personal and collective commitment and focus on our core purpose. With the support of each other, our Board, partner agencies and funding bodies, we have continued to deliver all programs and services across the year, making changes to comply with public health directions, using a variety of methods including increased use of technology, introducing new tools and materials, working with partner agencies in innovative ways and strongly advocating for increased investment in infrastructure and the service system.

The announcement of the ACT Inquiry into the Drugs of Dependence (Personal Use) Amendment Bill 2021 and related alcohol and other drug issues, along with many other initiatives in the ACT and NSW, have reinvigorated public discourse on the importance of addressing and minimising the harms of problematic substance use, and the ever-present stigma and discrimination experienced by people who use drugs and their families. We remain committed to making a difference by making our voices heard, amplifying the voices and experiences of those in need, and through the provision of quality services that have personal and measurable impact.

This Annual Report provides a mere glimpse of the outstanding work of our team and impact the organisation has had in the service of the communities within which we live and work.



Sharon Tuffin

Chief Executive Officer

Our Vision and Values

Karralika Programs has a proud history in serving the ACT and NSW community for almost 45 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 and the harms associated. 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 well-being 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-judgmental 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 well-being 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

With the impact of bushfires across our region and a global pandemic our future focus shifted gear to ensuring continuation of our much-needed services, rapid expansion of some critical areas and a rephrasing of other strategic activities whilst still being true to our purpose and vision, the delivery of quality care for our clients and families, and a supportive and safe workplace for our staff. Our work during the period remained closely linked to the overarching goals in five key strategic areas:

Our People: A culture of engagement and excellence in client services

Processes: Streamlined and effective systems in place with continuous quality improvement initiatives

Programs and Services: A suite of quality, evidence-based end to end therapeutic programs and services that best meet our client's individual needs and optimise their outcomes

Sustainability and Financial Management: Effective financial management systems and business model with a diverse mix of funding streams.

Growth and Innovation: Leading edge clinical practice and innovative service mix delivered to a broad geographical area supported by purposeful partnerships and embedded use of technologies

It was clear that planning beyond 2020 would build on a solid base of what the organisation had achieved, reflecting on factors that were within our control and those that were not and how we were able to overcome challenges and support those most in need. Most importantly the clarity that came from the devastating impacts of COVID-19 reinvigorated our passion for creativity and innovation, finding strength and opportunity, being prepared for the unexpected, and most critically the clarity of our reason for being. Through that lens, discussions commenced on a new strategy, moving away from a shopping list of activities, and centring on the type of organisation we want to be in order to deliver on our purpose and vision – with a roadmap that has key checkpoints and the sensitivity and ability to alter course in the service of our clients, community, and staff.

Feedback from our clients, staff and stakeholders has been overwhelmingly supportive of the work we have undertaken in partnership with others to deliver quality drug and alcohol treatment and support that is purposeful and makes a real difference in the lives of those who engage with Karralika Programs.

Our Commitment to Reconciliation and Inclusion

Karralika Programs remains steadfast in our commitment to reconciliation and inclusion and demonstrates this in our words and our actions across all programs, activities, and staff.

Our Reconciliation Action Plan was conditionally approved by Reconciliation Australia, describing the way in which we embed the principles of reconciliation and inclusion into our daily work as well as provide a yardstick against which we and others hold us accountable.



This year we celebrated the establishment of two identified positions within our organisation and the significant contribution those workers have made, bringing their passion for their culture front and centre in all that they do. The role of our Aboriginal and Torres Strait Islander Cultural Liaison and Support Workers are fundamental to our growth and strengthening our understanding, recognition and respect for the culture and contribution of Aboriginal and Torres Strait Islander peoples. In working across programs, with staff and with clients, their work has made a significant impact on our way of working, creating a welcoming and safe space for clients, and supporting them to connect and reconnect to culture.

Although this year has seen many community activities and events cancelled or modified, our staff and clients have engaged online and in-house to recognise and celebrate the contribution and cultures of Aboriginal and/or Torres Strait Islander peoples, and to acknowledge and express our deep sorrow for the profound effect that colonisation has had, and continues to have, on the cultural, spiritual, psychological, and physical health and wellbeing of Australia's First Peoples.

Our inclusion agenda is also about celebrating and encouraging diversity. Karralika Programs is committed to the creation and maintenance of a psychologically safe workplace for staff and a therapeutic and welcoming space for clients from diverse backgrounds across ages, genders, sexual orientation, cultures, languages, religion, abilities, and life experiences; recognising the richness of views, experiences, skills, and insights that diversity brings to the work of Karralika Programs, our staff, and the clients we serve.



Consumer Advisory Body

The Consumer Advisory Body has had 14 members since its establishment in 2018, consisting of both past consumers and their loved ones. Members participate in an orientation to the organisation, where they learn more about the workings of individual programs. The Advisory Body have met bi-monthly at a minimum, have attended Karralika Board meetings and Board forums, and have contributed significantly to the organisation. We have supported members who have needed to step down due to gaining employment or when they have needed to focus on other priorities in their lives.

Our members established a statement of intent to identify their purpose and frame their influence on the organisation.

The purpose of this Consumer Advisory Body is to work collaboratively and respectfully, supporting and enhancing inclusive approaches to service provision for both current and future users of Karralika Programs and their families, through the provision of advice to the Karralika Programs Board and Executive.

It is the intention of the Consumer Advisory Body to draw from the lived experience of its members to gain diverse perspectives and understanding, thereby complementing, enriching, and adding real value to Karralika Programs.

When asked “What has it been like to be a member of the Karralika Consumer Advisory Body?” one of our members said:

“My experience of being a member of the Consumer Advisory Body so far has been one of learning to be of service and of opportunity. I feel privileged to have the opportunity to be of service to the organisation that essentially saved my life and supported me in turning my life around. The life I live today is better than it has ever been. The opportunities I have been privy to are of learning, involvement, support, and connection which I have found to be invaluable.”

Highlights

This year the Consumer Advisory Body considered and provided advice on many issues including:

- The framing and recording of questions on gender and sexuality as part of the National Minimum Data Set, and Karralika Programs assessment procedures
- The rollout of Intranasal Naloxone
- Feedback on Karralika Programs website including mapping, content, and ease of use
- Appointment of a member to the NADA Board Sub-Committee
- Involvement in the amendment and updates of the Karralika Programs Strategic Plan based on knowledge and ideas regarding what is working and where there may be gaps
- Input and advice on content and facilitation of Relapse Prevention groups run through Community Services programs
- Advice and input into the organisation's Quality Improvement Plan including content, priorities, and opportunities
- Feedback provided on paid peer worker roles within the organisation and key considerations
- Review of the draft Solaris Graduate Program and consideration of support upon exit for clients exiting custody
- Advice and feedback regarding Karralika Programs Consumer Participation and Engagement Strategy

Vale James Frost

This year we were personally impacted by the loss of one of our inaugural and passionate members of the Consumer Advisory Body. We acknowledge the valuable contributions James made to the body and to the organisation. James was an intelligent, warm, gentle but assertive person who provided thought-provoking contributions. It was a delight to work and know him. Our heart-felt condolences are with his family, friends, and peers - he is very missed.

Quality Improvement and Compliance Committee

The Quality Improvement and Compliance Committee has representatives from each program area, corporate services and the Executive and has been in operation since 2017. Each year this Committee supports and leads the work outlined in the organisations Quality Improvement Plan, improving the experience of services provided. Work completed this year included updating the case manager practice guidelines, improving risk assessment and safety planning for children, and commencing a project to establish Canberra's first Matrix group program amongst other project work.

During the previous 12 months, this Committee coordinated and oversaw the work required for our tri-annual assessment against the Quality Improvement Council Healthcare Services Standards, 7th edition. Once again, we are pleased to report that we passed the accreditation process, with commendations in particular areas of excellence. The Committee would like to thank all those involved in the preparation for, and during, the assessment process.

Health, Safety and Wellbeing Committee

The Karralika Workplace Health and Safety Committee was refreshed this year to include a more explicit focus on wellbeing. The change of name and review of the Terms of Reference provided an opportunity to remind staff, clients, and stakeholders of the importance of health and wellbeing and psychological safety in addition to the more traditional understanding of WHS as being the prevention of physical injury and risk.

The purpose of the committee is to provide a forum to consider responses to issues and formulate strategies to promote good health, wellbeing and safety of clients and staff alike. This year, members of the committee developed and asked staff to participate in a Wellbeing Survey to discover themes affecting staff during these trying times. The information gathered has been invaluable in guiding the committee through discussions of ways of supporting staff mental health and wellbeing.

Other health and safety initiatives undertaken this year included staff attending training on the correct donning and doffing of personal protective equipment (PPE) as well as fire safety training.



Reconciliation and Inclusion Committee

The Reconciliation and Inclusion Committee is the new committee replacing our Reconciliation Action Plan Working Group, bringing a renewed focus on both reconciliation and inclusion.

The Committee provides leadership, advice, and guidance, and undertakes research and consultation with key stakeholders to:

- Champion reconciliation and inclusion across the organisation through engagement, promotion and education with staff and stakeholders, identifying opportunities to strengthen collaboration and provide a forum to share ideas, opportunities, successes, and challenges to promote healing and acceptance;
- Advance the cultural safety of the organisation by building relationships with Elders and the community, undertaking staff training and cultural immersion, development, and review of policy, and actively seeking and responding to feedback to address the needs of service users;
- Operationalise and deliver on the commitments within the Reconciliation Action Plan and to monitor and report on progress;
- Lead and strengthen Karralika Programs commitment to, and creation of, a psychologically safe workplace for staff and a therapeutic and welcoming space for clients from diverse backgrounds across ages, genders, sexual orientation, cultures, languages, religion, abilities, and life experiences; recognising the richness of views, experiences, skills, and insights that diversity brings to the work of Karralika Programs, our staff, and the clients we serve;
- Contribute to the workforce strategy development, planning and implementation including identifying and supporting internal training and development programs, external engagement opportunities and effective recruitment strategies and approaches that align with our values and our commitment to reconciliation and inclusion; and
- Make recommendations to the Governance Group to support the active and public promotion of Karralika Programs as an inclusive, safe, and respected organisation that strongly advocates for equity of access, diversity, and respect for all, and rejects stigma and discrimination in all its forms.

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



Workforce Recognition and Development

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.

Although access to face-to-face training and education opportunities were limited this year, the team participated in several professional development programs including Diversity training; Workshops on Domestic and Family Violence for clinicians, low-threshold staff, and Managers; Telehealth Practice Support; Minimum Qualifications Strategy; Co-morbidity; Bi-polar disorder; Bringing Up Great Kids; Financial Management; First Aid; Fire safety; Leadership; and Risk Management.

Communities of Practice have been established to bring together peers from different programs undertaking similar roles 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.

Community of Practice for Counsellors

The Karralika Programs Community of Practice for Counsellors provides an opportunity for counselling staff from different program areas and different regions to come together in a clinical environment to share their experiences, knowledge and skills and participate in peer consultation mechanisms to support their growth as practitioners. The group focuses on counselling interventions, specifically in relation to alcohol and other drug and mental health presentations and serves to reduce silos across the different program areas and develop a mutually supportive counselling community within the workplace.

The monthly groups alternate, with one month providing peer supervision through reflection of practice, clinical case studies, group development and presentations of professional development. The alternate month the group is facilitated by a senior AOD psychologist from an external agency, providing group supervision to the counsellors and the review of a clinical case study.

The Community of Practice also assists Karralika Programs to achieve its strategic objectives by contributing to the planning, development and evaluation of strategies, policies, and program development, through constant consultation, collaboration, and review of best practice in counselling.

Community of Practice for Nurses

The Karralika Programs Community of Practice for Nurses provides an opportunity for nursing staff from different program areas and different regions to come together in a clinical environment to share their experiences, knowledge and skills and participate in peer consultation mechanisms to support their growth as practitioners.

The group focuses on nursing interventions, specifically in relation to alcohol and other drug and mental health presentations and serves to reduce silos across the different program areas and develop a mutually supportive nursing community within the workplace.

The Community of Practice assists Karralika Programs to achieve its strategic objectives by contributing to the planning, development and evaluation of strategies, policies, and program development, through constant consultation, collaboration, and review of best practice in nursing in the alcohol and drug sector.

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 staff about their level of job satisfaction, engagement in organisational developments and quality improvement initiatives, safety in the workplace, working in teams and trust. In 2021, staff across our organisation have been impacted personally and professionally by the pressures and challenges associated with COVID-19 pandemic, restrictions on travel for holidays and visiting with loved ones, continuing to work differently in delivering services, and an overall desire to maintain high quality service delivery in the face of continued uncertainty.

Of the 82% of staff who responded to the survey, with representation across all program areas, confirmed that they feel valued in the workplace, have job autonomy and the tools they need to do their work and have job satisfaction.



Staff Health and Wellbeing – Pulse Check

In addition to our annual staff survey, in 2021 we sought staff feedback more specifically on the impact of the bushfires and COVID-19 on their own health and wellbeing, on the organisation's response to those events including what we did well or could do differently. Staff were asked to share information about how they practice self-care and ideas for what the organisation could do to support them. We were delighted with the response rate, with 61% of staff completing the pulse check.

Key highlights included:

- 76% agree that Employee wellbeing is a priority at Karralika
- 91% agree that their manager genuinely cares about their wellbeing
- 68% agree that they take opportunities to move/be physically active at work
- 81% agree that they tend to bounce back quickly after challenging times
- 71% agree that the culture supports work-life balance

Future staff discussions will focus on identifying activities to support our team to continue the wonderful work they do each day in the service of our clients and the community.

Our Programs

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

These programs are developed, delivered, and reviewed regularly to ensure they are not only evidence based and effective but are meeting the needs of the community.



Our Clients and Service Activity

Our clients come from diverse backgrounds and life experiences and are seeking support to address the harms and impacts associated with problematic alcohol and other drug use. Our skilled team works with each individual and family to understand their needs and their goals, to match them with the appropriate treatment services and supports.

Karralika Programs offers a range of different programs and services and has strong networks and knowledge of other services and treatment available to facilitate referrals where there may be a more appropriate option for the individual or family.

Overall, **480 people** received a service from Karralika Programs, including an assessment. **64% were male** and **36% female** (not including our male only programs). Of those clients, **28% identified as Aboriginal and/or Torres Strait Islander**. There were more than **10,000 client contacts** completed in the year. **155 adults, young people and children received nursing support** in the community (not including residential programs). **206 adults, young people and children 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:



36% Stimulants



27% Cannabis



29% Alcohol



6% Opioids



2% Other

The most recent publicly available data in the ACT (2019-20) 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, 42% of people accessing alcohol and other drug services in 2019-20 identified Alcohol (43%) followed by Stimulants (23%), then equally Cannabis (11%) and Opioids (10%) as their primary drugs of concern.

Residential Services

Karralika Therapeutic Community – Adult and Family Program

The Karralika Therapeutic Community is comprised of the Adult Program - offering residential alcohol and drug treatment for single adults and couples; and the Family Program – offering a residential program for parents with their accompanying children who are under the age of 12.

Our modified Therapeutic Community (TC) model, underpinned by “community as method”, has a multidimensional approach to treatment which involves therapy, education, values, and skills development. The environment is structured with a set of rules and guidelines establishing the basis for residents to achieve the desired goals of personal growth/development and behaviour change. The TC offers a unique combination of therapeutic involvements between and among residents, especially between senior and junior residents, and with staff through their various daily interactions whilst living in a caring and challenging community. Clinical practice within the modified model is underpinned by evidence informed methods including Motivational Interviewing (MI) and Cognitive Behaviour Therapy (CBT) which are utilised to effectively support and facilitate a residents’ recovery journey.

The programs are supported by a multidisciplinary staff team comprising of case managers, support workers, counsellors and a primary health nurse who coordinates the health and medical needs of the residents. We also have a chef on site who offers education sessions on food and nutrition as well as hands on support for residents in menu planning, food preparation and kitchen safety. All staff are qualified or working towards attaining qualifications as Alcohol and other Drug (AOD) workers and may also hold additional qualifications in social work, primary health, psychology, hospitality, and children’s services. The staff teams are supported by Program Managers and a Clinical Services Director who provides clinical oversight of programs and staff.

The Adult and Family Programs have both informal and formal relationships with a range of external service providers who provide valuable input into our programs and support the holistic needs of our residents. Whilst COVID has limited our ability to provide face to face access with some of our usual partner agencies, much of the service delivery and engagement has been maintained via online platforms. We have had long standing relationships with specialist practitioners and community agencies to ensure that our residents have access to the broad range of services and recreational activities that they may need during their treatment stay. We have all been flexible and responsive in our approach wherever possible throughout the year.

Our partner agencies and practitioners include, but are not limited to:

- ACT Health – Alcohol and Drug Services, Dental Program, Opioid Treatment Services
- Anytime Fitness - Lanyon
- CAHMA
- CARE Financial
- Domestic Violence Crisis Service
- Hepatitis ACT
- Isabella Plains Medical Practice
- Marymead (Circle of Security)
- Tuggeranong Square Pharmacy
- Uniting Church – Tuggeranong
- Winnunga Nimmityjah – health, medical and counselling services
- Good360

Karuna Program

Karuna is a short-stay program and is the first phase of rehabilitation within our Therapeutic Community (TC). Over 8 weeks, participants in Karuna begin to identify and address their alcohol or drug dependence. Residents are supported and introduced to the therapeutic community model, its principles, practices, and language. Group and individual sessions and education seminars form part of the Karuna Program.

A range of social and living skills activities are offered to help residents gather basic knowledge and develop skills to support change. Being part of the TC community involves participating in all aspects of community life including cooking, maintenance, and cleaning, as well as creative activities, the healthy eating and lifestyle program (BALANCE), and other recreational activities.

At the end of the Karuna Program, the individual may progress to the next treatment phase or may exit at this point. Individuals exiting from Karuna are supported to do so safely with aftercare support provided for up to 3 months, or longer where needed.

Family Program

The Family Program provides a holistic family-inclusive approach to treatment involving both the parent/s and child/ren while residing in our program. In addition to the focus on recovery, there is specific focus on strengthening parenting skills, family functioning and improving the relationships between the parent and child/ren, along with support for child health and wellbeing, security, and development.

Younger children attend a local Early Childhood program, playgroup, and other activities, with school-age children attending a local school and participating in outside school activities and school holiday programs.

Case Management for families is provided for both the parent and child individually. This includes supporting parents to create, and review parenting plans incorporating targets for particular areas of an individual child's development. Group sessions and targeted family support is offered as well as options for individual and couples counselling are also incorporated into treatment planning. Referral to external specialised services to meet the needs of children and parents are also supported.

In addition to our effective collaborations with a range of community agencies our Children's Case Manager and Family Programs team also work closely with school and pre-school communities and a broad range of children's services to ensure that the needs of children are taken care of during their time in program. These include:

- ACT Playgroups Association
- ACT Together
- ACT Trauma Group
- Care and Protection Agencies in the ACT and Department of Communities and Justice (DCJ) NSW
- Children's Health Services – Bluestar Clinic, MACH, Speech Pathology, Dental
- Communities@Work
- Gugan Gulwan
- QE11

As part of our holistic approach residents are also involved in a variety of activities throughout the year and these range from recreational activities, art and craft and cultural activities as well as participation in the community events which were not hampered by COVID restrictions.

Highlights during the year

Although the year saw a reduced number of beds available across ACT services, the Karralika Therapeutic Committee continued to operate and provide support to adults and families without any cessation of service and is a credit to the team. Residents remained committed to their recovery journey and in supporting each other through this challenging period.

Fadden refurbishment: Despite COVID Karralika was fortunate to be able to take a block of time for the Family Program office, living spaces and accommodation units to be refurbished. The works included painting, new carpet and flooring, bathroom renovations, and laundry upgrades as well as additional spaces for residents and their children. The works resulted in providing fantastic working and living spaces for both staff and residents. The staff and clients of Karralika Programs are grateful for the financial support of the ACT Government, and for the high-quality work respectfully undertaken by Monarch Building Solutions.

Cultural Program: We have been fortunate to have our Aboriginal and/or Torres Strait Islander Cultural Liaison and Support Workers developing and delivering cultural components of our program throughout the year. Some of these activities have included individual smoking ceremonies for new Indigenous residents to support their admission to program as well as a range of activities including painting, documentaries and films and cultural outings to Gibraltar Falls and Birrigai to name a few.

Program content review: in addition to routine review of program content with new and emerging evidence, this year our Counsellor worked hard on reviewing and updating our Anger Management Program. The program commences with a module on understanding anger which is then followed by a range of modules which support participants to identify their specific anger issues as well as explore strategies to manage triggers and high-risk situations, relationships and the management of conflict and happiness as an antidote to anger. Importantly, there is focus on how these issues play out during an individual's treatment journey with Karralika.

Feedback from our clients

"I have benefitted so much from my time here. I am forever and hugely grateful for this program and feel blessed to have been able to do it. Stay Awesome!"

"My journey here with Karralika is one that I will never forget. I SURVIVED and I wouldn't change it for anything. I can now reflect, accept, and own my mistakes.... make mistakes and be okay with that."

"Thank you so much for the wonderful work you do! My son looks amazing and sounds so amazing. We have had a wonderful visit with him yesterday for his birthday"

Residential Services Key Information

42 Adults participated in the program through the year

9% left in the first week

56% completed one week to 8 weeks

26% completed 6 months of program

9% completed more than 6 months of program the TC program

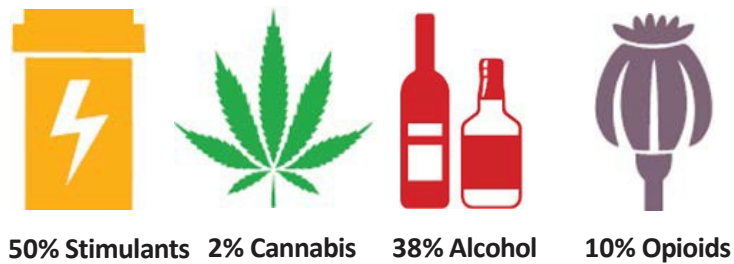
20 Children between 0 - 12 years accompanied their parent/s in program

26% Of clients identified as Aboriginal and/or Torres Strait Islander

79 Days was the average length of stay in the residential service

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:



Community Services

The Community Services Program team supports a range of programs across the ACT and surrounding NSW regions. Services the ACT include assessment and intake services, non-residential withdrawal, and pharmacotherapy services, Aboriginal and Torres Strait Islander cultural support and liaison, Nexus Men's Program, Transition Program, and aftercare. In NSW the team supports the Community Drug Action Teams (CDAT) program across southern NSW and Child and Youth Program in the Murrumbidgee and Eurobodalla regions.

Assessment and Intake

Planning for and booking assessments was monitored differently during the year due to the reduced capacity of bed available in all residential programs linked with public health directions associated with the pandemic. The Intake and Clinical Client Review team met weekly to review bed plans and identify what cohorts could be offered and booked an assessment. Families participated in a family assessment conducted by one of the counsellors. This assessment gathered specific information about the functioning of the family unit, parenting capacity and the needs of the children. The benefits of this assessment provided the Intake and Clinical Client Review team with a holistic picture of the family and their needs which assisted the team to decide their suitability to enter the program.

Individuals and families approved for program admission waiting for bed availability continued to be supported in the Early Birds program and were provided post-treatment support through intensive case management or access to counselling services.

Nexus and Transition Programs (ACT)

Referrals to Nexus continued to occur through the Therapeutic Community Adult program, AOD agencies in Canberra and self-referrals from the community. Due to COVID -19, our quarantine house remained in place so numbers in the Nexus program were slightly lower than in previous years, along with referrals for Transition from the TC. Clients moving from the TC to Transition were supported virtually with joint case management sessions and attendance at Relapse and Prevention Groups to assist a positive entry to the Transition program. Although the number of clients in programs over the year were lower, the average length of stay in program was longer largely due to challenges associated with accessing housing in the community following completion of treatment.

Adults in Nexus and Transition received weekly case management, counselling support and attended Social Group and Relapse and Prevention sessions. Parents with children in the Transition Program continued to be supported with parenting plans and individual children's development plans. Children were supported to participate in extra-curricular activities such as swimming lessons, soccer, rugby league, gymnastics, and dance where that was possible during the pandemic.

Clients in Nexus and Transition attended the Sorry Day bridge walk, Remembrance Day for family and friends who had a loved one pass away from substance use. NADIOC week 2020 was moved to November and our clients attended the Community Organisations event in Woden Town Square.

Social Group: evolved during COVID -19 to maintain a connection with Transition and Nexus program peers during the challenging year. Groups were facilitated virtually with a focus on fun, connection, and support. As restrictions eased activities in the community commenced with the highlight being paddle boarding on Lake Burley Griffin for residents and staff.

Aftercare / Outreach

Outreach support throughout the year was primarily offered via telephone however where face to face support was possible and safe to undertaken, this occurred from our Head Office. Support continued to focus on providing individuals and families with access to services, post-treatment needs to continue their recovery goals and minimise harms. In some cases, outreach involved supporting people to return to one of our programs. The Outreach worker provided links and referrals for clients to access appropriate services, preparation of support letters or letters confirming participation in programs to assist with court and housing matters. Access to appropriate housing remained a challenge particularly within the ACT and the team provided support to clients in maintaining recovery.

Aboriginal and Torres Strait Islander Cultural Support and Liaison Program

The establishment of two identified positions within Karralika Programs was driven by the increasing number of clients identifying as Aboriginal and Torres Strait Islander and our commitment to providing a culturally safe and welcoming environment for them to help them achieve their recovery goals. Our Cultural Support and Liaison Officers play a vital role in connecting with our clients, graciously sharing their love of their country and culture with our clients and staff across the organisation and our programs, and support clients to connect or reconnect with their culture.

In the past 12 months, the workers have linked with Elders and members of her community to facilitate and/or arrange many creative and meaningful opportunities and activities for clients and children including (to name just a few):

- A welcome pack for new clients who identify as Aboriginal and/or Torres Strait Islander
- Smoking ceremony for an Aboriginal family entering one of our community houses
- Decorating clap sticks and boomerangs for children; didge making for the men and boys and Emu egg painting across all programs
- Reconciliation Week activities for staff and clients
- Visits to sites of cultural significance, sharing stories about places, scar trees, totems
- Providing reading material, films, and other stories
- Reviewing our practices and processes for cultural safety and appropriateness
- Enriching our physical spaces with beautiful imagery and symbols



Community Services Key Information

Nexus Program (ACT)

8 Men participated in the program through the year

111 Days was the average length of stay

25% Of clients identified as Aboriginal and/or Torres Strait Islander

Primary drug of concern reported



50% Stimulants



38% Alcohol



12% Opioids

Transition Program (ACT)

3 Adults participated in the program through the year

4 Children accompanied their parents

190 Days was the average length of stay

Primary drug of concern reported



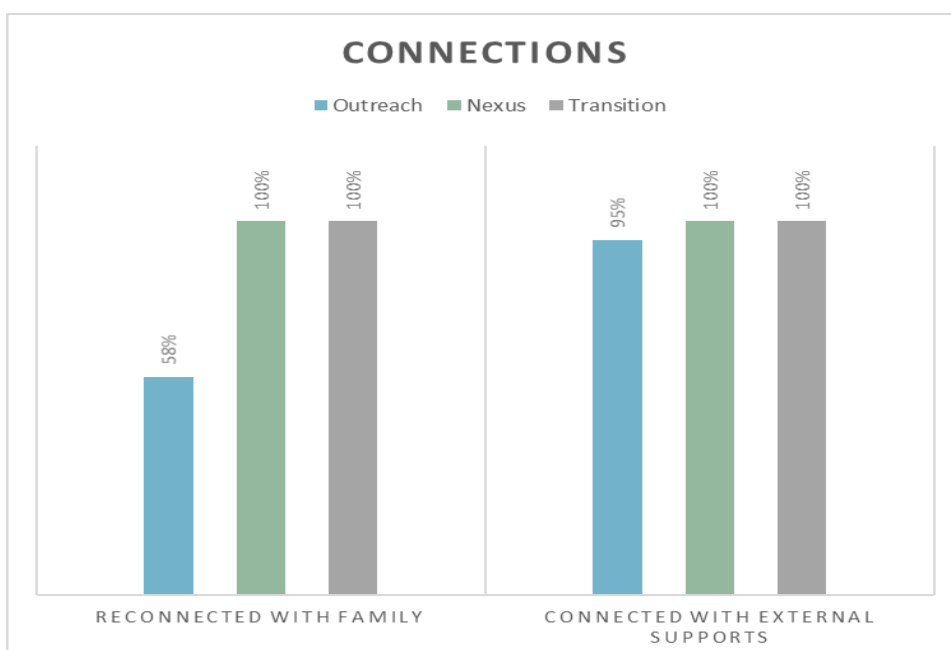
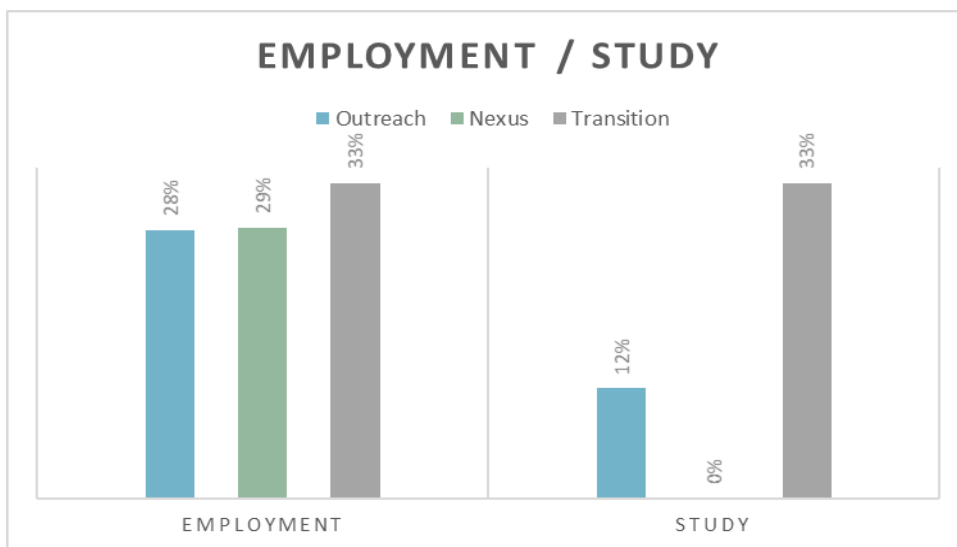
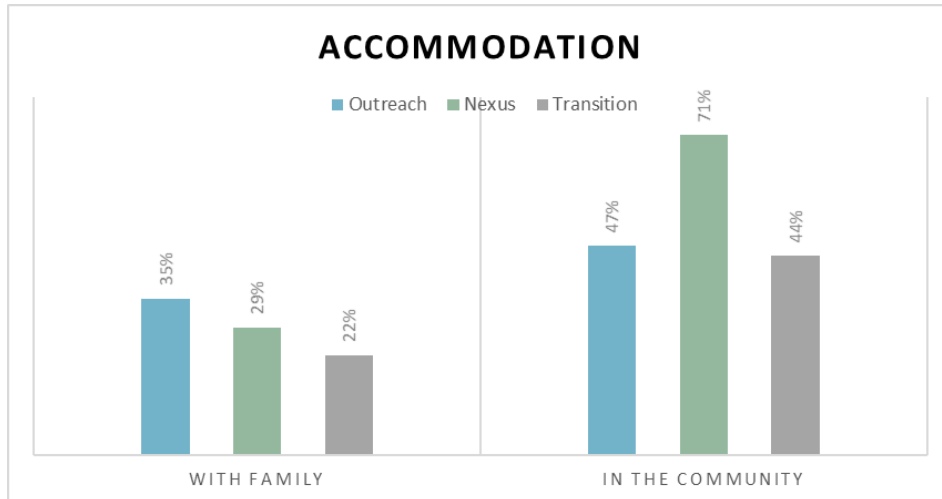
66% Stimulants



34% Alcohol

Community Services Outcomes

Clients in our Nexus and Transition Programs and those engaging in Outreach are supported to access other services and participating in a range of activities including employment, study as well as supporting children’s attendance at school, connection with family and securing safe accommodation.



Community Counselling

Clients participating in Early Birds, Nexus, Transition and Outreach were provided counselling support. Counselling sessions were delivered either face to face, via phone or virtually taking into account clinical need, risk and restrictions relating to COVID-19.

In addition to Karralika Programs clients, our counsellors supported Wellways ACT through their Youth Step-up Step-down Program (YSUSD) providing individual sessions and facilitating SMART Recovery with an alcohol and other drug focus.

Community-based counselling support was also provided to workers in the construction industry through our partnership with Construction Charitable Works, in addition to providing support for those awaiting admission to our residential programs.

Non-residential Withdrawal Program (ACT)

Karralika Programs has been delivering the home-based (non-residential) withdrawal program in the ACT for 2 years, providing a non-residential option for people to withdraw from substances in their own homes where it is safe to do so. Referrals to this program come from other alcohol and drug services, GPs, self-referrals and from the withdrawal unit within Canberra Health Services. Our qualified and experienced Registered Nurses worked closely with the withdrawal unit and other services to support the clients in the community to safely withdraw from substances prior to admission into a treatment program such as a residential rehabilitation, day program or specialist counselling.

Visits to the withdrawal unit and other services to provide information on the non-residential withdrawal option continued, with some modification due to COVID-19. The service will be significantly expanded in 2021-22.

Non-Residential Withdrawal Program Key Information

22 People participated in the program through the year

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

9% Identified as Aboriginal or Torres Strait Islander

Primary drug of concern reported



18% Stimulants



5% Cannabis



73% Alcohol



5% Opioids

Pharmacotherapy Support Program

Karralika Programs has long supported access to pharmacotherapy options for clients in community and residential settings with support from our Registered Nurses and in partnership with Prescribers. The Pharmacotherapy Support Program aids clients accessing Opioid Replacement Therapies (ORT) to commence, maintain or reduce treatment. Connected to our Non-residential Withdrawal Program (above), our nurses support clients to safely withdraw from substances, access ORT or maintain current treatment regimes in order to enter Nexus, Karralika Therapeutic Community or programs delivered by other specialist services.

Our Nurses work closely with the client, Canberra Health Services Alcohol and Drug Services ORT program and prescribers as well as client’s GPs to reach optimal treatment outcomes.

Pharmacotherapy Support Program Key Information

22 People participated in the program through the year

59% Identified as Male

41% Identified as Female

2 Identified as Aboriginal and/or Torres Strait Islander

45% Reported poly-substance use

Primary drug of concern reported



28% Stimulants



50% Alcohol



17% Opioids



5% Other

NSW Child and Youth Alcohol and Drug Program

The Child and Youth Program continued to provide intensive brief interventions and support to young people and their families during a year that provided many challenges for staff and clients. One of the biggest challenges for the staff was access to schools as COVID – 19 protocols reduced the capacity for staff to be present in local schools compared to previous years. The teams across both regions implemented creative strategies to remain connected to their clients and one of these was letterbox drops that provided therapeutic resources that supported young people to stay engaged, in addition to the use of digital technologies and social media.

A strong relationship continued to be fostered in Wagga with Headspace and a new connection has been formed with the recent opening of Headspace Batemans Bay, with Karralika Programs being a member of the Consortium in both regions.

Eurobodalla

Young people and their families who faced extreme adversity continued to receive concentrated support from the team which includes a Registered Nurse, Counsellor and Case Manager. The multidisciplinary team provides holistic support, tools and strategies, and links to services in the community.

Our Nurse works with the young person to improve their overall health and wellbeing and establish strong relationships with the local GP's, support reduction in substance use and access to health and medical services in the local area, with our Counsellor providing targeted counselling support that is trauma-informed with therapy provided to individuals and the family unit. Our Case Manager formed relationships with Employment Services in the region and many young people were referred and supported to complete their school studies online and some individuals were successful in receiving traineeships.

The official opening of the local Headspace in April 2021 consolidated the existing partnerships our team has with young people, families, and linked services. Our team provides in-reach to headspace offering AOD case management, counselling, and withdrawal support. The CEO, Manager and staff attended the official opening of the Batemans Bay site, with the team participating in the headspace roadshow events in the region.

Wagga Wagga (Murrumbidgee)

Our team in Wagga Wagga includes a Registered Nurse and Counsellor supporting young people and families across the Murrumbidgee region. A steady flow of referrals throughout the year were received from local schools, GP's, Juvenile Justice, headspace, other Government agencies and Community Services with the team increasing their activity and in-reach to schools.

Our Counsellor worked one day a week at Young High school supporting young people to increase their attendance at and or remain in school. The Indie School in Wagga is an independent alternative high school for student's ages 15 to 19 years that offers alternative education for disengaged youth to complete. The team received referrals from the school so in consultation with the principal it was agreed the Registered Nurse and Counsellor would attend the school one day a week. This initiative has seen further positive outcomes due to the presence onsite.

The trusting relationships formed between the team, teachers and students significantly increased positive outcomes for the young people. As a result of the AOD withdrawal interventions and counselling support, the school engagement by the young people has also improved and resulted in greater number of self-referrals from peers being received.

Through our partnership with headspace as a member of the Consortium, our Registered Nurse provided AOD support weekly on-site at the headspace site which consisted of education, awareness and harm minimisation of alcohol and other drug use. Young people with AOD comorbidities were supported reducing or withdrawing from their primary substance of use.

NSW Child and Youth Program Key Information

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

34 Family members received treatment

56 People received a withdrawal episode of care

93 People received a counselling episode of care

57% People received a case management and support

39% Identified as Aboriginal and/or Torres Strait Islander

Primary drug of concern reported



12% Stimulants



76% Cannabis



9% Alcohol



3% Other

Community Drug Action Teams (CDAT) Program (NSW)



A Consortium of specialist alcohol and other drug services in NSW were awarded a contract for the delivery of the Community Drug Action Teams (CDAT) program across NSW. The Consortium, led by Odyssey House NSW alongside Karralika Programs, The Buttery, and Bila Muuji. Karralika Programs supports CDATs across the Southern Region of NSW.

In June 2021, Karralika Programs recruited two Community Development Officers (CDO) to support the local CDATs in the southern NSW regions including parts of the South-Central NSW, Southern Tablelands, Snowy Mountains, and South Coast. Although local community activities were restricted, the communities stand at the ready to continue their great working in reducing the harms associated with problematic substance use. Planning for regional forums began and small grants began to flow.

Highlights of the Year

Wagga Child and Youth Program:

The move into the new office space was a highlight after the team had worked primarily at home for the majority of the first half of the year. The office is in the main street of the Wagga CBD and is close to other key local services and community partner agencies. It is accessible to young people and their families and provides the perfect space for drop-in visits, seduced consultations, or counselling sessions

Eurobodalla Child and Youth Program

The team attended a Musical Festival at Moruya in April which was organised by the Eurobodalla shire Council for young people and families. This was an alcohol-free event, and the team had a stand to raise awareness of Karralika Programs and the Child and Youth Program.

Cultural and Liaison Support Program

Has been a highlight this year and especially the work of Tiana House one of the Cultural Liaison and Support Officer. Tiana has shared stories about her mob and the impact of colonisation, her commitment and passion for closing the gap and for genuine reconciliation to allow the opportunity for all First Nation's Peoples to heal. This is demonstrated through her work daily with clients and colleagues. She is proactive and motivated, taking every opportunity and conversation to connect people, share the richness of her culture, and supporting clients to explore their history. Elsewhere in this report you will see evidence of the activities the program has made available to clients and staff.

Good News Stories

Karralika Programs is one of a small number of specialist drug and alcohol treatment providers supporting the Drug and Alcohol Sentencing List (DASL), the ACT's Drug Court. Through our AOD services, and the partnership with the DASL team, one of our clients has gone from strength to strength in both his AOD recovery and personal growth. The intensive support provided both from the DASL and Transition programs has provided this client with the opportunity to make the necessary changes to support his lifelong positive recovery.

A young person involved in the Child and Youth Program who had previously been involved with Juvenile Justice, disengaged in school and had been experiencing episodes of extreme anxiety. With the support of our team, the young person successfully ceased his cannabis use, participated in counselling which reduced his levels of anxiety and was supported by the team to successfully gain employment.

Feedback From Our Clients

" I am writing to you to let you know how grateful I am for having had the opportunity to be a client of the Karralika Programs both as a member of the Therapeutic Community and Outreach guidance. In an addition to saving me from self-destruction, the services gave me tools to build my confidence and actually stop just "existing" and actually start "living" " (Outreach client)

" My Counsellor has always shown he believed in me by encouraging me to embrace the hard work needed for recovery and appreciate the small triumphs on the way. My Counsellor has continued to provide strong guidance in my life as through his counselling he taught me to rebuild valuable relationships, find an enjoyable career path, create my own personal development goals, manage my mental health effectively and most importantly shown me how to value myself " (Counselling Client)

" From a young person to our Registered Nurse "because of the help, support, and the confidence you have given me I have been able to achieve my dream. As of Tuesday, I have been accepted as a Military Police Officer in the army, soon to one day be a dog handler. I am ever grateful for the power and confidence you have given me thank you" " (Child and Youth Program Eurobodalla Client)

" From a young person to the Counsellor "hey my week has been great, working all week and only having three smokes a day now not far off quitting and haven't drunk alcohol for ages now. I am feeling more alive and like my old self again. Thank you so much for everything and for helping me" " (Child and Youth Program Wagga Client)

" A client who participated in the Anger Management Program "thank you for providing me with the opportunity for personal reflection and understanding of my anger responses and new ways of how to manage my frustrations" " (Relapse and Prevention Participant)

REversed Driver Education Program



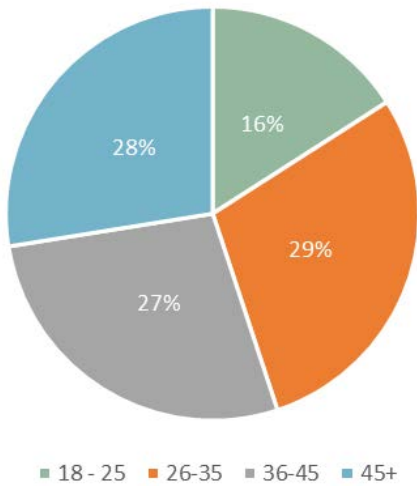
Karralika Programs delivers a 6-hour education program for people in the ACT who have been charged with a drink or drug driving offence. Despite the restrictions in delivering face to face sessions throughout the year, the team was able to continue to make this program available for those in the community through a mixture of face to face and online courses.

- 10** Courses were held during the year

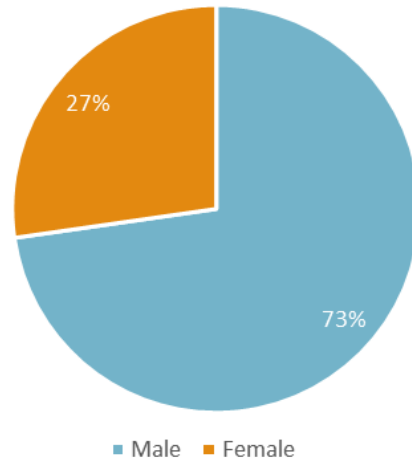
- 77** People enrolled in the course

- 39** People Successfully completed the course

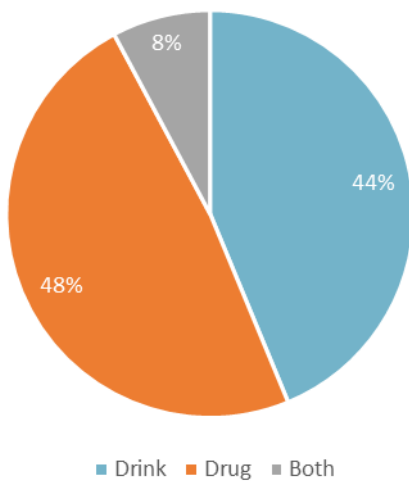
Ages



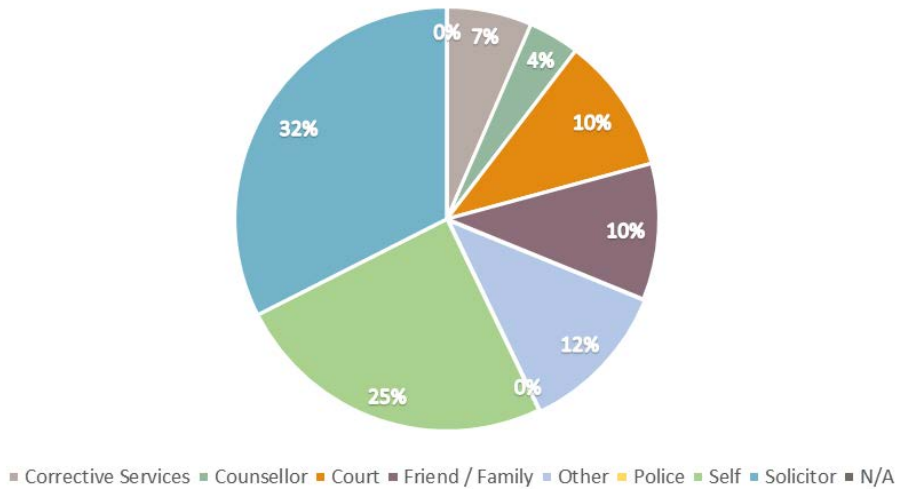
Sex



Substance of Influence



Referral Source



Feedback From Our Clients

" The presenters were very informative. They anticipated well not all the participants understood and took in what was being said. I recommend this course for all DUI (Drug) victims. "

" Came in kicking and screaming at first why me but I excepted my fate and rolled with the punches. To be humble."

" Excellent, team is very professional and experienced, they understand the needs and wants of all the different parties, no pressure, very supportive. "

" Open and friendly, don't feel pressured or rushed. Kind and supportive. Created a comfortable environment."

" I have been to many courses (short) this is by far the most interesting one because it's not boring, there is purpose to this course."

" Thank you for not judging and being understanding and the level of support of things available for after the program."

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.

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.

Solaris Therapeutic Community Program

The 20 week (plus graduate phase) modified Therapeutic Community program includes assessment, program readiness (4 weeks) and treatment (16 weeks) as well as a transition out- reach support, which is an additional support for graduates who are preparing for release and during their transition back into the community.



Highlights of the Year

The highlight of the year for Solaris has been the success of introducing the ability to engage with a Karralika alcohol and other drug counsellor while in the program. This has been an invaluable additional support for participants and continues to be a much sought-after service.

Good News Stories

The Solaris Program regularly sees significant behaviour change in its participants, with those exiting detention engaging in the aftercare program to enhance their chances of success.

This year, the Karralika team of Solaris has recruited a full complement of alcohol and other drug case managers to support the program. This was challenging given the coronavirus situation and people's desire to remain in already stable working situations. However, we are pleased to have on board a full team of very passionate and dedicated clinicians to support the participants.

Feedback From Our Clients

" All the TC staff are well trained, well informed and here for the right reasons "

" The content has helped me to realise that I'm unique and I have values and a lot to offer to others "

" Very satisfied with the program as a whole. I have found myself not being tempted by anything and being able to say no "

" I don't think I would have even got this far without the team. Can't thank you enough "

" I learned quite a bit about myself and where I need to improve my recovery "

" Always good conversations and relevant information shared and learnt."

" It has helped me understand core beliefs, values, auto(matic) thoughts, emotions and how they influence our actions "

Justice Services Key information

Solaris

50 Men participated in the Solaris Program

92% Completed the Solaris Program

16% Identified as Aboriginal and/or Torres Strait Islander

38% Men received continued support following release from AMC

Primary drug of concern reported



72% Stimulants



12% Cannabis



6% Alcohol



10% Opioids

Justice AOD Counselling Service

Karralika Justice Services (KJS) Alcohol and Other Drug (AOD) Counselling Services, provides trauma informed specialist AOD counselling services for community-based individuals connected to Justice Services in the ACT (e.g., Community Corrections and the Alexander Maconochie Centre), or those who have concluded with these services within the last 3 months.

Working alongside the Alexander Maconochie Centre (AMC), Community Corrections Office, Everyman and Domestic Violence Crisis Service on a regular basis, KJS can provide up to 12 counselling sessions, with a focus on assisting clients to develop strategies to address AOD and other issues arising from the transition back to the community.

Justice Services Counselling is an integral piece of the recovery puzzle for so many of our clients, but Coronavirus has brought many challenges with it, including staff relocations and the introduction of online counselling.

Highlights of the year

Karralika Justice Service Counselling welcomed a new member to the team, Krysia Keefe. Krysia comes to us with many years of experience working in the alcohol and other drug sector and a true passion for assisting people to reach their goals.

Despite the Coronavirus havoc, the Justice Services Counselling program has continued to support and provide an invaluable treatment option for people with links to the justice system. This has been a phenomenal effort of innovation and enthusiasm from all Karralika staff involved.

Good News Stories

The Karralika team, including those delivering the Justice Services Counselling program, have demonstrated their resilience during this difficult time and come together to look at alternative ways of delivering program to our most vulnerable clients. A lot of care continues to be taken regarding checking in with clients and co-workers regularly around mental health and general wellbeing given the circumstances.

Feedback From Our Clients

" I just want to say how great Mel has been for me and how helpful she has been. I'm grateful to meet a counsellor like her; I think she is the best support "

" I find the support from Karralika staff useful. Thank you for the continuing journey "

Justice Services Key information

Alcohol and other Drug Counselling

16 People engaged in Justice Counselling Program

18% Returned to prison whilst still engaged with counselling

12% Identified as Aboriginal and/or Torres Strait Islander

Primary drug of concern reported



62.5% Stimulants



12.5% Cannabis



12.5% Alcohol



12.5% Opioids

Corporate Services

The Corporate Services team has been the engine room of the organisation, maintaining facilities, IT infrastructure, HR management and frontline engagement with the community. The team has supported the workforce

Transformation in Technology

During the last 12 months, Karralika Programs has continued to work on several Information, Communication and Technology initiatives to continue to be able to deliver quality service, information, and programs, and to support access for our clients during COVID-19. This has been an ongoing process allowing Karralika Programs to be adaptive to the ever-changing way of service delivery and staff support.

These include.

- The new and updated Karralika Programs website went live to the community following significant consultation with clients, staff, and stakeholders.
- Project work on the development of an employee platform providing access to records, plans, policies, continuing education, and recognition.
- Set up and delivery of Online Reversed Driver Education Sessions allowing the continuation of this service to the community during Covid.
- Roll out of online platform for staff to be able to continue to work from home or offsite.

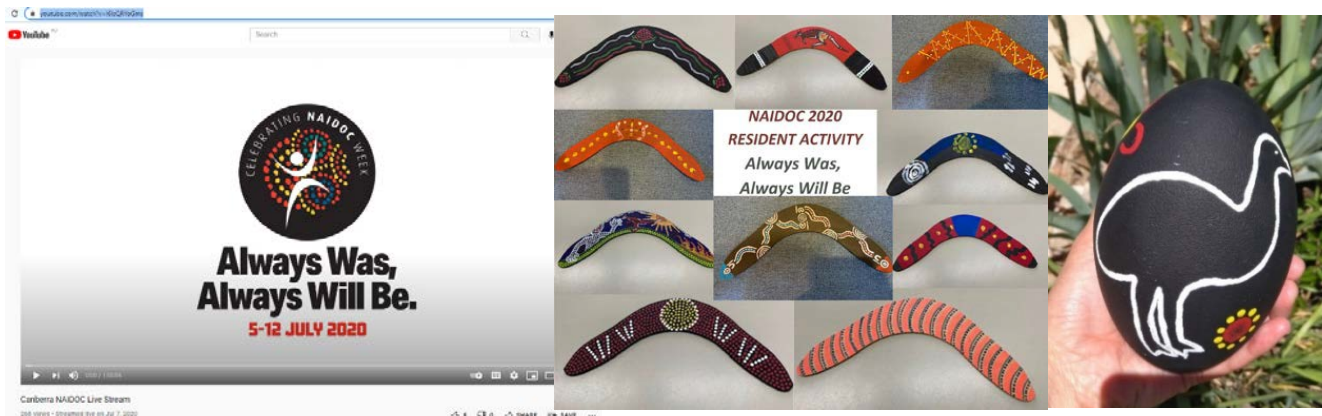
Community Connections and Events

NAIDOC 2020

Karralika Programs was pleased to be able to work with other organisations within the ACT community sector to provide a special live event on Tuesday 7th July celebrating NAIDOC week during this time of COVID.

Organisations within the ACT Community sector acknowledged that whilst official NAIDOC Week celebrations had been deferred, we were still able to put together a digital event. Participating community sector organisations hosted a live stream Q & A session with local community members to discuss the meaning and importance of Aboriginal culture to them, with particular focus on the theme – ‘Always Was, Always Will Be’.

Whilst official community celebrations for NAIDOC week were postponed until November this year due to the COVID-19 pandemic, residents of the Therapeutic Community engaged in a range of in-house activities to mark the event. The week commenced with our morning meeting recognizing the importance of NAIDOC week. The history of NAIDOC week and information about the 2020 theme – “Always was, always will be” was provided to the community.



November 2020 Jeff Amatto – More Cultural Rehabs Less Jails

Karralika Programs hosted Wiradjuri man Jeffrey Amatto who shared his story with participants. Mr Amatto speaks honestly and with passion about his experiences of incarceration and addiction and how he embraces his recovery with a focus on cultural needs. Mr Amatto is a strong advocate of “More Cultural Rehabs Less Jails” and shares his story to inspire others going through a similar experience and educate the wider community on the complexities and systemic barriers faced by people attempting to change their lives.

Clients who attended these talks have shared

“He tells a difficult story with dignity and is truly inspiring.

I remembered his first talk very well (a highlight of my time at Karralika) and his second talk was similar but contained enough new insights to be well worth the time to listen to him. I was struck by the fact that a man of indigenous heritage spoke without bitterness about the racist way he must have been treated. He explained that he avoided the black/white debate as that would detract from his message about recovery from addiction. That impressed me a great deal. To have the emotional wisdom and courage to do that is very rare.”



“Just being able to see someone go through all the stuff we’ve all been through and coming out the other side as someone who can still be respected (was the most beneficial thing).”

“This talk has shown me the path I’m on and what I’m doing is where I want to be. It inspired me to keep going strong and keep searching for my truth.”

April 2021 headspace opening and Roadshow

As a member of the Consortium for the Eurobodalla headspace, led by Relationships Australia Canberra and Region, we were delighted to be in attendance at the official opening of the centre. We were treated to a performance by local Indigenous dancers and a speech from the Chair of the Youth Advisory Body.



Eurobodalla staff attended the Headspace on tour located at the Skate Park Youth Event Narooma. Staff attended with a Karralika Stall and participated in activities with Head Space staff



June 2021 Mental Health Forum Wagga Wagga

The Mental health forum 2021 was held at the Wagga Wagga Christian College hosting 16 high schools from across the region, with some schools travelling over 250 kilometres to attend the event. There were over 120 students and 23 school staff that attended the day.

The students interacted with each other to help them understand the value in relationships and how to surround yourself with the right people, can have an immense positive impact on your mental health and behaviour.

Students heard from mental health professionals and a lived experience speaker. They then brainstormed ideas to 'Take Back' to their school after identifying problems they consider important to address in their schools. They then pitched to the forum as to what, who, where, when and how is this idea going to happen?

After the forum the support people who were from several different services followed up with the different schools how they went with the project and how they could apply for funding to help get the project off the ground.

This was attended by several CDAT members having a dual purpose as CDAT members and representing their services such as Karralika, Headspace and the Wagga Wagga city council.

The students came up with some terrific ideas.



Our Supporters and Partners

We recognise and 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 can provide high quality specialist alcohol and other drug treatment programs for adults, young people, and families due to the support from the following funding bodies and partners

- ACT Health Directorate
- Commonwealth Departments of: Health, Social Services and Veteran's Affairs
- ACT Community Services Directorate
- NSW Ministry of Health
- Capital Health Network
- Murrumbidgee Primary Health Network
- NSW Department of Communities and Justice
- Uniting
- Wellways
- Construction Charitable Works and Canberra Tradesmen's Union Club Charitable Trust
- ACT Corrective Services
- Canberra Health Services, Alcohol and Drug Services
- Relationships Australia Canberra and Region (RACR)
- Domestic Violence Crisis Service
- Mental Illness Education ACT
- Hepatitis ACT
- Marymead
- CatholicCare Canberra and Goulburn
- Katungal
- Winnunga Nimmitjiah
- RivMed
- Waminda Aboriginal Health Services

Karralika Programs is extremely grateful for the support we receive from the community that further helps to support us in the work we do

- The individuals, families and business that have given more \$2,033 directly or through our nominated donation platform
- The individuals and organisations that have donated items to all our programs.
 - Craft Supplies
 - Wool
 - Magazines
 - Seedlings
 - Children's gardening tools
 - Raised garden beds
 - Televisions
 - Curtains
 - Christmas trees and decorations
 - Christmas Presents for adults and children
 - Bedding items
- Good 360 for providing high quality products
- Uniting Church, Tuggeranong
- AA / NA
- Anytime Fitness Lanyon
- Monarch Building Company
- Curijo
- Sharon Winks, Galent Management Consulting
- Australian Federal Police College
- Jeff Amatto

Financial Statements

Karralika Programs Incorporated
ABN: 88 061 551 715

Financial Statements
For the Year Ended 30 June 2021

Board of Directors' Report

The Board of Directors present their report on Karralika Programs Incorporated (the Association) for the financial year ended 30 June 2021.

Directors

The names of Board Members in office at any time during, or since the end of the year are:

Names	Position	Appointed/Resigned
David Templeman	Chair	Reappointed November 2020
Julie Blackburn	Deputy Chair and Public Officer	Reappointed November 2020
Rebecca Davey	Finance Director	Reappointed November 2020
Rose Stellino (Nairn)	Director	Reappointed November 2020
Sally Bradford	Director	
Belinda Kendall	Director	

Principal Activities


The principal activities of the Association during the financial year were to conduct the following programs:

- Residential Services for adults, families and children including the Karralika Therapeutic Community, Karralika Family Program and Karuna Program;
- Community Services including Assessment, Early Birds and Aftercare/ Outreach Program, Counselling, Men's Nexus Program and Aftercare Transition House; Non-Residential Withdrawal Services, Pharmacotherapy Support Program, Child and Youth Program (NSW), and Community Drug Action Team (NSW);
- Reversed Drink/ Drug Driving Education Program; and
- Justice Services including the Solaris Therapeutic Community at the Alexander Maconochie Centre, Solaris Transition Program, and the Justice Services Alcohol and Other Drug Counselling Program.

Operating Result

The surplus of the Association for the financial year amounted to \$340,949 (2020: \$2,800). Signed in accordance with a resolution of the Members of the Board:


Chair:
.....
David Templeman


Finance Director:
Rebecca Davey

Dated this 5th day of October 2021

Auditor's Independence Declaration Under Subdivision 60-40 of the Australian Charities and Not-for- profits Commission Act 2012 to the Members of Karralika Programs Incorporated

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021 there have been no contraventions of the auditor independence requirements as set out in any applicable code of professional conduct in relation to the audit.



Nexia Duesburys (Audit)
Canberra, 5 October 2021



G J Murphy
Partner

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Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2021

	2021 \$	2020 \$
Revenue and other income	6,749,921	6,226,054
Amortisation of right of use assets	(207,654)	(200,718)
Depreciation	(59,805)	(55,871)
Employee benefits expense	(5,190,944)	(4,889,384)
Loss on disposal of assets		(1,747)
Marketing expenses	(630)	(9,414)
Program expenses	(232,549)	(344,815)
Rental expense	(20,975)	(18,390)
IT expenses	(143,855)	(124,453)
Motor vehicle expenses	(51,169)	(65,112)
Telecommunication expense	(84,292)	(58,248)
Consultants	(95,120)	(157,573)
Interest on lease liability	(15,770)	(19,887)
Other expenses	(306,209)	(277,642)
Surplus for the year before income tax	340,949	2,800
Income tax expense		
Surplus for the year	340,949	2,800
Other comprehensive income		
Total comprehensive income for the year	340,949	2,800

Statement of Financial Position

As At 30 June 2021

	2021 \$	2020 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	2,976,499	2,231,957
Trade and other receivables	113,760	132,422
Financial assets	441,621	439,103
Other assets	219,566	254,735
TOTAL CURRENT ASSETS	3,751,446	3,058,217
NON-CURRENT ASSETS		
Financial assets	24,750	24,750
Property, plant and equipment	121,821	177,342
Right of use assets	426,717	469,333
TOTAL NON-CURRENT ASSETS	573,288	671,425
TOTAL ASSETS	4,324,734	3,729,642
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	561,705	471,488
Other liabilities	715,800	595,228
Lease liabilities	180,000	190,328
Employee benefits	461,875	382,223
TOTAL CURRENT LIABILITIES	1,919,380	1,639,267
NON-CURRENT LIABILITIES		
Lease liabilities	267,084	301,981
Employee benefits	21,368	382,223
TOTAL NON-CURRENT LIABILITIES	288,452	314,122
TOTAL LIABILITIES	2,207,832	1,953,689
NET ASSETS	2,116,902	1,775,953
EQUITY		
Retained earnings	2,116,902	1,775,953
TOTAL EQUITY	2,116,902	1,775,953

Statement of Changes in Equity

For the Year Ended 30 June 2021

2021		
	Retained Earnings	Total
	\$	\$
Balance at 1 July 2020	1,775,953	1,775,953
Surplus for the year	340,949	340,949
Balance at 30 June 2021	2,116,902	2,116,902

2020		
	Retained Earnings	Total
	\$	\$
Balance at 1 July 2019	1,773,153	1,773,153
Surplus for the year	2,800	2,800
Balance at 30 June 2020	1,775,953	1,775,953

Statement of Cash Flows

For the Year Ended 30 June 2021

	2021	2020
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers and others	7,453,490	5,823,674
Payments to suppliers and employees	(6,501,040)	(6,375,772)
Interest received	24,927	28,878
Interest paid on lease liabilities	(15,770)	(19,887)
Net cash provided by/(used in) operating activities	961,607	(543,107)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Payments for property, plant, and equipment	(4,284)	(65,011)
Purchase of investments	(2,518)	(8,652)
Net cash provided by/(used in) investing activities	(6,802)	(73,663)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Repayment of lease liabilities	(210,263)	(185,196)
Net cash provided by/(used in) financing activities	(210,263)	(185,196)
Net increase/(decrease) in cash and cash equivalents held	744,542	(801,966)
Cash and cash equivalents at beginning of financial year	2,231,957	3,033,923
Cash and cash equivalents at end of financial year	2,976,499	2,231,957

Karralika Programs Incorporated 2021

ABN: 88 061 551 715

Statement by Board of Directors

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and:
 - a. comply with Australian Accounting Standards - Reduced Disclosure Requirements and other mandatory professional reporting requirements; and
 - b. give a true and fair view of the financial position as at 30 June 2021 and of the performance for the year ended on that date of the Association.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013.

Chair



.....
David Templeman

Finance Director



.....
Rebecca Davey

Dated 5 October 2021



Independent Auditor's Report To the Members of Karralika Programs Incorporated

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Karralika Programs Incorporated ('the Association'), which comprise the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the statement by board of directors.

In our opinion, the accompanying financial statements of the Association are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's responsibility for the audit of the financial statements section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards) (the Code) that are relevant to our audit of the financial statements in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

The committee members are responsible for the other information. The other information comprises the information in the Association's board of directors' report for the year ended 30 June 2021, but does not include the financial statements and the auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

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If, based on the work we have performed, we conclude that there is a material misstatement of the other information we are required to report that fact. We have nothing to report in this regard.

Directors' responsibility for the financial statements

The directors of the Association are responsible for the preparation of the financial statements that give a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibility for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

A further description of our responsibilities for the audit of the financial statements is located at The Australian Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.



Nexia Duesburys (Audit)

Canberra, 5 October 2021



G J Murphy
Partner



Karralika Programs Incorporated
PO Box 2230, Tuggeranong ACT 2901