



KARRALIKA

programs to help you choose a better life

Annual Report 2021 - 2022



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Report from the Chair

“Working with our clients and their families and other partner agencies, has shown once again that we are stronger together.”

If the COVID-19 virus has any lessons for us, it is that adaptation ensures survival, and this is true for families, communities, businesses, governments and community organisations like Karralika Programs. This year has brought with it many challenges, but also many opportunities, whether by chance or by design.

Our multidisciplinary team of passionate and values-driven workers from all walks of life have worked hard to maintain the high-quality service that individuals and families have come to depend on, despite the varying and continuing impacts of COVID-19. Working with our clients and their families and other partner agencies, has shown once again that we are stronger together. This is also reflected in the continuation of our base funding from Government and in the securing of new grants to strengthen and grow our suite of services to meeting community need in the ACT and regional NSW.

Karralika’s reputation for excellence in both a clinical and corporate governance sense is reflected in the continued and growing investment by Commonwealth, Territory and State Governments, the organisations seeking to partner with us, and most poignantly reflected by the numbers of individuals and families who reach out to us for support for themselves or their loved ones.

We are humbled by the trust you place in us. Our warm and progressive approach to working with our Aboriginal and Torres Strait Islander colleagues, communities and agencies maintains our promise to be of service and help close the gap and assist the new Federal Government’s commitment to deliver the *Uluru Statement from the Heart* in full.

I thank the members of the Karralika Programs Board for their insights for, and commitment to, the purpose and mission of the organisation and to our local and Federal Government officials and elected members for your interest and support that helps amplify the impact we can provide to those who need us.

On behalf of the Karralika Programs Board I wish to thank our funders, partners, stakeholders and supporters for their ongoing support and trust they place in our organisation and our team to deliver high quality services to those most vulnerable in our communities across the ACT and regional NSW. We are privileged to be a trusted source of advice and service; an organisation people can rely on in uncertain and challenging times.

I commend this report to you



David Templeman

Chair

Report from the Chief Executive Officer

“We have come from community, and we continue to serve the community. Our focus on people-first, service excellence, reconciliation and inclusion, respect, integrated service delivery, and quality are as important as they ever were.”

Despite how much we have grown and changed over the years, Karralika Programs has not forgotten our humble beginnings, forged from grass roots advocacy to address a critical community need.

2021 heralded 45 years since the establishment of our Association, originally named “Alcohol and Drug Problems of the ACT”, shortly after renamed as Alcohol and Drug Foundation of the ACT (ADFACT). In 2011 our organisation, known as Karralika Programs, further expanded, and has maintained our reputation as one of the leading service providers in drug and alcohol treatment across the region.

ADFACT was formed by a small group of community minded citizens, who were concerned about the increase in problematic substance use and the paucity of specialist alcohol and other drug treatment programs in the ACT. These community members worked tirelessly to bridge the gap, beginning with the establishment of a residential program at the Karralika Homestead, taking our first clients into the Therapeutic Community in December 1978. In 2023 we will celebrate 45 years of service delivery.

We have come from community, and we continue to serve the community. Our focus on people-first, service excellence, reconciliation and inclusion, respect, integrated service delivery and quality are as important as they ever were. This continues to be demonstrated by the work we have undertaken over 2021-22 with the community, families, governments, stakeholders and other services, to maintain a focus on service quality improvement and adequacy of service system capacity, to meet the growing community need for specialist alcohol and other drug services and programs. We thank the Territory, State and Commonwealth Governments, as well as our partners and funders, for the opportunity to work together to help inform and shape future specialist alcohol and other drug treatment services across the ACT and NSW.

The flexibility, support and openness of our partners and funders to do things differently during times of change, particularly with the impacts of the pandemic, allowed us to take up new opportunities and work in true partnership for the benefit of the community; a true achievement. The quality and importance of our work has been recognised through continued and increased funding to deliver core programs and to innovate, bringing the best of new evidence into our approach.

We appreciate the attention government is giving to service mapping and funding models to appropriately finance high quality treatment and support programs into the future, after long periods of flat lining funding and minimal new investment. Our team looks forward to working with government to better align demand and true cost of service delivery.

Partnerships with other providers including government and non-government agencies, individual practitioners and businesses, have been fundamental to our approach to working with clients and families.

There have been many challenges associated with workforce shortages overall during the pandemic, in addition to the specialist nature of what we do, and yet the Karralika team has continued to perform as true professionals who take pride in the work they do and the outcomes they achieve. They have pulled together to support each other and have delivered excellent services and support to our clients and client’s families.

Thank you to our clients and families for the trust you place in us; to our Consumer Advisory Body and Board for your ideas, insights and vision; and to the whole Karralika team, for your unwavering commitment to quality care, professionalism and collaboration.



Sharon Tuffin

Chief Executive Officer

About Karralika Programs

Our Vision and Values

At Karralika Programs, our purpose and our values are core to everything we do, how we work together with our clients, families, community and each other. We strive for service excellence that meets the needs of the individuals and families who come to us for support.

Our proud history began in 1976, when a group of passionate community members advocated for more alcohol and other drug treatment services to support the ACT community, beginning with residential-based programs. Over the years the range of services has expanded, as has our support in the surrounding NSW region, but our vision and values remain steadfast.

As a specialist alcohol and other drug treatment service, our programs are grounded in evidence of best practice, and delivered in a way that best meets the individual needs of adults, young people and families.

We continue to incorporate innovative and unique approaches to service design and delivery, work with our clients and their families and other service providers and sectors to bring an integrated and holistic approach to support change. Our history and our vision emphasise our role in 'empowering change and creating new futures for optimal quality of life'; something we all want for ourselves as individuals, workers, clients, and families.

To do this, we work with other organisations and services and support a positive work culture that includes recognising individual and collective strengths, bringing a learning mindset, being curious and open to change, being flexible and creative when responding to needs. When we are unable to provide the most appropriate service to our clients, our commitment is to connect them with other services to help them achieve their goals. This is what having a client-centred focus is all about.



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 nonjudgmental 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

Karralika Programs Strategic Plan embodies the values we uphold and the vision we have for our organisation, and the communities within which we live and work, that prioritises health, wellbeing, connection, inclusion, learning and growth, and healing.

OUR STRATEGY HAS FIVE KEY AREAS OF FOCUS:

- 1 Our People**
A culture of engagement and excellence in client services.
- 2 Processes**
Streamlined and effective systems in place with continuous quality improvement initiatives.
- 3 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.
- 4 Sustainability and Financial Management**
Effective financial management systems and business model with a diverse mix of funding streams.
- 5 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.

Work across all five key areas of focus in the Strategic Plan were progressed, with particular emphasis on supporting our staff, and our clients and their families, given the continued impact of the pandemic. Some of our services have expanded and innovative approaches have been introduced to meet the needs of our clients within the context of the pandemic.

Our responsive and flexible service delivery continues, as does our commitment to the delivery of service excellence, whilst being client-centred and family-inclusive in our approach. We make strategic decisions based on our purpose and vision, focusing on the delivery of quality care for our clients and their families, and maintaining a strong focus on a positive work culture for our staff given workforce shortages and demands.

Our clients, staff, partner organisations, funders and stakeholders have been overwhelmingly supportive of the work we have undertaken in partnership with others, to deliver cutting edge alcohol and other drug treatment and service excellence.



Our Commitment to Reconciliation and Inclusion

Karralika Programs is committed to creating a safe and welcoming place for staff to work, and for clients and families to participate in programs that meet their needs. It is a journey, and we acknowledge that there is still much to learn and more that we can do. Our commitment is to listen, learn, take action, seek feedback and engage with staff, clients and others, make changes and continue to improve.

Our approach to reconciliation and inclusion is as broad and diverse as the community. We acknowledge the significant impacts of stigma and discrimination experienced by people who use drugs, those who identify as members of the LGBTIQ+ community and people from culturally and linguistically diverse backgrounds and cultures. We also consider the significant and enduring impacts of colonisation, land dispossession and health inequalities experienced by First Australians.

Karralika Programs seeks to ensure our programs are safe and sensitive to the diverse backgrounds and experiences of our staff and clients, and we strive to add our voice to the broader community conversations and action on reconciliation and inclusion.

Recognising and celebrating diversity

Our inclusion agenda recognises the diversity of our staff and clients, and their families, through language, signs and symbols in the physical environment, our recruitment, sharing of stories and through our policy documents and statements.

Although early in our journey, we are committed to listening and finding opportunities to support and better respond to the diverse needs of all, creating a place of belonging and safety for all. We strive to find meaningful ways to celebrate the diversity of backgrounds, ages, genders, sexual orientations, cultures, languages, religions, abilities, and life experiences.



Recognising and celebrating culture

This year saw our involvement in many community, national and local activities to learn about and celebrate the rich history and culture of our First Australians. Championed by our Aboriginal and Torres Strait Islander Cultural Support and Liaison Workers, our staff and clients participated in cultural experiences on Country, education sessions and storytelling about culture and history, and celebrations during NAIDOC Week and National Reconciliation Week.

Our clients across several programs, had the opportunity to participate in regular cultural education sessions and outings. Highlights for our clients included:

- Visits to the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) to research their family history, Country and culture.
- Art activities including painting pictures and emu eggs, and weaving.
- Making and painting clap sticks.

Smoking ceremonies to cleanse spaces, opportunities to spend time on Country to learn about culture and celebrating the importance of connection to Country were all important activities for our clients to participate in. Outings included walks at Googong Dam South, London Bridge at Googong Dam, Gibraltar Falls and time at Birragai in Namadgi National Park, which offers outdoor adventure activities and education programs.

Connections to organisations including Gugan Gulwan and Yeddung Mura, both Aboriginal Corporations, were supported, as well as referrals and links with Winnunga Nimmitjah, an Aboriginal health and community service and the Ngunnawal Bush Healing Farm.

Our team also supported Karralika's Solaris Program participants (within the Alexander Maconochie Centre) to talk about their culture, connection to family and to take part in storytelling and yarns about totems and lore.

A client's pathway into treatment commences when they make the first call to Karralika Programs, and for Aboriginal and Torres Strait Islander peoples it can be difficult. Having Cultural Workers that can be the first point of contact who support the process of assessment and intake has assisted clients to enter residential treatment and remain in the program.

The Cultural Workers provided intensive support to an Aboriginal man and father of three children who were not in his care. Through his significant progress in treatment and recovery and with the support and advocacy of the team clinically and culturally, his children were restored to his care whilst he was in our program.

Once completing the residential program and moving into the community, our Cultural Workers visited him regularly to support the father and family to connect with Aboriginal services to continue his journey of recovery and healing. The children participated in activities to learn about their culture and the father began volunteering at an Aboriginal service. We are delighted to learn that he has since secured paid employment and doing well. We were privileged to play a supporting role in this family's journey, demonstrating the importance of connecting with culture and Country, and integrating healing and recovery.

Feedback from our clients

“The cultural support and help I have received since being in the program have made me feel safe and connected and gave me a sense of belonging.”

“I loved hearing about local culture and history.”

“I gained some important information about the local Aboriginal area and the Ngunnawal tribe.”

“We need to appreciate our country and respect our land.”



Our Advisory Bodies

Consumer Advisory Body

Karralika Programs has at its heart, the desire to support our clients in their carers and families to achieve their goals. In developing and continuously improving our programs, services and approaches, Karralika Programs actively seeks feedback from clients, partner agencies and the broader community.

Our Consumer Advisory Body is a committee made up of past clients or carers of clients who bring a rich and diverse set of backgrounds, ideas and experiences forward to help our continuous quality improvement initiatives and strategic planning and to bring the important voice of service users to everything we do.

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.”

We currently have six members of the Karralika Consumer Advisory Body, who generally meet bi-monthly, have attended Karralika Board meetings and Board forums and have contributed significantly to the organisation’s strategic direction and quality improvement processes. This year, key areas of influence and contribution included service user satisfaction and feedback and day program elements.

We have recently recruited new members to join as previous members gained employment and no longer had capacity to maintain involvement.

FEEDBACK FROM OUR CONSUMER ADVISORY BODY

“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.”



Quality Improvement and Compliance Committee

Our values and commitment to quality, accountability, leadership and responsiveness are espoused in the work of the Quality Improvement and Compliance Committee, ensuring that the services we deliver are of the highest quality, meet legislative and regulatory requirements, are aligned with best practice guidelines and evidence, are safe and are regularly reviewed and improved.

The Quality Improvement and Compliance Committee has representatives from each program area, Corporate Services and the Executive team 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 client experience and the services we provide.

Some of the work completed this year includes:

- Implementing the Matrix Day program
- review and improvement of the client feedback process and forms
- review and improvement of the client outcomes measures and process
- review and update of the Solaris and Karuna program content
- increasing the types of student placements to include nurses, social workers and counsellors.

Health, Safety and Wellbeing Committee

The purpose of the Karralika Health, Safety and Wellbeing Committee is to provide a forum for a cross section of staff to consider issues, recommend and implement strategies that positively impact the health, wellbeing and the safety of staff and clients. The committee membership includes staff from all program areas in the organisation. They meet monthly to provide input, advice and make recommendations on a range of work health, safety and wellbeing issues and opportunities.

This year, the Committee has focused on supporting the mental health and wellbeing of the staff team with consideration to the incredible impact that the ongoing COVID pandemic is having on all of us. Work is underway on a Wellbeing Framework that will set out our commitment to supporting our workforce, connected to the Strategic Plan and purpose of our organisation, drawing on feedback from previous staff surveys and consultative discussions.

More specifically, Karralika Programs has engaged Smiling Mind to provide information sessions on pre-emptive mental health, mindfulness and wellbeing. Staff have access to the workplace premium content on the Smiling Mind app for the upcoming year to support their learning around good mental health practices.



Reconciliation and Inclusion Committee

The Reconciliation and Inclusion Committee met three times this year with a focus on:

- Assessing progress against the Reconciliation Action Plan and considering options for the development of a new RAP or Strategy;
- Sharing information on significant cultural events and activities;
- Education and support for staff regarding the importance of acknowledging the Traditional Owners of the lands we live and work on;
- Championing the inclusion of pronouns and symbols such as the diversity flag in our organisational signature blocks;
- Commenced a review of the Workplace Diversity Policy and recommended this Policy be reshaped to include a broader statement of commitment to diversity and inclusion for the staff and workplace as well as in our engagement with clients and families participating in our programs; and
- Identified potential learning and development needs and opportunities to work with other organisations and services regarding supporting diversity and inclusion. Across all of our locations, NAIDOC Week celebrations were a particular highlight and opportunities for learning and connection.





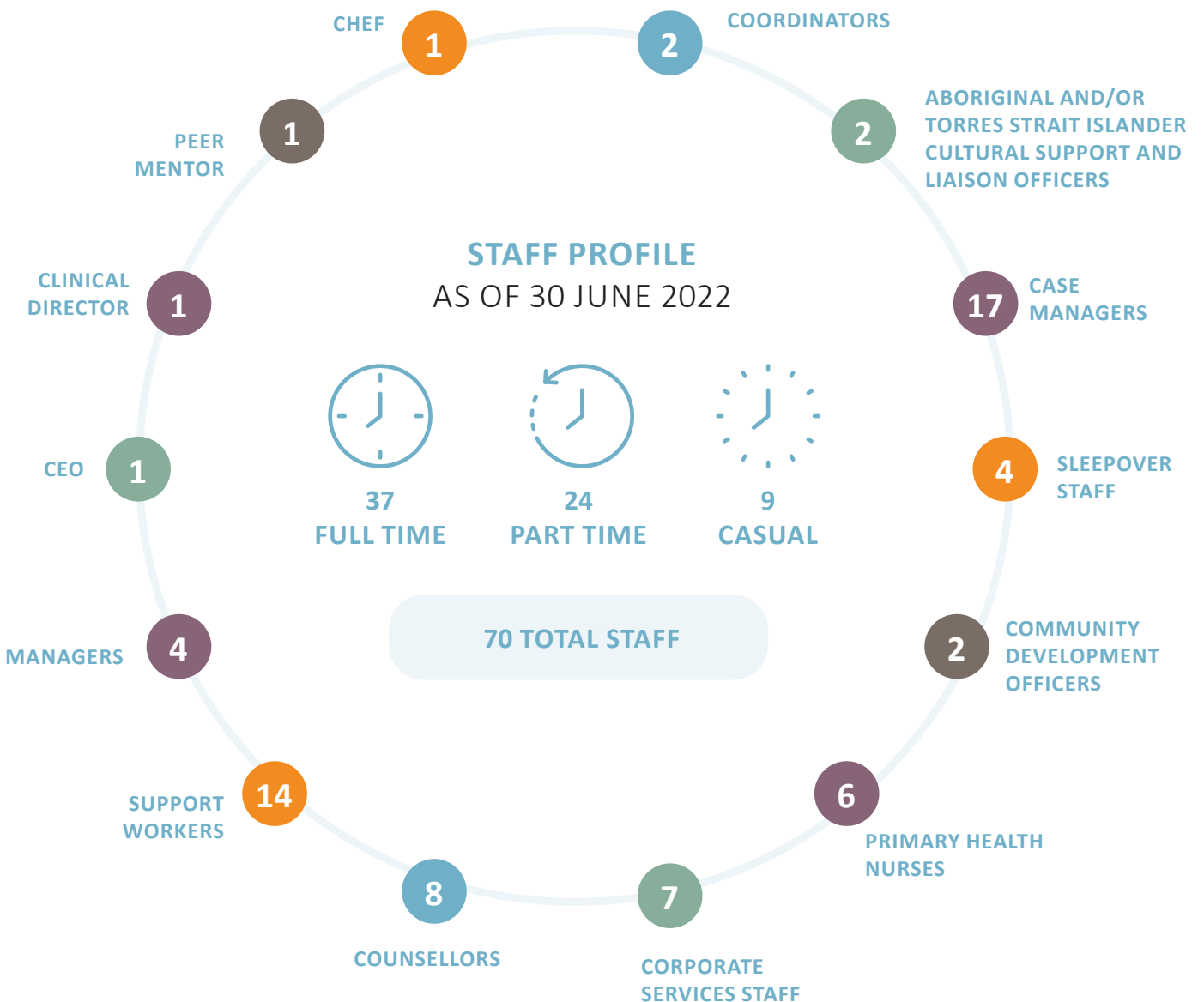
Across all of our locations, NAIDOC Week celebrations were a particular highlight and opportunities for learning and connection.

In the ACT, Karralika Programs participated in the community-sector celebrations alongside a number of other services, listening to stories and learning about Aboriginal culture. The community were privileged to be Welcomed to Country and took part in a smoking ceremony by Ngunnawal Elders. That was followed by a traditional dance performance including our staff member and proud Ngunnawal woman, Tiana House. Connections through sharing delicious food and conversation topped off a perfect morning celebration.

In Wagga Wagga, NAIDOC Week at the Ngunra Hub was a standout highlight, with the unveiling of the beautiful crow (the Totem for the Wiradjuri people of the region), generously donated by Blarney Stoneworks and painted by talented local Indigenous artist Tyrone Hoerler.

Our Team

The Karralika workforce is made up of professional people who have a true passion for their work and are dedicated to the people they support and to each other. We value the diversity and lived experiences of our colleagues and recognise how this enhances their skills and qualifications and service excellence.



Staff Satisfaction

Our staff are the backbone of everything we do at Karralika Programs. In addition to team-based discussions and feedback, we invite staff to complete an anonymous staff satisfaction survey each year. The survey prompts staff to consider and reflect on their work, the work environment and the organisation as a whole. Among other things we ask for feedback on our staff member's job satisfaction, engagement in organisational developments and quality improvement initiatives, safety in the workplace, working in teams and culture.

As Covid-19 related staffing and operational challenges continued during 2021, into 2022, we acknowledge the impacts personally and professionally on our people, including the need for additional support for wellbeing, and support to manage their daily work-life balance and the need to work differently to meet the needs of community.

Of the 62% of staff who responded across all program areas, we have heard that on the whole they feel valued in the workplace, have job satisfaction and job autonomy, as well as the tools they need to do their work. Feedback from the survey has also identified areas for continued focus in supporting our workforce and our culture.

- **95%** understand what is expected of them.
- **93%** have tools and systems to effectively perform their role.
- **90%** said they feel valued in their workplace.
- **100%** can easily articulate the purpose of the organisation.
- **98%** are happy to come to work most days.



Workforce Recognition and Development

Our staff are skilled professionals who live by the Karralika Programs values and they bring their best to work each day. They are as diverse as the people we support and the communities within which we all live and work and each one is recognised for their professionalism, skills, life experiences, care and support for each other and our clients.

The pandemic has brought many challenges professionally and personally, and our team has continued to deliver high quality services, introducing new ways to work with clients and families, and modifying the way they work as a team across sites in a hybrid environment. We are a living and learning organisation and support the individual development needs and aspirations of our staff. Our aim is to provide a workplace that is safe, offers flexibility to meet the needs of our people operationally wherever we can, and to be responsive to the needs of our people and our clients.

There is high competition for skilled workers who are committed to learning and hold values and beliefs that align with the work we do. This means our attention is on purposefully attracting and retaining the right staff, offering above award wages, supporting a healthy work-life balance and promoting the importance of self-care. We seek ways to be as flexible as possible in our approach to employment, offering a mix of full-time, part-time and casual roles, and to think creatively about how to support the needs of staff and their families impacted by challenges such as Covid.

We prioritise formal and informal training and development, coaching and mentoring and access to external clinical supervision or group supervision and practice support. We allow for and encourage participation in network meetings, roundtables and events, online education forums and sector activities.

This year we have participated in:

- Training in the Therapeutic Community model by the Australasian Therapeutic Communities Association
- Minimum Qualification Strategy for AOD
- Certificate IV in Alcohol and Other Drugs
- Online training delivered by the NSW AOD peak body (NADA) on outcomes, consumer engagement and diversity
- Case management
- Cultural Awareness
- Forensic Alcohol and Other Drug training – foundational and advanced
- Gambling and Racing Commissions Community Sector Round Table and Community of Practice
- Australasian Professional Society on Alcohol and other Drugs (APSAD) conference
- Justice Reform Group and Canberra Restorative Community meetings
- Audrey Fagan Leadership and Communication Program
- First Aid and Mental Health First Aid training
- Diversity Council of Australia
- Jobs Australia Conference



The Healing Foundation reports on the impact of 'identity strain' and 'cultural load' on Aboriginal and Torres Strait Islander workers across the country. This year the NADA (the Network of Alcohol and Drug Agencies of NSW), delivered a workshop supporting 'Self Care for Aboriginal AOD Workers' attended by our Cultural Support and Liaison Workers, reinforcing the importance of supporting and managing individual health and resilience and providing information and strategies to navigate the multiple layers of relationships they manage with clients, families, communities, and the workplace.

Karralika Programs also supports staff and family wellbeing through providing access to an Employee Assistance Program (counselling) for work or personal issues. Staff and their families can access this service confidentially throughout the year. We also provide external Clinical Supervision by experienced and qualified supervisors to support workers in their practice.

Communities of Practice for Nurses and Counsellors have continued and bring peers from different programs together 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

Karralika Programs has a team of qualified and experienced counsellors who work across five programs and locations. To ensure connection and sharing of practice improvements, debrief on cases, and maintaining the high standard of counselling clients have come to depend upon, our counsellors meet monthly in a Community of Practice. This is in addition to participation in external group and individual clinical supervision. Group supervision sessions are facilitated by an external, senior AOD psychologist, while the Community of Practice sessions are chaired on a scheduled rotation schedule by each counsellor.

Community of Practice for Nurses

The Community of Practice for Nurses focus on nursing interventions specifically in relation to alcohol and other drug and mental health presentations. This forum serves to connect nurses from our program areas to develop a mutually supportive nursing community within the workplace and reduce the potential for program silos.

This 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. Additionally, this year the Community of Practice for Nurses commenced group supervision with an external supervisor.

Our Programs

Karralika Programs delivers services across the ACT, along with parts of regional NSW. We offer unique, specialised alcohol and other drug treatment services through residential, community and justice settings.

We support men, women, young people, couples and families, and offer support to their families. Our programs also support First Australians, those from diverse backgrounds including gender and sexual orientation, culture, religion, education, literacy, abilities and lived experience.

We actively participate in networks and forums, case conferencing and shared case management with other services and professionals that our clients are linked with to ensure seamless and holistic service support and positive outcomes for long lasting change. These programs are developed, delivered, and reviewed regularly to ensure we offer evidence based, effective programs that meet the needs of the community.

We acknowledge the funding provided by a number of agencies including Territory, State and Australian Government, Primary Health Networks, individual donors and clients.



Our Clients and Service Activity

Every client who comes to Karralika Programs seeking support has their own stories, experiences and needs.

We take the time to understand those needs, circumstances, experiences and goals to identify the most appropriate program and service for them. However, all have the common goal of wanting to address the impacts and harms associated with their substance use, and a desire to create or regain control and live a life with purpose, meaning, inclusion, support and, positive relationships with friends and family.

Our skilled team works with each individual and family to understand their needs and their goals, and to match them with the appropriate treatment services, programs and supports. Karralika Programs has strong networks within and outside of our sector and uses those partnerships and relationships to facilitate program admission or referrals.

OVERALL KEY INFORMATION

- Overall, **727** people completed a treatment program with Karralika Programs, including an assessment.
- **60.4% were male** and **39.6% female** (this includes our two male only programs). Of those clients, **20% identified as Aboriginal and/or Torres Strait Islander**.
- There were more than **11,782** client contacts completed in the year.
- **156 adults, young people and children received nursing support in the community** (not including residential programs).
- **267 adults, young people and children received counselling in the community** (not including counselling performed whilst participating in residential programs).
- **94 adults** participated in a **Residential Program**

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:



30%
STIMULANTS



26%
CANNABIS



33%
ALCOHOL



6%
OPIOIDS



5%
OTHER

Residential Services

Karralika Programs has provided residential rehabilitation services in the ACT for almost 45 years. Our model of care is grounded in the Therapeutic Community Theory Model and Method. Although modified, our programs are underpinned by ‘community as method’ which is an essential element of the Therapeutic Community model of care.

In the ACT, Karralika Programs delivers two Therapeutic Communities:

- **Adult Program** – offering residential alcohol and drug treatment for single adults and couples; and
- **Family Program** – offering a residential program for single or couple parents with children up to the age of 12 years who can accompany their parents whilst participating in the program.

Our Residential Programs' brings a multidimensional approach to treatment which involves individual and group therapy, education, life and living skills, and connection. Typically, a medium to long stay program, our programs incorporate a phased structure beginning with Karuna, which can also be a short-stay program, and progressing through treatment with a supported transition and return to the community.

Community as Method, refers to the shared commitment by residents in the program to community values, living and working with each other as a community, to heal, build self-esteem and identity, and social responsibility through self-help and mutual self-help.

Clients are supported by a multidisciplinary staff team comprised of case managers, support workers, counsellors, coordinators, a primary health nurse who coordinates general health and medical needs, and a chef who offers education sessions on food preparation and nutrition, meal planning and kitchen safety. Our residents participate in community-living, educational and therapeutic group work, individual case management and counselling, health and wellbeing programs, and community activities.

Residents of our Family Program include single or dual parent families and children up to the age of 12 and are supported through a holistic family-inclusive approach to treatment and support.

In addition to the focus on recovery, there is a 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. Our team work closely with schools, early learning centres and other children's services to ensure the needs of the children are met and parents are supported.

Case management for parents and children occurs, as well as support for the family unit which may include individual or couples counselling and referral to specialist services to support child development.

Covid continued to present challenges for both the Adult and Family Programs, preventing combined program activities and a reduction in bed numbers available given the requirement to maintain compliance with public health guidelines regarding physical distancing and clean spaces should an outbreak occur. Later in the year we were able to introduce a gradual reconnection between the two programs, providing greater peer connection and support between residents and staff.

Residents and staff welcomed the partial return to integrated program delivery and the positive buzz in the therapeutic community has been a delight for all, including the opportunity to share Christmas together outdoors. It was a special time for all under unusual circumstances with many presents shared and lots of fun and laughter.

As Covid restrictions eased in the ACT, more beds were opened to increase access for those in the community seeking support, which has been welcomed. Although our resident numbers were significantly smaller than in previous years as a result of Covid restrictions, celebrations of recovery and graduation from the program continued.

Karralika was pleased to continue our support for Veterans, and also to those in the ACT who were participating in the Drug and Alcohol Sentencing List (Drug Court) through access to residential services to support change and understanding of the underlying reasons for substance use and offenses that have led to detention at the Alexander Maconochie Centre (AMC).

Residents participated in the 'Your Health Matters Program', organised and run by our Primary Health Nurse, offering activities to utilise the skills and information our residents have gained while in program. The focus of the program is to promote good health and lifestyle choices now and for long-term recovery through monthly topics and activities such as:

- **April - World Health Day**- how the environment can influence everyone's health, making good environmental choices and discussing the benefits this brings.
- **May - Mindful in May** – supporting knowledge and skill in the application of mindfulness, tips on the practice, and promoting the benefits this can bring to managing emotions and anxiety for example.
- **June - International Men's Health Week** – using the international week as a platform for raising awareness of men's health issues including body image, mental health, and how to do self health checks.

We acknowledge funding provided by ACT Health, Australian Government Department of Health and Ageing and the Australian Government Department of Social Services to deliver the residential services, and the contributions made by clients through program fees. We also acknowledge the financial support provided by the Department of Community and Justice (NSW) and Australian Government Department of Veteran's Affairs that supports individuals and families to participate in residential programs.

Quality improvement initiatives

This year a comprehensive review of the educational group content and structure of the Karuna program was completed. A small team of clinical staff formed the project group and met regularly to work through the material and develop the revised program.

Karuna resident participants were involved, and their feedback contributed to changes that further strengthened the program. The program is supported with updated group structure and content with an improved flow of topics and progressive groups across the 8 weeks, along with facilitator guides and manuals referenced to evidence-based practice and information.

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 including:

- Canberra Health Services- Alcohol and Drug Service, Dental Program, Opioid Treatment Service
- Anytime Fitness – Lanyon
- ACT Playgroups Association
- ACT Together
- ACT Trauma Group
- CAHMA
- CatholicCare Canberra and Goulburn
- CARE Financial
- Communities@Work
- Care and Protection Agencies in the ACT and NSW
- Domestic Violence Crisis Service
- Gugan Gulwan
- Hepatitis ACT
- Isabella Plains Medical Practice
- Marymead (Circle of Security)
- NSW Children's Health Services – Bluestar Clinic, MACH, Speech Pathology and Dental
- QE11
- Tuggeranong Square Pharmacy
- Uniting Church – Tuggeranong
- Winnunga Nimmityjah – Health, medical and counselling services





(Above: At the Healing Garden Launch - Minister for Health, Rachel Stephen-Smith, Karralika Programs CEO Sharon Tuffin and Riverview Managing Director David Maxwell)

Good news story

Family Program

This year, the Family Program site underwent significant refurbishment both indoors and through the creation of the healing garden. Indoor spaces were refreshed with paint and flooring along with upgraded bathrooms, and the outdoor space became a magical wonderland for the children to enjoy, with many a smile and squeal of excitement as the children travelled the bike path, dug in the sand, and played in the dry river bed. The garden promotes an environment for family connection and ownership of a special space to be cared for and appreciated.

The Family Program continued to support parent and child access visits with one parent having her child restored to her care, which was celebrated by fellow resident peers and staff.

We are thankful for the support of the ACT Government and the Commonwealth Government for the site upgrade, and for the financial and significant in-kind contribution from Riverview Development Group.





Adult Program

A new initiative this year at the Adult Program saw the creation of the Karralika Therapeutic Community Sensory Room. The term 'Sensory Room' is used to describe a broad range of therapeutic spaces specifically designed and utilised to promote emotional self-regulation and positive change. When used appropriately, sensory rooms:

- help to create a safe space;
- facilitate the use of self-regulation skills and tools;
- provide opportunities for engagement in prevention and crisis de-escalation strategies, as well as a host of other therapeutic exchanges (to teach skills, offer a variety of therapeutic activities, etc.); and
- promote self-care/self-nurturance, resilience and recovery.

The sensory room used within the Therapeutic Community Adult Program has been functional since January 2022. The room has low lighting, meditation music, a variety of tactile objects, a comfortable chair, and a weighted blanket.

Residents who need some time to ground themselves, de-escalate any unmanageable emotions and regulate big emotions can access the sensory room at any time, weekdays and weekends for up to 30 minutes, it has a timer to keep time, or a staff member will pre-arrange a soft knock to check in. It is a very popular space and residents report that it has helped them feel more regulated and balanced.

“Since arriving at Karralika I not only feel like I have a future to look forward to again, but I look in the mirror each morning and like the person I see.”

“Karralika has been the most beneficial choice I have made for my recovery. I have learned authentic thoughts and feelings and honour my boundaries.”

FEEDBACK FROM OUR CLIENTS



Recent sensory room research

Research around the use of sensory rooms indicates positive outcomes related to the incorporation of the rooms and additional sensory-related approaches to mental health and addiction treatment. *Sensory rooms and sensory related practices support the growth of emotional regulation* (Crouch R. (2015) *and provide guidelines to assist in the evolutionary process in care practice settings* (Watling etc. 2016).

Positive outcomes identified include:

- improved cognitive function and information retention
- the facilitation of a healthier relationship between the client and the world around them
- support for the connection between the mind and the body
- improved processing of visual information
- improved motor skills
- a sense of calm and safety for clients who, through detox and early recovery, may experience over-active thinking and racing thoughts
- the provision of a safe space that supports self-soothing rather than “acting out”
- used with traditional therapy, supports clients to acknowledge and identify their emotions and feelings of depressions, anger, pain, and anxiety
- helps clients develop new coping and self-regulation skills; helps individuals to feel safe while they experience their feelings
- supports clients to learn or re-learn life and social skills that may have been suppressed or distorted through prolonged drug and alcohol misuse
- assists in reducing distress for clients suffering from trauma or emotional or physical pain.

RESIDENTIAL SERVICES (FAMILY AND ADULT TC) KEY INFORMATION

- **52 adults** participated in the program as a whole through the year
- **31 men** participated throughout the year
- **21 women** participated throughout the year
- **36%** completed one week to 8 weeks
- **38%** completed 6 months of program
- **12%** completed more than 6 months of program the TC program
- **9 children** between 0- 12 years accompanied their parent/s in program
- **7 clients** identified as Aboriginal and/or Torres Strait Islander
- **77 days** was the average length of stay in the Adult TC
- **438 days** was the average length of stay in the Family TC

PRIMARY DRUG OF CONCERN REPORTED FOR ADULT TC



38%
STIMULANTS



2%
CANNABIS



56%
ALCOHOL



4%
OPIOIDS

PRIMARY DRUG OF CONCERN REPORTED FOR FAMILY TC



72%
STIMULANTS



14%
CANNABIS



14%
ALCOHOL



0%
OPIOIDS

Community Services

Our Community Services team supports an extensive range of programs across the ACT and surrounding NSW regions.

There has been a steady flow of clients in all areas of Community Service operations, with the team becoming very adaptable with the ever-changing COVID restrictions and requirements, by utilising a combination of telehealth and face-to-face options to ensure we continue to meet the needs of the community. Funded through a combination of ACT Health, Australian Government Department of Health and Ageing, NSW Ministry of Health, and with the support of ACT Community Services Directorate, Department of Communities and Justice (NSW), Australian Government Departments of Veterans Affairs and Social Services, individuals and families can access a range of community-based services we provide.

Assessment and intake

Assessment and intake functions are an important part of supporting an adult, young person or family to begin their journey. Our team takes the time to understand the person, find out what has led them to making contact with us, and to find the most appropriate program or service that will meet their needs. Sometimes that is a program delivered by another service.

A comprehensive assessment is undertaken face-to-face or over the phone. When a family is seeking support in our Family Program, a family assessment is also conducted by one of the counsellors to gather specific information about the functioning of the family unit, parenting capacity and importantly to understand the needs of the children. Individuals and families awaiting admission to a residential program will be supported by a team offering case management, to assist in getting ready to come into the program, and counselling or nursing support.

Matrix Day Program

After much planning, a new day program called Matrix, kicked off. This internationally validated and evidence-based Matrix Program is a 16-week group Program that is delivered by a Counsellor and a Lived Experience Mentor, and is provided with the support of the Australian Government Department of Health and Ageing and ACT Health. Since its operational commencement in December 2021, eleven people have or are still participating in the day Program with five people having graduated.

The Matrix Program is primarily an alcohol and other drugs relapse prevention Program, aiming to support participants to maintain abstinence or low level use. The day Program groups run three days a week and accommodates school drop off and pick up times for parents/carers. The Matrix Program participants are required to engage in regular counselling and attend self-help or mutual help groups as additional supports to the group Program.



MATRIX DAY PROGRAM – KEY INFORMATION

- **17 men** participated in the program through the year
- **8 women** participated in the program through the year
- **1 client** identified as **Aboriginal** and/or **Torres Strait Islander**

PRIMARY DRUG OF CONCERN REPORTED:



44%
STIMULANTS



52%
ALCOHOL



4%
OPIOIDS

Feedback from our clients [Matrix]

All members of the Karralika team involved in delivering the program made the experience incredibly positive. The counsellors were all knowledgeable and engaging which created a safe environment for open discussion. Having a “lived experience” person who shared their own circumstances so candidly was incredibly beneficial and very much created the safe space for participants to share their own journey.”

“The program topics were direct and poignant. They challenged me to think deeply about “how, what and why?” I got to where I was. More importantly though, the program provided meaningful and practical tools that have enabled me to look forward and see a positive future. I was unsure as to whether I would be able to openly discuss my journey with others but it did not take long for me to completely open up to my fellow participants.”

Nexus Mens Program and Transition Program

The Nexus Men's Program and Transition Program are community-based services supporting individuals and families who have some previous recovery experience and who need some time in a supportive environment with other peers. With the support of Case Managers and Counsellors, clients can step down from residential rehabilitation or step up into a semi-structured and supportive program to consolidate learnings from previous programs. Both programs are supported by funding from ACT Health, program fees and donations.

The Transition Program supports individuals and families who have completed the Karralika Therapeutic Community (Adult Program) or the Karralika Family Program as a step down from the intensive residential environment into a supported community house prior to returning to the community. Referrals to the Nexus Men's Program can come from self-referral and through other services, health professionals and diversion programs for example.

Clients are supported with case management, access to counselling, education and group sessions on relapse prevention, and assistance with referrals and access to other community supports and services to continue their recovery journey. Parents in the Transition Program who have children with them are guided to create parenting plans and individual children's development plans. Children can participate in extra-curricular activities such as swimming lessons, soccer, rugby league, gymnastics and dance or other activities of interest to them.

Our Social Group continued to be vital in maintaining connections for clients and staff. Groups were either facilitated virtually or at times in person, with a focus on fun, connection, and support. With the introduction of the Matrix Day Program, clients of the Nexus and Transition Programs were involved in regular groups and had opportunity to engage with our Lived Experience Peer Mentor.

NEXUS PROGRAM (ACT) KEY INFORMATION

- **9 men** participated in the program through the year
- **58 days** was the average length of stay
- **0** Clients identified as **Aboriginal** and/or **Torres Strait Islander**

PRIMARY DRUG OF CONCERN REPORTED:



45%
STIMULANTS



33%
ALCOHOL



22%
OPIOIDS

TRANSITION PROGRAM (ACT) KEY INFORMATION:

- **3** adults participated in the program throughout the year
- **3** children accompanied their parents
- **1** person identified as Aboriginal or Torres Strait Islander
- **291** days was the average length of stay

PRIMARY DRUG OF CONCERN REPORTED:



67%
STIMULANTS



33%
ALCOHOL

Specialist Counselling

Karralika Programs offers counselling support to clients participating in Nexus, Transition and Outreach Programs, those waiting for admission to residential programs, and those where a residential program is not needed. Counselling sessions were delivered either face to face, via phone or virtually taking into account clinical need, risk and restrictions relating to COVID-19. Community-based counselling support was also provided to workers in the construction industry through our partnership with Construction Charitable Works. Our Counsellors are qualified and accredited and deliver a high quality of service and support to client and families.

From 2022, Karralika Programs began to provide community-based counselling services to support participants of the Drug and Alcohol Sentencing List (ACT Drug Court), in addition to supporting participants through Matrix and Residential Rehabilitation.

Outreach/Aftercare Services

Our Outreach and Aftercare Services follow up with clients and residents who are leaving any of our programs, offer support while safely transitioning back into the community while they continue their recovery journey. Although the implications of Covid restrictions meant that this work was often undertaken online or over the phone, it was still effective and an important source of support.

Outreach Support is pivotal in providing individuals and families with access to services post-treatment. This support minimises the risk of harm and enhances positive outcomes for clients regarding their recovery goals.

SPECIALIST COUNSELLING KEY INFORMATION

- **39 people** participated in the program through the year
- **64%** identified as men
- **36%** identified as women
- **6 clients** identified as Aboriginal and/or Torres Strait Islander

PRIMARY DRUG OF CONCERN REPORTED:



28%
STIMULANTS



46%
ALCOHOL



10%
OPIOIDS



16%
CANNABIS

OUTREACH/AFTERCARE SERVICES KEY INFORMATION:

- **57 people** participated in the program through the year
- **58%** identified as men
- **42%** identified as women
- **5 clients** identified as Aboriginal and/or Torres Strait Islander

PRIMARY DRUG OF CONCERN REPORTED:



36%
STIMULANTS



53%
ALCOHOL



7%
OPIOIDS



4%
CANNABIS



Aboriginal and Torres Strait Islander Cultural Support and Liaison Program

Karralika Programs has responded to an increasing number of clients identifying as Aboriginal and/or Torres Strait Islander across our programs, by providing culturally safe and welcoming spaces, conversations and activities. With the support of our Aboriginal and Torres Strait Islander Cultural Support and Liaison Officers, our clients are able to connect or reconnect with culture, family and Country. Their role also supports our staff to learn about culture and history, and how to create a safe space for our clients. In the past 12 months clients have linked with Elders and members of the community to facilitate or arrange many creative and meaningful opportunities and activities for clients and children (see Reconciliation and Inclusion). Linking with Aboriginal Community Controlled Organisations and referrals to other services has also been an important part of the program.

Non-residential Withdrawal Program (ACT)

The Non-Residential Withdrawal (NRW) Program has been operational for three years, and significantly expanded in 2021 following funding from the Australian Government Community Health and Hospital Program via the Capital Health Network, to increase our nursing team from one to four nurses, and to broaden the geographical reach and scope.

The Program continues to support people with a non-residential option to withdraw or reduce 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, community health providers, self-referrals and from the withdrawal unit within Canberra Health Services.

Our qualified and experienced registered nurses worked closely with a range of community providers to get the best outcomes for the clients. The nurses are mobile, can go to the client and support visits to health practitioners.



NON RESIDENTIAL WITHDRAWAL PROGRAM EXPANSION LAUNCH

(LtoR: Mandeep Kaur Sohi RN; Colette Burnell RN; Anna McKenry RN Clinical Director; Senator Zed Seselja, Sharon Tuffin Karralika Programs CEO, Ebony Anderson RN; Winni Wanjohi RN)

The Covid lockdown and restrictions did hamper the home-based care the nurses could provide, however they were able to provide most interventions either over the phone or via a web-based platform and still perform in-person care where clinically indicated.

The Non-Residential Withdrawal Program worked closely with Alcohol and Drug Service at Canberra Health Service during the period of time the Residential Withdrawal Unit was closed, due to the Covid surge, to support clients in the community and gain access to hospital where indicated.

NON-RESIDENTIAL WITHDRAWAL PROGRAM KEY INFORMATION

- 60 people participated in the program since October 2020
- 48 people successfully reduced or ceased their substance use
- 48% identified as men
- 52% identified as women
- 7% identified as Aboriginal and/or Torres Strait Islander

PRIMARY DRUG OF CONCERN REPORTED:



21%
STIMULANTS



62%
ALCOHOL



5%
OPIOIDS



9%
CANNABIS



3%
BENZODIAZEPINES

Pharmacotherapy Support Program

This year saw the launch of our Nurse Practitioner-led Pharmacotherapy Program. Our part-time Nurse Practitioner supports people in the community who require commencement, stabilisation or reduction from their pharmacotherapy and have other physical or mental health issues.

The Nurse Practitioner is also a Psychotherapist, so a course of counselling is also provided with the physical health and pharmacotherapy support. This Program works in partnership with pharmacies and other health practitioners relevant to the clients needs.

Overall the Pharmacotherapy Support Program continued to provide support for clients in both the community, and those in our residential settings, from our Registered Nurses in partnership with Prescribers, and our Nurse Practitioner, to commence, maintain or reduce treatment. This Program is supported by the Australian Government Department of Health and Ageing and ACT Health.

PHARMACOTHERAPY SUPPORT PROGRAM KEY INFORMATION:

- **27** people participated in the program through the year
- **67%** identified as male
- **33%** identified as female
- **1** person Identified as Aboriginal and/or Torres Strait Islander

PRIMARY DRUG OF CONCERN REPORTED:



7%
OTHER
SUBSTANCES



52%
ALCOHOL



37%
OPIOIDS



4%
CANNABIS



NSW Child and Youth Alcohol and Drug Program

Despite another year of challenges from the pandemic, Child and Youth Program (C&Y) in the Eurobodalla and Murrumbidgee regions continued to provide brief interventions and health and wellbeing support to young people (10-19 years of age) and their families through a combination of face to face and telehealth sessions, maintaining connection with clients and their families in a professional and creative way.

Through funding provided by the NSW Ministry of Health, the team continued to develop and share therapeutic resources to support young people to stay engaged, including through the use of digital technologies and social media. As restrictions eased, the teams were about to return to more face-to-face engagement including schools, community centres, local events and individual and family sessions.

The C&Y Teams across both regions maintain a strong presence and relationship with the headspace in Wagga Wagga and Batemans Bay, bringing coordinated care to young people seeking support.

HIGHLIGHTS

Eurobodalla region

Returning to the schools has been one of the highlights during the year, with an increase in referrals from Narooma High, as well as a greater presence at the Moruya Community Hub to provide a second space to meet with young clients and their families. This room was named the "Growth Room" and is a welcoming safe space for therapeutic interactions and counselling support.

The Team and Manager were invited to Batemans Bay High School to give a presentation about the program and talk about referral pathways. This was a positive collaborative opportunity that has provided for an improved relationship between our team and the staff at the high school and an increase in referrals.



2022 Mental Health Youth Forum, Karralika Programs Child and Youth AOD Practitioner, Duval Martinez (pictured right)

Murrumbidgee (Wagga Wagga)

The Team supporting the Murrumbidgee region (based in Wagga Wagga) were pleased to be able to re-engage with schools and communities face to face, in addition to working from the headspace office to support young people.

The C&Y Team attended the 2022 Mental Health Youth Forum, with Karralika playing a key role in the organisation of the event that saw 180 students from schools in the Riverina attend.

Karralika Programs is committed to supporting diversity and inclusion, and was proud to attend the Pride Day street parade in March this year to raise awareness and address stigma and discrimination often felt by members of the community.

GOOD NEWS STORY

An 18 year old Aboriginal woman came into our program. Intergenerational substance misuse and complex family issues including domestic violence and poor living conditions contributed to the young woman's presentation of anxiety and depression, and she was dependent on large amounts of Cannabis.

Karralika Programs Child and Youth Team supported her general health and reduction in cannabis use, trauma counselling to begin the healing process and case management to support and guide financial, housing, and independent living skills. After a period of intensive support, the young woman is living in a stable environment with her partner in rented accommodation. Her partner works fulltime, and the young woman works fulltime in hospitality and enjoys her job and making friends through work. Managing cannabis use has a positive outlook on her future. The young woman's mental health gradually improved and through her reduction in her cannabis use and engagement in counselling she is stable, showing significant improvement in all areas of her life.

Feedback from our clients

"Thank you so much, that is exactly what I needed to hear. I'm so grateful to have your support honestly."

'Thankyou is just not enough' xxxx
Love you all

"Thank you for a lovely message. You guys have been great to work with and been very supportive of (client name) and myself. I'm sure he will miss having a catch up with you as well. Fingers crossed he will continue to keep going along well next year, going into his second year of high school." (parent)

"Thank you.
Thanks for being here for me."

"Awesome support this."

"I am happy for you to keep working with her on all of this as what you are doing seems to be helping her, she looks forward to Wednesday afternoons when she comes to see you." (parent)

"I'm really keen to come back in. It's one of the most important services to be linked with and I'm so grateful for you."

NSW CHILD AND YOUTH PROGRAM KEY INFORMATION

- **188** children, young people or family members were seen by counsellors, nurses and a case manager
- **29** family members received treatment
- **91** people received a counselling episode of care
- **28** people received a case management and support
- **74%** identified as Aboriginal and/or Torres Strait Islander
- **66** identified as male
- **120** identified as female
- **2** identified as non-binary

PRIMARY DRUG OF CONCERN REPORTED:



78%
CANNABIS



7%
STIMULANTS



7%
ALCOHOL



8%
OTHER SUBSTANCES





Community Drug Action Teams (CDAT) Program NSW

In 2021, a Consortium of specialist alcohol and other drug services in NSW were awarded a contract by the NSW Ministry of Health to support the delivery of the Community Drug Action Teams (CDAT) Program across NSW. The Consortium, led by Odyssey House NSW, includes Karralika Programs, The BATTERY, and Bila Muuji. Each Consortium member supports regions in NSW, with Karralika Programs supporting CDAT Programs across South-Central NSW, Southern Tablelands, Snowy Mountains and the South Coast.

Our team of Community Development Officers, work with 12 CDAT sites across our region, with another 4 communities currently considering involvement in the CDAT program in the future in response to community need. CDAT community volunteers are supported to apply for grants to deliver activities in their local areas that seek to inform, educate and reduce the harms associated with problematic alcohol and other drug use in their communities. We are privileged to be working with such passionate individuals and organisations.

HIGHLIGHTS OF THE YEAR

This year, two regional forums and a State Conference were held bringing CDAT sites together in person and virtually to learn about the CDAT Program, share ideas and information with each other, and to build capacity within their committees.

Small grants began to flow to CDAT for the grass roots activities identified to run in their local communities including:

- Young people designing posters and coasters with harm minimisation messages.
- Roller skating event for young people with the messaging of having fun without alcohol and drugs.
- Meet Joe Williams – Founder of *The Enemy Within* an inspirational Aboriginal man who shares his personal story of his addiction to substances and recovery journey.
- Providing bottle bags printed with a QR code and links to AOD information and support sites.

GOOD NEWS STORY

The State Conference acknowledged the significant contribution of local CDATs and individual committee members and the impact their work is having in their local communities. Jenny Atkinson from Wagga Wagga CDAT and Paul Brunton from the Bega Valley CDAT received an award for their contribution to the CDAT Program.

Jenny and Paul have both been members for more than twenty years in various roles and their contribution to supporting their CDATs to raise awareness in the community about the harmful impacts of alcohol and other drugs was applauded. Karralika Programs would like to thank Jenny and Paul, and all of the members of CDAT across the region for their dedication and commitment to their communities and the CDAT Program.

Members enjoyed the session where the group interacted with each other and shared good news stories and ideas for CDAT. The activities were invaluable and enjoyable. The team is looking forward to planning for the 2023 regional forum after the positive feedback that was received and building upon the success of this year's forum.

In June 2022, the State Conference was held bringing together all CDAT sites CDAT and CDO programs from across NSW for rich discussions, guest speakers and capacity building sessions. Operationally, CDO programs from across the four regions came together for a two-day planning session to reflect on the previous 12 months and their key highlights and learnings, in order to strengthen the processes and communication operationally and with the local CDAT Program.

Feedback from our CDAT members

"Thank you for the day."

"Well planned, and great connectivity with hybrid event."

"Was good to meet everyone including Karralika people and the networking was valuable."

"Was great to meet other CDAT members and the Karralika staff in person as the past year of online meetings have been challenging. We had guest speakers who spoke about social media, pharmaceutical drugs of dependence, and AOD treatment."

Justice Services

Justice Services arm of Karralika Programs provides services and support to those in the ACT who are connected to the justice system in some way, whether that is within the Alexander Maconochie Centre (AMC), leaving custody, those with probation and parole or intensive corrections orders, and those with drink and drug driving offences. We do this through a number of programs including the Alcohol and Other Drug Counselling Service in the community, the Solaris Program in the AMC, and the REVERSED Drink and Drug Driver Education Program.

Working in partnership with a number of organisations to provide support to clients of each of our Justice Services Programs has improved connection, trust and outcomes for clients, and we value those relationships.

Justice Services Alcohol and Other Drug Counselling

Justice Services Alcohol and Other Drug Counselling provides specialised counselling for people linked with the justice system in the ACT. Funded by the Capital Health Network, the Karralika Programs team works in collaboration with Community Corrections and other services to improve outcome and address the link between AOD dependence and the justice system. Primarily involving counselling, this year the service also connected clients to internal AOD case management support to provide further practical support with reintegration into the community.

Early in 2022, Karralika engaged the Australian National University to undertake a service evaluation of the Justice Services Counselling Program. A report assessing the impact of the Program was completed and some key findings are as below:

- On average, clients of the service engaged in 6.05 sessions.
- Findings suggest that individuals with more severe mental health and substance misuse issues were more likely to engage longer.
- Data showed that engagement in the service resulted in significant reductions in psychological distress.
- Based on the Severity of Dependence Scale data available, it was shown that engaging in the Justice Counselling service resulted in significant reductions in client severity of substance use dependence .

Final thoughts from the evaluation report notes that Karralika Justice Counselling Service is addressing specialist alcohol and other drug use needs for those in contact with the justice system through flexible models of care with 40% of clients attending for six or more sessions suggesting the service is valuable and recommends that the service continues.

GOOD NEWS STORIES

In addition to excellent service, our counsellor has been working to improve the effectiveness and reach of the Program and its reputation, developing strong working partnerships with ACT Corrective Services, and receiving excellent attendance rates of clients. This year also saw the addition of a case manager to work specifically with people accessing the Justice Services Counselling Program to provide support within the community.

Feedback from clients confirms that the flexible appointment times ensure that they can continue to work and engage in counselling after hours. The use of telehealth options has been welcomed, as has the 'check in' option to keep on track.

Feedback from our clients

"I have not had this type of support in the past, or ever."

"It's good to have someone I can talk to who is down to earth and real."

"You make me feel supported and like I am worthy of a good life."

"No one has shown me this level of kindness in my whole life."

KEY INFORMATION – JUSTICE SERVICES COUNSELLING

- 137 people engaged in Justice Counselling Program
- 13% identified as female
- 87% identified as male
- 13% identified as Aboriginal and/or Torres Strait Islander
- 85% were referred by corrections

PRIMARY DRUG OF CONCERN REPORTED:



42%
STIMULANTS



19%
CANNABIS



33%
ALCOHOL



6%
OPIOIDS

Solaris Program

Operating as a modified Therapeutic Community, the Solaris Program provides a 20-week program for male detainees including those on remand and sentenced, who are seeking recovery from alcohol and other drug misuse. Located within a dedicated accommodation unit in the Alexander Maconochie Centre, the program is delivered in partnership with ACT Corrective Services and aims to provide a safe and supportive learning environment where participants can explore their emotions, beliefs, and behaviours to affect positive personal change.

Offering an aftercare component, the Solaris Program recognises the high-risk period immediately post-release and provides continuity of care for participants as they continue their recovery journey in their community.

Funded by the Australian Government Department of Health and Ageing, Solaris has continued to invite and build great relationships with external services who visit and provide participants with education, information and other elements including Relationships Australia ACT Gambling Support Service, Everyman Australia, Yoga Pathways and Care Financial.

GOOD NEWS STORIES

Despite significant operational challenges over the year related to COVID-19, the Karralika Solaris Team have shown their passion and adaptability in taking the opportunity when unable to deliver the program, to review and update the entire program content to ensure it is contemporary, using the best of available evidence, is trauma-informed and useful for participants.

KEY INFORMATION - SOLARIS PROGRAM

- 30 people engaged in the Solaris Program – these numbers are due to COVID lockouts
- 20% Identified as Aboriginal and/or Torres Strait Islander

PRIMARY DRUG OF CONCERN REPORTED:



Feedback from our clients

“The facilitators are very easy going and understanding.”

“(This week) helped me understand the difference between values and core beliefs.”

“Facilitators as always are great, they challenge you to be open when ready and to give everything a go. They are ready to go into more detail as necessary.”

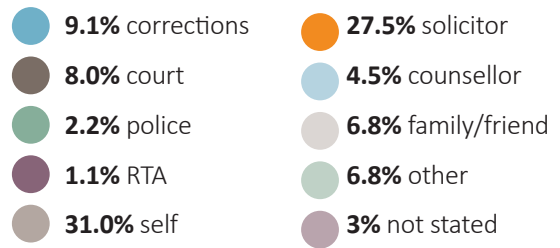
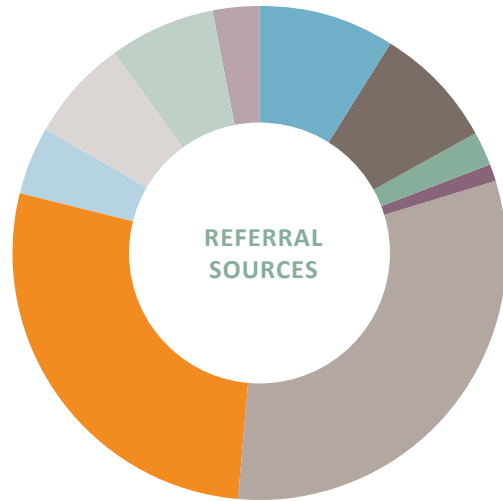
“Honestly it’s help me a lot, I’ve gained knowledge I never had.”



REVERSED Driver Education Program

REVERSED is an interactive, informative, engaging and affordable program provided in a safe non-judgemental learning environment where issues related to drink / drug driving can be explored. Participation in this 6-hour course is, for some, a requirement to retain or have their driver's licence returned following a drink or drug driving offence. The course is delivered by trained facilitators who also work in the alcohol and other drug field, bringing important insights into the link between substance use and decision making.

Despite the challenges presented by the COVID pandemic, Karralika were able to continue to deliver this important driver education course via online means. The quick and reliable implementation of the course online ensured that no participants were disadvantaged through lack of access.



REVERSED DRIVER EDUCATION PROGRAM KEY INFORMATION

- **11** courses were held during the year through a mix of online and face to face delivery
- **87** people enrolled in REVERSED
- **77%** successfully completed the course

PRIMARY DRUG OF CONCERN LEADING TO ATTENDANCE ON THE COURSE:



58%
ALCOHOL



32%
DRUG



3%
DRUG AND
ALCOHOL



7%
NOT STATED



Feedback from our clients

“Taking the non-judgmental approach is the best way to engage with people, this then gives you the opportunity to educate them. I liked how the presenters were genuinely not judging and I think that’s important if you really want people to take on the message.”

“As I now have a better understanding of the effects I can now look at the strategies I need to put in place to help.”

“The facilitators were awesome at making everything easy to understand.”

“The trainers started the course by making the participants feel at ease and it was obviously confidential. They listened to what we had to say and was very supportive. I would just like to say thank you for this course and I really learnt a lot from it.”

“No I would never drink drive again I have made a stupid decision that I am paying the consequences for. I would be putting myself and others in danger and doing the Reversed course has made me realise that even more. It would be a privilege to get my license back and I would never jeopardise that again.”

“Thank you so much for a great program, went well and has definitely convinced me to change my drinking habits.”

Corporate Services

The Corporate Services Team works across the whole organisation to support the achievement of Karralika Programs objectives. The team reinforces business operations through the coordination and management of organisational and client finance, human resources, administration, and support across all Karralika sites, maintenance management, IT and infrastructure, marketing and communications and frontline engagement with our community. Corporate Services are often the first point of contact for clients.

The 2021/22 year again started with high levels of uncertainty and continuing impacts of the pandemic. Despite this, the Corporate Services Team focused on addressing the challenges of planning and maintaining high quality support in a responsive and adaptive way to ensure our organisation as whole, could continue to deliver services to meet the needs of those in our community. This was achieved with minimal disruption to clients and stakeholders to ensure Karralika was able to continue to deliver services in an ever-changing environment.

We have and continue to put a strong emphasis on proactivity and forward planning, having a future-focused lens across the refinement of internal systems and processes.

We ensured the sustainability of resources through strong fiscal management and measures that support innovation and focus to continue our program delivery for years to come.

Our team focus:

- Refine and improve financial management systems and processes to improve real time financial management and forecasting activities across the organisation;
- Refine and improve internal policies and procedures to support the internal systems and our workforce, that were future-focused and supported continuous improvement activities;
- New digital technology installed to improve our online capabilities and to facilitate greater online engagement through the delivery of programs. Karralika received a small amount of government stimulus funding through ATODA, to support this systems improvement;
- Supporting Executive and Board planning and decision making; and
- Contributing to high quality funding applications and contracts via robust and accurate modelling and financial reporting.

Our Supporters and Partners

Across the ACT and NSW, Karralika Programs partners with a range of services across the health and community services sectors, government agencies and for purpose organisations and businesses. This allows us to support our clients to access a range of programs, services and products to achieve their goals and improve their health and wellbeing.

As a specialist alcohol and other drug treatment service, we know that clients need a holistic approach to their wellbeing. Our focus is to connect clients with appropriate services before, during and after their engagement with us. Through formal and informal partnerships, clients benefit from improved and connected referral pathways, links to specialist and generalist services and community.

In order to provide high quality treatment and support for adults, young people, and families from diverse backgrounds, experiences, and needs, we collaborate with the following agencies (alphabetical order):

- ACT Corrective Services
- ACT Health Directorate and Community Services Directorate
- ACT Gambling Support Service
- Alcoholics Anonymous and Narcotics Anonymous
- Australian Government Departments of: Health and Ageing, Social Services and Veteran's Affairs
- Australian National University
- Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)
- Canberra Health Services: Alcohol and Drug Services; Dental Health Program; Drug and Alcohol Sentencing List
- Capital Health Network (the ACT Primary Health Network)
- Canberra Institute of Technology
- Care Financial
- CatholicCare Canberra and Goulburn
- Communities@Work
- Construction Charitable Works and Canberra Tradesmen's Union Club Charitable Trust
- Domestic Violence Crisis Service
- Everyman Australia
- headspace Eurobodalla and Wagga Wagga (RACR)
- Hepatitis ACT
- Interchange Health Cooperative
- Isabella Plains Medical Centre
- Katungal Aboriginal Medical Service
- Marymead Child and Family Services
- Menslink
- Mental Illness Education ACT (MIEACT)
- Ngurra Hub Wagga Wagga
- NSW Department of Communities and Justice
- NSW Ministry of Health
- Playgroups ACT
- Relationships Australia Canberra and Region (RACR)
- Schools in Eurobodalla and Murrumbidgee regions
- The Australian Childhood Trauma Group
- Toora Women Inc.
- Uniting
- Uniting Church Tuggeranong
- Winnunga Nimmityjah Aboriginal Health Service
- Woden Community 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. We thank the individuals, families and business that have donated cash, in-kind services and advice, and products for the organisation and for the clients. We also wish to thank:

- Anytime Fitness Lanyon
- Australian Federal Police College
- Curijo Pty Ltd
- David Maxwell and the Riverview Group
- Good360 for providing high quality products
- Monarch Building Company
- Robert Griew and Think, Change Resolve Consultancy
- Sharon Winks, Galent Management Consulting

Financial Statements



Karralika Programs Incorporated

ABN: 88 061 551 715

Board of Directors' Report For the Year Ended 30 June 2022

The Board of Directors present their report on Karralika Programs Incorporated (the Association) for the financial year ended 30 June 2022.

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	
Julie Blackburn	Deputy Chair and Public Officer	
Rebecca Davey	Finance Director	
Rose Stellino (Nairn)	Director	
Sally Bradford	Director	Reappointed November 2021
Belinda Kendall	Director	Reappointed November 2021

Members have been in office since the start of the financial year to the date of this report unless otherwise stated.

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 deficit of the Association for the financial year amounted to \$132,706 (2021: surplus \$340,949).

Signed in accordance with a resolution of the Members of the Board:


Chair:
David Templeman


Finance Director:
Rebecca Davey

Dated this13th..... day ofSeptember..... 2022

**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 2022 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, 13 September 2022



G J Murphy
Partner

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Nexia Duesburys (Audit) (ABN 21 841 510 270) is a firm of Chartered Accountants. It is affiliated with, but independent from Nexia Australia Pty Ltd. Nexia Australia Pty Ltd is a member of Nexia International, a leading, global network of independent accounting and consulting firms. For more information www.nexia.com.au/legal. Neither Nexia International nor Nexia Australia Pty Ltd provide services to clients.

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Karralika Programs Incorporated

ABN: 88 061 551 715

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2022

	2022	2021
	\$	\$
Revenue and other income		
Revenue from contracts with customers	7,208,653	6,035,945
Other income	26,589	713,976
	<u>7,235,242</u>	<u>6,749,921</u>
Expenses		
Amortisation of right of use assets	218,382	207,654
Depreciation	56,708	59,805
Employee benefits expense	5,977,827	5,190,944
Marketing expenses	3,970	630
Program expenses	368,254	232,549
Rental expense	14,868	20,975
IT expenses	195,424	143,855
Motor vehicle expenses	104,805	51,169
Telecommunication expense	85,658	84,292
Consultants	37,895	95,120
Interest on lease liability	19,646	15,770
Other expenses	284,511	306,209
	<u>7,367,948</u>	<u>6,408,972</u>
Surplus/(deficit) for the year before income tax	(132,706)	340,949
Income tax expense	-	-
Surplus/(deficit) for the year	(132,706)	340,949
Other comprehensive income	-	-
Total comprehensive income/(loss) for the year	<u>(132,706)</u>	<u>340,949</u>

Karralika Programs Incorporated

ABN: 88 061 551 715

Statement of Financial Position

As At 30 June 2022

	2022	2021
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	2,344,656	2,976,499
Trade and other receivables	13,784	113,760
Financial assets	935,113	441,621
Other assets	271,167	219,566
TOTAL CURRENT ASSETS	3,564,720	3,751,446
NON-CURRENT ASSETS		
Financial assets	24,750	24,750
Property, plant and equipment	121,869	121,821
Right of use assets	540,340	426,717
TOTAL NON-CURRENT ASSETS	686,959	573,288
TOTAL ASSETS	4,251,679	4,324,734
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	702,613	561,705
Other liabilities	497,993	715,800
Lease liabilities	228,375	180,000
Employee benefits	487,411	461,875
TOTAL CURRENT LIABILITIES	1,916,392	1,919,380
NON-CURRENT LIABILITIES		
Lease liabilities	337,687	267,084
Employee benefits	13,404	21,368
TOTAL NON-CURRENT LIABILITIES	351,091	288,452
TOTAL LIABILITIES	2,267,483	2,207,832
NET ASSETS	1,984,196	2,116,902
EQUITY		
Retained earnings	1,984,196	2,116,902
TOTAL EQUITY	1,984,196	2,116,902

Karralika Programs Incorporated

ABN: 88 061 551 715

Statement of Changes in Equity For the Year Ended 30 June 2022

2022

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2021	2,116,902	2,116,902
Deficit for the year	(132,706)	(132,706)
Balance at 30 June 2022	1,984,196	1,984,196

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

Karralika Programs Incorporated

ABN: 88 061 551 715

Statement of Cash Flows For the Year Ended 30 June 2022

	2022	2021
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers and others	7,767,553	7,453,490
Payments to suppliers and employees	(7,641,289)	(6,501,040)
Interest received	24,814	24,927
Interest paid on lease liabilities	(19,646)	(15,770)
Net cash provided by/(used in) operating activities	<u>131,432</u>	<u>961,607</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Payments for property, plant and equipment	(56,756)	(4,284)
Purchase of investments	(493,492)	(2,518)
Net cash provided by/(used in) investing activities	<u>(550,248)</u>	<u>(6,802)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Repayment of lease liabilities	(213,027)	(210,263)
Net cash provided by/(used in) financing activities	<u>(213,027)</u>	<u>(210,263)</u>
Net increase/(decrease) in cash and cash equivalents held	(631,843)	744,542
Cash and cash equivalents at beginning of financial year	<u>2,976,499</u>	<u>2,231,957</u>
Cash and cash equivalents at end of financial year	<u><u>2,344,656</u></u>	<u><u>2,976,499</u></u>

Karralika Programs Incorporated

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 - Simplified Disclosures and other mandatory professional reporting requirements; and
 - b. give a true and fair view of the financial position as at 30 June 2022 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 13 September 2022

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 2022, 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 2022 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards – Simplified Disclosures 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 2022, 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 – Simplified Disclosures 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, 13 September 2022



G J Murphy
Partner



KARRALIKA

programs to help you choose a better life